

Accommodation Contract (General Terms and Conditions)

Article 1 - Scope of Application

1. The accommodation contract and related agreements between our hotel and the guest shall be governed by these terms and conditions. Any matters not stipulated herein shall be governed by laws or generally established practices.

2. In cases where the hotel agrees to special provisions that do not violate laws or customary practices, such special provisions shall take precedence over these terms.

Article 2 - Application for an Accommodation Contract

Guests wishing to make a reservation at our hotel must provide the following information:

1. Name and phone number (or mobile phone number) of the guest(s).
2. Dates of stay and estimated time of arrival. If the guest does not arrive by 0:00 a.m. (midnight) on the following day without prior notice, the reservation will be considered canceled by the guest.
3. Type of room and rates.
4. Other details deemed necessary by the hotel.

If a guest requests to extend their stay while already staying at the hotel, the request will be treated as a new application for an accommodation contract.

Article 3 - Prepayment System for Accommodation Fees and Conclusion of Accommodation Contract

1. Our hotel employs an advance payment system. The accommodation contract is deemed established when the hotel accepts the application and receives the advance payment.

2. Upon the establishment of the accommodation contract, the guest must pay the deposit as stipulated by the hotel, covering up to three days of the total accommodation fee, by the specified date.

3. To maintain a deposit during the stay, any shortfall or additional deposits must be settled immediately upon request.

4. If the advance payment is not made by the specified date, the accommodation contract will be void.
5. For group or general accommodation contracts, the hotel will require an advance payment by a specified date upon accepting the reservation.
6. Advance payments will first be applied to the final accommodation charges. In cases involving cancellation fees (Article 5) or damages (Article 12), the advance payment will be applied in that order, and any remaining balance will be refunded.

Article 4: Refusal or Termination of Accommodation Contracts

The hotel reserves the right to refuse or terminate an accommodation contract in the following cases:

1. The application violates these terms and conditions.
2. No rooms are available, including at the time of reservation.
3. The guest is deemed likely to engage in behavior that violates laws, public order, or good morals.
4. The guest is found to have a contagious disease or other illnesses objectionable to others.
5. The guest is intoxicated or behaves in a manner that may cause inconvenience to others.
6. Unreasonable demands are made regarding the accommodation.
7. Natural disasters, facility failures, or other unavoidable circumstances render accommodation impossible.
8. Violation of safety measures, such as smoking in bed, tampering with fire equipment, or similar actions, or if such actions are suspected.
9. Guests with infants, pets (e.g., dogs, cats, birds), or other situations deemed potentially disruptive to other guests.
10. Requests exceeding reasonable burdens related to the accommodation.
11. Failure to comply with the hotel's "Rules of Use."

Article 5: Guest's Right to Cancel the Contract

1. Guests may cancel the accommodation contract by notifying the hotel.

2. If the guest does not arrive by 0:00 a.m. on the day after the scheduled check-in date (or two hours after the specified arrival time), the contract will be cancelled.
3. If a guest cancels the contract, excluding cases where cancellation occurs before a specified advance payment deadline, a cancellation fee will be charged as outlined in "Appendix 1."

Article 6: Registration of Accommodation

Guests must register the following details at the front desk on the day of check-in:

1. Name, age, gender, address, occupation, and contact information.
2. For foreign nationals, a passport must be presented.
3. Departure date and time.
4. Any other details deemed necessary by the hotel.

Article 7: Room Usage

1. Guestrooms are available from 3:00 p.m. (check-in) to 10:00 a.m. (check-out).
2. Use of the room beyond 10:00 a.m. will incur an additional fee.
3. For consecutive stays, the room may be used throughout the day, except during cleaning times mandated by public health regulations.

Article 8: Compliance with Rules

Guests are required to comply with the hotel's "Rules of Use" during their stay.

Article 9: Operating Hours

The hotel operates 24 hours a day. In case of necessary or unavoidable circumstances, hours may be adjusted, with appropriate notice provided.

Article 10: Payment of Fees

1. Payment for accommodation and other charges must be made in cash or by methods approved by the hotel, such as credit cards, at the time of request.

2. If a guest voluntarily decides not to use an available room, the hotel will still charge the full accommodation fee.

Article 11: Safe Deposit of Valuables and Liability

1. Valuables can be deposited at the front desk. The hotel assumes no responsibility for theft, loss, or other incidents involving items not deposited.
2. The hotel is not liable for theft, loss, or damage of valuables left in guestrooms, regardless of whether the room was locked. In such cases, the hotel will promptly contact the relevant authorities.

Article 12: Guest Liability

Guests are responsible for compensating the hotel for damages caused intentionally or negligently to the hotel's facilities, furnishings, or equipment.

Article 13: Limits on Consecutive Stays

Stays are typically limited to 14 days. Guests staying for more than seven days may be required to change rooms.

Article 14: Handling of Luggage and Personal Belongings

1. The hotel will store luggage sent in advance only if prior arrangements have been made. The luggage will be handed over upon check-in.
2. Forgotten items will be handled as follows:
 - a) If the owner is identifiable, the hotel will contact them for instructions.
 - b) If unclaimed or the owner is unidentified, items will be stored for three months from the date of discovery.
 - c) After three months, unclaimed items will be disposed of by the hotel.

Article 15: Regulations for Public Decorum

Guests must refrain from any behavior contrary to public decency, including wearing yukata or slippers outside the hotel or through public areas, and engaging in loud or disruptive behavior that may disturb other guests.

Appendix 1: Cancellation Fees (Related to Article 5, Paragraph 3)

Cancellation Policy for Accommodation (Number of Guests/Notification Date of Cancellation)

	Number of Guests	No Show	Arrive day	Previous day	8 days before	14 days before	20 days before	30 days before	60 days before	90 days before
Normal guests	Up to 14pax		100%	50%	—	—	—	—	—	—
Group guests	15~30pax	100%	100%	50%	10%	10%	—	—	—	—
	More than 31~99pax	100%	100%	80%	20%	20%	10%	10%	—	—
	More than 100pax	100%	100%	80%	30%	30%	20%	20%	10%	10%

to the accommodation charge.

If the length of the stay is shortened, a cancellation fee equivalent to one day's accommodation charge (for the first day) will be charged, regardless of the number of shortened days.

For group reservations (15 or more guests), if some members of the group cancel, no cancellation fee will be charged for up to 10% of the number of guests booked as of 10 days prior to the stay (rounded up to the nearest whole number).