

RULES

Service agreement and condition

We set the rules below based on article 9 of the lodging agreement to the customers who use the facility, in order to maintain the safety and amenity of the facility as well as its publicness. When the customers violate any one of the rules described below, we may cancel the lodging contract with the customers based on article 6 of the lodging agreement.

Terms of use

1. The following behavior is strictly prohibited on the premises of the facility
 - (1) Smoking outside of the designated area. Smoking in the room is strictly prohibited.
 - (2) Playing of musical instruments, singing aloud, and any other action of noise generation. Emission of abnormal odor or any other action that gives the feeling of intense dislike or annoyance to the third party persons.
 - (3) Do not bring the following items into the building or on the premises of the facility.
 - (a) Animals (including birds)
 - (b) Objects that emit odor
 - (c) Combustible or inflammable objects
 - (d) Firearms and swords including large sized knives
 - (e) Stimulant drugs, narcotic drugs, or any other drugs that are prohibited to possess by law
 - (f) Any items with abnormal amount in quantity or weight
 - (g) Any waste or insanitary items
 - (h) Any other items that we prohibit the customers to possess or carry in to the room
 - (4) Do not conduct gambling, immoral actions, cause trouble to the third party persons, or any other behavior against public order and morality.
 - (5) Do not use the facility for other than lodging, such as illegal delivery.
 - (6) Do not invite any visitors other than the lodger in the facility, nor let them use the accommodations or the equipment.
 - (7) Relocation, modification, taking out of the accommodations of the facility and any use of them outside of their intended use.
 - (8) Do not leave your belongings in the hallway or in the lobby area.

- (9) Distribution of leaflets or any posting of advertisements.
 - (1 0) Entry to the prohibited area to the customers.
 - (1 1) Use of hair dye and bleach in the bathroom.
 - (1 2) Burning incense in the facility.
 - (1 3) Any action of commercial purposes.
 - (1 4) All the other actions that disturb the safety and sanitation of the facility.
2. Although we are asking the payment in advance, please pay the additional charge for use of subsidiary facilities or the extension charge if they are presented at the checkout.
 3. The customers are responsible for supervision of their articles of value during their stay.
 4. We are not responsible for any lost or stolen belongings.
 5. The items left in our charge or the items left behind by customers are kept for up to a month after checkout.
 6. In the case of the suspicion of customers being involved in organized crime group(s) or any involvement that is considered against the public order or morality:
 - (1) The use of this facility is not allowed to the designated organized crime group, and/or their members described in the Act to Prevent Unjust Acts by Organized Crime Group Members (Came into force on March 1, 1992). If we found the fact that the customers come under this condition after reservation is completed or while their stay, we will reject them from staying at the facility immediately.
 - (2) The use of this facility is not allowed to the anti-social groups and their members, including organized crime groups and radical action groups and their members. If we have found the fact that the customers come under this condition after reservation is completed or during their stay, we will reject them from staying at the facility immediately.
 - (3) In the case of violence, intimidation, threat, coercive unreasonable demand, or any related action by the customers, we will reject them from using the facility immediately. We will not accept any persons who have fallen into this category in the past.
 - (4) When the customers are in difficulty of ensuring their security by mental or physical exhaustion, use of drugs, loss of self-conscious from alcohol intake that endanger other customers' safety or give the sense of terror or insecurity, we will reject them immediately.
- (Disaster prevention information)

This facility has disaster prevention equipment for fire, earthquake, and other natural disasters. We also execute emergency drills on a regular basis, and are making efforts to improve our skills and equipment to respond to an emergency.

1. On arrival

(1) Please note the location of the emergency exits and evacuation paths on each floor.

2. In case of fire

(1) Notify the front desk or the reception.

(2) Shout out loudly or make loud noises to notify people nearby.

(3) Follow the staffs' guidance and evacuate quickly.

3. When evacuating

(1) Evacuate immediately without being particular about your belongings.

(2) Do not use elevator/lift when evacuating.

(3) Keep yourself in a low position when the building is filled with smoke, and evacuate away from the smoke.

(4) Do not open the windows completely when not an emergency.

4. In case of earthquake

(1) Stay calm and follow the staffs' guidance.

(2) Protect your head while evacuating, and watch for falling furniture and any other objects.

Service agreement

(The scope of the agreement)

Article 1

The lodging and its related contract between this facility and customers is under the condition written in this service agreement, however, for the matters that are not written in this agreement will follow the public law and/or the public custom.

When this facility complies with any special conditions without violation of the public law and/or the public custom, then the special conditions have the priority to take effect.

(Revise of the agreement)

Article 2

1. Persons who reserve this facility must present the following items.

(1) Names of the lodgers

(2) Length of stay and estimated time of arrival

(3) Lodging charges (based on the lodging price listed in the attached table 1)

(4) Other items that this facility requires

2. If any changes are made to the items presented described above, the change(s) must be presented immediately.

3. When the lodgers request an extended stay over the days presented as described in the paragraph 1 item 2, this facility processes the request as a new lodging contract.

(Completion of the contract)

Article 3

1. When this facility accepts the reservation and request described in Article 2, the lodging contract is completed. However, when this facility proves that it did not accept the reservation or request, the contract becomes invalid.

2. When the lodging contract is completed, the lodgers must pay the lodging charge under the lodging contract in full prior to the starting date of lodging, or by the date specified by the facility.

3. When the reason described in the items below occur, this facility handles the reservation as it is made without the intention of actual stay, so the lodging contract becomes invalid.

(1) When the lodging charge is not paid prior to the starting date of lodging, or by the date specified.

(2) When the lodgers reject the contract from this facility.

4. The lodging charge is not refundable when the condition falls within item 2 and/or relate to the condition of item 2 above.

(Rejection of the lodging contract)

Article 4

This facility will not accept the conclusion of lodging contract under the conditions described below.

(1) When the lodging reservation is not made by this agreement.

(2) When the guest room is fully reserved.

(3) When a natural disaster or any emergency situation occurs, and when it is certain that giving priority for the victims and restoration workers to use the rooms is necessary.

(4) When the lodgers are the organized crime groups or the members of the organized crime groups, including any anti-social groups or their members, described in Act on Prevention of Unjust Acts by Organized Crime Group Members and Organized Crime Exclusion Ordinances.

- (5) When the lodgers are in risk of taking action against the law, public order or morals.
- (6) When the lodgers are obviously infected with infectious disease.
- (7) When the lodgers demand the lodging related service that is not considered to be appropriate in general social terms, and/or other services in the same manner.
- (8) When the facility is unable to accept the lodgers because of natural disaster, malfunction of the equipment, and other inevitable reason.
- (9) When the lodgers are intoxicated with heavy alcohol intake, and have risk of causing trouble with other lodgers, or hinder the normal operation of the facility, or when the lodgers' behavior causes trouble with other lodgers and the staffs of the facility.
- (1 0) When it is obvious that the expected lodgers are in unhealthy condition.
- (1 1) When the lodgers are under 18 years old and not accompanied by their guardian.
- (1 2) When the reservation was made to transfer it to a third party.
- (1 3) When the reservation was made without the intention of actual stay.
- (1 4) When other conditions apply that this facility is able to reject the lodging by the various laws or the prefectural ordinances.

(The cancellation rights of the lodgers)

Article 5

The lodgers are able to cancel their lodging reservation made with the facility.

The lodgers are able to cancel their lodging reservation made with the facility.

- (1) When the lodgers cancel the reservation entirely or partially they must pay the penalty to the facility based on the attached table 2.
- (2) When the lodgers do not show up to the facility at the estimated time of arrival without any contact, the facility is able to process the reservation as cancelled by the lodgers.

(The cancellation rights of the facility)

Article 6

This facility may cancel the reservation under the following conditions.

- (1) When the lodgers are involved in organized crime groups or are members of organized crime groups, including any anti-social groups or their members, described in Act on Prevention of Unjust Acts by Organized Crime Group Members and Organized Crime Exclusion Ordinances.
When the lodgers are in the risk of taking action of the following.

- (2) Violence, intimidation, threat, unreasonable demand, gambling, use or possession of illegal drugs, firearms, possession of swords or items of a similar nature, causing trouble for the other lodgers, involvement in other activities that are against the laws or the public moral.
- (3) When the lodgers are obviously infected with infectious disease.
- (4) When the lodgers demand the lodging related service that is not considered to be rational and/or the other services that in the same manner.
- (5) When the facility is unable to accept the lodgers because of natural disaster, malfunction of the equipment, or other inevitable reason.
- (6) When the lodgers smoke in bed, or tamper with the firefighting equipment or such actions that pose a risk to fire prevention or disaster prevention.
- (7) When the lodgers transfer or try to transfer the right of lodging.
- (8) When the lodging contract is completed through the travel agency, and when the lodging charge payment is not confirmed.

Also, the unconfirmed payment occurs when the payment was made by cash deposit at a bank very close to its closing business hours, or without the consideration of the bank's business hours, payment made through internet banking system but the next day is the bank's closing day so that the deposit cannot be confirmed.

(9) When the lodgers violate the service agreement of this facility.

(10) When this facility is able to reject the lodgers according to the various laws or the prefectural ordinances.

2. Notification of the cancellation made by this facility to the lodgers will be notified directly by meeting in person, or by the phone call, the e-mail, or the letter to the contact point provided by the lodgers based on the Article 2. When this method of contact does not work, then the Article 3 paragraph 3 will apply, and process it assuming that the notification has reached to the destination after certain period of time usually takes for each method to arrive to the destination.
3. When this facility cancels the lodging contract based on the previous two items, the lodging charge is not refundable. Otherwise the condition falls under paragraph 1 item 3 and item 5.

(Registration of lodging)

Article 7

1. The lodgers must complete the following at the front desk on arrival.

- (1) Name of the lodgers, age, gender, address and occupation
- (2) Visitors from overseas must present nationality, passport number, port of

entry, entry date, passport and its copy.

(3) Date and time of the departure

(4) Other items that this facility requires.

2. When the lodgers make payment described in Article 11 by other than the cash transaction, such as accommodation voucher and/or credit card, those items must be presented at the registration described above.

(Available time for room use)

Article 8

1. The lodgers can use the room from the check-in time (determined by this facility) to check-out time (10:00 a.m.). However, when staying two or more nights in a row, the room is available throughout the day except for the date of arrival and departure.
2. This facility may comply with the request of the use of the room other than the time mentioned in the previous paragraph. In this case, we will make additional charge (include tax) as written in the attached table 3. However, if the time exceeds the check-out time on the departing day, the charge will be the same as a one night stay. This applies to the use of the room prior to the check-in time on the arriving day.
3. This facility is able to perform necessary operation for the safety and/or the hygiene control in the lodgers' room, when the room is available to the lodgers based on the previous two paragraphs.

(Observe the rule)

Article 9

The lodgers must observe the rules set and posted by the facility.

(Business hour)

Article 10

1. The business hour is shown in the pamphlets, bulletin board, information booklets in each room.
2. The business hours mentioned in the previous paragraph may change due to unavoidable conditions arising. We will notify in such case.

(Payment)

Article 11

1. The itemized list of the lodging and related charge is as shown in the attached list 1.
2. The lodgers can make payment mentioned in the previous paragraph on the arrival or when this facility requests for the payment, by cash, accommodation

voucher that this facility accepts, or credit card and the equivalent method at the front desk.

3. After this facility provides the guest rooms for the lodgers and available for them, if the lodgers did not stay in the room voluntarily, the lodgers still need to pay the charge.

(Responsible on lodging)

Article 12

1. This facility will compensate damage to the lodgers caused by the facility's nonfulfillment of the contract. However, this shall not apply if the failure to perform the obligation is due to grounds not attributable to the facility.
2. This facility has innkeepers insurance in order to handle the damage described in the previous paragraph, however, if the condition falls within the scope of insurance excuse, the damage lodgers received may not be covered.

(When the facility is unable to provide the room the lodger made contract for)

Article 13

1. This facility, when is unable to provide the room the lodger made contract for, with the permission of the lodger, will introduce other lodging as much the same condition as possible.
2. This facility may cancel the contract when is unable to introduce the lodger to other lodging facility. In this case, Article 6 paragraph 2 will apply.

When it is this facility's failure for being unable to provide room, will pay the compensation to the lodger, and this will be the restitution.

(Goods deposited)

Article 14

1. This facility will not accept goods deposited by the lodger.
2. When the goods, cash, or valuable items brought in by the lodger to this facility and if loss or damage to those items are occurred from this facility's failure, the compensation will be paid no more than 30,000 yen.

(Safekeeping of the luggage or personal belongings)

Article 15

1. When the lodger's luggage (does not include cash and valuable items) arrives to this facility prior to the lodger's arrival, this facility will keep the items if this facility agrees.
2. When the lodger's luggage or personal belongings are left behind in this facility after check-out, without any instruction by the owner or if the owner is unidentified, the items will be disposed three days from the date the items were

found.

3. This facility has right to voluntarily investigate the content of the luggage or personal belongings left behind in order to appropriately process the items, such as returning the items to the owner, or process the items according to the paragraph above, and the lodger cannot object to this act.
4. The responsibility of this facility for keeping the lodger's luggage or personal belongings according to the paragraph 1 and paragraph 2, when paragraph 1 applies, will follow Article 14 paragraph 1, when paragraph 2 applies, will follow Article 15 paragraph 2.

(Responsibility with parking space)

Article 16

1. When the lodger uses the parking space of this facility, with or without acceptance of the vehicle's key deposited, this facility will lend the parking space only, and will not bear responsibility for safekeeping the vehicles. When the lodger uses other parking space outside of this facility, this facility will not bear responsibility for safekeeping the vehicles.

(Responsibility of lodger)

Article 17

When this facility suffers loss or damage by the lodger's failure, the lodger is responsible for the compensation of the loss or damage to this facility.

(Cleaning)

Article 18

1. When the lodger will stay in the same room for more than three days in a row, cleaning will be provided every third day.
2. When the lodger request not to clean the room, this facility will clean the room at least every four days as to comply the prefectural ordinance. However, when this facility recognizes the need of cleaning, this facility is able to clean the room at any time.
3. The lodger cannot reject the cleaning described in the previous paragraph.

(Revision of the agreement)

Article 19

The competent court is designated by this facility.

Article 20

This agreement can be revised at any time when necessary.

When this agreement is revised, this facility will post the content and its effective date to the web site.

(Attached table 1) Calculation method of the lodging charge (Relate to Article 11)

Amount	内訳 itemized list	
	Basic lodging charge	Room and service charge
Incidental charge	Food and drinks, other utility charge	
Tax	Consumption tax	

(Attached table 2) Penalty charge (Relate to Article 5)

Days the cancellation received	2 days before	The day before	On the day
Rate of penalty against the basic lodging charge	30%	50%	100%

Note 1) % is against the lodging charge (includes the charges from tie-up lodging plan with other businesses)

When the tie-up business's cancellation policy requires higher cancellation penalty charge than the amount calculated by the calculation method above, the higher penalty charge will apply.

Note 2) When the days of stay are shortened from the days contracted, regardless of the days shortened, the penalty charge applies to the first day of the days shortened. However, the penalty charge will be calculated for all the days remaining after the days shortened counting from the day that the shortening is requested.

Note 3) when some of the lodgers cancel the contract, the penalty will be calculated for the number of persons canceled.

(Attached table 3) Additional room charge for overtime use (Relate to Article 8)

The room charge based on Article 8 paragraph 2 is shown as below. The base amount for the calculation is the base lodging charge at the end of the stay plus consumption tax.

Additional charge	
(1) Over 1 hour to 5 hours	Short stay price
(2) Over 5 hours	One day price

(Attached table 4) compensation (Relate to Article 13)

Cancellation notification day	On the day	The day before	More than 2 days before
Rate of the penalty against the base lodging charge	100%	20%	—

Note) % is against the lodging charge (includes the charges from tie-up lodging plan with other businesses)