

Terms and Conditions of Accommodation

(Scope of application)

Article 1

1. The accommodation contract and related agreements entered into by this hotel with the guest shall be in accordance with the provisions of these general terms and conditions, and any matters not provided for in these general terms and conditions shall be subject to the provisions of laws and regulations (meaning laws and regulations or those based on laws and regulations; the same shall apply hereinafter) or by generally established practice.
2. Notwithstanding the preceding paragraph, if the hotel agrees to a special agreement that does not contravene laws, regulations, or customary practices, such an agreement shall take precedence.

(Application for accommodation contract)

Article 2

1. A person wishing to apply for an accommodation contract at the hotel shall provide the following information to the hotel:
 - (1) Guest name
 - (2) Guest contact information
 - (3) Date of stay and estimated time of arrival
 - (4) Accommodation charge (in principle, based on the basic accommodation charge outlined in Appendix 1)
 - (5) Other details deemed necessary by the hotel
2. The person who has applied for the accommodation contract shall, upon request by the hotel, promptly submit the accommodation list containing the guest's name, address, and contact information even if the accommodation contract has been concluded.
3. If the guest requests to extend their stay beyond the date stipulated in Item 3 of Paragraph 1, during the stay, the hotel shall treat such a request as a new application for an accommodation contract at the time the request is made.

(Formation of Accommodation Contract and Others)

Article 3

1. The accommodation contract shall come into effect when the hotel accepts the application as stipulated in the preceding article.
2. If the hotel has presented an incorrect room charge on its website or provided an incorrect room charge by telephone, and an accommodation contract has been applied based on said charge, and the hotel has accepted the contract, if the room charge is significantly lower than the room charge for the preceding or following dates, the room charge will be changed or cancelled due to an error under the Civil Code,

unless there is an indication or notice of a reason for the lower rate, such as "limited", "special", "campaign", etc.

3. The hotel may, on any date prior to the scheduled stay, call the contact person provided by the guest to confirm the reservation.

4. When an accommodation contract has been formed pursuant to the provisions of Paragraph 1, an application fee determined by the hotel may be paid by the date designated by the hotel, and such fee shall be limited to the basic room charge for the period of stay.

5. The deposit shall first be applied to the room charge ultimately payable by the guest, and if the provisions of Articles 6 and 18 apply, the deposit shall be applied in the order of cancellation charge followed by compensation, and any remaining amount shall be returned at the time of payment of the charges pursuant to Article 12.

6. If the deposit specified in Paragraph 4 is not paid by the date designated by the hotel pursuant to the provisions of said paragraph, the accommodation contract shall become null and void. However, this shall only apply if the hotel has notified the guest of this condition when specifying the date for payment of the application fee.

7. The hotel will charge the room charge at check-in, and in the case of consecutive nights, the hotel may request payment for the nights already stayed at any time during the stay.

(Refusal of Accommodation Contract Formation)

Article 4. The Hotel may refuse to form an accommodation contract in 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 it is recognized that the person intending to stay is likely to commit an act that violates laws and regulations, public order, or good morals in connection with the stay.
- (4) When it is deemed that the person seeking to stay at the hotel may disturb the peaceful order of the hotel through repeated complaints or demands without reasonable grounds.
- (5) When it is recognized that the person seeking to stay at the hotel falls under any of the following items (a) through (c):
 - (a) Boryokudan (organized crime groups) as defined in Article 3, Item 2 of the Law Concerning Prevention of Unjust Acts by Organized Crime Groups (Law No. 77, 1991) ("Boryokudan"), Boryokudan members as defined in Article 2, Item 6 of the same law ("Boryokudan members"), members of quasi-organized crime groups or persons related to Boryokudan, and other anti-social forces.
 - (b) A corporation or another organization controlled by a Boryokudan or Boryokudan members.
 - (c) A corporation whose officers fall under the category of Boryokudan member.
- (6) When a person intending to stay in the hotel has said or done something that causes significant inconvenience to other guests.

(7) When the person intending to stay is a patient with a specified infectious disease (hereinafter referred to as "patient with a specified infectious disease") as defined in Article 4-2, Paragraph 1, Item 2 of the Ryokan Business Law.

(8) When a violent demand for accommodation is made.

(9) When it is impossible to accommodate guests due to a natural disaster, facility malfunctions, staff shortages, or other unavoidable circumstances.

(10) When a person intending to stay at the accommodation repeatedly makes a request to the proprietor that is specified by an Ordinance of the Ministry of Health, Labour and Welfare as excessively burdensome to implement and likely to seriously impede the provision of accommodation services to other guests.

As Specified by an Ordinance of the Ministry of Health, Labour and Welfare

1. A demand for a reduction in the room charge or other matters that are difficult to fulfill (except when requesting the removal of social barriers as stipulated in Article 2, item 2 of the Act on Promotion of Elimination of Discrimination on the Basis of Disability [Act No. 65 of 2013] with regard to accommodation).

2. A demand accompanied with rough or abusive language or other behavior that places a mental or physical burden on employees (excluding cases where there is a reasonable justification, such as when it results from the hotel engaging in unfair discriminatory treatment under Article 8, Paragraph 1 of the Act on the Promotion of Elimination of Discrimination on the Basis of Disability, or similar circumstances) requiring an excessive amount of effort beyond what is normally necessary for guest service.

(11) When the person applying for accommodation has made the application by concealing his/her commercial purpose.

(12) When the hotel deems it legally or practically obliged to close due to an order or recommendation from a government or municipal office.

(13) When the hotel lacks the physical or human resources to implement legally or practically required infection prevention measures, as mandated, instructed, or recommended by public authorities, concerning guests with fever or persistent coughing.

(14) When it is recognized that the person seeking accommodation is intoxicated and is likely to cause significant inconvenience to other guests.

(Request for Cooperation in Infection Prevention Measures)

Article 5

1. In accordance with Article 4-2 of the Ryokan Business Law, the hotel may request the cooperation from persons intending to stay at the hotel to prevent the transmission of specified infectious diseases.

(2) A person intending to stay at the hotel may not refuse the request for cooperation in the preceding paragraph without a valid reason. If a person fails to comply without a valid reason and is later found to

be a patient with a specified infectious disease, they shall be responsible for all damages incurred by the hotel, including the costs of disinfection and other infection prevention measures required due to their use of the facilities, as well as lost profits from facilities rendered unusable during that period.

(Predetermined Amount of Compensation for Damages)

Article 6

1. Guests who smoke (including electronic cigarettes) in a non-smoking guest room or facility will be charged a penalty of 25,000 yen for the cost of deodorizing the room.
2. Guests who lose their room key will be charged a penalty of 50,000 yen for the cost of replacing the key.

(Guest's Right to Cancel the Contract)

Article 7

1. The guest may cancel all or part of the accommodation contract at any time by paying the cancellation fee stated in Appendix 2 to the hotel.
2. If the guest does not arrive at the hotel by 8:00 p.m. on the day of the stay (or 2 hours after the estimated time of arrival, if such time has been specified in advance) and fails to contact the hotel regarding the delay, the hotel may consider the accommodation contract cancelled by the guest. In such a case, the hotel will charge the cancellation fee as stated in Appendix 2.

(The Hotel's Right to Terminate the Contract)

Article 8

1. If any of the following facts are revealed after making a reservation or during a stay at the hotel, the hotel shall promptly terminate the contract.
 - (1) When it is recognized that the guest is likely to commit an act that violates laws and regulations, public order or good morals in connection with their stay, or when it is recognized that the guest has already committed such an act.
 - (2) When the guest falls under Article 4 (10).
 - (3) When the guest is a patient with a specified infectious disease.
 - (4) When it is recognized that the guest falls under any of the following items (a) through (c).
 - (a) Boryokudan (organized crime groups), Boryokudan members, quasi-organized crime groups, or persons related to organized crime groups, and other antisocial forces
 - (b) A corporation or another organization controlled by a Boryokudan or Boryokudan members.
 - (c) A corporation whose officers fall under the category of Boryokudan member.
 - (5) When a guest uses language or behavior that causes significant inconvenience to other guests.
 - (6) When a violent demand for accommodation is made.

- (7) When a guest repeatedly makes a request to the hotel which is defined in Article 5-6 of the Enforcement Regulations of the Ryokan Business Law as a request whose burden is excessive in its implementation and which may seriously impede the provision of services related to accommodation to other guests.
- (8) When it is impossible to accommodate guests due to force majeure such as natural disasters.
- (9) When the guest falls under Article 4 (14).
- (10) When a guest does not comply with the prohibitions of the hotel's usage rules, such as smoking in the hotel and tampering with the facilities.
- (11) When it is found after the accommodation contract has been formed that the situation stipulated in Article 4 (11) has occurred.
- (12) When the person who has applied for accommodation fails to immediately respond to the hotel's request in accordance with Article 2, Paragraph 2.
- (13) When the hotel judges that it is legally or practically obliged to close due to an order or recommendation from a government or municipal office.
- (14) When the hotel does not have the physical or human resources to take the measures required by law or fact to prevent infection due to an order, instruction, or recommendation by a government or municipal office concerning a guest who develops a fever or coughs, etc.
- (15) When there is an act that violates the accommodation contract and no corrective actions are taken despite requests from the hotel.

2. When the hotel cancels the accommodation contract pursuant to the provisions of the preceding paragraph, no charges will be made for accommodation services or other services that have not yet been provided to the guest. However, if the reason for cancellation is due to the guest's conduct during their stay, the hotel may also ask the guest to pay a penalty fee for accommodation services or other services that have not been provided.

(Registration for Accommodation)

Article 9

1. Guests are required to register the following items at the front desk of the hotel on the day of their stay:
 - (1) Guests' name, age, gender, address, and contact information.
 - (2) Nationality and passport number for foreigners who do not reside in Japan.
 - (3) Departure date and scheduled departure time.
 - (4) Other details deemed necessary by the hotel.
2. When a guest intends to pay the charges specified in Article 13 using a traveler's check, hotel voucher, credit card, or any other method that can substitute for currency, the guest may be asked to present them in advance at the time of registration, as specified in the preceding paragraph.

(Room Usage Time)

Article 10

1. Guests may use the hotel's rooms from 3:00 p.m. until 11:00 a.m. the following morning. However, in the case of consecutive nights, the room may be used for the entire day except for the day of arrival and the day of departure.

2. Notwithstanding the provisions of the preceding paragraph, the hotel may accept the use of a room outside the hours specified in the preceding paragraph. In such cases, the following additional fees will be charged:

- (1) 20% of the room charge per hour for up to one hour of overstay
- (2) 100% of the room charge equivalent for more than one hour of overstay

(Compliance With Usage Rules)

Article 11. Guests shall follow the rules of use established by the hotel and posted in the hotel during their stay.

(Hours of Operation)

Article 12

1. The operating hours of the hotel's main facilities are as follows, and the detailed operating hours of other facilities will be provided in the available brochures, posted notices, and the service directory in the guest rooms.

(1) Service hours for front desk, cashier, and other services.: 7:00 a.m. - 11:00 p.m.

2. The hours mentioned in the preceding paragraph may be temporarily changed if necessary or unavoidable. In such cases, guests will be notified using appropriate methods.

(Payment of Fees)

Article 13

1. The breakdown of accommodation charges to be paid by the guest shall be as listed in Appended Table 1.

2. The payment of accommodation charges, as set forth in the preceding paragraph shall, be made at the front desk at the time of the guest's departure or when requested by the hotel, in currency or alternative methods such as accommodation vouchers accepted by the hotel or credit cards.

3. Room charges shall apply even if the guest voluntarily does not stay in the room after the hotel has provided the room to the guest and made it available for use.

(Responsibilities of the Hotel)

Article 14

1. The hotel will compensate for any damage caused to the guest in the performance of the accommodation contract and related agreements, or in the non-performance of such agreements.

However, this shall not apply if the reason is not attributable to the hotel.

2. The hotel has Ryokan Liability Insurance to protect against fire and other emergencies.

(Handling of Cases Where the Contracted Room Cannot Be Provided)

Article 15

1. If the hotel is unable to provide the contracted guest room, it will arrange alternative accommodation with similar conditions to the extent possible, subject to the guest's consent.

2. If, despite the provisions of the preceding paragraph, the hotel is unable to arrange alternative accommodation, it shall pay the guest a compensation fee equivalent to the cancellation fee, which shall be applied toward any compensation for damages. However, if there is no reason attributable to the hotel for not being able to provide the room, no compensation fee will be paid.

(Handling of Deposited Property)

Article 16

1. The hotel shall compensate for any loss, damage, or other harm to items, cash, or valuables deposited by the guest at the front desk, except in cases of force majeure. However, if the hotel requests the guest to disclose the type and value of cash or valuables and the guest fails to do so, the hotel will compensate for the damage up to 100,000 yen, except in cases of willful misconduct or gross negligence by the hotel.

2. The hotel cannot accept cash over 100,000 yen or goods with a market value of 100,000 yen or more.

3. If articles, cash, or valuables brought into the hotel by a guest and not deposited at the front desk are lost or damaged due to the hotel's intentional or negligent act, the hotel shall compensate for the damage. However, if the guest has not clearly stated the type and value of the item in advance, the hotel will compensate for the damage up to 100,000 yen, except in cases of willful misconduct or gross negligence by the hotel.

4. Even if the hotel is liable for damages under paragraphs 1 and 3, the hotel shall not be liable for the following items:

(1) Manuscripts, design documents, drawings, ledgers, and similar items (including data recorded on storage media such as magnetic tapes, magnetic disks, CD-ROMs, and optical discs, which can be directly processed by information devices such as computers and their peripheral equipment).

(Storage of Baggage or Personal Belongings of Guests)

Article 17

If a guest's baggage arrives at the hotel prior to their stay, the hotel will take responsibility for its safekeeping only if the hotel is informed in advance. The hotel will then hand the baggage over to the

guest at check-in or move it in advance to the room where the guest is scheduled to stay.

2. If a guest's baggage or personal belongings are left behind at the hotel after the guest has checked out, the hotel will keep them for a maximum of seven days, including the day they are found, and will return them to the rightful owner upon request within that period. If the owner does not claim it, it will be handed to the nearest police station after the storage period. However, food and beverages, tobacco, newspapers, magazines, items that may compromise sanitary conditions, and any other items that can be reasonably judged as discarded by the guest (such as disposable items or clearly broken items) will be disposed of on the day they are found. Please note that the hotel will not contact the guests after they have checked out to confirm any lost or found items.

3. In the cases referred to in the previous two paragraphs, the hotel's responsibility for the storage of a guest's baggage or personal belongings shall be governed by the provisions of Article 1, Paragraph 1 in the case of the first paragraph, and by the provisions of Article 1, Paragraph 2 in the case of the preceding paragraph.

(Responsibility for Parking)

Article 18. When a guest uses the hotel's parking lot, regardless of whether the vehicle key is deposited, the hotel only provides a space for the vehicle and does not assume responsibility for the management of the vehicle. However, the hotel shall be liable for compensation for any damage caused by the hotel's willful misconduct or negligence in managing the parking lot.

(Guest's Responsibilities)

Article 19

1. If the hotel suffers damages due to the intentional or negligent act of a guest, the guest shall compensate the hotel for those damages.
2. To ensure the smooth provision of accommodation services under the accommodation contract, if the guest becomes aware that services different from those specified in the contract have been provided, the guest must promptly notify the hotel.

(Internet Communications)

Article 20

1. The use of internet communication from within the hotel is the responsibility of the guest. The internet service may be interrupted or terminated without notice due to system failures, radio wave interference, power outages, or other reasons. The hotel shall not be liable for any loss or damage incurred by the user due to service interruptions caused by system failures or any other reason while using internet communications.
2. If a guest uses internet communications in a manner that is deemed inappropriate by the hotel, the hotel

will request that the guest discontinue use of the service and compensate the hotel for any damages incurred.

(Report to the Police)

Article 21

1. If it becomes necessary to protect the rights, property, or services of other guests or the hotel due to a guest's violation of these terms and conditions or other usage rules established by the hotel, the hotel will take appropriate measures, such as notifying the police or other relevant authorities.
2. If the hotel determines that a guest's health or life may be seriously affected, emergency medical services may be requested, regardless of the guest's wishes.

(Separability)

Article 22

1. Even if some provisions of these Terms and Conditions or other usage rules are determined to be invalid under applicable laws, the remaining provisions, excluding the invalid parts, shall remain valid.
2. Even if some provisions of these Terms and Conditions or other usage rules are determined to be invalid or revoked in relation to one customer, such provision shall remain valid for other customers.

(Changes in Accommodation Clauses)

Article 23

1. The hotel reserves the right to change the contents of these Terms and Conditions without prior notice.
2. If the hotel changes the Accommodation Terms and Conditions pursuant to the preceding paragraph, the hotel shall post a notice on the hotel's website and other places regarding the changes, as well as the content and effective date.
3. If a guest uses the hotel after the Terms and Conditions of Accommodation have been changed, the guest shall be deemed to have agreed to the revised contents.

(Language and Applicable Laws)

Article 24

1. These terms and conditions are written in both Japanese and English. In the event of any discrepancies or differences between the two versions, the Japanese version shall take precedence in all respects.
2. Any disputes between the hotel and the guest regarding the accommodation contract shall be governed by the laws of Japan, and the district court or summary court with jurisdiction over the hotel's location shall have exclusive jurisdiction.

Appended Table 1: Breakdown of Room Charges and Others (Regarding Article 2, Paragraph 1 and Article 12, Paragraph 1)

	Breakdown	
Total amount to be paid by the guest	Accommodation fees	Basic accommodation charge (room rate + breakfast and other food and beverages)
	Additional fees	Additional food and beverages (excluding those included in the basic accommodation charge) Other usage fees
	Taxes	Consumption tax Local tax

Note: Children's rates apply only to preschool children and younger when staying in a Japanese-style room. A 50% charge will apply when children's meals and bedding are provided.

For infants for whom bedding and meals are not provided, a charge of 2,200 yen will apply.

Appended Table 2: Cancellation Fee (Regarding Article 7)

Contract Termination Notice Date received	No show	The day of stay	The day before	2 days before	5 days before	14 days before	30 days before
Up to 4 rooms	100%	100%	50%	30%	10%	-	-
5 rooms or more	100%					80%	50%

Note: This cancellation fee shall be applied when the accommodation contract is made directly with the hotel (by e-mail or on our website).

If the accommodation contract is made through a travel agency other than the hotel, please follow the terms of their contract.