

Terms and Conditions for Accommodation

Effective: January 8, 2025

Article 1 – Scope of Application

1. The accommodation contract and any related agreements concluded between the Hotel and the Guest shall be governed by these Terms and Conditions. Any matters not provided for herein shall be subject to applicable laws and regulations or generally established customs.
 2. Notwithstanding the preceding paragraph, where the Hotel agrees to a special contract, provided such contract does not violate laws, regulations, or customs, the special contract shall take precedence.
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Article 2 – Application for an Accommodation Contract

1. A person who wishes to apply for an accommodation contract with the Hotel shall provide the following information:
 - (1) Name of the Guest(s)
 - (2) Contact information of the Guest(s)
 - (3) Date(s) of accommodation and estimated time of arrival
 - (4) Other matters deemed necessary by the Hotel
 2. Even after the accommodation contract is concluded, if the Hotel requests the submission of a guest register containing the name, address, and contact information of the Guest(s), the applicant shall submit it without delay.
 3. If the Guest wishes to extend their stay beyond the date(s) listed in item (3) above during their stay, the Hotel shall treat such a request as an application for a new accommodation contract at the time the request is made.
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Article 3 – Conclusion of the Accommodation Contract

1. The accommodation contract shall be deemed concluded when the Hotel accepts the application described in the preceding article, except in cases where the Hotel proves that it did not accept the application.
2. The Hotel may, on any chosen day prior to the scheduled accommodation date, call the contact information provided at the time of application to confirm the reservation or any changes.
3. Upon the conclusion of the accommodation contract under paragraph 1, the Hotel may request payment of a deposit, up to an amount equivalent to the basic accommodation charges for the first three (3) days of the stay, by a date specified by the Hotel.
4. The deposit shall first be applied to the final accommodation charges payable by the Guest. In the event of cancellation under Articles 6 or 18, it shall be applied in the order of cancellation charges, damages, and then refunded if any balance remains at the time of payment under Article 12.
5. If the Guest fails to pay the deposit by the date specified under paragraph 3, the accommodation contract shall lose its validity. However, this applies only when the Hotel has informed the Guest of this condition when specifying the payment due date.
6. The Hotel may request payment of the accommodation charges at check-in and, in the case of multiple-night stays, may request settlement for nights already stayed at any time during the stay.

Article 4 – Special Contracts Not Requiring a Deposit

1. Notwithstanding the provisions of Article 3, paragraph 3, the Hotel may agree to a special contract whereby payment of the deposit after the conclusion of the accommodation contract is not required.
 2. If the Hotel does not request payment of the deposit under Article 3, paragraph 3 when accepting the application for an accommodation contract, or if the Hotel does not specify a payment due date for the deposit, such cases shall be handled as having agreed to the special contract described in the preceding paragraph.
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Article 4-2 – Request for Cooperation in Infection Prevention Measures

1. The Hotel may request cooperation from persons seeking accommodation in accordance with the provisions of Article 4-2, paragraph 1 of the Inns and Hotels Act (Act No. 138 of 1948).
 2. Except for cases with justifiable reasons, persons seeking accommodation may not refuse the request for cooperation described in the preceding paragraph. If a person fails to cooperate and is later identified as a patient or equivalent of a designated infectious disease, such person shall bear all costs and damages, including expenses for disinfection and other preventive measures, as well as lost profits from facilities or equipment that became unusable during such period.
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Article 5 – Refusal to Conclude an Accommodation Contract

The Hotel may refuse to conclude an accommodation contract in the following cases. However, this does not imply that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Inns and Hotels Act:

1. When the application for accommodation does not comply with these Terms and Conditions.
2. When there are no available rooms due to full occupancy.
3. When the person seeking accommodation is deemed likely to commit acts contrary to laws and regulations, public order, or good morals in connection with the stay.
4. When the person seeking accommodation is deemed likely to disturb order within the Hotel through unjustified complaints, demands, or other conduct.
5. When the person seeking accommodation falls under any of the following categories:
 - a. Organized crime groups as defined in Article 2, item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), members of such groups as defined in item 6 of the same article, associate members, related persons, or other antisocial forces.
 - b. Corporations or organizations whose business activities are controlled by organized crime groups or their members.
 - c. Corporations whose officers include members of organized crime groups.
6. When the person seeking accommodation has caused significant nuisance to other guests.
7. When the person seeking accommodation is a patient or equivalent of a designated infectious disease as defined in Article 4-2, paragraph 1, item 2 of the Inns and Hotels Act.
8. When violent demands are made or unreasonable burdens beyond a reasonable scope are requested in relation to the accommodation.
9. When accommodation is impossible due to natural disasters, facility failures, staff shortages, or other unavoidable reasons.
10. When the applicant conceals the fact that the accommodation is for commercial purposes.
11. When any of the following apply under Article 5 of the Kagoshima Prefecture Enforcement Ordinance of the Inns and Hotels Act:
 - a. The person seeking accommodation is intoxicated and deemed likely to cause nuisance to other guests.
 - b. The person seeking accommodation is deemed likely to cause nuisance to other guests due to being extremely unclean in body or clothing.

Article 6 – Right of the Guest to Cancel the Contract

1. The Guest may cancel all or part of the accommodation contract at any time by paying the cancellation charges listed in Appendix 2 to the Hotel.
 2. If the Guest cancels all or part of the accommodation contract for reasons attributable to the Guest (except where the Guest cancels before payment of the deposit in cases where the Hotel has specified the deposit payment date under Article 3, paragraph 3), the Hotel shall charge a penalty in accordance with Appendix 2. However, if the Hotel has agreed to a special contract under Article 4, paragraph 1, the Hotel shall only impose cancellation charges if it informed the Guest of such obligation at the time of concluding the special contract.
 3. If the Guest fails to arrive without notice by 9:00 p.m. on the day of accommodation (or two hours after the notified arrival time if such time was specified in advance), the Hotel may regard the accommodation contract as having been cancelled by the Guest.
 4. In cases where the contract is deemed cancelled under the preceding paragraph, the Hotel shall charge the cancellation fees listed in Appendix 2.
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Article 7 – Right of the Hotel to Cancel the Contract

The Hotel may cancel the accommodation contract in the following cases. However, this does not imply that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Inns and Hotels Act:

1. When the Guest is deemed likely to commit or has committed acts contrary to laws, public order, or good morals in connection with the stay.
2. When the Guest falls under any of the following categories:
 - a. Organized crime groups, members of such groups, associate members, related persons, or other antisocial forces.
 - b. Corporations or organizations whose business activities are controlled by organized crime groups or their members.
 - c. Corporations whose officers include members of organized crime groups.
3. When the Guest causes significant nuisance to other guests.
4. When the Guest is a patient or equivalent of a designated infectious disease.
5. When violent demands are made or unreasonable burdens beyond a reasonable scope are requested in relation to the accommodation.
6. When accommodation is impossible due to natural disasters or other force majeure events.
7. When any of the following apply under Article 5 of the Kagoshima Prefecture Enforcement Ordinance of the Inns and Hotels Act.
8. When the Guest smokes in bed, tampers with firefighting equipment, or otherwise violates the Hotel's rules of use (limited to those necessary for fire prevention).
9. When the Hotel lacks the personnel necessary to implement legally or factually required infection prevention measures.

Article 8 – Registration

1. On the day of accommodation, the Guest shall register the following information at the front desk of the Hotel:
 - (1) Name, address, and contact information of the Guest.
 - (2) For foreign nationals without a domestic address, nationality, passport number, place and date of entry into Japan.
 - (3) Other information deemed necessary by the Hotel.
2. If the Guest intends to pay the charges under Article 12 by means of traveler's checks, accommodation coupons, credit cards, or other substitutes for currency, such instruments may be presented in advance at the time of registration in the preceding paragraph.

Article 9 – Hours of Use of Guest Rooms

1. The Guest may use the Hotel's guest room from 2:00 p.m. until 10:00 a.m. the following day. However, if staying for consecutive nights, the room may be used throughout the day except for the arrival and departure dates.
2. Notwithstanding the provisions of the preceding paragraph, the Hotel may permit use of the guest room outside the hours specified therein. In such cases, the Hotel will charge additional fees as provided in the Rules of Use.

Article 10 – Compliance with Rules of Use

The Guest shall comply with the Rules of Use established by the Hotel and displayed within the premises.

Article 11 – Business Hours

1. The principal facilities of the Hotel shall operate according to the following hours. Details of the operating hours for other facilities shall be provided in brochures available on-site, notices posted throughout the Hotel, or in the in-room service directory.
 - (1) Front desk and cashier services:
 - a. No curfew
 - b. Front desk service available 24 hours
 2. The above hours may be temporarily changed when necessary and unavoidable. In such cases, guests will be notified in an appropriate manner.
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Article 12 – Payment of Charges

1. The breakdown of accommodation charges and other fees payable by the Guest is listed in Appendix 1.
2. Payment of the accommodation charges and other fees under the preceding paragraph shall be made in Japanese currency or by traveler's checks, accommodation coupons, credit cards, or other methods accepted by the Hotel, at the front desk at the time of the Guest's departure or upon request by the Hotel.
3. Even if the Hotel has made the guest room available and it is capable of being used, the Guest shall still be charged the accommodation fee if they voluntarily choose not to stay.

Article 13 – Liability of the Hotel

1. The Hotel shall compensate the Guest for damages if the Hotel has caused such damages to the Guest in the performance of the accommodation contract or any related agreements, except where such damages are due to reasons not attributable to the Hotel.
 2. The Hotel has obtained liability insurance in order to cover unexpected fires and other emergencies.
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Article 14 – Handling of Goods Deposited by the Guest

1. The Hotel shall compensate the Guest for any loss, breakage, or other damage to goods, cash, or valuables deposited at the front desk by the Guest, except where such damage was caused by force majeure. However, with respect to cash or valuables for which the Guest did not declare the type and value in advance, the Hotel shall compensate up to a maximum amount of 100,000 yen.
 2. The Hotel shall also compensate the Guest for any loss, breakage, or other damage to goods, cash, or valuables brought into the Hotel by the Guest but not deposited at the front desk, if such damage is caused intentionally or by negligence on the part of the Hotel. However, for items whose type and value have not been declared in advance by the Guest, the Hotel shall compensate up to a maximum of 100,000 yen.
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Article 15 – Custody of the Guest’s Baggage and Belongings

1. If the Guest’s baggage arrives at the Hotel prior to their stay, the Hotel shall take responsibility for its safekeeping only if such arrival has been agreed upon in advance, and shall hand it to the Guest upon check-in at the front desk.
2. If the Guest’s baggage or personal belongings are left behind at the Hotel after check-out and their owner is identifiable, the Hotel shall contact the owner and request instructions. If no instructions are given or if the owner cannot be identified, the Hotel shall keep such items for a period of seven (7) days, including the date of discovery, and thereafter deliver them to the nearest police station. However, valuables such as cash shall be promptly delivered to the police.
3. In the case of food, beverages, cigarettes, magazines, and other items that may cause hygiene issues, the Hotel may dispose of them on the same day they are found, regardless of their value or the owner’s intent.
4. The Hotel’s liability in relation to the safekeeping of the Guest’s baggage and belongings in the cases of paragraphs 1 and 2 shall be in accordance with the provisions of Article 14, paragraph 1 for paragraph 1 items, and Article 14, paragraph 2 for paragraph 2 items.

5. Article 16 – Liability Regarding Parking

6. When the Guest uses the Hotel’s parking facilities, regardless of whether the vehicle key is deposited with the Hotel, the Hotel only leases the parking space and does not assume responsibility for the safekeeping of the vehicle. However, the Hotel shall be liable for any damage caused intentionally or by negligence on the part of the Hotel in the management of the parking facilities.

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8. Article 17 – Liability of the Guest

9. If the Guest causes damage to the Hotel, whether intentionally or through negligence, the Guest shall compensate the Hotel for such damage.

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11. Article 18 – Breach of Contract by the Hotel

12. If the Hotel fails to provide accommodation services as stipulated in the accommodation contract, the Hotel shall compensate the Guest for damages unless the failure is due to reasons not attributable to the Hotel.

Appendix 1 – Breakdown of Accommodation Charges

1. Accommodation Charges

- (1) Room charge (per room, per night)
- (2) Service charge (based on the room charge)

2. Additional Charges

- (1) Food and beverage charges and other usage fees
- (2) Service charge (based on the above)

3. Taxes

- Consumption tax, local consumption tax, and any other applicable taxes
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Appendix 2 – Cancellation Charges (Related to Article 6, Paragraph 2)

• Individual Guests

1. If notice of cancellation is received the day before the scheduled stay: 20% of the total accommodation charge
2. If notice of cancellation is received on the day of the scheduled stay: 80% of the total accommodation charge
3. No-show without prior notice: 100% of the total accommodation charge

• Group Guests (15 or more people)

1. If notice of cancellation is received 9–2 days before the scheduled stay: 10% of the total accommodation charge
2. If notice of cancellation is received the day before the scheduled stay: 20% of the total accommodation charge
3. If notice of cancellation is received on the day of the scheduled stay: 80% of the total accommodation charge
4. No-show without prior notice: 100% of the total accommodation charge

Rules of Use

In order to ensure the safety and comfort of all guests, the Hotel asks for your cooperation in observing the following rules, based on Article 10 of the Accommodation Agreement.

If you do not comply with these rules, the Hotel may refuse continued accommodation and use of facilities under Article 7 of the Accommodation Agreement. In addition, you may be liable for any damages caused.

1. Prohibited Acts

1. Bringing into the Hotel any of the following:
 - Animals, birds, or other pets (except for assistance dogs as defined by law)
 - Items emitting foul odors
 - Explosives, volatile oils, or other items that are flammable or may cause danger
 - Firearms, swords, or other items prohibited by law
 2. Gambling or other behavior contrary to public morals
 3. Behavior that causes significant nuisance or disturbance to other guests
 4. Use of guest rooms for purposes other than accommodation without permission
 5. Bringing outside food and beverages into the Hotel without permission
 6. Moving Hotel facilities or fixtures from their designated locations
 7. Use of heating, cooking, or ironing equipment in guest rooms without permission (excluding equipment provided by the Hotel)
 8. Smoking in bed or in any non-designated areas, and any act that may cause a fire
 9. Tampering with firefighting equipment or other safety installations
 10. Unauthorized photography or filming for commercial purposes within the Hotel premises without permission
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2. Other Matters

1. Please store valuables in the safe deposit box at the front desk or in-room safe. The Hotel is not liable for loss or theft unless due to negligence of the Hotel.
2. Minors staying without a parent or guardian must provide written consent in advance.
3. The Hotel's parking facilities are for registered guests only; please follow the staff's instructions when using them.
4. Please note that the Hotel may refuse accommodation to guests under the influence of alcohol who cause disturbance or nuisance to others.

3. Fire Safety and Emergency Measures

1. In the event of a fire or other emergency, please follow the instructions of Hotel staff and use the nearest evacuation route as indicated on the emergency exit map posted inside your room door.
 2. Please do not use elevators during an evacuation.
 3. Familiarize yourself with the location of fire alarms and extinguishers on your floor.
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4. Payment of Charges

1. Please settle your bill at the front desk upon check-out.
 2. Payment may be made in Japanese currency, by traveler's checks, accommodation coupons, credit cards, or other methods accepted by the Hotel.
 3. The Hotel does not provide payment advances for external services or purchases made by guests.
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5. Lost and Found

1. Lost items will be handled in accordance with the relevant laws and regulations.
 2. Food, beverages, cigarettes, magazines, and other perishable or hygiene-sensitive items may be disposed of on the same day they are found.
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6. Internet Use

1. The Hotel provides internet access for guest use; however, the Guest shall use it at their own responsibility.
 2. The Hotel shall not be liable for any data loss, system damage, or other troubles caused by the use of the internet.
 3. Acts that infringe upon the rights of third parties or violate laws are prohibited.
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7. Amendments to the Rules

The Hotel may amend these Rules of Use without prior notice when deemed necessary. The amended Rules will take effect when posted in the Hotel or on its official website.