Accommodation Terms and Conditions

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Article 1 (Scope of Application)
1. Accommodation contracts entered into between the Hotel and Guests, and any contracts related thereto, shall be governed by these Terms and Conditions. Matters not stipulated herein shall be governed by applicable laws and regulations or generally established practices. The excerpts of relevant laws and regulations set out in the Appendix shall constitute a part of these Terms and Conditions.
2. Notwithstanding the preceding paragraph, where the Hotel agrees to a special agreement to the extent that it does not contravene laws and regulations or established practices, such special agreement shall prevail.

Article 2 (Application for an Accommodation Contract)
1. A person wishing to apply for an accommodation contract with the Hotel shall notify the Hotel of the following:
(1) Name of the Guest
(2) Contact information of the Guest
(3) Date of stay and expected arrival time
(4) Accommodation charges (in principle, based on the basic accommodation charges set out in Schedule 1)
(5) Any other matters that the Hotel deems necessary
2. Where the Hotel requests the submission of a guest register stating the Guest's name, address, contact information, etc., the person who applied for the accommodation contract shall submit it immediately, even after the contract has been concluded.
3. If a Guest requests to continue the stay beyond the date of stay under Paragraph 1, Item 3 during the stay, the Hotel shall treat such request, as of the time it is made, as a new application for an accommodation contract.
4. A Guest who requires special consideration shall notify the Hotel at the time of application. In such a case, the Hotel shall accommodate the request to the extent possible.
5. The costs of any special measures taken by the Hotel for the Guest based on the notification under the preceding paragraph shall be borne by the Guest.

Article 3 (Conclusion of an Accommodation Contract)
1. An accommodation contract shall be concluded when the Hotel accepts the application set out in the preceding article.
2. Where the Hotel has displayed an incorrect accommodation charge on its website or communicated an incorrect accommodation charge by telephone, an application for an accommodation contract has been made based on that charge, and the Hotel has accepted the application, the Hotel may cancel the accommodation contract on the ground that its acceptance was made under a mistake within the meaning of the Civil Code if that charge is significantly lower than the charges for the periods before and after it, unless a reason for the lower charge, such as "Limited," "Special," or "Campaign," was indicated or communicated in connection with that charge.
3. The Hotel may, on any day prior to the scheduled date of stay, call the contact number provided by the Guest to confirm the reservation.
4. When an accommodation contract is concluded pursuant to Paragraph 1, the Hotel may request payment of a deposit by a date designated by the Hotel. The amount of the deposit shall be determined by the Hotel and shall not exceed the basic accommodation charge for the period of stay (or for three days, if the period of stay exceeds three days).
5. The deposit shall first be applied to the accommodation charges that the Guest is ultimately required to pay. If a situation arises in which Article 7 or Article 19 applies, the deposit shall be applied to the cancellation fee and then to damages, in that order, and any remaining balance shall be refunded at the time of payment under Article 13.
6. If the deposit under Paragraph 4 is not paid by the date designated by the Hotel pursuant to that paragraph, the accommodation contract shall lose its effect; provided, however, that this shall apply only where the Hotel notified the Guest of this consequence when designating the payment due date.
7. The Hotel may request payment of accommodation charges at the time of the Guest's check-in and, in the case of consecutive nights, may request settlement of the charges for nights already stayed at any time.

Article 4 (Refusal to Enter into an Accommodation Contract)
The Hotel may refuse to enter into an accommodation contract in any of the following cases:
(1) When the application for accommodation is not in accordance with these Terms and Conditions
(2) When no rooms are available due to full occupancy
(3) When the person seeking accommodation is deemed likely to engage, in connection with the stay, in conduct that violates laws and regulations or is contrary to public order or good morals
(4) When the person seeking accommodation is deemed likely to disrupt the peace and order within the Hotel, such as by repeatedly making complaints or demands without reasonable grounds within the Hotel
(5) When the person seeking accommodation is deemed to fall under any of (a) through (c) below:
(a) An organized crime group as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991) (hereinafter "Organized Crime Group"), an organized crime group member as defined in Item 6 of the same Article (hereinafter "Organized Crime Group Member"), a quasi-member of an Organized Crime Group, a person associated with an Organized Crime Group, or any other anti-social force
(b) A corporation or other organization whose business activities are controlled by an Organized Crime Group or an Organized Crime Group Member
(c) A corporation any of whose officers is an Organized Crime Group Member
(6) When the person seeking accommodation has engaged in words or conduct that cause significant nuisance to other Guests
(7) When the person seeking accommodation is a patient, etc. of a specified infectious disease as provided in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act (hereinafter "Persons with a Specified Infectious Disease, etc.")
(8) When violent demands have been made in connection with the stay
(9) When the Hotel is unable to provide accommodation due to a natural disaster, facility failure, staff shortage, or other unavoidable reasons
(10) When the person seeking accommodation falls under Article 5, Paragraph 1, Item 3 of the Hotel Business Act and Article 5-6 of the Enforcement Regulations of the Hotel Business Act
(11) When the person who applied for accommodation concealed their own commercial purpose in making the application
(12) When the Hotel determines that it is compelled, legally or in practice, to suspend business due to an order, instruction, or recommendation of a government agency
(13) When, with respect to a Guest or other person with a fever or cough, the Hotel lacks the physical or personnel capacity to take the infection prevention measures that are legally or practically required by an order, instruction, or recommendation of a government agency
(14) When the case falls under the cases stipulated in Article 10 of the Hyogo Prefecture Ordinance for Enforcement of the Hotel Business Act

Article 5 (Request for Cooperation with Infection Prevention Measures at the Facility)
1. In accordance with Article 4-2 of the Hotel Business Act, the Hotel may request that a person seeking accommodation cooperate as necessary to prevent the spread of specified infectious diseases.
2. A person seeking accommodation may not refuse a request for cooperation under the preceding paragraph without a justifiable reason. If a person fails to comply with such a request without a justifiable reason and is later found to be a Person with a Specified Infectious Disease, etc., that person shall bear all losses incurred by the Hotel, including the costs required for infection prevention measures such as disinfection of the facilities used by that person, and lost profits resulting from the facilities being unavailable during that period.

Article 6 (Liquidated Damages)
1. A Guest who smokes (including the use of electronic cigarettes) in a non-smoking guest room shall pay 100,000 yen as liquidated damages, which includes the costs required for deodorizing the room.
2. In the case of the preceding paragraph, if there is a period during which the room cannot be sold due to deodorizing measures or the like, the Guest shall pay, in addition to the liquidated damages under the preceding paragraph, an amount equivalent to the accommodation charge for that period. The same provisions shall apply to guest rooms in which pets are prohibited.

Article 7 (Guest's Right to Cancel the Contract)
1. A Guest may, at any time, cancel all or part of an accommodation contract by paying the Hotel the cancellation fee set out in Schedule 2.
2. If a Guest has not arrived by 8:00 p.m. on the date of stay (or, where an expected arrival time has been specified, by two hours after that time) and has not contacted the Hotel, the Hotel may treat the accommodation contract as having been cancelled by the Guest. In such a case, the Hotel shall charge the cancellation fee set out in Schedule 2.

Article 8 (Hotel's Right to Cancel the Contract)
1. The Hotel may cancel an accommodation contract in any of the following cases:
(1) When the Guest is deemed likely to engage, or to have engaged, in conduct that violates laws and regulations or is contrary to public order or good morals in connection with the stay
(2) When the Guest falls under Article 5, Paragraph 1, Item 3 of the Hotel Business Act
(3) When the Guest is a Person with a Specified Infectious Disease, etc.
(4) When the Guest is deemed to fall under any of (a) through (c) below:
(a) An Organized Crime Group, an Organized Crime Group Member, a quasi-member of an Organized Crime Group, a person associated with an Organized Crime Group, or any other anti-social force
(b) A corporation or other organization whose business activities are controlled by an Organized Crime Group or an Organized Crime Group Member
(c) A corporation any of whose officers is an Organized Crime Group Member
(5) When the Guest has engaged in words or conduct that cause significant nuisance to other Guests
(6) When violent demands have been made in connection with the stay
(7) When the Hotel is unable to provide accommodation due to a natural disaster or other force majeure
(8) When the case falls under the cases stipulated in Article 10 of the Hyogo Prefecture Ordinance for Enforcement of the Hotel Business Act
(9) When the Guest smokes in bed in a guest room, tampers with fire-fighting equipment, or otherwise fails to comply with the prohibitions in the rules of use established by the Hotel
(10) When it becomes known after the conclusion of the accommodation contract that the circumstance set out in Article 4, Item 11 applies
(11) When the person who applied for accommodation did not immediately comply with the Hotel's request under Article 2, Paragraph 2
(12) When the Hotel determines that it is compelled, legally or in practice, to suspend business due to an order, instruction, or recommendation of a government agency
(13) When, with respect to a Guest or other person with a fever or cough, the Hotel lacks the physical or personnel capacity to take the infection prevention measures that are legally or practically required by an order, instruction, or recommendation of a government agency
(14) When there has been an act in breach of the accommodation contract and the Guest has not remedied it despite a request to do so
2. If the Hotel cancels an accommodation contract pursuant to the preceding paragraph, the Hotel shall not charge for accommodation services and other services that the Guest has not yet received. However, if the cancellation is based on the Guest's conduct during the stay constituting a ground for cancellation, the Guest may be required to pay, as liquidated damages, the charges for accommodation services and other services that the Guest has not yet received.

Article 9 (Registration)
1. On the date of stay, a Guest shall register the following at the Hotel's front desk:
(1) The Guest's name, address, and contact information
(2) For foreign nationals who do not have an address in Japan: nationality, passport number, port and date of entry into Japan. The Hotel will copy or scan the passport at the time of check-in.
(3) Date and expected time of departure
(4) Any other matters that the Hotel deems necessary
2. If a Guest intends to pay the charges under Article 13 by means that can substitute for currency, such as traveler's checks, accommodation vouchers, or credit cards, the Guest may be required to present them in advance at the time of registration under the preceding paragraph.

Article 10 (Hours of Use of Guest Rooms)
1. A Guest may use a guest room of the Hotel from 3:00 p.m. until 11:00 a.m. the following morning. However, in the case of consecutive nights, the Guest may use the room throughout the day, except on the day of arrival and the day of departure.
2. Notwithstanding the preceding paragraph, the Hotel may permit use of a guest room outside the hours set out in that paragraph. In such a case, the Hotel shall charge the following additional fees:
(1) Less than 3 hours of overtime: 30% of the amount equivalent to the room charge
(2) 3 hours or more but less than 6 hours of overtime: 60% of the amount equivalent to the room charge
(3) 6 hours or more of overtime: 100% of the amount equivalent to the room charge
3. The amount equivalent to the room charge in the preceding paragraph shall be 70% of the basic accommodation charge.

Article 11 (Compliance with Rules of Use)
A Guest shall comply with the rules of use established by the Hotel and posted within the Hotel or on the information system.

Article 12 (Business Hours)
1. The business hours of the Hotel's main facilities, etc. are as follows. Detailed business hours of other facilities, etc. will be communicated through the information sheet provided at check-in, brochures placed in the rooms, notices posted at various locations, the in-room service directory, and the like.
(1) Front desk, cashier, and other service hours:
(a) Curfew: 12:00 a.m. (midnight)
(b) Front desk service: 7:00 a.m. to 10:00 p.m.
(2) Food and beverage (facility) service hours:
(a) Breakfast: 7:30 a.m. to 10:00 a.m. (last seating at 9:30 a.m.)
(b) Dinner: 5:30 p.m. to 9:00 p.m.
(3) Ancillary facility hours:
Large public bath: 6:00 a.m. to 10:00 a.m.; 12:00 p.m. (noon) to 12:00 a.m. (midnight)
Shop: 8:00 a.m. to 10:00 p.m.
2. The hours in the preceding paragraph may be changed temporarily when it is unavoidably necessary. In such a case, the Hotel shall notify Guests by appropriate means.

Article 13 (Payment of Charges)
1. The breakdown of the accommodation charges and other charges to be paid by a Guest is as set out in Schedule 1.
2. The accommodation charges and other charges in the preceding paragraph shall be paid either by advance payment made before check-in, or at the front desk before the Guest's departure or when requested by the Hotel. Payment shall be limited to Japanese yen (meaning Bank of Japan notes and coins)) or means that can substitute for it and are approved by the Hotel, such as traveler's checks, accommodation vouchers, credit cards, and QR code payments.
3. Even if a Guest voluntarily does not stay after the Hotel has provided a guest room to the Guest and made it available for use, the accommodation charges shall still be charged.

Article 14 (Liability of the Hotel)
1. If the Hotel causes damage to a Guest in the performance of, or by the non-performance of, an accommodation contract or any contract related thereto, the Hotel shall compensate for the damage. However, this shall not apply where the damage is not attributable to the Hotel.
2. The Hotel has taken out innkeeper's liability insurance to cover any compensation incidents.

Article 15 (Handling When the Contracted Guest Room Cannot Be Provided)
1. If the Hotel is unable to provide the contracted guest room to a Guest, the Hotel shall, with the Guest's consent, assist in arranging other accommodation on the same terms to the extent possible.
2. Notwithstanding the preceding paragraph, if the Hotel is unable to arrange other accommodation, the Hotel shall pay the Guest compensation in an amount equivalent to the cancellation fee, and such compensation shall be applied to the amount of damages. However, if the inability to provide the guest room is not attributable to the Hotel, the Hotel shall not pay compensation.

Article 16 (Handling of Deposited Items)
1. If goods, cash, or valuables deposited by a Guest at the front desk are lost, damaged, or otherwise harmed, the Hotel shall compensate for the damage, except where it was caused by force majeure. However, with respect to cash and valuables, if the Hotel requested the Guest to declare their type and value and the Guest did not do so, the Hotel shall compensate for the damage up to a limit of 150,000 yen, except where there was intent or gross negligence on the part of the Hotel.
2. The Hotel cannot accept custody of cash of 600,000 yen or more, or of goods with a market value of 600,000 yen or more.
3. If goods, cash, or valuables brought into the Hotel by a Guest and not deposited at the front desk are lost, damaged, or otherwise harmed due to the intent or negligence of the Hotel, the Hotel shall compensate for the damage. However, for items whose type and value were not declared by the Guest in advance, the Hotel shall compensate for the damage up to a limit of 150,000 yen, except where there was intent or gross negligence on the part of the Hotel.
4. Even where the Hotel is liable for damages under Paragraphs 1 and 3, the Hotel shall not be liable for the following items:
(1) Manuscripts, design drawings, designs, account books, and other similar items (including those recorded on recording media that can be directly processed by information equipment (computers and their peripheral devices such as terminals), such as magnetic tapes, magnetic disks, CD-ROMs, and optical discs)

Article 17 (Custody of Guests' Baggage or Belongings)
1. If a Guest's baggage arrives at the Hotel prior to the Guest's stay, the Hotel shall take responsibility for storing it only if the Hotel agreed to it before its arrival, and shall hand it over to the Guest when the Guest checks in at the front desk.
2. If an item believed to be a Guest's baggage or belongings is left behind at the Hotel after the Guest has checked out, the Hotel shall store it for 15 days, including the day of discovery. If the Hotel receives no contact from the Guest during that period, the item shall be deemed abandoned and the Hotel shall dispose of it.
3. The Hotel's liability for the custody of a Guest's baggage or belongings under the preceding two paragraphs shall be in accordance with Paragraph 1 of the preceding article in the case of Paragraph 1, and with Paragraph 3 of the same article in the case of the preceding paragraph.

Article 18 (Liability for Parking)
When a Guest uses the Hotel's parking lot, the Hotel provides the space only and does not assume responsibility for the management of the vehicle, regardless of whether the vehicle key has been deposited. However, if the Hotel causes damage through intent or negligence in managing the parking lot, the Hotel shall be liable for compensation.

Article 19 (Liability of the Guest)
1. If the Hotel suffers damage due to the intent or negligence of a Guest, the Guest shall compensate the Hotel for the damage.
2. In order to receive accommodation services under the accommodation contract smoothly, if a Guest recognizes that accommodation services different from the content of the accommodation contract have been provided, the Guest must promptly notify the Hotel to that effect at the Hotel.

Article 20 (Court of Jurisdiction and Governing Law)
Disputes concerning accommodation contracts between the Hotel and Guests shall be governed by the laws of Japan, and the district court or summary court having jurisdiction over the location of the Hotel shall have exclusive jurisdiction.

Article 21 (Procedure for Amending These Terms and Conditions)
The Hotel may amend these Accommodation Terms and Conditions and apply the amended terms to accommodation contracts already concluded as of the effective date. In such a case, the Hotel shall make the amendment publicly known by posting a notice of the amendment, the content of the amendment, and the date on which the amendment takes effect on its website on the effective date.

Appendix (Excerpts of Relevant Laws and Regulations)

Hotel Business Act, Article 5, Paragraph 1, Item 3
Where a person seeking accommodation has repeatedly made demands, as prescribed by Order of the Ministry of Health, Labour and Welfare, that impose an excessive burden on the operator in fulfilling them and are likely to significantly impede the provision of accommodation services to other guests

Enforcement Regulations of the Hotel Business Act, Article 5-6
The demands prescribed by Order of the Ministry of Health, Labour and Welfare in Article 5, Paragraph 1, Item 3 of the Hotel Business Act are those falling under any of the following items and likely to significantly impede the provision of accommodation services to other guests:
(1) Demands for a reduction of the accommodation charge or for other matters that are not easy to fulfill (excluding cases where, in connection with accommodation, the demand seeks the removal of social barriers as defined in Article 2, Item 2 of the Act on the Elimination of Discrimination against Persons with Disabilities (Act No. 65 of 2013))
(2) Demands accompanied by coarse or violent words or conduct, or other words or conduct that place a mental or physical burden on employees (excluding cases arising from the operator's unjust discriminatory treatment, as referred to in Article 8, Paragraph 1 of the Act on the Elimination of Discrimination against Persons with Disabilities, of the person seeking accommodation on the grounds of disability, and other cases with reasonable grounds equivalent thereto), which would require more effort than is normally required to serve the person making the demand

Hyogo Prefecture Ordinance for Enforcement of the Hotel Business Act, Article 10
The grounds prescribed by ordinance under Article 5, Paragraph 1, Item 4 of the Hotel Business Act are as follows:
(1) When the person is deemed to be unable to pay the accommodation charges
(2) When the person's body, clothing, etc. are significantly unclean and the person is deemed likely to cause nuisance to other guests
(3) When the person is intoxicated or their words and conduct are significantly abnormal, and the person is deemed likely to cause nuisance to other guests
(4) Other justifiable grounds

Supplementary Provisions
Article 1: The Hotel shall put these Accommodation Terms and Conditions into effect on December 1, 2026 (Reiwa 8).