

# Accommodation Terms and Conditions

July 21, 2021

## Article 1 (Scope of Application)

1. Contracts for accommodation and related agreements between our facility and guests shall be governed by these Terms and Conditions. Any matters not stipulated in these Terms and Conditions shall be subject to laws or generally established customs.
2. In cases where our facility has agreed to special provisions within the scope that does not violate laws and customs, such special provisions shall take precedence, notwithstanding the previous paragraph.

## Article 2 (Application for Accommodation Contracts)

1. Guests wishing to apply for an accommodation contract with our facility must provide the following information:
  - (1) The guest's name
  - (2) The accommodation date(s) and estimated time of arrival
  - (3) Accommodation fees (in principle, based on the basic accommodation fees listed in Appendix 1)
  - (4) Any other items deemed necessary by our facility
2. If a guest requests an extension of their stay beyond the date specified in (2) above during their stay, our facility shall treat this as a new application for an accommodation contract at the time the request is made.

## Article 3 (Conclusion of Accommodation Contracts, etc.)

1. The accommodation contract shall be deemed concluded when our facility accepts the application specified in the previous article. However, this does not apply if our facility provides evidence that the application was not accepted.
2. Once the accommodation contract is concluded as stipulated in the preceding paragraph, guests must pay a reservation deposit, up to the amount of the basic accommodation fee for the period of stay, by the date designated by our facility.
3. The deposit will first be applied to the final accommodation fee to be paid by the guest. In case of situations specified in Articles 6 or 18, the deposit will be applied in the order of penalty charges, then compensation, with any remaining amount refunded at the time of payment of charges specified in Article 12.
4. If the guest fails to pay the deposit by the date designated in paragraph 2, the accommodation

contract will lose its effect. However, this applies only if our facility notifies the guest of this when specifying the payment deadline.

#### **Article 4 (Exemption from Reservation Deposit Payment)**

1. Notwithstanding the provisions of paragraph 2 of the previous article, our facility may agree to special terms that exempt the guest from paying a reservation deposit.
2. If, when accepting the application for an accommodation contract, our facility does not request payment of the deposit specified in paragraph 2 of the previous article or does not designate a payment deadline, it shall be treated as having agreed to the special terms in the previous paragraph.

#### **Article 5 (Refusal to Conclude Accommodation Contracts)**

Our facility may refuse to conclude an accommodation contract in the following cases:

- (1) When the application is not in accordance with these Terms and Conditions.
- (2) When the facility is fully booked and no rooms are available.
- (3) When the person seeking accommodation is likely to engage in conduct that violates laws, public order, or good morals.
- (4) When the person seeking accommodation is found to fall under the categories listed in items (i) through (iii) below:
  - i. Organized crime groups, organized crime group members, quasi-members of organized crime groups, or affiliates of organized crime groups as defined by the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991)
  - ii. Corporations or organizations controlled by organized crime groups or organized crime group members
  - iii. Corporations whose officers include members of organized crime groups
- (5) When the person seeking accommodation has caused significant disturbance to other guests.
- (6) When the person seeking accommodation is clearly recognized as having an infectious disease.
- (7) When violent demands or unreasonable burdens are placed on our facility.
- (8) When accommodation is impossible due to force majeure such as natural disasters or facility malfunctions.
- (9) When other reasons apply as stipulated by Tokyo Metropolitan Ordinance.

#### **Article 6 (Guest's Right to Cancel the Contract)**

1. The guest may cancel the accommodation contract by notifying our facility.
2. If the guest cancels the accommodation contract in whole or in part due to reasons attributable to the guest (excluding cases where our facility designated a payment deadline for the

reservation deposit and requested payment but the guest canceled the contract before payment), our facility shall charge a penalty in accordance with Appendix 2. However, if our facility has agreed to special provisions as stipulated in Article 4, paragraph 1, the guest will only be liable for the penalty if our facility has notified the guest of this obligation when agreeing to the special provisions.

3. If the guest fails to arrive by 5:00 p.m. on the day of the stay without notifying our facility (or within two hours after the scheduled arrival time if specified in advance), our facility may deem the accommodation contract as having been canceled by the guest.

#### **Article 7 (Facility's Right to Cancel the Contract)**

Our facility may cancel the accommodation contract in the following cases:

- (1) When the guest is likely to engage in conduct that violates laws, public order, or good morals, or has already done so.
- (2) When the guest is found to fall under any of the categories listed in Article 5, paragraph 4.
- (3) When the guest has caused significant disturbance to other guests.
- (4) When the guest is clearly recognized as having an infectious disease.
- (5) When violent demands or unreasonable burdens are placed on our facility.
- (6) When accommodation is impossible due to force majeure such as natural disasters.
- (7) When other reasons apply as stipulated by Tokyo Metropolitan Ordinance.
- (8) When the guest smokes in a non-smoking area, tampers with firefighting equipment, or otherwise violates the facility's usage rules.

#### **Article 8 (Registration of Accommodation)**

Guests shall register the following information with our facility on the day of stay:

- (1) Name, age, gender, address, and occupation
  - (2) For foreign guests, nationality, passport number, port and date of entry
  - (3) Date of departure and expected departure time
  - (4) Any other information deemed necessary by our facility
2. If the guest intends to pay the accommodation fee using traveler's checks, accommodation vouchers, credit cards, or other payment methods instead of cash, these must be presented at the time of registration.

#### **Article 9 (Use of Guest Rooms)**

Guests may use the rooms from 3:00 p.m. to 10:00 a.m. the following day. However, if staying consecutively, guests may use the room all day except for the arrival and departure days.

2. Our facility may allow guests to use the room outside of the specified hours, in which case additional

charges will be calculated based on the season.

#### **Article 10 (Observance of Facility Rules)**

Guests must observe the usage rules stipulated by our facility and posted within the premises.

#### **Article 11 (Operating Hours)**

The operating hours of our facility's main services are from 3:00 p.m. to 10:00 a.m. the following day. However, if the facility is being used for filming or similar purposes, special arrangements can be made.

2. Notwithstanding the previous paragraph, our facility may allow usage outside the designated hours, with additional charges calculated based on the season.

#### **Article 12 (Payment of Fees)**

1. The breakdown of accommodation fees payable by the guest is listed in Appendix 1.
2. Payment of the fees must be made in cash or using traveler's checks, accommodation vouchers, credit cards, or other methods accepted by our facility, either at the time of departure or when requested by our facility.
3. Even if the guest voluntarily chooses not to use the room after it has been made available, accommodation fees will still be charged.

#### **Article 13 (Facility' s Liability)**

1. Our facility shall compensate the guest for damages incurred during the fulfillment or non-fulfillment of accommodation or related contracts, unless the damages were caused by reasons not attributable to our facility.
2. Our facility has liability insurance in place to cover accidents such as fire.

#### **Article 14 (Handling of Situations When Guest Rooms Cannot Be Provided)**

If our facility is unable to provide the contracted guest room, we shall make efforts to arrange accommodations of the same or similar conditions at another facility, with the guest's consent.

2. If such arrangements are not possible, our facility will compensate the guest with an amount equivalent to the penalty fee, which will be applied towards any further damages. However, if the inability to provide the room is not due to reasons attributable to our facility, compensation will not be paid.

#### **Article 15 (Handling of Deposited Goods)**

Our facility does not offer a service for storing guest valuables such as personal belongings or cash. Therefore, our facility will not be responsible for any loss, damage, or destruction of such items.

**Article 16 (Handling of Guest' s Luggage or Personal Belongings)**

If a guest's luggage or personal belongings are found left behind after check-out, our facility will contact the owner and seek instructions. If no instructions are provided or the owner cannot be identified, the items will be stored for seven days from the day they are found, after which they will be discarded.

**Article 17 (Liability for Parking)**

When using our facility's parking lot, the guest is merely being lent a parking space and does not enter into a contract of safekeeping for the vehicle. Our facility is not liable for damages, such as theft, while the vehicle is parked.

**Article 18 (Guest' s Liability)**

If the guest causes damage to our facility, they shall compensate for the damages.

Appendix 1:

Breakdown of Accommodation Fees, etc. (Related to Article 2, Paragraph 1 and Article 12, Paragraph 1)

CONTENTS		
TOTAL AMOUNT PAYABLE BY THE GUEST	Accommodation Fee	1. Basic accommodation fee
	Additional Fees	2. Charges for additional food and beverages, rental equipment, and equipment purchase fees
	Taxes	Consumption tax (10%)

Notes: The basic accommodation fee is based on the officially posted price list.

Children's fees apply to children up to 12 years old (elementary school age and younger).

A fee will also be charged for infants who do not require bedding or meals.