

Restaurant Policies

To ensure a safe and pleasant dining experience for all guests, Fujiya Hotels & Resorts has established the following terms and conditions for use of its restaurant. By making a reservation or dining at our restaurants, guests are deemed to have agreed to these policies, as well as applicable laws and regulations, and generally accepted customs and practices.

1. Operating Hours

Restaurant operating hours may be found on the Hotel website, in pamphlets, flyers, and other materials available at the Hotel, as well as notices displayed on the premises.

Please note that operating hours may change or be temporarily suspended due to unavoidable circumstances. In such cases, guests will be notified by appropriate means.

2. Limitation of Liability

The Hotel cannot be held responsible for damages arising under the following circumstances:

1. Damages arising from food served by the Hotel where guests did not notify the Hotel in advance of food allergies, religious dietary restrictions, or other dietary limitations.
2. Damages arising from changes to menu items, ingredients, tableware, or presentation due to seasonal availability, weather conditions, procurement circumstances, or similar factors.
3. Damages arising from the consumption of takeout items after the stated expiration or consumption deadline, where the Hotel provided such items within their valid consumption period.
4. Theft or loss of personal belongings that were not deposited at the cloakroom.

* Please note that the Hotel cannot accept responsibility for storing cash, valuables, perishable items, fragile items, or other items that may deteriorate or be easily damaged.

3. Reservations and Cancellation Charges

Reservations are accepted subject to availability and each restaurant's operating conditions.

If a reservation is cancelled or modified, cancellation charges (excluding service charges and taxes) will apply as follows.

		Cancellation Date (prior to the reservation date)								
Category	Number of Guests	Same Day	1 Day Prior	2 Days Prior	3 Days Prior	5 Days Prior	6 Days Prior	7 Days Prior	14 Days Prior	30 Days Prior
General Use	Up to 14 guests	100%	50%	30%	30%	-	-	-	-	-
Group Use	15–30 guests	100%	50%	30%	30%	30%	-	-	-	-
	31–100 guests	100%	80%	50%	30%	30%	20%	20%	10%	
	101 guests or more	100%	80%	50%	50%	30%	30%	30%	15%	10%

*Percentages represent the cancellation fee applied to the total reservation amount notified by the Hotel.

*Actual costs will be charged for any items already ordered or arrangements already completed.

*Changes from a meal-inclusive plan to a non-meal plan may be treated as a partial cancellation for the reduced amount. In particular, changes made on the day of use may require payment equivalent to the meal cost if ingredients have already been procured or preparation has commenced, depending on the circumstances.

*If a specific cancellation policy is stipulated for a particular plan or package, that policy shall take precedence.

4. Prohibited Conduct

The following activities are prohibited within the restaurant:

1. Bringing animals into the restaurant (except assistance dogs such as guide dogs, hearing dogs, and service dogs)
2. Bringing flammable, combustible, or other hazardous materials
3. Bringing items that emit offensive odors
4. Conduct that disturbs public order and morals or causes inconvenience to other guests
5. Moving or damaging hotel property, equipment, or furnishings
6. Using the restaurant facilities for purposes other than their intended use, including commercial activities without the Hotel's permission
7. Ordering or bringing in food or beverages from outside the restaurant (unless approved by the Hotel)
8. Taking home food other than designated takeout items
9. Photography or filming that may inconvenience other guests
10. Any conduct prohibited by laws or local ordinances
11. Talking on mobile phones within the restaurant
12. Smoking, including heated tobacco products, inside restaurants, banquet halls, or other indoor facilities (except in designated smoking areas)

5. Right to Refuse Service and Cancellation of Reservations

The Hotel reserves the right to refuse service or cancel reservations before or during use in the following circumstances:

1. When the Hotel facilities cannot be used due to natural disasters, force majeure (including infectious disease outbreaks), facility malfunction, or other unavoidable circumstances.
2. When a guest is deemed to fall under any of the following categories:
 - Members or affiliates of organized crime groups designated under the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), or other antisocial forces (hereinafter referred to as "organized crime groups, etc.")
 - Corporations or organizations whose business activities are controlled by organized crime groups, etc., or their members
 - Corporations whose officers include members of organized crime groups, etc., and members of such corporations
 - Individuals deemed likely to engage in acts that violate laws or public order and morals
 - Individuals suspected of having contagious or infectious diseases
3. When a guest engages in behavior that significantly disturbs or inconveniences other guests.
4. When a guest makes violent demands or unreasonable requests toward the Hotel or its staff.

5. When the Hotel determines that these policies or the Fujiya Hotels & Resorts Accommodation Terms and Conditions and Rules of Use have been violated or may be violated.
6. When the Hotel otherwise determines that the guest's use of the facilities cannot be permitted.

6. Compensation for Damages

1. If a guest stains, damages, or breaks carpets, walls, ceilings, furniture, fixtures, or other property while using the restaurant, the guest shall compensate the Hotel according to the extent of the damage.
2. If, due to negligence in the course of the Hotel's operations, a guest's clothing is stained or the guest suffers injury, the Hotel will compensate the guest according to the extent of the damage, such as covering cleaning costs. Please note that such compensation will apply only if the incident is reported to the Hotel at the time it occurs.

7. Handling of Personal Information

The handling of personal information shall be governed in accordance with the Fujiya Hotels & Resorts Privacy Policy.

8. Amendments to These Policies

The Hotel reserves the right to amend these Restaurant Policies whenever it deems such revisions necessary. In the event of any revision, the Hotel will publish notice of the changes, the revised policies, and the effective date on the hotel website at least one month prior to the effective date.

Established: April 1, 2026

餐厅使用条款

富士屋酒店及度假村（Fujiya Hotels & Resorts）旗下餐厅为了让顾客能够安心使用，特制定以下使用条款。预订或使用餐厅时，需遵守本条款、法律法规及普遍确立的商业惯例，敬请事先知照同意。

1. 营业

餐厅营业时间将通过本酒店官网、置备宣传册、传单等派发资料及各处标识等方式公布。

此外，餐厅可能会因不得已的情况而临时变更营业时间或暂停营业。

届时，将通过适当方式进行通知。

2. 免责事项

符合以下项目时，本酒店恕不承担任何责任，敬请谅解。

- （1）因未事先告知食物过敏、宗教禁忌食材等事宜，导致本酒店提供的商品对顾客造成损害。
- （2）因季节、天气、采购等情况，导致菜品内容或餐具等变更而对顾客造成损害。
- （3）对于本酒店交付时仍在保质期内的外带商品，顾客在保质期过后食用而导致损害。
- （4）未寄存于衣帽间的顾客行李发生被盗或遗失。

※现金、贵重物品、易腐烂或易损坏物品等恕不接受寄存。

3. 预订及取消费

本酒店根据各店具体情况接受预订。

顾客取消或变更预订时，须向本酒店支付如下所示的取消费（不含服务费及税费）。

分类	人数	取消日期（从使用日起算）								
		当天	1天前	2天前	3天前	5天前	6天前	7天前	14天前	30天前
普通使用	14人以内	100%	50%	30%	30%	-	-	-	-	-
团体使用	15人~30人	100%	50%	30%	30%	30%	-	-	-	-
	31人~100人	100%	80%	50%	30%	30%	20%	20%	10%	
	101人及以上	100%	80%	50%	50%	30%	30%	30%	15%	10%

※百分比（%）是指取消费相对于预订费用（本酒店通知的费用总额）的比率。

※对于已完成订购及其他安排的项目，将按实际产生的费用收费。

※从含餐住宿套餐变更为不含餐住宿套餐等情形时，减额部分可能会按取消处理。尤其入住当天的变更，可能已完成食材采购或烹饪准备工作，因此根据具体情况可能需要您承担相应的餐饮费用。

※相关住宿套餐等对取消消费另有规定时，优先以该规定为准。

4. 禁止事项

- (1) 携带犬（导盲犬、导听犬、辅助犬除外）、猫、鸟类及其他动物入内
- (2) 携带易燃或助燃物品及其他危险物品入内
- (3) 携带散发恶臭的物品入内
- (4) 有扰乱风纪或对其他顾客造成困扰的言行
- (5) 移动或损坏本酒店的设备用品等
- (6) 有未经本酒店许可的营业行为等，使用时超出使用目的
- (7) 从餐厅外订购并带入食品、饮料（经本酒店许可的情形除外）
- (8) 将属于非外带商品的食品带走
- (9) 有对其他顾客造成困扰的拍摄行为
- (10) 有法律法规及条例禁止的行为
- (11) 在餐厅内使用手机通话
- (12) 在餐厅、宴会厅等室内设施内吸烟，包括加热式香烟（指定吸烟场所除外）

5. 关于拒绝使用及取消预订

发生以下情形时，本酒店可能会从一开始或在中途拒绝顾客使用或拒绝其预订。

- (1) 因天灾地变、其他不可抗力（包括传染病扩大）、设施故障及其他不得已事由，导致本酒店设施无法使用时
- (2) 顾客符合以下任一事由时
 - ①是《关于防止黑社会成员不当行为等的法律》（1991年法律第77号）中规定的指定黑社会、指定黑社会成员等或其相关人员，以及其他反社会势力（以下简称“黑社会等”）
 - ②是由黑社会等支配经营活动的法人及其他团体或其成员
 - ③是由属于黑社会等的人员担任高管的法人或其成员
 - ④被认定为有可能作出违反法律法规或公序良俗行为的人员
 - ⑤疑似为传染病或感染性疾病患者的人员
- (3) 顾客的言行对本酒店其他顾客造成显著困扰时
- (4) 对本酒店或本酒店工作人员采取暴力要求行为，或提出超出合理范围的负担要求时

- (5) 违反本使用条款及《富士屋酒店及度假村住宿条款及使用规则》时，或本酒店认定其有可能违反时
- (6) 本酒店认定无法容许其使用酒店时

6. 关于损害赔偿

- (1) 顾客使用餐厅时，若弄脏、损伤、损坏地毯、墙壁、天花板、设备用品等，我们将根据其损害程度要求顾客赔偿相应损失。
- (2) 因本酒店业务过失而对使用餐厅的顾客造成衣物污损或受伤等损害时，我们将支付洗衣费等，根据其损害程度承担赔偿责任。但仅限于发生上述情况时顾客当场向本酒店提出的情形，方可成为损害赔偿对象。

7. 关于个人信息的处理

关于个人信息的处理，将遵循本公司的隐私政策执行。

8. 餐厅使用条款的修订

本酒店认为必要时，可修订本使用条款。此外，实施修订时，本酒店会在变更生效日期的1个月前，通过酒店官网公布将要变更本使用条款一事、以及变更后的使用条款内容及其生效日期。

制定时间 2026 年 4 月 1 日