

JR九州 ステーションホテル小倉 宿泊約款



宿 泊 約 款

第 1 条 (適用期間)

- 1 当ホテルが宿泊客との間で締結する宿泊契約は、この約款の定めるところによるものとし、この約款に定めのない事項については、法令又は一般に確立された慣習によるものとします。
- 2 当ホテルが、法令及び慣習に反しない範囲で特約に応じたときは、前項の規定にかかわらず、その特約が優先するものとします。

第 2 条 (宿泊契約の申込み)

- 1 当ホテルに宿泊を申ししようとする者は、次の事項を当ホテルに申し出ていただきます。
 - (1) 宿泊者名及びその連絡先
 - (2) 宿泊日及び到着予定時刻
 - (3) 宿泊料金 (原則として別表第 1 の基本宿泊料による。)
 - (4) 申込者名及びその連絡先
 - (5) その他当ホテルが必要と認める事項
- 2 宿泊客が、宿泊中に前項第 2 号の宿泊日を超えて宿泊の継続を申し入れた場合、当ホテルは、その申し出がなされた時点で新たな宿泊契約の申込みがあったものとして処理します。

第 3 条 (宿泊契約の成立等)

- 1 宿泊契約は、当ホテルが前条の申込みを承諾したときに成立するものとします。ただし、当ホテルが承諾をしなかったことを証明したときは、この限りではありません。
- 2 前項の規定により宿泊契約が成立したときは、宿泊期間 (3 日を超えるときは 3 日間) の基本宿泊料を限度として当ホテルが定める申込金を、当ホテルが指定する日までに、お支払いいただきます。
- 3 申込金は、まず、宿泊客が最終的に払うべき宿泊料金に充当し、第 6 条及び第 18 条の規定を適用する事態が生じたときは、違約金に次いで賠償金の順序で充当し、残額があれば、第 12 条の規定による料金の支払いの際に返還します。
- 4 第 2 項の申込金を同項の規定により当ホテルが指定した日までにお支払いいただけない場合は、宿泊契約はその効力を失うものとします。ただし、申込金の支払い期日を指定するにあたり、当ホテルがその旨を宿泊客に告知した場合に限ります。

第 4 条 (申込金の支払いを要しないこととする特約)

- 1 前条第 2 項の規定にかかわらず、当ホテルは、契約の成立後同項の申込金の支払いを要しないこととする特約に応じることがあります。
- 2 宿泊契約の申込みを承諾するにあたり、当ホテルが前条第 2 項の申込金の支払いを求めなかった場合及び当該申込金の支払期日を指定しなかった場合は、前項の特約に応じたものとして取り扱います。

第5条（宿泊契約締結の拒否）

- 1 当ホテルは、次に掲げる場合において、宿泊契約の締結に応じないことがあります。
 - (1) 宿泊の申込みが、この約款によらないとき。
 - (2) 満室により客室の余裕がないとき。
 - (3) 宿泊しようとする者が、宿泊に関し、法令の規定、公の秩序若しくは善良の風俗に反する行為をするおそれがあると認められるとき。
 - (4) 宿泊しようとする者に、過去に当ホテルに対して代金支払いの遅延などの事象が認められたとき。
 - (5) 宿泊しようとする者が、次のイからハに該当すると認められたとき。
 - イ 暴力団員による不当な行為の防止等に関する法律（平成3年法律第77号）第2条第2号に規定する暴力団（以下「暴力団」という。）、同条第2条第6号に規定する暴力団員（以下「暴力団員」という。）、暴力団準構成員又は暴力団関係者その他の反社会的勢力
 - ロ 暴力団又は暴力団員が事業活動を支配する法人その他の団体であるとき
 - ハ 法人でその役員のうち暴力団員に該当する者があるもの
 - (6) 宿泊しようとする者が、他の宿泊客に著しい迷惑を及ぼす言動をしたとき。
 - (7) 宿泊しようとする者が、伝染病者であると明らかに認められるとき。
 - (8) 宿泊しようとする者について、心身の不調が明らかに認められるとき。
 - (9) 宿泊しようとする者が、親権者の書面による許可のない未成年者のみであるとき。
 - (10) 宿泊しようとする者が、泥酔等により他の宿泊客に迷惑を及ぼす恐れのあるとき。
 - (11) 宿泊する権利を他に譲渡する目的で宿泊の申込みをしたと当ホテルが判断したとき。
 - (12) 宿泊に関し暴力的要求行為が行われ、又は合理的な範囲を超える負担を求められたとき。
 - (13) 天災、施設の故障、その他やむを得ない事由により宿泊させることができないとき。
 - (14) 北九州市旅館業法施行条例第9条の規定に該当するとき。

第6条（宿泊客の契約解除権）

- 1 宿泊客は、当ホテルに申し出て、宿泊契約を解除することができます。
- 2 当ホテルは、宿泊客がその責めに帰すべき事由により宿泊契約の全部又は一部を解除した場合（第3条第2項の規定により当ホテルが申込金の支払期日を指定してその支払いを求めた場合であって、その支払いより前に宿泊客が宿泊契約を解除した時を除きます。）は、別表第2に掲げるところにより、違約金を申し受けます。ただし、当ホテルが第4条第1項の特約に応じた場合にあっては、その特約に応じるにあたって、宿泊客が宿泊契約を解除したときの違約金支払義務について、当ホテルが宿泊客に告知したときに限ります。
- 3 当ホテルは、宿泊客が連絡をしないで宿泊日当日の午後8時（あらかじめ到着予定時刻が明示されている場合は、その時刻を2時間経過した時刻）になっても到着しないときは、その宿泊契約は宿泊客により解除されたものとみなし処理をすることがあります。

第7条（当ホテルの契約解除権）

- 1 当ホテルは、次に掲げる場合においては、宿泊契約を解除することがあります。
 - (1) 宿泊客が宿泊に関し、法令の規定、公の秩序若しくは善良の風俗に反する行為をする恐れがあると認められるとき、又は同行為をしたと認められるとき。
 - (2) 宿泊客が次のイからハに該当すると認められるとき。

- イ 暴力団、暴力団員、暴力団準構成員又は暴力団関係者その他の反社会的勢力
 - ロ 暴力団又は暴力団員が事業活動を支配する法人その他の団体であるとき
 - ハ 法人でその役員のうち暴力団員に該当する者があるもの
- (3) 宿泊客が伝染病者であると明らかに認められるとき。
 - (4) 宿泊に関し暴力的要求行為が行われ、又は合理的な範囲を超える負担を求められたとき。
 - (5) 天災等不可抗力に起因する事由により宿泊させることができないとき。
 - (6) 宿泊しようとする者が、泥酔者等で、他の宿泊者に著しく迷惑を及ぼす恐れがあると認められるとき、及び他の宿泊者に著しく迷惑を及ぼす言動をしたとき。
 - (7) 寝室での寝たばこ（加熱式たばこも含む）、消防用設備等に対するいたずら、その他当ホテルが定める利用規則（火災予防上必要なものに限る。）に従わないとき。
 - (8) 北九州市旅館業法施行条例第9条の規定に該当するとき。
- 2 当ホテルが前項の規定に基づいて宿泊契約を解除したときは、宿泊客がまだ提供を受けていない宿泊サービス等の料金はいただきません。

第8条（宿泊の登録）

- 1 宿泊客は、宿泊日当日、当ホテルのフロントにおいて、次の事項を登録していただきます。
 - (1) 宿泊客の氏名、年齢、性別、住所、連絡先及び職業
 - (2) 日本国内に住所登録地がない外国人にあつては、国籍、旅券番号、入国地及び入国年月日（確認のため、パスポートコピーをとらせていただきます。）
 - (3) 出発日及び出発予定時刻
 - (4) その他当ホテルが必要と認める事項
- 2 宿泊客が第12条の料金の支払いを宿泊券、クレジットカード等通貨に代わり得る方法により行おうとするときは、あらかじめ、前項の登録時にそれらを呈示していただきます。

第9条（客室の使用時間）

- 1 宿泊客が当ホテルの客室を使用できる時間は、午後3時から翌朝11時までとします。ただし、連続して宿泊する場合においては、到着日及び出発日を除き、終日使用することができます。
- 2 当ホテルは、前項の規定にかかわらず、同項に定める時間外の客室の使用に応じることがあります。この場合には追加料金を申し受けます。

第10条（利用規則の遵守）

宿泊客は、当ホテル内において、当ホテルが定めてホテル内に提示した利用規則に従っていただきます。

第11条（営業時間）

- 1 当ホテルの主な施設等の営業時間は、備付けパンフレット類、各所の掲示、客室内のテレビ（ビデオ・オン・デマンド）等をご覧ください。
- 2 前項の時間は、必要やむを得ない場合には臨時に変更することがあります。その場合には、適当な方法をもってお知らせします。

第12条（料金の支払い）

- 1 宿泊客が支払うべき宿泊料金の内訳は、別表第1に掲げるところによります。
- 2 前項の宿泊料金の支払いは、日本の通貨又は当ホテルが認めた宿泊券、クレジットカード等これに代わり得る方法により、宿泊客の到着の際又は当ホテルが請求した時、フロントにおいて行っていただきます。

第13条（当ホテルの責任）

- 1 当ホテルは、宿泊契約及びこれに関する契約の履行にあたり、又はそれらの不履行により宿泊客に損害を与えたときは、その損害を賠償します。ただし、それが当ホテルの責めに帰すべき事由によるものではないときは、この限りではありません。
- 2 当ホテルは、防火対象物点検報告制度により消防機関から「防火優良認定証」を受領しておりますが、万が一火災等に対処するため、旅館賠償責任保険に加入しております。

第14条（契約した客室の提供ができないときの取扱い）

- 1 当ホテルは、宿泊客に契約した客室を提供できないときは、宿泊客の了解を得て、できる限り同一条件による他の宿泊施設をあっ旋するものとします。
- 2 当ホテルは、前項の規定にかかわらず他の宿泊施設のあっ旋ができないときは、違約金相当額の補償料を宿泊客に支払い、その補償料は損害賠償額に充当します。ただし、客室が提供できないことについて、当ホテルの責めに帰すべき事由がないときは補償料を支払いません。

第15条（委託物等の取扱い）

- 1 宿泊客がフロントにお預けになった物品又は現金並びに貴重品について、滅失、毀損等の損害が生じたときは、それが、不可抗力である場合を除き、当ホテルは、その損害を賠償します。ただし、現金及び貴重品については、当ホテルがその種類及び価額の明告を求めた場合であって、宿泊客がそれを行わなかったときは、当ホテルは15万円を限度としてその損害を賠償します。
- 2 宿泊客が、当ホテル内にお持ち込みになった物品又は現金並びに貴重品であってフロントにお預けにならなかったものについて、当ホテルの故意又は過失により滅失、毀損等の損害が生じたときは、当ホテルは、その損害を賠償します。ただし、宿泊客があらかじめ種類及び価額の明告のなかったものについては、当ホテルに故意又は重大な過失がある場合を除き、15万円を限度として当ホテルはその損害を賠償します。

第16条（宿泊客の手荷物又は携帯品の保管）

- 1 宿泊客の手荷物が、宿泊に先立って当ホテルに到着した場合は、その到着前に当ホテルが了解したときに限って責任をもって保管し、宿泊客がフロントにおいてチェックインする際にお渡しします。
- 2 宿泊客がチェックアウトしたのち、宿泊客の手荷物又は携帯品が当ホテルに置き忘れられていた場合において、当ホテルは、原則として所有者からの照会の連絡を待ち、その指示を求めるものとする。所有者の指示がない場合又は所有者が判明しないときは、貴重品については発見日を含め最長7日間保管し、その後最寄りの警察署に届け、その他の物品については3ヶ月経過後処分

いたします。ただし、飲食物・たばこ・雑誌等については即日処分いたします。

- 3 前2項の場合における宿泊客の手荷物又は携帯品の保管についての当ホテルの責任は、第1項の場合にあっては前条第1項の規定に、前項の場合にあっては同条第2項の規定に準じるものとします。
- 4 当ホテルは、置き忘れられた手荷物又は携帯品について、内容物の性質に従い適切に処理を行うため、その中身を当ホテルの判断で点検し、必要に応じ、所有者への返還又は前項に従った処理を行うことができるものとし、宿泊客はこれに対して何らの異議を述べないものとします。

第17条（駐車場の責任）

宿泊客が当ホテルの駐車場をご利用になる場合、車両のキーの寄託の如何にかかわらず、当ホテルは場所をお貸しするものであって、車両の管理責任を負うものではありません。ただし、駐車場の管理にあたり、当ホテルの故意又は過失によって損害を与えたときは、その賠償の責めに任じます。

第18条（宿泊客の責任）

宿泊客の故意又は過失により当ホテルが損害を被ったときは、当該宿泊客は当ホテルに対し、その損害を賠償していただきます。

第19条（免責事項）

当ホテルからのコンピューター通信のご利用にあたりましては、利用者自身の責任で行うものとします。コンピューター通信のご利用中にシステム障害その他の理由によりサービスが中断し、その結果利用者がいかなる場合においても、当ホテルは一切の責任を負いません。また、コンピューター通信のご利用に当ホテルが不適切とした行為により、当ホテル及び第三者に損害が生じた場合、その損害を賠償していただきます。

第20条（支配する言語）

本約款は日本語及び英語にて作成されますが、約款の各言語の間に不一致又は相違があるときは、日本文が全ての点において支配するものとします。

この宿泊約款は、必要に応じて随時改定できるものとします。この約款が改定された場合、当ホテルは、改定後の約款の内容及び効力発生日を当ホテルのウェブサイト若しくは当ホテル内に提示するものとします。

別表第1 宿泊料金等の内訳（第2条第1項及び第12条第1項関係）

宿泊客が 支払う べき総額	内 訳	
	宿泊料金	①基本宿泊料（室料） ②サービス料（①×10%）
	追加料金	その他の利用料金
	税金	消費税等法令及び条例により規定される税金

別表第2 違約金（第6条第2項関係）

契約申込人数		契約解除の通知を受けた日				
		不 泊	当 日	前 日	9 日 前	20 日 前
一 般	14名まで	100%	80%	20%	—	—
団 体	15名～99名まで	100%	80%	20%	10%	—
	100名以上	100%	100%	80%	20%	10%

（注）1 %は、基本宿泊料に対する違約金の比較です。

2 契約日が短縮した場合は、その短縮日数にかかわらず、1日分（初日）の違約金を収受します。

3 団体客（15名以上）の一部について契約の解除があった場合、宿泊の10日前（その日より後に申込みをお引き受けした場合にはそのお引き受けした日）における宿泊人数の10%（端数がでた場合には切り上げる。）にあたる人数については、違約金はいただきません。

Terms of Accommodation

Article 1 (Applicability of Terms)

- 1 The accommodation agreement entered into between the hotel and guests shall be based on the provisions of these Terms of Accommodation. Any matters not provided in these terms shall be handled in accordance with the law and other generally established conventions.
- 2 In the event that the hotel undertakes a special agreement that does not violate the law or established conventions, the special agreement shall take precedence, notwithstanding the provisions of the preceding paragraph.

Article 2 (Application for Accommodation)

- 1 Guests who wish to apply for accommodation at the hotel are required to submit the following information to the hotel.
 - (1) Full names and contact information of the guest
 - (2) Accommodation period and estimated time of arrival
 - (3) Accommodation charges (in accordance with the basic accommodation fees prescribed in Annex 1)
 - (4) Full name and contact information of the applicant
 - (5) All other information deemed necessary by the hotel
- 2 In the event that a guest requests for an extension of the accommodation period in excess of the dates indicated in Item (2) of the preceding paragraph, the hotel shall regard the request as an application for a new accommodation agreement at the point in time when the request is made.

Article 3 (Validity of Accommodation Agreement)

- 1 The Accommodation Agreement shall come into force at the point in time when the hotel approves the application described in the preceding article. However, this does not apply to applications that the hotel has demonstrably not approved.
- 2 Once an accommodation agreement comes into force in accordance with the provisions of the preceding paragraph, the guest shall complete the payment for an application fee specified by the hotel by the deadline designated by the hotel. The application fee will not exceed the basic accommodation fees for the guest's accommodation period (capped at a maximum of 3 days, if the accommodation period exceeds 3 days).
- 3 The application fee serves as a deposit from which the guest's final accommodation fee, as well as cancellation charges and other liabilities (in that order), in cases where the provisions of Articles 6 and 18 apply, is deducted. The remaining balance will be refunded to the guest after payment of the charges described in Article 12 is complete.
- 4 If payment of the application fee prescribed by Paragraph 2 of this article is not completed in accordance with the provisions of the same paragraph by the deadline designated by the hotel, the accommodation agreement shall be null and void. However, this only applies in cases where the hotel has duly informed the guest of the payment deadline at the point of its designation.

Article 4 (Special Agreement for Application Fee Waiver)

- 1 Notwithstanding the provisions of Paragraph 2 of the preceding article, the hotel may undertake a special agreement for waiving the application fee described in the same paragraph after an accommodation agreement has been entered into.
- 2 In the event that the hotel does not request the payment of an application fee in accordance with the provisions of Paragraph 2 of the preceding article and does not designate a payment deadline for the application fee in question at the point in time when the application for an accommodation agreement is approved, it shall be regarded that the special agreement described in the preceding paragraph has been undertaken.

Article 5 (Rejection of Accommodation Application)

- 1 The hotel may decline to enter into accommodation agreements under the following circumstances.

- (1) In the event that the application for accommodation does not comply with these terms
- (2) In the event that no vacant rooms are available as the hotel is at full occupancy
- (3) In the event that the guest seeking accommodation is determined to have violated the law or public order or morals in connection with accommodation, or is at risk of doing so
- (4) In the event that the guest seeking accommodation is determined to have defaulted on payments due to the hotel in the past
- (5) In the event that the guest seeking accommodation is determined to fall under any of the following categories (a) to (c):
 - (a) An organized crime group defined in Item 2 of Article 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991) (hereinafter, "Organized Crime Group"), an organized crime group member defined in Item 6 of the same article (hereinafter, "Organized Crime Group Member"), an associate member of an Organized Crime Group, an affiliate of an Organized Crime Group, or any other anti-social forces
 - (b) A company or organization whose activities are controlled by an Organized Crime Group or an Organized Crime Group Member
 - (c) A company which has an employee who is an Organized Crime Group Member
- (6) In the event that the guest seeking accommodation has caused considerable inconvenience to other guests
- (7) In the event that the guest seeking accommodation is clearly shown to be suffering from a contagious disease
- (8) In the event that the guest seeking accommodation is clearly shown to be suffering from a mental or physical disorder
- (9) In the event that the guest seeking accommodation is a minor who does not have the written consent of his/her parents or guardians
- (10) In the event that the guest seeking accommodation is at risk of causing inconvenience to other guests due to intoxication
- (11) In the event that the application is determined by the hotel to have been made for the purpose of transferring the rights of accommodation to a different individual
- (12) In the event that violent demands or unreasonable requests have been made in connection with accommodation
- (13) In the event that the provision of accommodation is not possible as a result of natural disasters, faults or damages at the hotel, and other unavoidable circumstances
- (14) In the event that the provisions of Article 9 of the Kitakyushu City Hotel Regulations apply

Article 6 (Right of Guests to Terminate Agreement)

- 1 Guests may terminate the accommodation agreement by making a cancellation request to the hotel.
- 2 A cancellation charge will be payable to the hotel in accordance with Annex 2 in the event that the accommodation agreement is terminated, either wholly or in part, for reasons attributable to the guest (excluding cases where the hotel has requested for the payment of an application fee by the designated deadline in accordance with the provisions of Paragraph 2 of Article 3 and the accommodation agreement is terminated prior to payment of the application fee). However, in the event that the hotel has undertaken the special agreement under Paragraph 1 of Article 4, cancellation charges apply only in cases where, at the point in time when the special agreement is undertaken, the hotel has duly informed the guest of his/her obligation to pay a cancellation charge if he/she terminates the accommodation agreement.
- 3 In the event that the guest does not arrive by 8:00 PM on the day of accommodation without contacting the hotel (or 2 hours after the estimated time of arrival if a time has been specified in advance), the hotel reserves the right to regard the accommodation agreement as having been terminated by the guest.

Article 7 (Right of the Hotel to Terminate Agreement)

- 1 The hotel reserves the right to terminate the accommodation agreement under the following circumstances.
 - (1) In the event that the guest is determined to have violated the law or public order or morals in connection with accommodation, or is at risk of doing so
 - (2) In the event that the guest is determined to fall under any of the following categories (a) to (c):
 - (a) An Organized Crime Group, an Organized Crime Group Member, an associate member of an Organized Crime Group, an affiliate of an Organized Crime Group, or any other anti-social forces

- (b) A company or organization whose activities are controlled by an Organized Crime Group or an Organized Crime Group Member
- (c) A company which has an employee who is an Organized Crime Group Member
- (3) In the event that the guest is clearly shown to be suffering from a contagious disease
- (4) In the event that violent demands or unreasonable requests have been made in connection with accommodation
- (5) In the event that the provision of accommodation is not possible as a result of force majeure such as natural disasters
- (6) In the event that the guest seeking accommodation is determined to be at risk of causing considerable inconvenience to other guests due to intoxication, or has behaved in a way that may cause considerable inconvenience to other guests
- (7) In the event that the guest smokes in the room (including the use of heated tobacco products), is involved in the mischievous use of fire-fighting equipment, or violates other regulations stipulated by the hotel (limited to regulations necessary for the prevention of fire)
- (8) In the event that the provisions of Article 9 of the Kitakyushu City Hotel Regulations apply
- 2 In the event that the hotel terminates the accommodation agreement based on the provisions of the preceding paragraph, the guest will not be charged for any accommodation-related services that have not been provided.

Article 8 (Registration of Accommodation)

- 1 Guests are required to register the following information with the hotel at the front desk on the day of accommodation.
 - (1) The guest's full name, age, gender, address, contact information, and occupation
 - (2) The guest's nationality, passport number, point of entry into Japan, and date of entry into Japan, for all international guests without a Japanese residential address (the guest's passport will be photocopied to verify the information provided)
 - (3) Date and time of departure
 - (4) All other information deemed necessary by the hotel
- 2 If guests wish to pay the charges described in Article 12 via cashless methods, such as credit cards or vouchers, the guest is required to present his/her credit card or voucher in advance when performing the registration described in the preceding paragraph.

Article 9 (Usage Time for Guest Rooms)

- 1 Guests may use their room in the hotel from 3:00 PM to 11:00 AM of the following morning. However, if the guest is staying more than one night, the room can be used throughout the day except on the arrival and departure days.
- 2 Notwithstanding the provisions of the preceding paragraph, the hotel may allow guests to use their room outside the hours stipulated by the preceding paragraph. In this case, an additional fee will be charged.

Article 10 (Compliance with Terms of Use)

Guests are required to comply with the Terms of Use stipulated by the hotel and displayed in the hotel as long as they are within the premises of the hotel.

Article 11 (Operating Hours)

- 1 Please refer to the amenities pamphlet, notices at various locations, and the TV in rooms (video on demand) for the operating hours of the main facilities of the hotel.
- 2 The operating hours in the preceding paragraph are subject to change in unavoidable circumstances, in which case guests will be notified via the appropriate means.

Article 12 (Payment of Charges)

- 1 The breakdown of the total accommodation charges payable by guests is as listed in Annex 1.
- 2 Payment of the accommodation charges in the preceding paragraph is to be made by cash in Japanese yen, or

other cashless methods approved by the hotel, such as vouchers or credit cards, at the hotel's front desk upon the guest's arrival at the hotel or upon the request of the hotel.

Article 13 (Liabilities of the Hotel)

- 1 The hotel shall compensate for all damages incurred by guests in the course of the hotel fulfilling its obligations under the provisions of these terms and other related agreements, or as a result of its failure to fulfill its obligations under these provisions. However, this does not apply to damages arising from causes that are not attributable to the hotel.
- 2 The hotel has received the "Fire Safety Certification" from the fire department under the Fire Prevention of Property Inspection and Reporting Scheme. In order to ensure that we are well-equipped for the unlikely event of a fire, our hotel has also enrolled in liability insurance for hotels.

Article 14 (Contingency Plans for Guests with whom the Hotel has Accommodation Agreements)

- 1 In the event that the hotel is unable to provide the room under the agreement entered into with guests, we shall seek the understanding of the guest and arrange for alternative accommodation under conditions that are as similar as possible.
- 2 In the event that the hotel is unable to arrange for alternative accommodation in spite of the provisions of the preceding paragraph, the hotel shall offer the guest a compensation payment that is equivalent to the cancellation charges which will serve as compensation for the damages incurred by the guest. However, no compensation payment will be made in cases where the hotel is unable to provide a room owing to reasons that are not attributable to the hotel.

Article 15 (Handling of Entrusted Items)

- 1 The hotel is liable to compensate for damages incurred by guests from any loss or damage to items, cash, or valuables entrusted to the front desk by the guest, except in cases where the damages have occurred as a result of force majeure. However, in the case of damages to cash or valuables, the damages that the hotel is liable to compensate shall be capped at 150,000 yen, if the hotel requests for a declaration of the item's model and value and the guest fails to provide it.
- 2 The hotel is liable to compensate for damages incurred by guests from any loss or damage to items, cash, or valuables that the guest has brought to the hotel and did not entrust to the front desk, if the damages have occurred as a result of the hotel's intentional actions or gross negligence. However, the damages that the hotel is liable to compensate shall be capped at 150,000 yen for items whose model and value have not been declared by the guest in advance, except in cases where the hotel's intentional actions or gross negligence was involved.

Article 16 (Handling of the Luggage and Personal Belongings of Guests)

- 1 In the event that the guest arrives at the hotel prior to his/her accommodation, the hotel shall handle the guest's luggage with due diligence only in cases where the hotel has been duly notified prior to the guest's arrival. The luggage will be returned to the guest during check-in at the front desk.
- 2 In the event that the guest's luggage or personal belongings have been left behind at the hotel after he/she has checked out, the hotel shall wait for the guest to contact the hotel with regard to the item(s) in question before seeking his/her instructions. If the owner of the luggage or personal belongings does not contact the hotel, or if the hotel is unable to identify the owner in question, valuables will be stored for a maximum period of 7 days (including the day on which the item is discovered) before they are handed over to the nearest police station, while other items will be stored for 3 months before they are disposed of. However, all food and drinks, cigarettes, magazines, etc., will be discarded on the day itself.
- 3 With regard to the handling of the luggage and personal belongings of guests in the situations described in the preceding 2 paragraphs, the hotel's liabilities in the situation described in Paragraph 1 shall be in accordance with the provisions of Paragraph 1 of the preceding article, and the hotel's liabilities in the situation described in the preceding paragraph shall be in accordance with the provisions of Paragraph 2 of the preceding article.
- 4 In order for the hotel to handle all misplaced luggage and personal belongings in a manner that is appropriate for the nature of the item's contents, the hotel reserves the right to inspect the misplaced item and verify its

contents at the hotel's discretion, and return the item to its owner or handle it in accordance with the provisions of the preceding paragraph as necessary. Guests shall not raise any objections to the hotel's handling of misplaced items in this regard.

Article 17 (Parking-Related Liabilities)

In the event that guests use the parking space at the hotel, they shall agree that the hotel is only loaning the parking space to them and shall not be responsible for oversight of their vehicles, regardless of whether the vehicle keys have been entrusted to the hotel. However, the hotel shall be liable for damages incurred by guests as a result of the hotel's intentional actions or gross negligence in its management of the parking space.

Article 18 (Liabilities of Guests)

Guests shall be liable to compensate for all damages incurred by the hotel as a result of their intentional actions or gross negligence.

Article 19 (Disclaimers)

All computer-mediated communications sent from the hotel shall be carried out at the user's own risk. The hotel shall not be liable for any system failures in the midst of using computer-mediated communications or service interruptions for any other reasons, regardless of the consequences these may have for the user in question. In addition, guests shall be liable for damages incurred by the hotel or a third party as a result of actions deemed by our hotel to be inappropriate that were carried out by the guest in question via computer-mediated communications.

Article 20 (Governing Language)

These Terms of Accommodation have been prepared in the languages of Japanese and English. Should there be any discrepancies or disparities between the various versions of these terms, the Japanese text of these terms shall prevail in all respects.

These Terms of Accommodations may be revised at any point in time if deemed necessary. In the event that these terms are revised, the hotel shall publish the revised terms as well as the effective date of the revised terms on the hotel's website or within the hotel premises.

Annex 1 Breakdown of accommodation charges (pertaining to Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

Total amount payable by guest	Breakdown	
	Accommodation charges	①Basic accommodation fees (for hotel room) ②Service charge (①×10%)
	Additional charges	Other usage-related charges
	Taxes	Taxes as stipulated by the Consumption Tax Law and other regulations

Annex 2 Cancellation charges (pertaining to Paragraph 2 of Article 6)

Number of guests applying for accommodation		Day by which the hotel is informed of termination of agreement			
		No-show	On the day	1 day before	9 days before
Individual	Up to 14 guests	100%	80%	20%	—
Group	15 to 99 Guests	100%	80%	20%	10%
	100 Guests or more	100%	100%	80%	20%

(Notes)

- 1 % indicates the cancellation charges payable as a percentage of the basic accommodation fees.
- 2 If the accommodation period is shortened, a cancellation charge of 1 day (the first day) shall apply regardless of the number of days by which the accommodation is shortened.
- 3 In the event that the agreement is terminated for some guests in a group (of 15 guests or more), no cancellation charges will apply for up to 10% of the total number of guests (rounded up to the nearest whole number) if the hotel is informed at least 10 days before the day of accommodation (or on the day of confirmation if the application is accepted less than 10 days before the day of accommodation).