

宿泊約款

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

Scope of Application

- Article 1. Contracts for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions (hereinafter referred to as "T&C"). Any particulars not provided for herein shall be governed by laws and regulations and/or generally accepted practices.
2. In case the Hotel has entered into a special contract with the Guests 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 T&C.

Application for Accommodation Contracts

- Article 2. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:
- (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 the Attached Table No. 1);
 - (4) Other particulars deemed necessary by the Hotel.
2. In case the Guest requests, during his/her stay, extension of the accommodation beyond the date in Item (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such a request is made.

Conclusion of Accommodation Contracts, etc.

- Article 3. Guests are required to agree to these T&C as well as the respective Usage Terms when seeking accommodation at the Hotel.
2. In case a Guest is a minor (under 18 years of age), and the Hotel deems it necessary, the Guest must submit a letter of consent with the approval from the guardian or other legal representative when seeking accommodation at the Hotel.
 3. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same Article shall not be applied when it has been proved that the Hotel has not accepted the application.
 4. When a Contract for Accommodation has been concluded in accordance with the provision of the preceding Paragraph, the Guest is required to pay an accommodation deposit fixed by the Hotel within the limits of the 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.
 5. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guests, then secondly for the cancellation charges under Article 6 and thirdly for the reparations under Article 19 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 13.
 6. When the Guest has failed to pay the deposit by the date stipulated in Paragraph 4 of Article 3, the Hotel shall consider the Accommodation Contract as invalid. However, the same paragraph shall be applied only in case the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.

Special Contracts Requiring No Accommodation Deposit

- Article 4. Notwithstanding the provisions of Paragraph 4 of the preceding Article, the Hotel may enter into a special contract not requiring the accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.
2. In case the Hotel has not required the payment of the deposit as stipulated in Paragraph 4 of the preceding Article and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be considered that the Hotel has accepted a special contract prescribed in the preceding Paragraph.

Refusal of Accommodation Contracts

Article 5. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following reasons:

- (1) When the application for accommodation does not conform with the provisions of these T&C;
- (2) When the Hotel fully booked and no rooms are available;
- (3) When the person seeking accommodation is a patient or a person with symptoms, etc. (as defined in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act, hereinafter the same definition) of a specific infectious disease (hereinafter referred to as "Specific Infectious Disease") as defined in Article 2, Paragraph 6 of the Hotel Business Act (Act No.138, 1948 including subsequent revisions);
- (4) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or any other unavoidable causes;
- (5) When the Guest seeking accommodation is deemed liable to conduct him/herself in a manner that will contravene the laws or act against the public order or good morals in regard to his/her accommodation;
- (6) When there is a recognized risk of Customer Harassment Behavior (as defined in the Attached Table 2) caused by the person seeking accommodation;
- (7) When the Guest seeking accommodation acts violently, makes threats, intimidates, makes violent demands, or makes any other coercive or unreasonable demand or action;
- (8) When the Guest seeking accommodation acts disruptively or dangerously, causing distress to other Guests, or behaves in any other way which may cause trouble for the facility or other Guests;
- (9) When the person who intends to lodge is recognized to fall under A-C below;
 - A. An Organized Crime Group as defined in the Act on Prevention of Unjust Acts by Organized Crime Groups (Act No. 77 of 1991) Article 2, Item 2, an Organized Crime Group Member as defined in Article 2 Item 6 of the said act, a quasi-member of an Organized Crime Group, an individual associated with an Organized Crime Group, and/or any other anti-social forces;
 - B. A corporation or an organization engaged in business activities which are controlled by an Organized Crime Group or an Organized Crime Group Member;
 - C. A corporation in which any officers are Organized Crime Group Members;
- (10) When it is recognized that the lodging Guest is heavily drunken or in a similar state and threatens to cause a serious nuisance to other Guests, etc.;
- (11) When the Guest otherwise fails to abide by the Usage Terms established by the Hotel.

Right to Cancel Accommodation Contracts by the Guest

Article 6. The Guest is entitled to cancel the Accommodation Contract by notifying the Hotel.

2. In case the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except when the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 4 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 3. However, in case 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 the payment of the cancellation charges in case of cancellation by the Guest.
3. In case the Guest does not appear by 10 p.m. on the accommodation date (or 2 hours after the expected time of arrival if the Hotel is notified of such) without advance notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

Right to Cancel Accommodation Contracts by the Hotel

Article 7. The Hotel may cancel the Accommodation Contract under any of the following cases. Furthermore, the Hotel assumes no responsibility for damages incurred from a cancellation of the Accommodation Contract conducted in accordance with this Article;

- (1) When the guest is a patient, etc. with a Specific Infectious Disease;
- (2) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or other unavoidable causes;

- (3) When it is recognized that the lodging guest threatens to engage in or has engaged in acts against the provisions of laws and regulations, public order or social customs during his/her stay;
- (4) When a Guest is deemed to pose a risk of Customer Harassment Behavior (Attached Table No. 2) during his/her stay;
- (5) When the Guest acts violently, makes threats, intimidates, makes violent demands, or makes any other coercive or unreasonable demand or action;
- (6) When the Guest acts disruptively or dangerously, causing distress to other Guests, or behaves in any other way which may cause trouble for the facility or other Guests;
- (7) When the guest is deemed to fall under A-C below;
 - A. An Organized Crime Group, an Organized Crime Group Member, a quasi-member of an Organized Crime Group, an individual associated with an Organized Crime Group, and/or any other anti-social forces;
 - B. A corporation or an organization engaged in business activities which are controlled by an Organized Crime Group or an Organized Crime Group Member;
 - C. A corporation in which any officers are Organized Crime Group Members;
- (8) When it is recognized that the lodging Guest is heavily drunken or in a similar state and threatens to cause a serious nuisance to other Guests, etc.;
- (9) When it is discovered that a minor guest (under 18 years of age), falsely claimed to have obtained the consent from the guardian or other legal representative, or falsely claimed to be of legal age;
- (10) When the Guest otherwise fails to abide by the Usage Terms established by the Hotel.
2. In case the Hotel has cancelled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not be entitled to charge the Guest for any services which he/she did not receive during the contractual period.

Registration

Article 8. The guest shall register the following particulars with the Front Desk clerk of the Hotel on the day of accommodation;

- (1) Name, address and contact information of the Guest(s);
- (2) In case of a non-Japanese Guest without a domestic address in Japan, his/her nationality and passport number;
- (3) Date and estimated time of departure;
- (4) Other particulars deemed necessary by the Hotel.
2. In case the Guest intends to pay his/her Accommodation Charges prescribed in Article 13 by any means other than Japanese currency, such as traveler's checks, vouchers, credit cards or electronic money, etc., the Guest must present the said credential in advance at the time of Registration prescribed in the preceding Paragraph, and confirm whether or not the form of payment can be accepted for payment by the Hotel.

Accommodation capacity

Article 9. The maximum occupancy limit for Guestrooms is 7 persons. If an adult Guest intends to sleep or occupy a bed together with a child Guest, such a case is limited to one child per bed and the child must not be older than 12 years of age.

Occupancy Hours of Guestrooms

Article 10. The Guest is entitled to occupy the contracted guestroom of the Hotel from 3 p.m. to 10 a.m. to the next day. However, in the case the guestroom is contracted continuously, the Guest may occupy it all day long, except for the days of arrival and departure.

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. In this case, extra charges shall be paid as follows:
 - (1) 500 JPY (tax and service charge included) per 1 person each hour (10:00AM – 1:00PM)
 - (2) After 1:00PM: 100% of the Room Charge.

Observance of Usage Terms

Article 11. The Guest shall observe the Usage Terms established by the Hotel, which are posted within the premises of the Hotel.

Business Hours

Article 12. The business hours of the Front Desk, etc. of the Hotel are as follows, and those of other facilities, etc. shall be specified in detail by brochures as provided, the Hotel's official website, notices posted in various places, service directories in guestrooms and in other ways deemed suitable by the Hotel:

Service hours of Front Desk, Cashier's desk etc.:

- A. Closing time: None;
- B. Front Desk: 24-hour service;
- C. Cashier's Desk: 24-hour service;
- D. Restaurant operations: (As stated below).
 - 16F Sky Restaurant "Hakuba".... Breakfast 6:30AM – 9:30AM (Last seating at 9:10AM)
 - 2F Chinese Restaurant "Bireika".... Lunch 11:30AM – 2:00PM (Last Call 1:30PM)
 - ※Close on Sundays Dinner 5:30PM – 9:30PM (Last Call 8:30PM)

- 2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable causes on the part of the Hotel. In such a case, the Guest shall be informed by appropriate means.

Payment of Accommodation Charges

Article 13. The breakdown of the Accommodation charges, etc. that the Guest shall pay is as listed in the Attached Table No.1.

- 2. Accommodation Charges etc. as stated in the preceding Paragraph shall be paid with Japanese currency or by any means other than Japanese currency such as traveler's checks, vouchers, credit cards, or electronic money, recognized by the Hotel at the Front Desk at the time of the arrival of the Guest or upon request by the Hotel.
- 3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for the Guest by the Hotel and which are at his/her disposal.

Liabilities of the Hotel

Article 14. The Hotel shall compensate the Guest for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the non-fulfillment of the Accommodation Contract and/or related agreement. However, the same shall not apply in cases when such damage has been caused due to reasons for which the Hotel is not liable.

- 2. The Hotel is covered by Hotel Liability Insurance in order to deal with unexpected fire and/or other incidents/accidents.

Handling when unable to provide Contracted Rooms

Article 15. 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 the reparations.

However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

Handling of Deposited Articles

Article 16. In case the articles, cash and/or valuables deposited by the Guest at the Front Desk have been lost or damaged, the Hotel shall compensate for the damage, unless the loss or damage has been caused by force de majeure. However, in the case of cash and valuables, the Hotel shall do so only when 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 the damage up to the maximum amount of 150,000yen.

- 2. In case a Guest has brought articles, cash and/or valuables into the Hotel, but has not deposited them at the Front Desk, the Hotel shall compensate for the loss or damage inflicted on them if caused intentionally or negligently on the part of the Hotel, except when the Guest has not clearly reported to the Hotel beforehand the kind and value of such items lost or damaged, in which case the Hotel shall compensate for the loss or damage up to the maximum amount of 150,000yen unless the Hotel is intentionally or negligently responsible for such loss or damage.

Custody of Baggage and/or Belongings of the Guest

- Article 17. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to keep it only in case such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the Front Desk at the time of his/her check-in.
2. In case the baggage or belongings of the Guest are found left behind after his/her check-out, and the ownership of the article is identified, the Hotel shall inform the owner of the article left, and ask for further instructions.
- In case no instruction is given to the Hotel by the owner or when the ownership cannot be identified, the Hotel shall keep the article for 7 days including the day it is found, and after this period the Hotel shall turn the article over to the nearest police station.
3. The Hotel's liability in regard to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be assumed in accordance with the 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.

Liability in Regard to Parking

- Article 18. The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot within the premises of the Hotel, as the Hotel solely offers the space for parking, whether the key to the vehicle has been deposited with the Hotel or not. However, the Hotel shall compensate the Guest for the damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

Liability of the Guest

- Article 19. The Guest shall compensate the Hotel for the damage caused through intention or negligence on the part of the Guest.

Amendment of Terms and Conditions and Usage Terms

- Article 20. The Hotel may amend these Terms and Conditions and Usage Terms (hereinafter referred to T&C, etc.) at its discretion in the following cases, and Guests shall be deemed to have accepted these changes without objection:
- (1) When the changes are in the general interest of Guests;
- (2) When the changes in T&C, etc. do not contradict the purpose of the contract and are reasonable in light of the necessity for change, the appropriateness of the content after the change, and other relevant circumstances.
2. When the Hotel changes the T&C, etc. based on the previous Paragraph, the Hotel will announce the fact that the T&C, etc. shall be amended, the contents of such changes, and their effective date on the Hotel's official website at least one month prior to the effective date.
3. When a Guest uses the Hotel's services after the effective date of the amended T&C, etc. the Guest is regarded to have agreed to the changes in the T&C, etc.

Disclaimer

- Article 21. Guests may utilize the Hotel's internet connection service on their own responsibility. The Hotel is not liable whatsoever for any damages caused as the result of any interruption that may occur due to system malfunction or any other reason during the use of the internet services. Furthermore, in case usage of the internet services by a Guest is judged inappropriate by the Hotel and has resulted in damage to the Hotel or other third parties, the Guest shall be liable for compensation of such damages.

Governing Language and Law

- Article 22. These Provisions are written both in Japanese and in English. In the event of any inconsistency or difference between the two versions of these Provisions, the Japanese version shall prevail in all respects.
2. Any dispute arising from/or in relation to these Provisions shall be referred to the Japanese court having jurisdiction over the location of the Hotel and resolved in accordance with applicable Japanese laws.

Attached Table No. 1: Breakdown of the Accommodation charges, etc.

(Related to Article 2, Paragraph 1 and Article 13, Paragraph 1)

Total amount to be paid by the Guest	Accommodation Charges	Contents
		(1) Basic Accommodation Charges (Room Charge) (2) Service Charge ((1)×10%)
	Extra Charges	(3) Meals and Drinks (4) Other expenses
		Consumption Tax

Remarks on Table No.1

- 1, Other expenses under (4) include telephone and laundry charges, extra bed etc.

Attached Table No. 2 Customer Harassment Behavior (Related to Article 5, Paragraph 6 and Article 7, Paragraph 4)

Repeated requests by a guest to the Hotel that include difficult demands for a reduction in accommodation fees or other matters that are not easily achievable (except when seeking the removal of barriers based on the Act on Promotion of Elimination of Discrimination against People with Disabilities, Article 2, Paragraph 2), or requests involving rude or violent language or behavior and other acts that impose a mental/physical burden on the Hotel employees (except for deeds caused by the operator's unfair and/or discriminatory treatment as defined in Act 8, Paragraph 1 of the Act on Promotion of Elimination of Discrimination against People with Disabilities, or with similar valid reasons) and require more than the usual service efforts (such as those listed below) of the Hotel, shall be deemed to be Customer Harassment Behavior:

- Physical attack (assault, injury, etc.) or mental attack (threats, abusive language, slander, etc.);
- Demand for the Hotel employee to get down on his/her hands and knees, and bow down to the ground;
- Restrictive acts exceeding a certain length of time, such as sit-in or confinement (including unreasonably long phone calls);
- Accusing employees in a loud voice, or using abusive language, etc.;
- Refusal to pay cancellation fees based on unreasonable reasons, excessive demands for refunds, for replacement of merchandise and/or for monetary compensation, etc. (including inappropriate requests for excessive services beyond the reasonable range compared to other guests, and repeated unreasonable demands for discounts on accommodation fees);
- Behavior demanding the Hotel to take responsibility, including repetitive questioning and/or demands for apologies, and/or claims, etc. using methods lacking social relevance;
- Excessive demands or complaints about matters that cannot be accommodated due to operational rules or systems;
- Threats of disclosure on social media or to the mass media (including the public release of employees' names);
- Any behavior that constitutes stalking of an employee.

Attached Table No. 3: Cancellation Policy and Charges (Related to Article 6, Paragraph 2)

Contracted Number of ROOMS Date when Cancellation of Contract is Notified	Individual	Group	
	1 to 9	10 to 30	31 and more
No Show	100%	100%	100%
Afternoon of Accommodation Day	100%	100%	100%
Morning of Accommodation Day	80%	80%	100%
1 Day Prior to Accommodation Day	20%	50%	80%
10 Days Prior to Accommodation Day	10%	20%	30%
20 Days Prior to Accommodation Day	-	10%	20%
30 Days Prior to Accommodation Day	-	-	10%

However, if a separate penalty contract is signed, that agreement will take precedence.

Remarks on Table No.3

1. The percentages signify the rate of cancellation charge of the Basic Accommodation Charges (room charges).
2. When the number of days contracted is shortened, the cancellation charge for the first day of the cancelled period shall be paid by the Guest regardless of the number of days shortened.
3. When part of a group booking for 10 rooms or more is cancelled, the cancellation charges shall not be charged for the number of rooms equivalent to 10% of the number of rooms booked as of 15 days prior to the occupancy. When the cancellation is accepted less than 15 days prior to the occupancy, the date of acceptance shall apply, and any fractions shall be rounded up to the nearest whole number.
4. However, in case a specific penalty agreement in case of breach of contract was closed separately, such an agreement shall take precedence over the amount defined in this table.

Last revision: December 1,2024

宿泊利用規則

TERMS OF SERVICE

本日は、ホテルJALシティ長野にご宿泊いただき誠にありがとうございます。
当ホテルではすべてのお客様に、安全かつ快適にお過ごしいただきますように、宿泊約款第11条の定めにあるとおり、下記の規則をお守りくださいますようお願いいたします。
利用者は、本宿泊利用規則に同意頂いた上で、宿泊サービスを受けられるものとし
ます。
この規則をお守りいただけないときは、宿泊約款第7条により、ご宿泊契約及びこれに
関連する契約を解除させていただきます場合もございます。

火災予防上お守りいただきたい事項

- 1 客室内火災になりやすい場所（特にベッド）及びノースモーキングフロアでの喫煙はお断りいたします。
- 2 客室内で暖房用、炊事用等の火気器具等はご使用にならないでください。
- 3 客室入口ドアの裏側に掲示してある避難経路図及び各階の非常口をご確認ください。
- 4 モバイルバッテリーなどの充電は、安全確保のためお客様の目の届く場所で行ってください。異常が認められた場合は、直ちに使用を中止してください。保管はカバンや引き出し等を避け、直射日光や高温となる場所を除き、目の届く場所に置いてください。客室を不在にされる際は、モバイルバッテリーの充電はお控えください。離室中に充電が行われていることが確認された場合は、スタッフが充電を中止することがあります。

保安上お守りいただきたい事項

- 1 客室から出られる時は、施錠をご確認ください。ご在室中や特に就寝の時は施錠し、ドア・ラッチをおかけください。
訪問者がございます場合は、ドア・スコープで確認されるか、ドア・ラッチを掛けたまま開戸してご確認ください。
- 2 客室に外来のお客様をお招きにならないでください。

貴重品、お預かり品のお取り扱いについて

- 1 お忘れ物、遺失物の処置は法令にもとづいてお取り扱いさせていただきます。
- 2 現金、貴金属等の貴重品はフロントの貸金庫に保管してください。それ以外の場所での紛失について、当ホテルの責めに帰すべき場合を除き、当ホテルは一切責任を負いかねます。

お支払いについて

- 1 お買物代、切符代、タクシー代、郵便切手代、荷物の送料等の立替えはお断りしています。
- 2 ご到着時にクレジットカードの確認をさせていただき、お預り金を申し受ける場合がございますので、あらかじめご了承ください。
- 3 ホテル内のレストラン、バー等をご署名によって利用される場合は、客室のカードキーホルダーをご提示ください。
- 4 客室内より電話をご利用の際は施設利用料が加算されます。
- 5 ご予定の宿泊日数を変更なさる場合は、あらかじめフロントにご連絡ください。ご延泊の場合はそれまでのお支払いをお願い申し上げます。
- 6 ご滞在中、フロントから請求書の提示がありましたら、その都度お支払いください。
- 7 料金のお支払いは通貨又は当ホテルが認めた旅行小切手、クーポン券、電子マネー、もしくはクレジットカードによりフロントにてお支払い。なお、旅行小切手以外の小切手でのお支払いは応じかねますのでご了承ください。
- 8 所定の税金のほかお勘定の 10%をサービス料として加算させていただきます。従業員へのいづけはご辞退申し上げます。

おやめいただきたい事項

- 1 ホテル内に次のようなものをお持ち込みにならないでください。
(イ) 動物などその他のペット一般
上記の定めに関わらず身体障害者補助犬法に定める盲導犬・聴導犬・介

Welcome to Hotel JAL CITY NAGANO. We hope that you will enjoy your stay and be able to make full use of our facilities. Hotel Guests are kindly requested to observe these Terms of Service, as outlined in Article 11 of the Accommodation Contract, to ensure that their stay will be both comfortable and safe. Hotel Guests are deemed to be able to receive accommodation services upon agreeing to these Terms of Service.

If Hotel Guests do not observe these Terms of Service, the Hotel will be obliged to cancel their accommodations and the related contract as specified in Article 7.

Fire Prevention Regulations

1. Please do not smoke in fire-prone areas in the guestroom (especially beds) and on non-smoking floors.
2. Usage of any personal appliances in the guestroom that operate with an open flame for heating, cooking, etc. is prohibited.
3. Please review the information on evacuation routes that is posted on the inside of your room door and familiarize yourself with the location of the emergency exits on your floor.
4. For safety reasons, please charge mobile batteries and similar devices only where they are within sight. If you notice any abnormality, discontinue use immediately. When storing, please keep them within sight, avoiding handbags, briefcases, drawers, direct sunlight, or high-temperature locations. Please refrain from charging mobile batteries when you are away from your room. If it is found that charging is in progress while you are not in the room, Hotel staff may switch off the charging.

Safety Regulations

1. Please make sure the door is properly locked when you leave the room. Also, make sure to lock and use the door latch when you are in the room. If someone comes to the door, please look through the peephole or open the door only slightly without removing the door latch, before opening the door.
2. Please do not invite visitors from outside the Hotel to your guestroom.

Regarding Valuables and Unclaimed Articles

1. The Hotel reserves the right to treat all articles left behind, lost or unclaimed, in accordance with applicable laws and regulations.
2. Cash, precious metals, and other valuables should be stored in the safe installed in safe deposit boxes at the Front Desk. The Hotel cannot assume responsibility except for cases attributable to the Hotel, for loss or theft of articles that are not deposited with us.

Payment

1. The Hotel will not make payment on behalf of Guest for expenses such as train tickets, taxi fares, postage, packing charges or shopping in the Hotel.
2. The Hotel may keep a record of your credit card details upon check-in or may request a deposit.
3. Please show your room key card holder to the cashier when you sign bills or chits at the Hotel's restaurants and bars.
4. A facility charge will be added when guestroom telephones are used for outside calls.
5. Should you wish to change your period of stay, please notify the Front Desk in advance. Please pay for all charges applicable to your stay, up through the extension period.
6. The Hotel may ask for immediate payment when bills due exceed an amount set by the Management.
7. Please settle payments in cash, traveler's checks, credit cards, electric money or coupons which are acceptable to the Management. The Hotel will not accept company or personal checks.
8. A 10 % service charge and taxes at the rate prescribed by applicable laws shall be added to your bills. You are cordially requested not to give tips to the Hotel employees.

Forbidden Activities

1. The following items may not be brought into the Hotel:
(a) Pets or other animals in general;
As an exception to the above regulation, guests may be

- 助犬の同伴は可能です
- (ロ) 悪臭・異臭を発生するもの
- (ハ) 著しく多量な物品
- (ニ) 火薬・揮発油等発火又は引火しやすいもの
- (ホ) 所持を許可されていない銃砲、刀剣類
- (ヘ) その他、法で所持を禁じられているもの
- 2 ホテル内でタバコ又は風紀を乱すような行為はご遠慮ください。
- 3 ホテル内で他のお客様にご迷惑を及ぼすような高声、放歌、又は喧嘩な行為はご遠慮ください。
- 4 客室内の諸設備や物品などを許可なくホテルの外への持ち出し、他の場所へ移動させないでください。不可抗力以外の事由により建造物、家具、備品その他の物品を損傷紛失あるいは汚染された場合には、相当額を弁償していただくことがあります。
- 5 客室を当ホテルの許可なしに宿泊及び飲食以外の目的で使用することは禁止します。
- 6 ホテル内の営業施設以外の場所に許可なく立入らないでください。
- 7 ホテル内に当ホテルへの申告なしに外部より飲食物のご注文や持ち込みはおやめください。
- 8 ホテル内では許可なしに、広告物の配布、掲示又は物品の販売等することは禁止します。
- 9 廊下やロビー等の場所に所持品を放置しないでください。
- 10 窓の近くに物を陳列することによって、ホテルの外観を損なうことのないようご注意ください。当ホテルから外観を損ねているとして物の移動の要請があった場合、直ちにこれに従ってください。
- 11 ホテル内で撮影された写真等を許可なく営業上の目的で公になさることは、法的措置の対象となることがありますのでご注意ください。
- 12 寝間着、スリッパなどで、廊下、ロビーなど客室以外でのご利用は、お控えください。
- 13 宴席やレストランをご利用の際にお荷物をクロークにお預けになる場合は、モバイルバッテリーなどをお荷物に残さないようお願いいたします。

宿泊利用規則の変更

宿泊約款第20条の定めに従って、当ホテルは宿泊利用規則の変更をすることができ、利用者は、これを異議なく承諾するものとします。

言語及び準拠法

本規定は日本語と英語で作成されますが、規程の両文の間に不一致又は相違があるときは、日本語がすべての点について優先するものとします。

本規定に関して生じる一切の紛争については、当ホテルの所在地を管轄する日本の裁判所において、日本の法令に従い解決されるものとします。

- accompanied by guide dogs, hearing dogs and service dogs stipulated in the Laws concerning Assistant Dogs for the Physically Impaired;
- (b) Malodorous articles;
- (c) An excessively large quantity of personal goods;
- (d) Flammable or explosive materials such as gunpowder or gasoline;
- (e) Unlicensed firearms or swords;
- (f) Other items that are prohibited by law.
2. Please refrain from gambling or engaging in any behavior that disrupts public order within the Hotel.
3. Please refrain from loud talking, singing, or any noisy behavior that may disturb other guests in the Hotel.
4. The furnishings or equipment inside your room may not be moved to other locations in the building or taken out of the Hotel without permission. If Hotel belongings are damaged or lost by the guest due to his/her own negligence, the Hotel may ask for compensation.
5. Do not use guestrooms for purposes other than accommodation or dining without the Hotel's permission.
6. Entering restricted areas of the Hotel is prohibited.
7. Please refrain from bringing food or drinks into the Hotel, or ordering delivery of food or drinks into the Hotel from outside without the consent of the Management.
8. Distributing or posting advertisements, or selling goods within the Hotel without permission is prohibited.
9. Please do not leave any personal belongings in the hallways, lobbies, or other public spaces.
10. Please refrain from putting any articles near windows which could detract from the external appearance of the Hotel. Please cooperate in case Hotel Management requests you to move such articles, immediately.
11. Using photographs taken in the Hotel for commercial or public purposes is prohibited, and those who do so will be subject to legal action including prosecution.
12. Sleepwear and slippers have been provided for your use in your guestroom. Please refrain from leaving your room dressed in sleepwear and slippers or similar attire.
13. When depositing your belongings with the cloakroom while using banquet halls or restaurants, please ensure that you do not leave mobile batteries or similar devices.

Changes to Terms of service

In accordance with the provisions of Article 20 of the Accommodation Contract, the Hotel may change the Terms of Service, and the Hotel Guests shall be deemed to have accepted these changes without any objection.

Language and Applicable Laws

These Provisions are written both in Japanese and in English. In the event of any inconsistency or difference between the two versions of these Provisions, the Japanese version shall prevail in all respects.

Any dispute arising from or in relation to these Provisions shall be referred to the Japanese court having jurisdiction over the location of the Hotel and resolved in accordance with applicable Japanese laws.