

Accommodation Terms and Conditions

Article 1 — Scope of application

- 01.01. The accommodation agreement and related contracts to be concluded between this Hotel and a guest shall be based on these Accommodation Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations ("laws and regulations," or those based on laws and regulations. The same shall apply hereinafter) and/or generally accepted practices.
- 01.02. When the Hotel has agreed to conclude a special contract not in violation of any laws, regulations, or established practices, the said special contract shall prevail.

Article 2 — Application for accommodation agreement

- 02.01. A guest who intends to apply to the Hotel for an accommodation agreement will be required to provide the Hotel with the following particulars:
- (1) Name(s) of guest(s) to be registered.
 - (2) Date(s) scheduled for overnight stay and estimated time of arrival.
 - (3) Accommodation charge (according, in principle, to the basic accommodation charges described in the attached Table I).
 - (4) Other information considered necessary by the Hotel.
- 02.02. If the guest has requested, during his/her stay, an extension of an overnight stay beyond the date described in item (2) of the preceding paragraph, the Hotel shall handle his/her request as a new application for an accommodation agreement as of the time the said request was made.

Article 3 — Conclusion of accommodation agreement

- 03.01. The accommodation agreement shall be considered to have been concluded at the time the Hotel accepted the application described in the preceding article, unless the Hotel has certified it did not accept the said application.
- 03.02. When the accommodation agreement has been concluded under the provision of the preceding paragraph, the amount payable prescribed by the Hotel up to the maximum amount equal to the basic accommodation charge for the accommodation period shall be paid by a date set by the Hotel.
- 03.03. The amount payable shall first be applied to the final payment of the accommodation charge, and when circumstances arise requiring application of the provisions set forth in Article 6 and Article 18, the amount payable shall then apply to penalties and then compensation money, in this order. Any balance left shall be reimbursed at the time the accommodation charge is paid, as stipulated in Article 12.
- 03.04. If the amount payable described in paragraph 2 of this article has not been paid by the date set by the Hotel in the same paragraph, the accommodation agreement shall become null and void, but only for cases in which the Hotel notified the guest to that effect when specifying the due date for payment.

Article 4 — Special contract requiring non-payment

- 04.01. Notwithstanding the provision of paragraph 2 of the preceding article, there are cases in which the Hotel will

accept a special contract that does not require payment of the amount specified in the same paragraph after the conclusion of the agreement.

- 04.02. When accepting an application for an accommodation agreement, if the Hotel fails to request payment of the amount payable specified in paragraph 2 of the preceding article, and/or if it fails to specify the due date for payment of the said amount, the special contract described in the preceding paragraph shall be considered to have been accepted.

Article 4 -2— Request for cooperation in infection control measures at facilities

- 04.02-1 The Hotel may request cooperation from the person who intends to stay at the hotel in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

Article 5 — Refusal to conclude accommodation agreement

- 05.01. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.
- (1) When an application for accommodation is not based on these Terms and Conditions.
 - (2) When there is no room available due to full Hotel occupancy.
 - (3) When the guest seeking accommodation is considered likely to behave in violation of the provisions of laws and regulations, public order, or good public morals.
 - (4) When the guest seeking accommodation is considered to correspond to items (a) through (c), as follows.
 - (a) A gang as stipulated in item 2 of Article 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), a gang member as stipulated in item 6 of the same article, a semi-regular gang member, a person affiliated with a gang, or another type of anti-social force.
 - (b) When a gang or gang members are a corporation or other body that controls business activities.
 - (c) When a corporation has officers that are considered to be gang members.
 - (5) When the guest seeking accommodation behaves in an extremely mischievous way against other hotel guests.
 - (6) When a person who intends to stay at this hotel is a patient, etc. of a specified infectious disease as defined in Article 4-2, paragraph 1, item 2 of the Hotel Business Act (hereinafter referred to as "patient, etc. of specified infectious disease").
 - (7) When a violent act of demand is committed or a burden exceeding a reasonable range is demanded with regard to accommodation (Excluding cases where the person seeking accommodation requests the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act (Act No. 65 of 2013. Hereinafter referred to as the "Act on Elimination of Discrimination against Persons with Disabilities") on Promotion of Elimination of Discrimination on the Basis of Disability.).
 - (8) When the person who intends to stay in the Hotel has repeatedly made a request to the Hotel as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as a request whose burden is excessive in its implementation and which may seriously impede the provision of accommodation-related services to other

guests.

- (9) When a natural disaster, trouble with facilities, or other unavoidable causes prevent the guest from staying at the Hotel.
- (10) When the provisions of Article 4 of the Kanagawa Prefectural Ordinance for Enforcement of the Hotel Business Act apply.

Article 5-2 — Explanation of refusal to conclude a contract of accommodation

- 05.02-1 The person who intends to stay may request the Hotel to explain the reasons for its refusal to enter into a contract of accommodation in accordance with the preceding article.

Article 6 — Guest's right to cancel accommodation agreement

- 06.01. The guest may request the Hotel to cancel the accommodation agreement.
- 06.02. If the guest has cancelled the accommodation agreement in whole or in part due to causes attributable to him/her (except when the Hotel requested payment of the amount payable by prescribing the due date for such payment under the provision of paragraph 2 of Article 3, but the Guest cancelled the accommodation agreement prior to such payment), payment of a penalty shall be required as specified in the attached Table 2. However, if the Hotel has accepted a special contract described in paragraph 1 of Article 4, this provision shall only apply in cases where the Hotel notified the guest of his/her responsibility to pay a penalty for cancellation of the agreement when accepting the special contract.
- 06.03. If the guest does not arrive by 6 p.m. on the day of an overnight stay without informing the Hotel of such delay (or after the lapse of two hours past the scheduled time of arrival if indicated by the guest beforehand), the accommodation agreement may be considered to have been cancelled by the guest and will be handled accordingly.

Article 7 — Hotel's right to cancel accommodation agreement

- 07.01. The Hotel may cancel the Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that this hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.
 - (1) When the guest is considered likely to behave in violation of the provisions of laws and regulations, public order, or good public morals, or he/she is considered to have behaved in such a manner.
 - (2) When the guest is considered to correspond to items (a) through (c), as follows.
 - (a) A gang, gang member, semi-regular gang member, person affiliated with a gang, or another type of anti-social force.
 - (b) When a gang or gang members are a corporation or other body that controls business activities.
 - (c) When a corporation has officers that are considered to be gang members.
 - (3) When the guest behaves in an extremely mischievous way against other hotel guests.
 - (4) When the Guest is a patient, etc. of specified infectious disease.
 - (5) When the Guest who intends to stay at the accommodation commits a violent demand act or asks for a burden exceeding a reasonable range with regard to the accommodation (except when the guest requests the removal

of social barriers as provided in Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on Elimination of Discrimination against Persons with Disabilities).

- (6) When the Guest repeatedly makes a request to this hotel that is so burdensome in its implementation that it may seriously impede the provision of accommodation-related services to other guests, as specified in the Article 5 -6 of the Enforcement Regulations of the Hotel Business Act.
 - (7) When a natural disaster, force majeure, or other unavoidable causes prevent the guest from staying at the Hotel.
 - (8) When the provisions of Article 4 of the Kanagawa Prefectural Ordinance for Enforcement of the Hotel Business Act apply.
 - (9) When the guest smokes in an area outside of the designated smoking areas, vandalizes fire prevention equipment, or does not comply with the matters prohibited under the Hotel's Rules of Use.
- 07.02. If the Hotel has cancelled the accommodation agreement in accordance with the provision of the preceding paragraph, charges for accommodation services or the use of hotel facilities that had not yet been offered to the guest shall not be receivable if the cause of the cancellation owed to items (7) and (8).

Article 7-2 — Explanation of Cancellation of Accommodation Contract

- 07.02-1 In the event that the Hotel cancels the accommodation contract in accordance with the preceding article, the Guest may request an explanation of the reasons for such cancellation.

Article 8 — Registration of accommodation

- 08.01. The guest will be required to register the following particulars at the front desk of the Hotel. According to Article 6, Paragraph 2 of the Hotel Business Act, guests are required to declare these items.
- (1) Name, address, and contact information of the Guest(s)
 - (2) For foreigners with no address in Japan, nationality and passport number are also required. The guest must also present their passport for the Hotel to make a photocopy.
 - (3) Other particulars considered necessary by the Hotel.
- 08.02. If the guest intends to pay the charges described in Article 12 by using methods other than cash, such as traveler's checks, accommodation coupons, or credit card, he/she will be required to show them at the time of registration described in the preceding paragraph.

Article 9 — Time allowed for use of guest room

- 09.01. The time allowed for the guest to use the guest room of the Hotel shall be 3 p.m. until 11 a.m. of the following morning, except when the guest stays for more than one night in succession, in which case the guest may use the guest room all day except on the day of arrival and the day of departure.
- 09.02. Notwithstanding the provision of the preceding paragraph, there are cases where the Hotel may accept the use of the guest room in hours other than those specified in the preceding paragraph, in which case an additional charge will be required as specified below.
- (1) Up to three hours in excess of the prescribed hours: 1/3rd of the room charge (or 30% of the amount equivalent to the room charge)
 - (2) Up to six hours in excess of the prescribed hours: half of the room charge (or 50% of the amount equivalent to

the room charge)

- (3) Six hours or more in excess of the prescribed hours: Full amount equal to the room charge (or 100% of the amount equivalent to the room charge)

09.03. The amount equivalent to the room charge as described in the preceding paragraph shall be 70% of the basic accommodation charge.

Article 10 — Compliance with Rules of Use

10.01. While staying in the Hotel, the guest will be required to comply with the Hotel's Rules of Use posted inside the Hotel.

Article 11 — Business hours

11.01. Details of business hours of the Hotel's facilities are explained in the pamphlet provided, at displays in certain locations inside the Hotel, and in the service directory provided in each guest room.

11.02. The business hours described in the preceding paragraph may be changed temporarily for unavoidable reasons, in which case the guest will be notified by proper means.

Article 12 — Payment of charges

12.01. The breakdown of the accommodation charge and other costs payable by the guest shall be as listed in the attached Table 1.

12.02. Payment of the accommodation charges and other costs described in the preceding paragraph shall be made in cash or by other alternative means accepted by the Hotel, such as traveler's checks, accommodation coupons, or credit card at the front desk at the time when the guest departs from the Hotel or is charged by the Hotel.

12.03. Even if the guest has not stayed at the Hotel at his/her discretion after the Hotel offered a guest room to the guest and made it available for him/her to use, the accommodation charge will still be charged.

Article 13 — Responsibility of Hotel

13.01. If the Hotel has inflicted damage on the guest in the course of fulfillment or non-fulfillment of the accommodation agreement and related contracts, the Hotel shall compensate the guest for the said damage, unless it was caused by reasons not attributable to the Hotel.

13.02. The Hotel is covered by hotel liability insurance to cope with emergencies in the case of fire or other events.

Article 14 — Handling when contracted guest room is unavailable

14.01. Should the guest room contracted for the guest under the accommodation agreement become unavailable for him/her, the Hotel shall attempt to offer other accommodation facilities under the same conditions as the original accommodation agreement as much as possible, subject to the consent of the guest concerned.

14.02. Notwithstanding the provision of the preceding paragraph, if the Hotel is unable to offer other accommodation facilities to the guest, the Hotel shall pay him/her a compensation charge equivalent to the penalty, which will be applied to the amount of compensation for damages. However, the Hotel shall not be liable for the payment of the compensation charge if the guest room could not be offered due to reasons not attributable to the Hotel.

Article 15 — Handling checked articles

- 15.01. When articles, cash, and/or valuables checked in by the guest at the front desk have been lost or damaged, the Hotel shall compensate for said damage, unless the loss or damage owed to force de majeure. However, in the case of cash and valuables, the Hotel shall only do so if the guest has clearly reported the kind and value of such cash and valuables at the Hotel's request. Otherwise, the Hotel shall compensate for damages up to the maximum amount of 150,000 yen.
- 15.02. When the guest has brought into the Hotel articles, cash, and/or valuables but has not checked them in at the front desk, the Hotel shall compensate for their loss or damage if caused intentionally or negligently on the Hotel's part, except when the guest has not clearly reported to the Hotel beforehand the kind and value of the items lost or damaged, in which case the Hotel shall compensate for the loss or damage up to the maximum amount of 150,000 yen, unless it is intentionally or negligently responsible for the loss or damage.

Article 16 — Custody of guest baggage or personal belongings

- 16.01. When the baggage of the guest has arrived at the Hotel prior to his/her arrival, the Hotel will safeguard it only if it has agreed to do so prior to the arrival of said baggage, and will hand it to the guest when he/she checks in at the front desk.
- 16.02. If the baggage or personal belongings of the guest are found misplaced after he/she has checked out, the Hotel shall identify the owner of such items and contact him/her asking for his/her instructions. However, when no instructions have been received from the owner or the owner has not been identified, the Hotel shall dispose of the items in accordance with the laws and regulations of Japan.
- 16.03. The responsibility of the Hotel regarding the custody of the guest's baggage or personal belongings in the case of the preceding two paragraphs shall conform to the provision of paragraph 1 of the preceding article in the case of paragraph 1 of this article and to the provision of paragraph 2 of the preceding article in the case of paragraph 2 of this article.

Article 17 — Responsibility for parking

- 17.01. When the guest uses the parking area of the Hotel, the Hotel only lends the parking area and does not assume responsibility for care and custody of the vehicle parked, regardless of whether or not the Hotel has been asked to keep the key to the vehicle. However, the Hotel shall be liable for compensation if the vehicle parked is damaged intentionally or negligently on the Hotel's part in the course of managing the parking area.

Article 18 — Responsibility of guest

- 18.01. If the Hotel has been damaged intentionally or negligently by the guest, the guest will be required to compensate the Hotel for the said damage.

Article 19 — Prevailing language

- 19.01. If there are any discrepancies or differences owing to language in these Terms and Conditions, the Japanese shall prevail.

Article 20 — Jurisdiction and governing laws

- 20.01. Any dispute between the Hotel and the guest relating to the accommodation agreement shall be governed by the laws of Japan and the district court or summary court that has jurisdiction over the location of the Hotel

shall be the exclusive jurisdictional court for such disputes.

Supplementary Provisions

Amended and effective as of November 1,2024

Table 1: Breakdown of Accommodation Charge (concerning Article 2-1 and 12-1)

		Contents
Total Amount be paid by the Guest	Accommodation Charges	①Basic Accommodation Charge (Room Charge) (Room Charge + Breakfast) ②Service Charge (① x 15%)
	Extra Charges	③Meal & Drink (or Extra Meals & Drinks (other than Breakfast)) and Other Expenses ④Service Charge (① x 15%)
	Tax	a. Consumption b. Hot Spring Tax (only in spadistricts)

Remarks:

1. The basic accommodation charge is based on the table of charges posted at the Hotel.
2. The accommodation charge for an elementary school child or younger shall be 70% of that for an adult if the child takes meals and uses bedding on the same basis as an adult, or 50% if the child takes special meals and uses bedding for children (only if the guest is paying the room charge together with the cost of breakfast and dinner, or two or more adults are staying in the same room).
3. The guest may be charged a fee for the use of equipment for infants (excluding meals and bedding) only if such a fee has been stipulated.
4. If a different penalty has been stipulated according to the accommodation agreement, that penalty shall be prioritized

Table 2: Penalty (concerning Article 6-2)

Contracted Number of Guests Date when Cancellation of Contract Notified	Individual	Group		
	1 to 14	15 to 30	31 to 100	101 and more
No Show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	50%	80%	80%
2 Days Prior to Accommodation Day	30%	30%	50%	50%
3 Days Prior to Accommodation Day	30%	30%	30%	50%
5 Days Prior to Accommodation Day		30%	30%	30%
6 Days Prior to Accommodation Day			20%	30%
7 Days Prior to Accommodation Day			20%	30%
14 Days Prior to Accommodation Day			10%	15%
30 Days Prior to Accommodation Day				10%

Note:

1. The % is the percentage of the penalty against the basic accommodation charge.
2. If the number of days for accommodation has been reduced, the penalty charged shall correspond to the number of days reduced.
3. If the accommodation agreement has been cancelled for a part of a group (consisting of 15 members or more), the penalty charged shall be for the number of group members equal to 10% (fractions to be rounded up) of the total number of group members booked for accommodation as of 10 days prior to the first day of occupancy (or the day when the accommodation agreement was accepted if there were less than 10 days prior to the first day of occupancy).
4. If a different penalty has been stipulated according to the accommodation agreement, that penalty shall be prioritized