Noyado Hakata Terms and Conditions of Stay

July 1, 2028

(Scope of Application)

Article 1

1.Accommodation contracts and related contracts concluded between this hotel and guests shall be governed by these terms and conditions, and any matters not stipulated in these terms and conditions shall be governed by laws, regulations or generally established practices.

2. If this hotel accepts a special agreement to the extent that it does not violate laws, regulations or practices, the special agreement shall take precedence, notwithstanding the provisions of the preceding paragraph.

(Application for an Accommodation Contract)

Article 2

1. A person who wishes to apply for an accommodation contract with this hotel shall provide the following items to this hotel.
   (1) Name of guest
   (2) Date of stay and expected time of arrival
   (3) Accommodation fee (according to Schedule 1)
   (4) Other matters deemed necessary by the hotel

2. If a guest requests to extend his/her stay beyond the date specified in the preceding paragraph 2 during his/her stay, the hotel will treat the request as if a new accommodation contract had been applied for at the time of the request.

(Conclusion of accommodation contract, etc.)

Article 3

1.An accommodation contract is considered to be concluded when the hotel accepts the application specified in the preceding article. However, this does not apply if the hotel proves that it did not accept the application.

2. When an accommodation contract is concluded in accordance with the provisions of the preceding paragraph, the full accommodation fee for the period of stay must be paid by the date specified by the hotel.

3. The application fee shall first be applied to the accommodation fee to be paid by the guest, and in the event of a situation to which the provisions of Articles 6 and 16 apply, it shall be applied in the order of penalty charges and then compensation.

4. If the application fee in paragraph 2 is not paid by the date specified by the hotel in accordance with the provisions of the same paragraph, the accommodation contract shall become void.

(Special agreement not requiring the payment of the application fee)

Article 4

1. Notwithstanding the provisions of paragraph 2 of the preceding article, the hotel may enter into a special agreement not requiring the payment of the application fee in the same paragraph after the contract is concluded.

2. If the hotel does not request the payment of the application fee in paragraph 2 of the preceding article or does not specify the due date for the payment of the application fee when accepting the application for the accommodation contract, it shall be treated as if the special agreement in the preceding paragraph was met.

(Request for cooperation in infection prevention measures at the facility)

Article 4-2 The hotel may request cooperation from those who wish to stay in accordance with the provisions of Article 4-2-1 of the Inns and Hotels Act (Act No. 138 of 1948).

(Refusal to Enter into an Accommodation Contract)

Article 5:

Our hotel may refuse to enter into an accommodation contract in the following cases.

(1) When the application for accommodation does not conform to these terms and conditions.

(2) When the hotel is fully booked and there are no rooms available.

(3) When it is deemed that the person requesting accommodation may behave in a manner that violates the provisions of law, public order, or good morals in relation to his/her stay.

(4) When it is deemed that the person requesting accommodation falls under any of the following items (a) to (c).

A. An organized crime group as defined in Article 2, Paragraph 2 of the Law Concerning Prevention of Unjust Acts by Organized Crime Group Members (Law No. 77 of 1991) (hereinafter referred to as "organized crime group"), an organized crime group member as defined in Article 2, Paragraph 6 of the same Law (hereinafter referred to as "organized crime group member"), an associate member of an organized crime group, or a person related to an organized crime group, or other antisocial forces.

B. A corporation or other organization whose business activities are controlled by an organized crime group or an organized crime group member.

C. A corporation whose directors include members of an organized crime group.

(5) When a person seeking accommodation has behaved in a manner that significantly inconveniences other guests.
(6) When a person seeking accommodation is clearly recognized as carrying an infectious disease.
(7) When violent demands are made in relation to accommodation, or when a burden beyond the reasonable range is requested.
(8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable reasons.

(Guest's right to cancel the contract)

Article 6

1.Guests may cancel the accommodation contract by notifying the hotel.

2. In the event that the guest cancels the accommodation contract in whole or in part due to reasons attributable to the guest (excluding the case where the hotel has requested payment of the application fee by a specified date pursuant to the provisions of Article 3, Paragraph 2 and the guest cancels the accommodation contract before payment), the hotel will charge a penalty as listed in Appendix 2. However, in the event that the hotel has agreed to a special agreement as set forth in Article 4, Paragraph 1, this will only apply if the hotel has notified the guest of the obligation to pay the penalty when the guest cancels the accommodation contract in accordance with the special agreement.
3. In the event that the guest does not arrive by 10:00 p.m. on the day of the stay (or 3 hours after the expected arrival time if the guest has been specified in advance) without notice, the hotel may consider the accommodation contract to have been cancelled by the guest and process the matter accordingly.

(Right of the Hotel to Terminate the Contract)

Article 7

The Hotel may terminate the accommodation contract in the following cases.

(1)When the guest is deemed likely to commit or has committed acts in violation of the provisions of laws, regulations, public order, or good morals in relation to the accommodation.
(2) When the guest is deemed to fall under any of the following items (a) to (c).
(a) A gang, gang member, gang associate member, gang affiliate, or gang member or other antisocial force
(b) A corporation or other organization whose business activities are controlled by a gang or gang member
(c) A corporation with an officer who is a gang member

(3) When the guest behaves in a manner that significantly inconveniences other guests.
(4) When the guest is clearly deemed to be carrying an infectious disease.
(5) When violent demands are made in relation to the accommodation, or when the guest is asked to assume an unreasonable burden.
(6) When the guest is unable to stay due to a force majeure event such as a natural disaster.
(7) When the guest smokes in bed, tampers with firefighting equipment, or fails to comply with other prohibited acts (limited to those necessary for fire prevention) set forth in the hotel's rules of use.

2. When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, the guest will not be charged for any accommodation services that have not yet been provided.

(Accommodation registration)

Article 7

The hotel does not have a 24-hour front desk.

1. Guests must register the following details in advance by clicking the link in the reservation confirmation email sent to them in advance, or on the check-in tablet at the hotel's entrance.
(1)Name, age, sex, address and occupation of all guests
(2)For foreigners, nationality, passport number, place of entry and date of entry
(3)Departure date and scheduled departure time
(4) Other information deemed necessary by the hotel

2. Payment of accommodation fees can only be made online and cannot be made on-site.

(Room use hours)

Article 8

Guests may use the hotel's guest rooms from 3:00 p.m. to 10:00 a.m. the following morning, and cannot extend the time beyond 10:00 a.m. However, in the case of consecutive stays, the rooms may be used all day except on the days of arrival and departure.

(Observance of rules of use)

Article 9

Guests must comply with the rules of use established by the hotel and posted within the hotel.

(Business hours)

Article 10

The business hours of the main facilities of the hotel are as follows. For detailed information on the operation of other facilities and inquiries, please refer to the user guide provided, notices posted in various places, and the service directory in the guest rooms. However, this does not apply if all guests have checked in.

(1) Front desk support service hours: 12:00-19:00

(2) Room cleaning hours: 10:00-15:00

(Responsibility of the hotel)

Article 11

The hotel shall compensate guests for damages caused by the fulfillment or non-fulfillment of the accommodation contract and related contracts. However, this does not apply if the damages are not due to reasons attributable to the hotel.

2. The hotel has insured itself with hotel liability insurance to deal with fires and other emergencies.

(Handling when contracted rooms cannot be provided)

Article 12

1. When the hotel is unable to provide a contracted room to a guest, it will arrange accommodation of the same conditions elsewhere, with the guest's consent.
2. When the hotel is unable to arrange accommodation, notwithstanding the provisions of the preceding paragraph, it will pay the guest a compensation fee equivalent to the penalty, which will be used to cover damages. However, if the hotel is unable to provide a room due to reasons beyond the control of the hotel, it will not pay compensation.

(Handling of deposited items, etc.)

Article 13

1. When damage such as loss or breakage occurs to items deposited by the guest at the front desk, the hotel will compensate for such damages up to a maximum of 50,000 yen, except in cases of force majeure.

However, we do not accept cash or valuables. (Storage of Guest Baggage or Belongings)

Article 14

1. If a guest's baggage arrives at the hotel prior to his/her stay, the hotel will store it responsibly only if the hotel has agreed to this before the guest's arrival, and will either hand it over to the guest at the front desk when the guest checks in or move it to the guest room.

However, if a guest stores their baggage in the hotel's locker space before checking in, they are responsible for locking the locker and managing the key, and if they lose the key, they will be required to pay 5,000 yen in damages.

2. We cannot store any luggage after check-out.

3. If a guest leaves behind baggage or belongings at the hotel after checking out, they will be kept for 90 days, including the day they were found, and then disposed of. However, underwear will be disposed of immediately to prevent any trouble.

Article 15

1.If the hotel incurs damages due to the intentional or negligent acts of a guest, the guest shall compensate the hotel for such damages.

2. If a guest is found who has not made a reservation, registered, or paid (brought in without permission), this will be considered a violation of the accommodation rules, and if the guest is found to have stayed without paying or trespassed, the police will be notified.

Appendix

Breakdown of accommodation fees, etc. (Article 2, paragraph 3)

1 Ages 0-12: Free

2 Ages 13 and over: Adult rates listed on travel sites will be charged.

(Fees vary according to revenue management.)

Appendix 2

Penalties (Article 6, paragraph 2)...The percentage is the ratio of the penalty to the basic accommodation fee.

day of contract termination / Number of applicants	NoStay	On the day	day before
Burden rate per adult	100%	100%	100%