

ACCOMMODATION AT HOTEL (GENERAL PROVISIONS)

Article 1 (Application)

1. Contracts for accommodation and related agreements to be entered into by this hotel shall be in accordance with these provisions and particulars not provided for therein shall be in accordance with the laws and customary practices.

2. Notwithstanding the preceding paragraph, this hotel may enter into special agreements insofar as they do not run counter to the spirit of these provisions and/or the laws and customary practices.

Article 2 (Refusal of Accommodation)

This hotel may refuse to provide accommodation in the following cases.

- (1) When the accommodation request does not conform with these provisions.
- (2) When this hotel is fully booked and no room is available.
- (3) When the person seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or the maintenance of public peace and order in regard to his accommodation.
- (4) When the person seeking accommodation can be clearly detected as carrying an infectious disease.
- (5) When the hotel is requested to assume a special burden in regard to the person's accommodation.
- (6) When this hotel is incapable of providing accommodation due to natural calamities, damage to its facilities and/or other unavoidable causes.

Article 3 (Notification)

When this hotel has accepted a request for accommodation in advance of the day of occupancy (hereinafter called "request for reservation"), it may request the person making the reservation to notify the following particulars within a designated period.

- (1) Name, sex, nationality and occupation of the person or persons to be accommodated.
- (2) Other particulars deemed necessary by this hotel.

Article 4 (Reservation Deposit)

1. When this hotel has accepted a request for reservation, it may request the payment of a deposit, limited to accommodation charges covering the person or person's entire period of stay (when the period of stay is more than 3 days, the deposit shall be for 3 days within a designated period).

2. When the deposit mentioned in the preceding paragraph comes within the scope of the following article, it shall be made to cover the cancellation charge with any remainder refunded.

Article 5 (Cancellation of Reservation)

When the person making the reservation has cancelled the reservation in whole or part, this ryokan shall be entitled to make a cancellation charge as stipulated below.

(A) Cancellation of Reservation in Whole

Date of cancellation made to hotel	On the day of occupancy	On the day before	2 days before the day of occupancy	3 days	5 days	6 days
Number of persons making reservation						
up to 14	100%	50%	30%	30%		
15 ~ 30	100%	50%	30%	30%	20%	
31 ~ 100	100%	50%	30%	30%	20%	20%
101 and up	100%	50%	30%	30%	25%	25%
Date of cancellation made to hotel	7 days	8 days	14 days	15 days	30 days	
Number of persons making reservation						
up to 14						
15 ~ 30						
31 ~ 100	20%	10%	10%			
101 and up	25%	15%	15%	10%	10%	

Remarks: Percentages (%) show rates of cancellation charges for reserved accommodation.

(B) Cancellation of Reservation in Part

Number of persons making reservation	Number of persons cancelling reservation	Rate of persons to be accommodated to person making reservation	Cancellation charge
Less than 100	In the case of within 20%	Not required	
	In the case of over 20%	In the case of less than 50%	To the number of person exceeding 20%: The cancellation charges equivalent to those shown in Table(A).
		In the case of over 50%	To the number of person exceeding 20%: 30% of the cancellation charges equivalent to those shown in Table(A).
101 or more	In the case of within 10%	Not required	
	In the case of over 10%	In the case of less than 50%	To the number of person exceeding 10%: The cancellation charges equivalent to those shown in Table(A).
		In the case of over 50%	To the number of person exceeding 10%: 30% of the cancellation charges equivalent to those shown in Table(A).

2. This hotel may consider the reservation as having been cancelled when the guest does not appear by 8:30 p.m. (or, if the anticipated

hour of arrival has been notified beforehand, 2 hours after the anticipated time) of the day of occupancy without having contacted this hotel.

3. If the reservation has been considered as cancelled, in accordance with the preceding paragraph the guest is able to show that his failure to appear without notice was due to the non-arrival or delay of public conveyance such as train, air-craft, etc., and reasons for which he cannot be held responsible, this hotel shall not make any cancellation charge.

Article 6

1. This hotel may, in addition to provisions stated elsewhere, cancel reservation in the following cases

- (1) When Items 3-5 of Article 2 are applicable.
 - (2) When notification of particulars mentioned in Item 1, Article 3 has been requested and not complied with within a designated period.
 - (3) When the reservation deposit mentioned in Item 1, Article 4 has been requested and not paid within a designated period.
2. When this hotel has cancelled reservation in accordance with the preceding paragraph, it shall refund any deposit received for the reservation.

Article 7 (Exclusion of Antisocial Forces)

1. Refusal and Cancellation of Accommodations

The Hotel shall refuse to provide accommodations to persons for any of the following reasons, and shall cancel a contract if any such reasons are discovered after said contract has been concluded.

- (1) Affiliation with antisocial forces such as organized crime groups, members of organized crime groups, companies associated with organized crime groups, corporate extortionists, racketeers disguising themselves as political or social activists, criminal organizations with access to specialized intelligence (hereinafter referred to as "Antisocial Forces")
- (2) If an organized crime group and/or members of an organized crime group are associated with a corporation or other organization in control of business activities
- (3) If members of an organized crime group are officers in a corporation
- (4) Behavior that causes significant inconvenience to other guests of the Hotel
- (5) Violent demands and/or unreasonable demands beyond legal responsibility toward the Hotel and/or its employees

2. Refusal and/or Cancellation of Banquet Contract

The Hotel shall refuse to conclude a contract for the use of its premises for a banquet for any of the following reasons, and shall cancel a contract if any such reasons are discovered after said contract has been concluded.

- (1) If persons attending said banquet are associated with any of the following.
 - a. Antisocial Forces
 - b. An organized crime group and/or members of an organized crime group associated with a corporation or other organization in control of business activities
 - c. Members of an organized crime group who are officers in a corporation
- (2) If use of the Hotel is for the benefit of an organized crime group
- (3) Behavior that causes significant inconvenience to other guests of the Hotel
- (4) Violent demands and/or unreasonable demands beyond legal responsibility toward the Hotel and/or its employees

Article 8 (Registration)

The guest shall register the following with this hotel at the front office on the day of his arrival:

- (1) Particulars as stated in Item 1, Article 3.
- (2) In the case of a foreigner, his passport number, place and date of landing in Japan.
- (3) Day and hour of departure.
- (4) Other particulars deemed necessary by this hotel.

Article 9 (Business Hours, Etc)

1. The Business hours of the facilities of this hotel are as follows:
 Bar & shop 7:00a.m. - 11:00p.m.
 The public bath 5:00a.m. - 11:00a.m.
 3:00p.m. - 1:00a.m.

2. The hours given in paragraph 1 are subject to temporary changes:

Article 10 (Payment of Bills)

1. Payment of bills shall be made in Japanese currency or in such travelers cheques or coupons as are recognized by this hotel at the

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front office at the time of the guest's departure or upon request by this hotel.

2. Accommodation charges shall be made even when the guest voluntarily has not made use of accommodation facilities after the commencement of occupancy of the guest room.

■ Article 11 (Observance of Rules)

The guest shall observe the rules established by this hotel and posted within the premises.

■ Article 12 (Refusal of Continued Occupancy)

This hotel may refuse continued occupancy, even during the period accepted, in the following cases:

- (1) When Items 3-6 of Article 2 are applicable.
- (2) When the guest does not observe the rules stated in the preceding article.

■ Article 13 (Responsibility of Accommodation)

1. The responsibility of this hotel concerning accommodation shall commence from the time when the guest has been registered at the front office or when he has entered his room, whichever is the earlier, and terminate at the time when he has vacated his room for departure.

2. When the guest can no longer be accommodated due to reasons for which this hotel is responsible, this hotel shall arrange to secure accommodation of the same or similar standard for him elsewhere, excepting when natural calamities and other causes render the arrangement difficult. In this case, there shall be no charge to the guest for accommodation at this hotel for the day on which his occupancy has been discontinued and thereafter.

■ Article 14 (Handling of Deposited Articles)

The Hotel/Ryokan shall compensate the Guest for the damage when loss, breakage or other damage is caused, through intention or negligence on the part of the Hotel/Ryokan by the Guest but are not deposited at front desk. However, for articles of which the kind and value has not been reported in advance by the Guest, except in case of the damage caused through intention or gross negligence on the part of the Hotel/Ryokan, the Hotel/Ryokan shall compensate the Guest within the limits of 150,000 yen.