

Terms & Conditions for Accommodation Contracts

Article 1. Scope of Application

1. Contracts for accommodation and related agreements to be entered into between this Hotel and the Guest shall be subject to these Terms and Conditions. Any particulars not provided for herein shall be governed by laws and regulations applicable and/or generally accepted practices.
2. When the Hotel enters into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, notwithstanding the preceding Paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

Article 2. Application for Accommodation Contracts

1. A Guest who intends to apply for an Accommodation Contract with the Hotel shall provide the Hotel with the following information:
 - (1) Name of the Guest(s);
 - (2) Date of accommodation and estimated time of arrival;
 - (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in attached Table No. 1; and
 - (4) Other particulars required by the Hotel.
2. If Guests request to extend their stay, during their stay, beyond the date as specified in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

Article 3. Conclusion of Accommodation Contracts, etc.

1. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has accepted the application as stipulated in the preceding Article. However, the same shall not apply where it has been proved that the Hotel has not accepted the application.
2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit set by the Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Hotel.
3. The deposit shall be first used for the Total Accommodation Charge to be paid by the Guest, secondly for cancellation charges under Article 6 and thirdly for reparations under Article 18 as applicable. The remainder, if any, shall be refunded at the time of payment for accommodation as stated in Article 12.
4. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of Payment of the deposit is specified.

Article 4. Special Contract Requiring No Accommodation Deposit

1. Notwithstanding provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract under which no accommodation deposit is required after the Contract has been concluded as stipulated in the same Paragraph.
2. If the Hotel has not requested payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be deemed that the Hotel has accepted a special contract prescribed in the preceding Paragraph.

Article 5. Refusal of Accommodation Contracts

The Hotel may not accept an Accommodation Contract conclusion under any of the following conditions:

- (1) When the application for accommodation does not conform to the provisions of these Terms and Conditions;
- (2) When the Hotel is fully booked, and no room is available;
- (3) When the Guest seeking accommodation is considered liable to conduct themselves in a manner that will contravene the laws or act against public order or good morals in regard to their accommodation;
- (4) When the Guest seeking accommodation can be clearly identified as carrying an infectious disease;
- (5) When the Hotel is requested unreasonable burden by the Guest;
- (6) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes;
- (7) When the Guest seeking accommodation is obviously intoxicated and could cause annoyance to other guests or when the Guest is behaving in such a manner as to be an annoyance to other guests. (Chiba prefectural ordinance)
- (8) When the Guest seeking accommodation is deemed to be at risk of committing customer harassment.

Article 6. Right to Cancel Accommodation Contracts by the Guest

1. The guest is entitled to cancel the Accommodation Contracts by notifying the Hotel.
2. If the Guest has cancelled the Accommodation Contracts in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of payment of cancellation charges by the Hotel.
3. If the Guest does not appear by 10:00 p.m. on the accommodation date (or 2 hours after the expected time of arrival if the Hotel is notified it) without advance notice, the Hotel may regard the Accommodation Contracts as being cancelled by the Guest.

Article 7. Right to Cancel Accommodation Contracts by the Hotel

1. The Hotel may cancel the Accommodation Contract under any of the following conditions:
 - (1) When the Guest is considered liable to conduct, or has conducted, themselves in a manner contrary to the law or act against public order and good morals in regard to their accommodation;
 - (2) When the Guest is deemed to fall under any of the following:
 - (a) an organized crime group, organized crime group member, associated member of organized crime group, person related to organized crime group or other anti-social force;
 - (b) an entity or other organization whose business activity has been controlled by organized crime group or organized crime group member; or
 - (c) an entity which has a director or officer who falls under organized crime group member.
 - (3) When the Guest is considered to act Customer Harassment behavior
Requests for room charge reduction or other matters that are not easy to fulfill (except when requesting removal of social barriers stipulated in Article 2- (ii) of the Act for Eliminating Discrimination against Persons with Disabilities in relation to Accommodation) or repeated behaviors such as abusive language or deeds that cause mental or physical burden to the employee (except when the words and deeds are caused by the Hotel's unfair discriminatory treatment of the Guest seeking accommodation on the grounds of disability as stipulated in Article 8-1 of the Act for Eliminating Discrimination against Persons with Disabilities or other reasonable grounds equivalent thereto) that requires more effort than would normally be required to treat the Guest who made the request (examples are given below (a) through (i)) shall be deemed to constitute customer harassment.
 - (a) Acts that constitute physical aggression (assault, injury, etc.) or mental aggression (threats, abusive language, slander, etc.)
 - (b) Demanding to get down on one's knees.
 - (c) Restrictive behavior that exceeds a certain amount of time, such as squat or confinement (including prolonged phone calls).
 - (d) Blaming the employee by shouting, abusive language, etc.
 - (e) Excessive demand such as unpaid cancellation fees without justifiable reason, demand for refund of payment, or excessive demand for exchange of goods or monetary compensation, etc. (this includes such acts as demanding excessive services beyond a reasonable extent compared to other guests and repeated unreasonable requests for discounts on room charges.)
 - (f) Repeating the same question, acts pursuing responsibility such as demanding an apology without social appropriateness or making claims, etc..
 - (g) Excessive demands or claims for what cannot be handled under operational rules or systems.
 - (h) Threats implying exposure on social networking sites or in the media (e.g., disclosure of employee names)
 - (i) Stalking of a specific employee.
 - (4) When the Guest is clearly considered infected with a contagious disease.
 - (5) When the Guest demands a burden beyond reasonable purview.
 - (6) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure;
 - (7) When the Guest seeking accommodation is obviously intoxicated and could cause annoyance to other guests or when the Guest is behaving in such a manner as to be an annoyance to other guests. (Chiba prefectural ordinance)
 - (8) When the Guest engages in prohibited behavior, such as smoking in bed, damaging the firefighting facilities or other prohibited action stipulated by the Hotel in the use regulations (restricted to particulars deemed necessary for fire prevention),
2. When the Hotel has cancelled the Accommodation Contracts in accordance with the preceding Paragraph, the Hotel is not entitled to charge the Guest for any services they have not received.

Article 8. Registration

1. The Guest shall register the following information at the front desk of the Hotel on the day of accommodation:
 - (1) Name, age, gender, address and occupation of the Guest(s);
 - (2) Nationality, passport number, port and date of entry in Japan (Japanese excepted).
 - (3) Date and estimated time of departure; and
 - (4) Other particulars deemed necessary by the Hotel.
2. When the Guest intends to pay accommodation charges prescribed in Article 12 by means other than cash, such as traveler's cheques, coupons or credit cards, the Guest shall present them in advance at the time of the registration prescribed in the preceding Paragraph.

Article 9. Occupancy Hours of Guest Rooms

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 2:00 p.m. to 11:00 a.m. of the next day. However, when the Guest accommodates consecutive days, the Guest may occupy the room all day long, except for the arrival and departure days.
2. The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph with extra charges as follows:
 - (1) 30% of room charge until 2:00 p.m.
 - (2) Full room charge after 2:00 p.m.

Article 10. Compliance with Rules of Use

The Guests shall follow the rules of use stipulated and displayed in the Hotel while in the Hotel.

Article 11. Business Hours

Opening hours of the Hotel's main facilities are as follows. The detailed information for the other facilities is available in the brochures provided, posted in various places, and hotel directories in the room.

- (1) Opening hours of the front desk, cashier desk, etc.
 - (a) Entrance opens 24 hours
 - (b) Front service opens 24 hours (main building)
 - (c) Currency exchange 24 hours

Article 12. Payment of Accommodation Charges

1. The breakdown and calculation of accommodation charges, etc. to be paid by the guest shall be as shown in Attached Table 1.
2. Accommodation charges etc., as stated in the preceding Paragraph shall be paid in Japanese currency or by such other means as traveler's cheques, coupons, or credit cards recognized by the Hotel at the front desk when the Guest departs or at request of the Hotel.
3. Accommodation charges shall be paid even if the Guest voluntarily does not use the room provided and made it available by the Hotel.

Article 13. Liabilities of the Hotel

1. The Hotel shall compensate the Guest for any damage caused to the Guest by the Hotel in implementing or default of the Accommodation Contracts and/or related agreements. However, the same does not apply when such damage is the result of causes for which the Hotel is not liable.
2. The Hotel has been issued the "Fire Safety Certification Mark" by Fire and Disaster Management Agency (FDMA) and covered by the Hotel liability insurance in order to deal with unexpected fire and/or other disasters.

Article 14. When Unable to Provide Contracted Rooms

1. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable, with the consent of the Guest.
2. When arrangement of other accommodation cannot be made, notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to indemnity. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

Article 15. Handling of Deposited Articles

1. The Hotel shall compensate the Guest for damage when loss, breakage or other damage is caused to goods, cash or valuables deposited at the front desk by the Guest, except in the case when this has occurred due to causes of force majeure.
2. The Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused, through intent or negligence of the Hotel, to the goods, cash or valuables which are brought into the Hotel by the Guest but are not deposited at the front desk.

Article 16. Custody of Guests Baggage and/or Belongings

1. When a baggage of the Guest is brought into the Hotel before their arrival, the Hotel shall be liable to store it only when such request has been accepted by the Hotel, and will hand it over to the Guest at the front desk at the time of check-in.
2. When a baggage or belongings of the Guest are found after check-out, and ownership of the articles is confirmed, the Hotel shall inform the owner of the articles and ask for further instructions. When no instructions are given to the Hotel by the owner or when the ownership is not confirmed, the Hotel shall keep the article for 7 (seven) days including the day it is found, and after this period, shall turn it over to the nearest police station.
3. The Hotel liability in regard to the custody of the guest baggage and belongings as in the case described in the preceding two Paragraphs, shall be assumed in accordance with provisions of Paragraph 1 of the preceding Article in the case of Paragraph 1, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2.

Article 17. Liability in Regards to Parking

The Hotel shall not be liable for custody of the Guest vehicle when the Guest uses the parking lot within the premises of the Hotel, as the Hotel simply offers the space for parking, whether the key of the vehicle has been deposited with the Hotel or not. However, the Hotel shall compensate the Guest for any damage caused through intent or negligence of the Hotel in regards to management of the parking lot.

Article 18. Liability of the Guest

The Guest shall compensate the Hotel for any damage caused through intent or negligence of the Guest.

Attached Table No. 1. Calculation Method for Accommodation Charges, etc.

		Contents	Tax
Total amount to be paid by the Guest	Accommodation Charges(1)	① Basic lodging charges ② Service charge (① x 10%) ③ Tax	Consumption tax: 10% of (①+②)
	Additional Charges (2)	④ Food, beverage and other charges ⑤ Service charge (④X 10%) ⑥ Tax	Consumption tax 10% of (④+⑤)

Remarks: Although, the rates for children are the same as those for adults in principle, the Hotel may set children's rates depending on the season. In this case, the Hotel will provide information in an appropriate manner. Children's rates are applicable to elementary school students and younger.

Attached Table No.2. Cancellation Charge

Date when cancellation of contract given Contracted number of Guests	No show	Accommodation day	One day prior to accommodation day	2 - 9 days prior to accommodation day	10 - 14 days prior to accommodation day	15 - 20 days prior to accommodation day
Up to 14	100%	80 %	20%	-	-	-
15 – 50	100%	80 %	20%	10%	-	-
51 – 99	100%	80 %	50%	20%	10%	-
100 and more	100%	100%	80%	50%	20%	10%

Remarks:

1. The percentages signify the rate of cancellation charge to the Basic Accommodation Charges.
2. When the contracted period is shortened, a one-day (first day) penalty fee will be charged regardless of the shortened period.
3. A separate penalty fee may be charged on specific days specified by the Hotel.
4. The penalty fee will be applied from the tax-included rate.

Rules of Conduct

For the safety and comfort of our Guests, the Hotel has stipulated the following Rules of Conduct in accordance with Article 10 of the Accommodation Contracts. Please note that failure to comply with these rules may result in the refusal of accommodation or use of Hotel facilities and may result in guests bearing responsibility.

Fire Prevention

1. DO NOT bring or use any fire tools such as heating or cooking appliances, or irons, etc. into the guest rooms.
2. DO NOT smoke in beds or other places where it is likely to cause a fire.
3. DO NOT engage in any other activities that could cause a fire.

Safety

1. Please make sure to check the door locks when leaving your room during your stay, although the room is equipped with a self-locking system.
2. Always lock the door and lock the door arm when you are in your room and especially when you go to bed. When you have a visitor, be sure to identify the visitor before opening the door. Contact the front desk immediately if you believe the visitor is suspicious.
3. Please refrain from meeting with visitors in the guest rooms.

Valuables and Checked Articles

1. It is advisable to keep your cash and valuables in the safe at the front desk during your stay at the Hotel. Please note that there may be inconvenience to the Guest for damages caused by loss, damage, or theft of cash or valuables without keeping them in the safe at the front desk.
2. Art, antiques, and other items cannot be deposited.
3. Lost and found items cannot be deposited.
4. Please note that the storage period is 3 (three) months, after this period, the items will be deemed as unnecessary and will be disposed of by the Hotel.

Payment

1. Payment shall be paid in Japanese currency or by such other means as traveler's cheques, coupons, or credit cards recognized by the Hotel at the front desk when the Guest departs or at request of the Hotel.
2. Please present your room key (key tag) or accommodation card when you sign for meals and beverages at the restaurant or bar in the Hotel.
3. Deposit may be requested upon arrival at the Hotel.
4. Cheques other than traveler's cheques will not be accepted.
5. Single receipt will be prepared for each room. Please notify the Hotel in advance for separate invoice for shared Guest.
6. If you have any question regarding your bill, please do not hesitate to contact the front desk.

Prohibited Acts

1. DO NOT bring any items into the Hotel that may disturb other guests including:
 - (a) animals, birds (as pets) except for guide dogs and service dogs as defined in the Act on Assistance Dogs for the Physically Disabled Persons are allowed.;
 - (b) articles with offensive odors or disturbing noise;
 - (c) explosive or flammable articles such as gunpowder or gasoline or
 - (d) illegally owned guns and swords.
2. DO NOT engage in gambling or any other activities that may disturb public morals and safety, or cause inconvenience to other guests in the Hotel.
3. No one other than registered Guest may use the room.
4. DO NOT use the guest rooms for any purpose other than lodging, such as business activities, without the permission of the Hotel.
5. DO NOT distribute advertisements, promotional materials, or sell items in the Hotel or on its premises without permission.
6. No photographs may be taken in the Hotel or on its premises for commercial purposes or in a manner that may disturb other Guests without permission.
7. DO NOT use the Hotel's facilities and equipment other than in the designated place or for intended purpose.
8. DO NOT display any items near the windows that may spoil the Hotel's appearance.
9. Please pick up food and beverages ordered from outside the Hotel at the front entrance.
10. DO NOT leave your room in your room clothes, slippers, etc.