

HOTEL LANDMARK UMEDA

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ACCOMMODATION TERMS AND CONDITIONS / HOUSE RULES

To ensure that all guests can use the Hotel safely and comfortably, and to preserve the public nature, order and proper operation of the Hotel, HOTEL LANDMARK UMEDA (the "Hotel") has established the following House Rules, which form an integral part of the Accommodation Terms and Conditions. If a Guest violates these House Rules, the Hotel may cancel the Accommodation Contract, require the Guest to leave, or take any other necessary measures pursuant to Article 8 of the Accommodation Terms and Conditions.

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HOUSE RULES

House Rule 1 - Handling of Deposited and Stored Property

The Hotel does not provide in-room safes. Guests must manage cash, precious metals, other valuables and important property at their own responsibility.

The Hotel will accept a Guest's baggage or other property for storage only when the Hotel determines that it can store the item and expressly agrees to do so. Even after accepting an item, the Hotel may return it and terminate storage when necessary for safety management or Hotel operations.

The Hotel will not accept the following items:

1. Cash, securities, revenue stamps, postage stamps, gift certificates or other items having similar monetary value.
2. Precious metals, jewelry, luxury watches, works of art or other high-value or difficult-to-replace items.
3. Devices containing data-recording functions, including computers, mobile phones, tablets, game consoles and other IT equipment, and storage media including HDDs, SSDs, USB drives, SD cards, CD-Rs, DVD-Rs and similar media.
4. Items containing personal information, confidential information, business information or other important information or data.
5. Items requiring refrigerated or frozen storage.
6. Fresh flowers, houseplants or other items that the Hotel determines are difficult to store or manage.
7. Dangerous goods, combustible substances, perishable items, items emitting offensive odors, or any item contrary to laws, regulations or public order and morals.
8. Any other item that the Hotel reasonably determines to be unsuitable for storage or management.

Even where the Hotel has agreed to accept an item, it may terminate storage and ask the Guest to take the item back because of the storage location or method, safety management, or other storage-management considerations.

The Hotel has no obligation to inspect or open stored items. However, where required by law, or where the Hotel determines that unavoidable action is necessary for safety management, the Hotel may take necessary measures in accordance with applicable laws and regulations.

Compensation and all other handling of property accepted for storage by the Hotel are governed by Article 16 of the Accommodation Terms and Conditions.

House Rule 2 - Management of Personal Belongings During Room Cleaning

Except for items clearly considered unnecessary, such as items in a wastebasket, empty containers, wrapping materials, used amenities and other items ordinarily understood to be intended for disposal, the Hotel will not intentionally discard property that appears to belong to a Guest.

The following items, however, may be mistaken for waste or unwanted property and collected or discarded during room cleaning:

1. Items placed in or near a wastebasket.
2. Items left inside wrapping paper, paper bags, plastic bags, empty boxes, empty containers or similar receptacles.
3. Items mixed with food, beverages, used amenities or other unwanted property.
4. Items that appear at first sight to have been used or to be unwanted.
5. Items left in a condition in which they could reasonably be regarded as unwanted during ordinary room cleaning.

6. Guests must not leave items they wish to retain in a condition in which they may be mistaken for waste or unwanted property.

Guests must manage cash, precious metals, jewelry, luxury watches, electronic devices, storage media, important documents, keepsakes and other difficult-to-replace items at their own responsibility.

If a Guest reports that personal property has been lost, destroyed, stolen or mistakenly discarded, the Guest must cooperate by providing reasonable documentation or a specific explanation concerning ownership, the bringing of the item into the room, how it was stored, its value, the date, time and place it was last seen, and the occurrence of the alleged loss.

For fact-finding purposes, the Hotel may request purchase records, receipts, warranties, photographs, product information, credit-card statements or other materials it considers necessary. A Guest's statement alone does not automatically establish the item's existence or value, the occurrence of damage, or the Hotel's liability.

The Hotel will make a determination based on objective materials, interviews with relevant persons, Hotel records, cleaning records and other reasonable investigation results. Guests must cooperate with the Hotel's reasonable investigation. If a reasonable investigation cannot establish the item's existence or value, the occurrence of damage, or the Hotel's liability, the Hotel may be unable to honor the Guest's claim.

The Hotel's liability and compensation for the loss, theft, destruction, mistaken disposal or other damage to personal property are governed by Articles 16, 21 and 22 of the Accommodation Terms and Conditions.

House Rule 3 - Number of Occupants

Entry into, presence in, or overnight use of a guest room by more persons than the contracted number is strictly prohibited.

If use in excess of the contracted occupancy is discovered, the Hotel may immediately stop such use, charge additional accommodation charges and other prescribed fees for the excess persons, and, where necessary, require the use of another room subject to availability.

If the Guest fails to follow the Hotel's instructions, makes unauthorized use of the room contrary to the Accommodation Contract, including use by more than the contracted number, or the Hotel reasonably determines that the conduct was intentional or malicious, the Hotel may cancel the Accommodation Contract pursuant to Article 8 and require the Guest to leave immediately. In such case, accommodation charges already received will not be refunded, and the Hotel may claim cancellation charges and any other reasonable loss incurred.

If excessive occupancy causes damage to the Hotel, another guest or a third party, the Guest must compensate all reasonable damage, including business losses, incurred by the Hotel, the other guest or the third party.

House Rule 4 - Organized Crime Groups and Other Antisocial Forces

The Hotel will refuse to enter into, or will immediately cancel, an Accommodation Contract where a prospective guest or Guest is found to fall within any of items 1 through 3 below:

1. An organized crime group 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), a member of such a group as defined in item 6 of that Article, a quasi-member, an affiliate, or any other antisocial force.
2. A corporation or other organization whose business activities are controlled by an organized crime group or a member thereof.
3. A corporation or other organization having an officer or similar person who is a member of an organized crime group or another antisocial force.

House Rule 5 - Prohibited Conduct

Guests must not engage in any of the following conduct when using the Hotel.

Section 1 - Accommodation Contracts and Eligibility

1. Using a guest room for a purpose other than accommodation or for any purpose not approved by the Hotel.
2. Assigning or reselling contractual status or the right to use a guest room to a third party, or using it for profit.
3. Inviting, admitting or allowing a visitor to remain in a guest room; allowing a person without an Accommodation Contract or guest registration to stay or remain in a room; allowing use beyond the contracted occupancy; or otherwise using a room improperly to evade payment of all or part of the accommodation charges.
4. Allowing a third party to use one's eligibility to stay in order to avoid identity verification.
5. Continuing to use a room after check-out time without the Hotel's consent.

Section 2 - Identity Verification, Reservations and Payment

6. Registering or providing false information, or presenting or using forged, altered or otherwise fraudulent identification or similar documents.
7. Using another person's name, impersonating a third party, using another person's reservation, or staying or attempting to stay under a false identity or qualification.
8. Forging or fraudulently using a credit card or other payment method, using a payment method in another person's name, or making any similar fraudulent payment.
9. Repeatedly making and cancelling reservations without legitimate reason, cancelling after making a large number of reservations, reserving rooms for the purpose of improperly holding inventory, or engaging in similar conduct.
10. Using multiple names, booking sites or accounts to improperly hold rooms and obstruct other guests' opportunities to book.

Section 3 - Order and Safety on the Premises

11. Entering or using the Hotel or a guest room while intoxicated, seriously unhygienic, intimidating, or in any other condition that the Hotel reasonably determines may impair the safety or hygiene of other guests or employees or the order of the Hotel.

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12. Intimidating or placing psychological pressure on another guest or employee through physical appearance, clothing, tattoos, speech, conduct or otherwise.
13. Exposing tattoos or similar markings in common areas outside guest rooms in a manner that intimidates or causes anxiety to other guests, or continuing such exposure contrary to the Hotel's reasonable instructions.
14. Losing normal judgment through alcohol or otherwise and thereby interfering with safety management in a room or elsewhere in the Hotel.
15. Loud singing or shouting, strange cries, violent behavior, offensive odors or other conduct causing serious disturbance in a room or elsewhere in the Hotel.
16. Loud conversation, late-night telephone calls, excessive use of television, music, musical instruments, speakers or other audio equipment, forceful opening or closing of doors, prolonged hallway conversations, drinking parties or parties involving multiple persons, conduct causing significant vibration, or any other conduct disturbing other guests.
17. Placing, posting, exhibiting or otherwise displaying obscene items or other items contrary to public order and morals or detrimental to the dignity of the Hotel in a readily visible place.
18. Conduct that, even if not unlawful, is socially unreasonable and seriously harms the dignity or order of the Hotel.
19. Throwing objects from a window, leaning out of a window, attempting to go outside a window, or engaging in similar dangerous conduct.

Section 4 - Nuisance to Employees, Other Guests or the Hotel

20. Lingered, waiting in ambush or making an unauthorized visit outside another guest's room.
21. Customer harassment, abusive language, threats, intimidation, stalking, coercive conduct, excessive demands, compelling the provision of money or goods, or other interference with employees' duties.
22. Recording, filming or streaming an interaction with an employee for the purpose of intimidation or use as negotiating leverage.
23. Sexual conduct or remarks, physical contact, sexual comments or demands, or other conduct causing discomfort or fear to an employee or another guest.
24. Repeatedly calling employees without legitimate reason or detaining them for an extended period.
25. Making demands, defamation, slander, threats, harassment or other interference with business beyond socially acceptable limits, or posting, transmitting or publishing on social media, review sites or other media false information or content that unjustly damages the reputation or honor of the Hotel or its employees.
26. Requesting or attempting to obtain another guest's name, room number, whether the person is staying, or other personal information.

Section 5 - Photography, Recording and Internet Posts

27. Without the Hotel's permission, taking photographs or videos for business, commercial, news or other purposes exceeding ordinary accommodation use; or posting, transmitting, publishing or publicly communicating, including live or recorded streaming, any photograph or video that infringes or may infringe the rights or interests of the Hotel or a third party, safety management or Hotel operations, except personal commemorative photography or other use recognized as within ordinary accommodation use.
28. Posting, transmitting or publishing online any content that infringes the reputation, honor, privacy or other rights or interests of the Hotel or another guest, spreads false facts, interferes with business, or actually disrupts or may disrupt normal Hotel operations; or, without the Hotel's consent, disclosing security equipment, security cameras, room numbers, master keys, evacuation equipment or other information important to Hotel safety or security.
29. Without reasonable grounds, posting, transmitting or publishing false or misleading content stating or implying the existence, in relation to the Hotel, its name, location, rooms or other facilities, of ghosts, paranormal phenomena, deaths, incidents, accidents, crimes or similar matters.
30. Recording, wiretapping or engaging in similar conduct in a purpose or manner that infringes the privacy, rights, interests or safety of another guest or employee, or interferes with Hotel operations.
31. Live-streaming or otherwise transmitting real-time video or audio in a manner that interferes with the work or privacy of another guest or employee.
32. Infringing or threatening to infringe the copyright, trademark, other intellectual property rights, trade secrets, privacy, personal rights or other rights of a guest, third party or the Hotel.
33. In a guest room, bathroom, toilet, hallway, near a guest-room peephole or elsewhere in the Hotel, photographing, filming, recording, secretly filming, peeping or engaging in similar conduct that infringes or may infringe the privacy of another guest or employee.

Section 6 - Security and Restricted Areas

34. Entering without legitimate reason any non-guest facility, back-of-house area, machinery room, storage room, linen room, emergency stairway except in an emergency, or other staff-only area.
35. Copying, causing another person to copy, transferring, lending, failing without legitimate reason to return, or improperly using a room key or other key loaned by the Hotel.
36. Leaving a guest room while its door remains open.
37. Damaging, altering or interfering with a guest-room door, cylinder lock, door chain, door closer or other locking or security function.
38. Using a guest room with its door left open, keeping it open with a doorstop or other object or method, or interfering with locking or closure.

Section 7 - Crime, Dangerous Goods and Illegal Conduct

39. Theft, fraud, extortion, assault, bodily injury, property damage or any other criminal act, or conduct presenting a risk thereof, in a room or elsewhere in the Hotel.
40. Gambling, unlawful online gambling, similar conduct, or any conduct contrary to law or public order and morals in a room or elsewhere in the Hotel.
41. Bringing in any of the following:
 - a. Stimulants, narcotics, cannabis or other drugs whose possession is prohibited by law.
 - b. Combustible, flammable or explosive items or other dangerous goods.
 - c. Firearms, swords, bows, crossbows or similar dangerous items.
 - d. Baggage or other property in a quantity or weight substantially exceeding ordinary accommodation use.
 - e. Items emitting offensive odors.
 - f. Waste or other items impairing the sanitary condition of a room.
 - g. Cooking appliances, electric heating appliances or other electrical or heat-generating devices not approved by the Hotel and intended for use in the Hotel.
 - h. Any other item prohibited by the Hotel.

- 42. Manufacturing, mixing, refining, processing or experimenting with dangerous goods, or similar conduct, in a room or elsewhere in the Hotel.
- 43. Any violation of laws concerning stimulants, narcotics, cannabis, so-called dangerous drugs or other drugs whose possession, use, transfer, receipt, sale, manufacture or cultivation is prohibited, or similar conduct, in a room or elsewhere in the Hotel.
- 44. Taking away lost property, items left behind or other property belonging to another guest or the Hotel.

Section 8 - Fire Prevention, Disaster Prevention and No Smoking

- 45. Smoking cigarettes, heated-tobacco products, electronic cigarettes, cigars or similar products in a non-smoking room or common area; smoking in bed or any other fire-risk location; or smoking anywhere other than a place designated by the Hotel. The Hotel has no common smoking area inside the building.
- 46. Charging a mobile battery or other charging device on bedding, a pillow or other combustible material.
- 47. Using incense, incense sticks, fragrance devices or other items producing smoke, vapor or strong odors in a room.
- 48. Cooking or using an open flame in a room, including portable gas stoves, charcoal, candles, incense sticks, solid fuel or similar items.
- 49. Using any heating or cooking appliance, or other device presenting a risk of fire, power outage or equipment damage, other than one loaned or approved by the Hotel.
- 50. Interfering with an emergency exit, fire door, evacuation route, firefighting equipment or other disaster-prevention equipment; blocking an evacuation route; or tampering with such equipment.
- 51. Activating or operating emergency reporting equipment, fire alarms or other alarm equipment without legitimate reason, or interfering with their operation.

Section 9 - Hygiene, Baggage and Room Environment

- 52. Disposing of waste otherwise than by a method designated by the Hotel.
- 53. Bringing in or requiring the disposal of household waste, commercial waste or other waste exceeding the quantity normally associated with accommodation.
- 54. Leaving an excessive quantity of waste, food or other items in a room, or otherwise degrading the room's sanitary condition.
- 55. Causing offensive odors, smoke, vapor, dust or other serious odor or sanitary impairment in a room or elsewhere in the Hotel.
- 56. Failing to follow the place, method or procedure designated by the Hotel for delivery or handover of goods by a food-delivery service, courier or other third party.
- 57. Causing baggage, courier parcels or other property to be delivered to or received by the Hotel without its consent.
- 58. Hanging laundry in a room, by a window or elsewhere in the Hotel.
- 59. Causing, or creating a risk of, water leakage in the Hotel, including substantially overflowing a bathtub, washbasin or other fixture.
- 60. Using hair dye, bleach or any chemical that the Hotel determines may stain, discolor, corrode or otherwise damage fixtures in a unit bathroom or toilet.
- 61. Placing foreign objects or other items into drains, toilets, washbasins or other fixtures where they may cause blockage, leakage or failure, or otherwise causing such problems.
- 62. Bringing in pests, vermin or other organisms or items that may impair sanitary management, or property to which such organisms may be attached.
- 63. Except for guide dogs, service dogs, hearing assistance dogs and other assistance dogs permitted by law, bringing, keeping or temporarily allowing any animal, bird, reptile, insect or other living creature in the Hotel or a guest room, or abandoning it on Hotel property.

Section 10 - Protection of Facilities and Equipment

- 64. Kicking, striking or otherwise applying force to guest-room doors, walls or other Hotel facilities.
- 65. Moving, rearranging, modifying, removing or using Hotel facilities, equipment or other property for a purpose other than its intended use.
- 66. Affixing photographs, posters, stickers or other displays to windows, walls or elsewhere in the Hotel, drawing graffiti, or otherwise harming the Hotel's appearance.

Section 11 - Business Activities, Communications Equipment and IT Use

- 67. Altering the wiring of in-room communications equipment, connecting unauthorized devices, changing the communications environment, or interfering with facility operations through excessive electricity use.
- 68. Conducting business, advertising, promotional or solicitation activities, lectures, briefings, seminars, meetings, religious or political activities, fundraising, signature campaigns or similar activities in a room or elsewhere in the Hotel.
- 69. Without the Hotel's permission, distributing, posting, installing, inserting into mail slots or otherwise disseminating advertisements, flyers, brochures, handbills, posters, business cards or similar materials.
- 70. Gaining unauthorized access to a system or other computer, transmitting, using or executing malicious programs, or engaging in similar conduct.
- 71. Flying or using a drone, other unmanned aircraft, unmanned flying device or similar equipment in a room or elsewhere in the Hotel.
- 72. Using Hotel facilities or communications equipment to mine cryptocurrency, consume electricity or communications capacity substantially beyond ordinary accommodation use, perform continuous data processing, or otherwise interfere with facility operations.

Section 12 - Use of Common Areas

- 73. Using or occupying for an extended period any power source or electrical outlet in the lobby or another common area without the Hotel's consent.
- 74. Occupying the lobby or another common area for a banquet, drinking, sitting-in, lying down, sleeping or other use beyond the ordinary scope of use.
- 75. Spreading out, organizing or packing baggage, personal property or other items in the lobby or another common area, or obstructing a passage or common facility.
- 76. Leaving baggage, personal property or other items in a hallway, lobby or other common area, or placing them so as to obstruct passage or facility use.

77. Creating noise that disturbs other guests in the lobby, hallway or another common area, including loud conversation, late-night calls, speakers, speakerphone use or other audio equipment.
78. Using the lobby or another common area while wearing a yukata, slippers or other items provided for in-room use, or while wearing underwear or similar attire.
79. Occupying a Hotel cart or other loaned equipment for an extended period, bringing it into a guest room, failing to return it, or using it other than for its intended purpose.
80. Occupying a common area for an extended period to organize baggage, eat or drink, sleep, rest, work, meet or otherwise use the facility beyond what is normally required for check-in or check-out.

Section 13 - Life, Physical Safety and Emergency Response

81. Suicide, self-harm or other conduct endangering one's own or another person's life or physical safety in a room or elsewhere in the Hotel.
82. Causing police, fire, ambulance or another authority to respond through a false report or otherwise.

Section 14 - Other Conduct and Compliance with Instructions

83. Any other conduct that impairs or may impair safety, hygiene or facility management.
84. Any other conduct that the Hotel reasonably determines to be inappropriate, or that violates these House Rules, another Hotel rule or the Accommodation Terms and Conditions.
85. Failing, in a room or elsewhere in the Hotel, to follow a necessary and reasonable operational or safety instruction given by a Hotel employee or responsible manager.

Section 15 - Measures Taken in the Event of a Violation

If a Guest violates any prohibited conduct set out above, the Hotel may cancel the Accommodation Contract pursuant to Article 8 of the Accommodation Terms and Conditions, require the Guest to leave, suspend the Guest's use of Hotel facilities, or take any other measure it considers necessary. If the Hotel, another guest or a third party suffers damage, the Guest must compensate such damage and the reasonable costs incurred by the Hotel in connection with it.

House Rule 6 - Use of Guest Rooms

1. Do not use a guest room for any purpose other than accommodation.
2. Confirm that the room is locked when leaving and when going to sleep.
3. Use room facilities, equipment and loaned items only for their intended purposes.
4. Keep guest rooms and common areas clean and dispose of waste by the method designated by the Hotel.
5. If a Guest notices any irregularity, failure, damage, staining, water leakage, pest or other sanitary or safety issue involving a room, facility or item of equipment, the Guest must promptly notify the Hotel so that further damage can be prevented and the facts confirmed.
6. In an emergency, follow Hotel announcements and employees' instructions.
7. When leaving a room, securely close the window and room door. Manage cash, valuables and other important property at your own responsibility.
8. At check-out, return the room key and carefully check that no personal property has been left behind.
9. If illness, an accident or another emergency occurs in the room, promptly contact the front desk.
10. If you do not know how to use any room facility, item of equipment or loaned item, do not force it; contact the front desk.

House Rule 7 - Use of Common Areas

Guests must share the lobby, hallways, elevator halls and other common areas considerately and cooperate in maintaining a pleasant environment.

1. Do not use the lobby or another common area for banquets, drinking, extended stays or other purposes exceeding ordinary use.
2. Do not spread out and organize baggage, personal property or other items, or obstruct a passage or common facility, in the lobby or another common area.
3. Do not leave baggage, personal property or other items in a hallway, lobby or common area.
4. Refrain from loud conversation, late-night calls, use of speakers or speakerphones or other conduct disturbing other guests in the lobby, hallway or another common area.
5. Use yukata, slippers and other items provided for in-room use only inside the guest room.
6. Return Hotel carts promptly to their designated location after use. Do not bring them into a room or use them for any unintended purpose.
7. For food delivery and other deliveries by outside businesses, follow the place and method designated by the Hotel. The Hotel has no obligation to receive deliveries.
8. Cooperate in maintaining the safety, hygiene and order of common areas and the comfort of other guests.

House Rule 8 - Management of Room Keys

Guests must properly manage room keys at their own responsibility and notify the Hotel immediately upon learning that a key has been lost. A room key must not be transferred, loaned, copied or subjected to similar conduct.

If a room key is lost, taken away or not returned by check-out, the Hotel may, where necessary for safety management, replace the room lock cylinder, key or related equipment or take other necessary measures. The Guest must pay the actual cost of replacing the key or cylinder and of other necessary safety measures, together with any other reasonable loss incurred by the Hotel.

House Rule 9 - Damage or Staining of Facilities

If a Guest intentionally or negligently damages, stains, destroys or renders unusable any room, common area, facility, item of equipment or other property owned or managed by the Hotel, the Guest must compensate the repair, replacement, restoration, investigation, special-cleaning and disposal costs, all other costs required to restore the original condition, and any reasonable loss incurred by the Hotel from suspension of sales or other business disruption.

House Rule 10 - Prohibition on Removing Equipment

Guests must not, without the Hotel's consent, take away, remove, alter or use for an unintended purpose any equipment, furniture, Hotel-owned property or loaned item installed in a room or elsewhere in the Hotel.

If a Guest removes, loses or damages such an item without authorization, or refuses to return it, the Hotel may charge the purchase, replacement, repair and installation costs, other restoration expenses, and any reasonable loss incurred by the Hotel.

House Rule 11 - Baggage, Mail and Abandoned Property

Unless it has agreed in advance, the Hotel has no obligation to receive baggage, mail or other property addressed to a Guest.

Even if the Hotel accepts an item, it may refuse collect-on-delivery or cash-on-delivery items, chilled, frozen or refrigerated deliveries, high-value items, dangerous goods, difficult-to-store items or other property that it reasonably determines unsuitable for receipt or storage.

When sending baggage or other property to the Hotel, Guests must follow the Hotel's prescribed method and accurately state the Guest's name, check-in date and other required information on the shipping label.

The Hotel has no obligation to inspect the contents of delivered baggage. However, where reasonably necessary for safety, security, disaster prevention, legal compliance or Hotel operations, it may take necessary measures in accordance with applicable law.

Baggage or other property left in a room or elsewhere in the Hotel after check-out will be handled under Article 18 of the Accommodation Terms and Conditions and applicable law. Food, beverages, fresh flowers, items requiring refrigerated or frozen storage, items difficult to retain for sanitary reasons, and other property the Hotel reasonably considers unsuitable for storage may be disposed of whether or not the Guest has been contacted.

If the Guest requests return shipment, the Guest must pay shipping, packing, cash-on-delivery charges and all other return costs.

If property is left in the Hotel or on Hotel premises after check-out and is not collected within a reasonable period despite the Hotel's request, the Hotel may dispose of it or take other necessary action in accordance with applicable law.

If the storage, return, disposal or other handling of baggage or property causes damage to the Hotel, another guest or a third party, the Guest must compensate the reasonable damage.

House Rule 12 - Lost Property and Items Left Behind

1. At check-out, carefully confirm that no property has been left in the room.
2. Lost property and items left behind will be handled under applicable law and Article 18 of the Accommodation Terms and Conditions.
3. Food, beverages, fresh flowers, other difficult-to-store items and items the Hotel considers to present a sanitary issue may be disposed of whether or not the Guest has been contacted.
4. The Guest must pay shipping, cash-on-delivery and all other return costs for lost property or items left behind.

House Rule 13 - Identity Verification and Return of Property

Where the Hotel reasonably considers it necessary for security, safety management, protection of rights or Hotel operations, it may require a Guest or representative to present identification or other necessary materials.

The Hotel will return or deliver lost property, stored items, courier deliveries or other property only to a person whom it reasonably believes is entitled to receive it. The Hotel may withhold return or delivery until identity, authority and other necessary matters have been verified.

If entitlement is disputed or a third party asserts a right, the Hotel may withhold return or delivery until the legal relationship is clarified by a court or other public authority, agreement of the parties, or otherwise.

Where reasonably necessary to verify identity or authority, the Hotel may confirm accommodation records, identification, the delivery address and other necessary matters. The Hotel is not liable for delay caused by such verification or other necessary security measures, except where attributable to the Hotel.

House Rule 14 - Settlement of Charges

All monetary obligations owed to the Hotel, including accommodation charges, early-arrival charges, extension charges and cancellation charges, must be paid at the time and by the method designated by the Hotel.

Accommodation, early-arrival and extension charges are payable in advance; post-payment will not be accepted unless specifically approved by the Hotel. Any additional charges or other monetary obligations arising during the stay must be paid immediately upon request. If the Guest fails to pay charges, cancellation fees, damages or other monetary obligations, the Hotel may take legal action or other necessary measures.

House Rule 15 - Accommodation by Minors

When a minor stays at the Hotel, whether or not accompanied by an adult, the Hotel may require submission of its prescribed consent form or other documents, or confirmation with a parent, guardian or legal representative, to verify consent.

If the Hotel requests such submission or confirmation and the Guest does not cooperate, or consent cannot be verified, the Hotel may refuse to enter into or may cancel the Accommodation Contract.

House Rule 16 - Emergency Response

Where the Hotel reasonably determines that action is necessary to protect a Guest's life, body or property or to secure safety in the Hotel, and the Guest's wishes cannot be confirmed or another emergency exists, the Hotel may enter the room, check the Guest's safety, call an ambulance, notify police or fire services, contact a medical institution, or take other necessary measures.

If the Guest has not been confirmed to have left after check-out time and there is no response from the room, or the Hotel otherwise reasonably considers a safety check necessary, it may enter the room and take necessary measures, including confirming the Guest's well-being.

House Rule 17 - Prohibited Outside Services

For the safety of all guests, maintenance of order, crime prevention and operational safety, the Hotel prohibits arranging or using in a guest room any massage, relaxation, aesthetic-treatment, adult-entertainment delivery service or similar service provided by an outside business, and prohibits inviting an outside person into the Hotel for such a purpose. Meeting such a provider in the lobby or another common area for that purpose is also prohibited.

The Hotel does not introduce, broker, arrange, manage or act as an intermediary for these outside services. Except where attributable to the Hotel, the Hotel is not liable for any dispute, accident, damage or other problem arising from their use.

If a violation is confirmed, the Hotel may cancel the Accommodation Contract pursuant to Article 8 and require the Guest to leave immediately. Charges already received will not be refunded. If the Hotel, another guest or a third party suffers damage, the Guest must compensate the reasonable damage.

House Rule 18 - Photography, Streaming and Social Media Use

To supplement House Rule 5, items 6 through 11, and to protect other guests' safety and privacy and the smooth operation of the Hotel, the following conduct relating to photography, video, other recording, streaming, social media and other Internet services is prohibited:

1. Taking photographs or videos for business, commercial, advertising, promotional, news or similar purposes without the Hotel's permission.
2. Without the Hotel's permission, posting, transmitting, publishing or publicly communicating, including live or recorded streaming, photographs or videos taken for business, commercial, advertising, promotional, news or other purposes exceeding ordinary accommodation use on the Internet, social media, video-sharing services or other media viewable by an unspecified or large number of persons. This does not apply to posts made for personal use that do not infringe the rights or interests of other guests, employees or the Hotel or impair safety management or operations, or that the Hotel otherwise recognizes as within ordinary accommodation use.
3. Even where photography has been permitted, photographing or streaming another guest, visitor or employee's appearance, conversation or other personally identifiable information without that person's consent.
4. Using cameras, lighting, tripods, selfie sticks or other equipment in a manner that obstructs other guests' passage or use or interferes with Hotel operations.
5. Using a drone, other unmanned aircraft or similar device inside the Hotel or on its premises without permission.
6. Using flash, lighting or other photographic equipment in a manner that disturbs other guests or interferes with safety or facility operations.
7. Posting, transmitting or publishing on social media or elsewhere online content that infringes the reputation, honor, privacy or other rights or interests of the Hotel or another guest, or interferes with Hotel operations.
8. Any other photography, streaming or use of social media or Internet services that the Hotel reasonably considers inappropriate for the safety or privacy of other guests or for facility operations.

If a Guest violates the foregoing, the Hotel may require the photography or transmission to stop, require deletion of a post or transmission, remove equipment, suspend facility use, cancel the Accommodation Contract under Article 8 or take other necessary measures. The Guest must compensate reasonable damage caused to the Hotel, another guest or a third party by the violation.

House Rule 19 - Wi-Fi and Communications Facilities

Wi-Fi and other communications facilities provided by the Hotel are an incidental accommodation service and are used at the Guest's own responsibility. The Hotel does not warrant speed, quality, coverage, continuity, compatibility with particular devices or services, completeness, continuity of availability, or fitness for a particular purpose.

Guests must not:

1. Violate laws, regulations or public order and morals.
2. Infringe copyright or another third party right.
3. Gain unauthorized access, transmit, distribute or use a computer virus or other malicious program, or otherwise disrupt communications facilities or a third party.
4. Place an excessive load on communications facilities or a network, thereby interfering with communications use by the Hotel or other guests.
5. Mine cryptocurrency, maintain continuous high-volume communications, operate servers or use communications facilities substantially beyond ordinary accommodation use.
6. Use communications facilities to commit a crime, fraud, nuisance or other unlawful or inappropriate act.

7. Engage in any other use the Hotel reasonably considers inappropriate.

Where reasonably necessary for maintenance, fault response, safety management or Hotel operations, the Hotel may suspend, limit or change all or part of the communications facilities without prior notice.

If use of the communications facilities causes damage to a Guest, third party or the Hotel, the Guest must compensate reasonable damage to the extent attributable to the Guest. Except where attributable to the Hotel, the Hotel is not liable for communication failure, information leakage, data loss, device malfunction or any other damage arising from use.

House Rule 20 - Electrical and Charging Devices

Guests must use electrical devices, charging devices and other power-consuming equipment safely and for ordinary intended purposes. For safety management, fire prevention and equipment protection, the Hotel may require a Guest to stop dangerous or inappropriate use or take other necessary measures.

Guests must not:

1. Charge a mobile battery, smartphone or other device on a bed, futon, pillow, sofa, clothing or other combustible material.
2. Use an electrical or charging device that is seriously damaged, deformed, overheated, swollen, emitting an unusual odor or otherwise abnormal.
3. Use electrical devices through overloaded multi-tap wiring or another method likely to create excessive electrical load.
4. Modify Hotel equipment, alter wiring without authorization, or continuously consume electricity substantially beyond ordinary accommodation use.
5. Use electrical devices in any other manner causing or threatening fire, power outage, equipment failure or another safety issue.

If the Hotel reasonably determines that an urgent safety need exists because of fire, smoke, unusual odor, abnormal heating or otherwise, it may enter the room to the minimum extent necessary and disconnect power, remove a dangerous item or take other necessary measures even where obtaining the Guest's consent is difficult.

If a Guest refuses without legitimate reason to follow a reasonable instruction and causes or threatens serious interference with safety management, the Hotel may cancel the Accommodation Contract under Article 8, require the Guest to leave or take other necessary measures.

Where a cause attributable to the Guest results in fire, power outage, equipment failure or damage, suspension of room sales, or other damage to the Hotel, another guest or a third party, the Guest must compensate the reasonable damage.

House Rule 21 - Room Management During Long Stays

Guest rooms are provided as temporary accommodation and may not be used as a residence, office, warehouse or for any other non-accommodation purpose.

Where reasonably necessary for safety, security, fire prevention, hygiene, equipment maintenance, legal compliance or Hotel operations, the Hotel may require the Guest to organize the room, cooperate with cleaning, organize or move baggage, improve sanitary conditions or take other necessary action.

The Guest must follow the Hotel's instructions if the Hotel reasonably determines that:

1. An excessive quantity of baggage, personal property, waste or other items is stored in the room and interferes with ordinary use or cleaning.
2. Food, beverages, waste or other items have been left so that offensive odors, pests, vermin, mold or another sanitary or safety issue exists or may arise.
3. Maintenance of room equipment, furniture, fixtures or other facilities is impaired.
4. Firefighting equipment, evacuation routes, security equipment or other safety management is or may be impaired.
5. Improvement is otherwise reasonably required for Hotel operations.

If the Guest fails without legitimate reason to follow the instruction, the Hotel may cancel the Accommodation Contract under Article 8, require the Guest to leave or take other necessary measures. If the Hotel incurs loss from special cleaning, deodorization, pest control, waste disposal, repair, suspension of room sales or other restoration, it may claim the reasonable loss from the Guest.

Where the Hotel reasonably determines that an urgent sanitary need exists, it may take sanitary or other necessary measures in the room to the minimum extent necessary, regardless of the Guest's consent.

House Rule 22 - Cooperation with Hygiene and Infection Prevention

The Hotel takes necessary measures for hygiene management, epidemic prevention, pest control and infectious-disease prevention to maintain the safety of guests and employees and sanitary conditions in the Hotel.

If an infectious disease or another situation that may affect the health of other guests or employees or the sanitary environment arises in a room or elsewhere in the Hotel, the Guest must promptly notify the Hotel.

Where the Hotel reasonably determines that any of the following exists, it may require the Guest to cooperate with a room change, temporary restriction of room use, necessary cleaning, disinfection, pest control or another sanitary measure:

1. A room or Hotel area has been contaminated by vomit, excreta, blood, bodily fluid or similar material.
2. An offensive odor, decay, serious staining or another sanitary issue exists or may arise.
3. Pests, vermin or another condition that may impair sanitary management has been confirmed.
4. Special cleaning, disinfection, pest control or another measure is reasonably required because of an infectious disease or other sanitary reason.
5. The Hotel otherwise reasonably considers a measure necessary for sanitary management.

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Where the Hotel reasonably determines that an urgent sanitary need exists, it may enter the room to the minimum extent necessary and carry out cleaning, disinfection, pest control or other necessary measures even where obtaining the Guest's consent is difficult.

If the Guest refuses without legitimate reason to provide reasonable cooperation or obstructs a necessary sanitary measure, the Hotel may cancel the Accommodation Contract under Article 8, require the Guest to leave or take other necessary measures.

If the foregoing occurs, or if a cause attributable to the Guest causes the Hotel to incur loss through special cleaning, disinfection, pest control, replacement of bedding or equipment, suspension of room sales or other restoration, the Guest must compensate the reasonable loss.

House Rule 23 - Cooperation with Inspections and Repairs

Where reasonably necessary for safety, security, disaster prevention, legal compliance, inspection, repair, maintenance, pest control, hygiene, water-leak response, equipment failure or Hotel operations, the Hotel may ask the Guest to permit entry into the room or provide other necessary cooperation.

In such case, with due consideration for the Guest's safety and privacy, the Hotel may enter to the minimum extent necessary and conduct inspection, repair, investigation, equipment replacement, pest control, cleaning or another necessary measure.

In non-urgent cases, the Hotel will endeavor to notify the Guest in advance where possible. However, if the Hotel reasonably determines that an urgent situation exists, including leakage, fire, gas leakage, power outage, equipment failure, offensive odor, pests, or a danger to life or the building, it may enter the room to the minimum extent necessary and act even if the Guest is absent or consent is difficult to obtain.

Where necessary to perform an inspection, repair or other measure, the Hotel may request reasonable cooperation, including temporary restriction of entry, waiting in the room or moving rooms.

If the Guest refuses reasonable cooperation without legitimate reason or obstructs necessary action, and serious interference with safety, equipment management or Hotel operations results or may result, the Hotel may cancel the Accommodation Contract under Article 8, require the Guest to leave or take another necessary measure. The Guest must compensate reasonable damage thereby caused to the Hotel, another guest or a third party.

House Rule 24 - Security Cameras and Video Records

For guest and employee safety, security, disaster prevention, accident prevention, crime prevention, preservation of evidence and other necessary operational purposes, the Hotel may install security cameras in the Hotel and on its premises and record video and other necessary information.

Video and other records will be collected, used, stored and managed within those purposes. The Hotel will not comply with a request by a Guest or other third party to inspect, disclose, copy, receive or preserve records except where required by law, lawfully requested by a court, police or another authorized public body, or where the Hotel otherwise reasonably determines disclosure appropriate.

After expiration of the retention period, replacement of recording media or where otherwise necessary for operations, the Hotel may erase, overwrite or otherwise appropriately manage records. It has no obligation to provide records to resolve a dispute between guests, with a third party or between private persons.

Where permitted by law or reasonably justified for a criminal investigation, accident investigation, insurance matter or otherwise, the Hotel may provide records to relevant bodies to the extent necessary.

The Hotel has no obligation to disclose camera locations, fields of view, recording methods, retention periods or other security-sensitive matters, and may decline to answer or explain the location, performance, specifications, blind spots or other security-sensitive information concerning cameras or security equipment.

House Rule 25 - Measures Necessary for Safety Management

Where reasonably necessary to protect the life, body or property of a Guest, employee or third party, or for security, disaster prevention, hygiene, equipment management or Hotel operations, the Hotel may request cooperation including a room change, temporary exit, temporary waiting, access restriction or change in method of use.

If an accident, disaster, fire, leak, power outage, equipment failure, crime or other safety-related event occurs or may occur, the Hotel may enter a room or other Hotel area to the minimum extent necessary and take action even where obtaining the Guest's consent is difficult. It may direct the Guest to move rooms, evacuate, move baggage, temporarily stop using a facility or follow another necessary instruction.

Guests must follow necessary and reasonable operational or safety instructions from the Hotel or its employees. If a Guest fails without legitimate reason to comply and serious interference with safety or operations results or may result, the Hotel may cancel the Accommodation Contract under Article 8, require the Guest to leave or take another necessary measure.

Even if such measures cause a room change or other temporary inconvenience, the Hotel is not liable except where attributable to the Hotel.

House Rule 26 - Other Measures Considered Necessary by the Hotel

Where the Hotel reasonably determines that action is necessary to ensure guest safety, maintain order, provide security, prevent disasters, manage hygiene, respond to emergencies or operate the Hotel, Guests must follow employees' instructions within a necessary and reasonable operational scope, including on matters not expressly stated in these House Rules, so as to ensure smooth operations and the safety of other guests and employees.

If a Guest fails without legitimate reason to comply, the Hotel may cancel the Accommodation Contract under Article 8 or take other necessary measures.

House Rule 27 - Compensation for Damage

If a Guest violates the Accommodation Terms and Conditions, these House Rules or another Hotel rule, or causes damage to the Hotel, another guest or a third party through a cause attributable to the Guest, the Guest must compensate all reasonable damage.

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If a post, transmission or publication on social media, a video-sharing service, a review site or elsewhere online damages the Hotel's reputation, honor, business or operations, the Guest must compensate the reasonable damage.

Damage includes repair and replacement costs, restoration, special-cleaning and deodorization costs, business losses, loss from suspension of room sales, attorneys' fees to the extent permitted by law, and all other reasonable loss incurred by the Hotel.

House Rule 28 - Authority Regarding Complaints and Compensation

Hotel employees will provide necessary explanations and apologies, confirm facts and otherwise respond to guest comments, requests, complaints, accidents and other reports.

However, every decision concerning a refund, compensation, damages, condolence payment, settlement, compromise, fee reduction, other monetary payment or legal liability will be made by the Hotel's most senior responsible manager or a person formally delegated that authority.

Hotel employees have no authority to admit, determine or promise any refund, compensation, damages, condolence payment, settlement, compromise, fee reduction or legal liability. An employee's apology, explanation, answer, view, statement, proposal, response or similar action is made as guest service or fact-finding and does not constitute the Hotel's final decision or determine legal liability.

House Rule 29 - Compliance with Hotel Notices

Guests must comply with guidance, posted notices, warnings and other use rules that the Hotel reasonably establishes for safety, security, disaster prevention, hygiene, equipment management or Hotel operations.

Guests must observe posted precautions, restricted areas, hours of use and other conditions applying to each facility and endeavor not to interfere with other guests' safe and comfortable use.

Where necessary for safety management or Hotel operations, the Hotel may change methods, hours, areas or other conditions of facility use. Guests must use facilities in accordance with the changed conditions.

ACCOMMODATION TERMS AND CONDITIONS

Article 1 - Scope of Application

Accommodation Contracts and all related agreements entered into by the Hotel with a Guest are governed by these Terms and Conditions. Matters not provided herein are governed by applicable laws and regulations and generally accepted practices.

Where the Hotel and a Guest enter into a special agreement that does not contravene applicable laws, regulations or generally accepted practices, that special agreement prevails over these Terms and Conditions.

Article 2 - Application for an Accommodation Contract

When making a reservation, a Guest must provide the Hotel with the following information under Article 6 of the Hotel Business Act, Article 4-2 of its Enforcement Regulations and applicable ordinances and regulations of the prefecture or other authority in which the Hotel is located (collectively, "Applicable Laws and Regulations"):

1. Name of the Guest.
2. Scheduled date of stay and estimated arrival time.
3. Contact details of the Guest.
4. If the person making the reservation differs from the actual Guest, the name and contact details of the person making the reservation.
5. Other information required under Applicable Laws and Regulations or reasonably required by the Hotel to enter into or perform the Accommodation Contract.

Any change to the information provided must be reported promptly. If a Guest wishes during the stay to continue beyond the previously scheduled dates, the request will be treated as a new application at that time.

Article 3 - Formation and Handling of the Accommodation Contract

An Accommodation Contract is formed when the Hotel accepts an application under the preceding Article, including an online reservation.

After formation, the Guest must pay the accommodation charges for the entire stay before the stay begins or by the deadline designated in advance by the Hotel.

The Hotel may cancel the Accommodation Contract where it reasonably determines performance difficult because:

1. The accommodation charges were not paid by the deadline.
2. Although the Hotel attempted to contact the address or details provided under Article 2, paragraph 1, no response was received within ten days after the first contact attempt or, if fewer than ten days remained before the stay, by 3:00 p.m. on the arrival date.
3. The Guest expressly refused communications from the Hotel.

Cancellation by the Hotel under the preceding paragraph is deemed cancellation for reasons attributable to the Guest, and the prescribed cancellation charge is payable under Article 6, paragraph 2.

Article 4 - Cancellation Due to Display Errors

Even where an Accommodation Contract was formed based on accommodation charges or other conditions mistakenly displayed on the official website, an outside booking site, an application or other medium, the Hotel may request cancellation where:

1. The displayed accommodation charge is reasonably and clearly considered erroneous under generally accepted standards in light of the normal sales price, sales period, room conditions, booking channel or other circumstances.
2. The rate was not identified as a special rate based on a special event, commemorative promotion, limited-quantity sale or other reasonable grounds, or, even if so identified, is reasonably and clearly considered erroneous under generally accepted standards.

The Hotel will promptly contact the Guest, explain the circumstances and request cancellation. Contact will be made to the telephone number, email address or postal address registered at application under Article 2, paragraph 1, by telephone, email, writing or another method considered appropriate by the Hotel.

Once notice has been sent by such method, it is deemed received when it would ordinarily have arrived even if the Hotel cannot reach the Guest.

Article 5 - Circumstances in Which the Hotel May Refuse an Accommodation Contract

The Hotel may refuse to enter into an Accommodation Contract in any of the following circumstances:

1. The application does not comply with these Terms and Conditions.
2. The Hotel is fully booked and no room is available.
3. Unavoidable circumstances exist, such as an anticipated need to prioritize rooms for disaster victims or recovery workers following a natural disaster or sudden emergency.
4. The applicant or prospective Guest is found to be a member of or affiliated with an organized crime group, related organization or other antisocial force under organized-crime exclusion ordinances or similar provisions.
5. The person is considered likely to engage in conduct contrary to law, public order or morals.

6. The prospective Guest is a patient or similar person affected by a specified infectious disease as defined in the Hotel Business Act.
7. Repeated demands impose an excessive burden on the Hotel and are considered likely to seriously interfere with service to other guests.
8. A natural disaster, equipment failure or other unavoidable circumstance makes safe and appropriate accommodation difficult.
9. The person has engaged, or is considered likely to engage, in nuisance or intimidating conduct toward another guest or a Hotel employee.
10. The Hotel determines that safe and appropriate accommodation services cannot be provided.
11. The person is heavily intoxicated, behaves markedly abnormally, or has a body or clothing in a seriously unhygienic condition likely to disturb other guests.
12. There are reasonable grounds for serious concern about the person's ability to pay accommodation charges or other obligations to the Hotel.
13. The person refuses to complete the guest register or makes a false statement in it.
14. The prospective stay would be by minors alone without the consent of a parent, minor guardian or other person legally authorized to supervise them.
15. The applicant conceals an intention to assign, resell or otherwise obtain economic benefit from the reserved room.
16. The application is made for name-lending or similar fraud, including allowing another person to use a reservation in the applicant's name or allowing a third party to use the applicant's name.
17. The application is reasonably considered not to reflect a genuine intention to stay, or is similar thereto.
18. Refusal is lawful under Article 5 of the Osaka Prefectural Hotel Business Act Enforcement Ordinance, other Applicable Laws and Regulations, or rules of a local public body.

Article 6 - Cancellation by the Guest

A Guest may cancel the Accommodation Contract by notifying the Hotel.

If all or part of the Contract is cancelled, the Guest must pay the cancellation charge prescribed in the Hotel's cancellation policy in Appended Table 2.

Where a plan has special conditions, including discounts or benefits, that are especially advantageous compared with an ordinary plan, the Hotel may designate the plan in advance as non-cancellable and non-refundable. In that case, the full accommodation charge is payable even if the Guest does not stay.

Any non-cancellable condition will be clearly stated before contract formation and notified on the official website, a partner booking site or another method considered appropriate by the Hotel.

If the Guest applies for an optional service separately from the ordinary Accommodation Contract and the Hotel accepts, an optional-service contract is formed. Cancellation charges under the Hotel's policy also apply to cancellation of that contract. A non-cancellable condition applies only where it was disclosed in advance.

Article 7 - No-Show Without Notice

If a Guest does not use the Hotel on the scheduled arrival date and does not notify the Hotel by midnight that day of cancellation, the Hotel will be deemed to have completed preparations for the Guest's arrival and may charge the full accommodation amount, including consumption tax and other applicable amounts.

For a reservation of two or more consecutive nights, if the first night becomes a no-show without notice, the Hotel may cancel the remaining nights and charge the applicable cancellation fee.

If the Guest later explains the reason for the no-show and the Hotel determines that it arose from a legitimate reason not attributable to the Guest, the Hotel may waive or reduce all or part of the charge.

If, after failing to arrive on the first night without notice, a Guest booked for consecutive nights requests partial cancellation, the Hotel may charge a cancellation fee in accordance with Article 6, paragraph 2.

These provisions apply correspondingly to optional-service contracts accompanying the Accommodation Contract. If no cancellation notice is given by the scheduled service time and the service is not used, the Hotel may charge the prescribed fee.

Article 8 - Cancellation by the Hotel

The Hotel may cancel an Accommodation Contract in any of the following circumstances:

1. The Guest or applicant is found to be a member of or affiliated with an organized crime group, related organization or other antisocial force under the Act on Prevention of Unjust Acts by Organized Crime Group Members, other applicable law, or organized-crime exclusion ordinances.
2. The Guest engages or is considered likely to engage in assault, threats, extortion, unreasonable demands, gambling, bringing in, possessing or using illegal drugs, firearms, knives prohibited by law or other dangerous goods, business obstruction, nuisance to another guest, or other conduct contrary to law or public order and morals.
3. The Guest is a patient or similar person affected by a specified infectious disease under the Hotel Business Act.
4. Excess occupancy, unauthorized entry or accommodation of a companion, or other improper accommodation is discovered.
5. The Guest repeatedly makes excessive demands that seriously interfere with service to other guests or seeks burdens beyond a reasonable scope, including:
 - a. Compelling a service not provided by the Hotel.
 - b. Requesting a service contrary to law or public order and morals.
 - c. Demanding a price reduction without legitimate reason.
 - d. Demanding a complimentary upgrade or other service outside the Contract.
 - e. Threatening or extorting employees, making false reports or engaging in other intimidating conduct.
 - f. Posting false or malicious content on social media, message boards or other media, or defaming employees.
 - g. Repeatedly making unjust demands through an intimidating attitude.
 - h. Similar nuisance conduct or unjust demands.
6. A natural disaster, facility or equipment failure, or another unavoidable circumstance makes accommodation services difficult to provide.
7. The Guest smokes in bed, tampers with firefighting equipment or otherwise seriously interferes with fire prevention or safety management.
8. The Guest assigns, resells, lends a name in relation to, or engages or attempts to engage in similar conduct concerning a reservation or accommodation right.
9. The Guest fails to pay accommodation charges or another obligation to the Hotel by the designated deadline.

10. Loud conversation, excessive television or music volume, a drinking party, party, admission of visitors or other conduct disturbing other guests is confirmed and the Guest fails to comply with the Hotel's request for correction.
11. The Guest smokes, including cigarettes, heated-tobacco products, electronic cigarettes or similar products, in a non-smoking room. The Hotel may claim reasonable loss from deodorization, special cleaning, replacement of bedding or equipment, suspension of room sales or otherwise.
12. Excessive electricity use or other conduct substantially exceeding normal equipment use trips a circuit breaker or otherwise interferes with facility operations.
13. An application is made that is reasonably considered unsuitable for formation or performance of an Accommodation Contract, or is similar thereto.
14. The Guest violates these Terms and Conditions or the House Rules and fails to correct the violation when requested.
15. Refusal or cancellation is lawful under a law or ordinance, or an order, request or guidance from an administrative agency, court or other public authority.
16. When cancelling under the preceding items, the Hotel will notify the Guest using the registered contact details by telephone, email, writing or another method it considers appropriate.
17. Once notice has been sent by such method, it is deemed received when it would ordinarily have arrived even if the Hotel cannot reach the Guest.

Where the Contract is cancelled under this Article, the cancellation charge under Article 6, paragraph 2 applies. If cancellation occurs after the stay begins, accommodation and other charges already incurred through cancellation will not be refunded.

Notwithstanding the preceding paragraph, for cancellation under item 6, the Hotel will refund accommodation charges for the unused period and will not charge unpaid fees or a cancellation charge.

Article 9 - Registration and Identity Verification

When staying, Guests must cooperate, at check-in and at any other time the Hotel considers necessary, with the following under the Hotel Business Act, its Enforcement Regulations, local ordinances and other Applicable Laws and Regulations:

1. Registration of the Guest's name, age, sex, address, contact details and other legally required information, and any information reasonably required for performance of the Accommodation Contract, identity verification or safety management.
2. A foreign Guest without an address in Japan must present a passport and provide a copy. To determine whether the Guest has an address in Japan, the Hotel may request a residence card, special permanent resident certificate, driver's license, My Number Card or other official identification confirming a domestic address.
3. Registration of the scheduled departure date and time and other information necessary for the stay.
4. Where, in light of objective circumstances, the Hotel determines it necessary and appropriate for identity verification, legal compliance, safety, security, disaster prevention or facility operations, cooperation with presentation of identification and other reasonably necessary confirmation.
5. For a long stay, or where otherwise necessary for identity verification, legal compliance, safety, security, disaster prevention or facility operations, presentation or provision of a copy of any of the following, before or after check-in or during the stay and to the extent necessary:
 - a. Copy of certificate of residence.
 - b. Copy of driver's license.
 - c. Copy of residence card or special permanent resident certificate.
 - d. Copy of My Number Card, excluding the side showing the individual number.
 - e. Copy of passport.
 - f. Other official identification reasonably considered appropriate by the Hotel.

If the Hotel requests identification or a copy to the necessary extent for legal compliance, proper preparation of the guest register, identity verification, safety or facility operations, the Guest must cooperate.

If, without legitimate reason, the Guest does not comply and the Hotel cannot properly confirm legally required guest information or identity, the Hotel may refuse to enter into or continue the Accommodation Contract under the Hotel Business Act, other Applicable Laws and Regulations and these Terms and Conditions.

Article 10 - Prohibition on Using the Hotel Address for Resident Registration

The Hotel's address may not be used as an address on a certificate of residence, the registered location of a corporation or organization, an address for contracts, a permanent mailing address, or for any other purpose indicating a principal place of residence or business.

The Hotel may issue a certificate of stay where necessary, but will not issue a certificate of residence, domicile or any other document certifying actual residence or domicile.

Article 11 - Hours of Room Use

A room may be used from the check-in time to the check-out time designated by the Hotel. The ordinary-plan period is 3:00 p.m. to 11:00 a.m. the following day. The short-stay-plan period is 6:00 p.m. to 9:00 a.m. the following day; a short-stay plan is limited to one night and cannot be booked consecutively. For consecutive stays, the room may be used throughout the day on intermediate days, excluding the arrival and departure dates.

Subject to an additional charge, the Hotel may permit use beyond these hours ("Extended Use") where possible. Availability depends on same-day reservations and operational circumstances. As a rule, Extended Use may continue no later than 2:00 p.m. on departure day, but the Hotel may set an earlier limit or refuse it because of reservations, cleaning schedules or other operational circumstances.

Additional Extended Use charges, including consumption tax and service charge, are:

1. Single room: 1,000 yen per hour.
2. Semi-double room: 1,500 yen per hour.
3. Twin room: 2,000 yen per hour.

During a major event or other special circumstances, a different charge notified or presented in advance may apply.

If a Guest continues using the room beyond one hour before that day's check-in time on departure day, the Hotel will charge one night's accommodation instead of the hourly additional charge, based on that day's standard-plan rate.

If a Guest requests room use before check-in time on the arrival date, the Hotel may charge one night's accommodation for the previous night, based on the basic rate applicable to that date.

Article 12 - Entry into Guest Rooms

Even during hours when a Guest is entitled to use a room, the Hotel may enter without consent where:

1. The life, body or property of the Guest, another guest, an employee or a third party may be endangered.
2. Emergency action is required for fire, accident, disaster, sudden illness or otherwise.
3. A request is made under law or by an investigative or other public authority.
4. Entry is necessary for inspection, repair, pest control, cleaning or other facility maintenance and prior notice or consent is difficult to obtain.
5. An urgent or unavoidable need is reasonably recognized for disaster prevention, safety management, hygiene or facility operations.

Except in an emergency, the Hotel will, where possible, notify the Guest in advance and enter only to the minimum extent necessary with consideration for safety and privacy. During entry, the Hotel may confirm the Guest's well-being, prevent danger, ensure legal compliance or take necessary facility-management measures.

Article 13 - Business Hours of Hotel Facilities

The front desk is open 24 hours. Hours of Hotel facilities and services are notified by in-Hotel signs, the official website or another method considered appropriate by the Hotel.

The Hotel may change or suspend hours of facilities and services because of inspection, maintenance, legal requirements, disasters or other unavoidable grounds.

Article 14 - Payment of Charges

The breakdown of accommodation and other charges payable by the Guest (collectively, "Accommodation Charges") is stated in Appended Table 1.

Accommodation Charges must be paid at check-in, when requested by the Hotel, or by the designated payment deadline.

Payment is made:

1. At the front desk or another place designated by the Hotel.
2. In Japanese yen cash, by a credit card accepted by the Hotel, or by another approved payment method.

Even where online or third-party payment has been made, the Hotel may separately charge accommodation tax, extension fees, additional-use fees or other amounts requiring on-site settlement.

The Guest bears bank transfer charges. Travel vouchers, gift certificates and similar instruments are not accepted unless the Hotel expressly indicates otherwise.

If a refund arises from cancellation or otherwise, the Hotel will refund in cash, by bank transfer, by credit-card reversal or refund, or by another method it considers appropriate. The Guest may be required to bear refund fees and other costs, except where the refund arises from a cause attributable to the Hotel.

Article 15 - When the Contracted Room Cannot Be Provided

If the Hotel cannot provide the contracted room, it will endeavor, to the extent possible, to introduce or arrange another accommodation facility with equivalent conditions.

If the arranged facility's charge exceeds the Hotel's charge, the Hotel will pay the difference. The Guest may not claim costs or damage exceeding that difference.

If, despite reasonable efforts, no other facility can be secured, or the Guest refuses the arranged facility without reasonable grounds, the Hotel may cancel the Accommodation Contract.

If failure to provide the contracted room is attributable to the Hotel, the Hotel will pay compensation up to the amount of that day's room charge at the standard rate. This limit does not apply where the Hotel acted intentionally or with gross negligence.

Article 16 - Deposited Property

As a rule, the Hotel stores property deposited at the front desk from the check-in date through the end of the check-out date.

If the Guest does not collect or cannot receive the property after the check-out date, the Hotel may return it by courier or another appropriate method to the address registered during the stay or another known contact address. The Guest bears shipping and other costs.

If the property is not received despite that action, cannot be returned because delivery is refused or the address is unknown, and the Guest cannot be contacted after a reasonable period, the Hotel may deliver it to police or another relevant body under the Lost Property Act and other applicable law, or dispose of it in accordance with law and generally accepted standards.

The Hotel has no in-room safes. Front-desk storage is governed by the House Rules and other Hotel rules. Guests must manage cash, precious metals, jewelry, luxury watches and other valuables at their own responsibility.

The Hotel is not liable for loss, theft, destruction or damage to cash, precious metals, jewelry, luxury watches, other valuables or personal property not deposited at the front desk unless attributable to the Hotel. Even where liable, compensation is limited to 30,000 yen to the extent permitted by law, except in cases of intent or gross negligence.

If property accepted for deposit is lost, destroyed or damaged, the Hotel will compensate the damage unless caused by force majeure. Unless otherwise required by law, compensation is limited to 30,000 yen.

The Hotel is not liable for loss, damage or leakage of the contents of manuscripts, design documents, drawings, account books or similar items, including information recorded on magnetic tape, magnetic disks, CD-ROMs, DVDs, USB drives, SD cards, SSDs or other electronic media.

The Hotel is not liable for damage to art, antiques or other specially valuable property unless it expressly agreed to accept the item for deposit.

To the extent permitted by law, the limitations in this Article apply regardless of whether a claim is based on breach of contract, tort or another cause of action.

Article 17 - Baggage and Courier Deliveries

If a Guest's baggage arrives before the stay, the Hotel will receive and store it only where the prospective Guest or representative contacts the Hotel in advance and the Hotel agrees. As a rule, accepted baggage will be stored from the day before check-in.

The Hotel has no obligation to receive or store baggage arriving without prior contact or consent. Even if received, it may be returned to the sender or otherwise handled under applicable law and generally accepted practices, at the Guest's expense.

If external damage or another irregularity is found upon arrival, the Hotel will record the condition and contact the Guest or carrier where necessary.

The Hotel will refuse chilled, refrigerated or frozen items, collect-on-delivery or cash-on-delivery items, dangerous goods, items whose possession or handling is legally restricted, and other baggage it considers difficult to store or handle.

Where, at the Guest's request, the Hotel acts as an intermediary for sending or receiving a courier or other delivery, the delivery contract is between the Guest and the carrier. Except in cases of the Hotel's intent or gross negligence, the Hotel is not liable for loss, damage, delay, misdelivery or other damage attributable to the carrier during delivery or after handover.

Article 18 - Lost Property

Baggage or personal property left after check-out and found by the Hotel ("Lost Property") will be handled under the Lost Property Act and other applicable law.

As a rule, Lost Property is stored for seven days including the discovery date and then delivered to police or another relevant body or appropriately disposed of in accordance with law. Cash, securities, precious metals or other items considered valuable may be reported promptly to police.

Food, beverages, newspapers, magazines and other items unsuitable for sanitary or storage-management reasons may be disposed of at the Hotel's discretion; items presenting a risk of decay, offensive odor or other storage difficulty may be disposed of immediately.

To identify an owner and appropriately store, return or process an item, the Hotel may inspect its contents.

If the Guest asks the Hotel to discard or dispose of Lost Property and the Hotel agrees, the Guest may be charged the processing cost.

If Lost Property in Hotel custody is lost, destroyed or damaged, the Hotel will compensate only where attributable to the Hotel. Except in force majeure or where otherwise required by law, compensation is limited to 30,000 yen.

Matters not stated in this Article are governed by the Lost Property Act and other applicable law.

Article 19 - Room Keys

For guest safety and security management, Guests are requested to leave their room keys at the front desk when going out.

If a Guest loses a room key or allows a third party to use it and damage results to the Hotel or another guest, the Guest may be required to compensate that damage.

If the Guest goes out carrying the key without cooperating with the foregoing request and theft, loss, unauthorized entry or other damage results, the Hotel is not liable unless it acted intentionally or with gross negligence. Even where liable, compensation is limited to 30,000 yen except in cases of intent or gross negligence.

Article 20 - Parking

The Hotel has no private or affiliated parking facility.

The Hotel may introduce or provide information about nearby parking, but does not manage or operate such facilities and is not liable for theft, loss, damage, accidents or other loss involving a vehicle, its contents or other property there.

Article 21 - Liability of the Hotel

If the Hotel causes damage to a Guest through a cause attributable to the Hotel in performing the Accommodation Contract or a related agreement, it will compensate in accordance with applicable law and these Terms and Conditions.

Except in cases of intent or gross negligence, compensation is limited to direct, actual and ordinary damage. The Hotel is not liable for lost profits, emotional distress or other special damage unless liability is imposed by law.

If a room or Hotel facility malfunctions, the Guest must promptly notify the Hotel. The Hotel will endeavor to provide a reasonable response, including repair, alternative equipment or a room change.

The mere occurrence of a malfunction does not automatically create an entitlement to a full or partial refund, damages or other compensation. The Hotel will make a reasonable determination under applicable law and these Terms and Conditions after considering the nature, degree and duration of the issue, the Hotel's response, alternative measures provided and all other circumstances.

If all or part of Hotel facilities or services are unavailable because of a power or water outage, suspension of gas supply, Internet or other communications failure, infrastructure-provider failure or another cause beyond the Hotel's control, the Hotel will endeavor to restore service, provide an alternative or take another reasonable measure. Except in cases of intent or gross negligence, the Hotel is not liable

for damage resulting from such cause.

Where another Article provides a different compensation cap or liability limitation, that provision prevails.

Article 22 - Liability of the Guest

If the Hotel suffers damage because of the Guest's violation of these Terms and Conditions, the House Rules or another Hotel rule, or another cause attributable to the Guest, the Guest must compensate the Hotel.

Damage includes the repair, replacement, restoration, cleaning, deodorization, special-cleaning, disposal and investigation costs concerning any room, common area, facility, equipment or other property owned or managed by the Hotel; lost sales opportunities during suspension of room sales; and all other reasonable related loss.

If the Guest causes damage to another guest, an employee or a third party and the Hotel pays damages, compensation or another cost, the Hotel may seek reimbursement of the amount paid and reasonable related expenses from the Guest.

Article 23 - Hygiene Management and Response to Sanitary Reports

To provide safe and sanitary accommodation, the Hotel continuously manages hygiene in rooms and throughout the Hotel and, where necessary, carries out preventive insect treatment, professional pest management and other sanitary measures.

If a Guest notices pests, insect bites, an offensive odor, mold or another abnormal sanitary condition, the Guest must promptly report it to the front desk. Where necessary, the Hotel will investigate and inspect the room, bedding, equipment and relevant areas and take a reasonable response.

Upon receiving a report, the Hotel will endeavor to establish the facts by comprehensively reviewing room use, on-site conditions, investigation results, hygiene and pest-management implementation and other necessary matters.

A Guest's report alone does not automatically establish Hotel liability, non-conformity with contract, an obligation to pay damages, a refund or other compensation. The Hotel will make a reasonable determination under applicable law, these Terms and Conditions and the House Rules after considering investigation results and all circumstances.

If no report is made during the stay and the matter is first raised after departure, identifying the cause or confirming the facts may be difficult because of subsequent room use, cleaning, maintenance or other circumstances.

The Hotel may take measures it considers appropriate, including a room change, suspension of room use or investigation by a specialist.

Investigation, verification and response under this Article constitute materials for determining Hotel liability and compensation under Article 21 and other provisions of these Terms and Conditions and the House Rules.

A room change, alternative measure, cleaning, inspection, investigation or other response undertaken to secure a safe and comfortable environment does not constitute an admission of liability, contractual non-conformity, non-performance or an obligation to pay damages.

Article 24 - Room Cleaning and Personal Property

For consecutive stays in the same room, cleaning is conducted during hours designated by the Hotel.

Even if the Guest declines cleaning, the Hotel may enter, inspect or clean where it considers this necessary for hygiene, safety, equipment inspection or operations.

If the Guest remains in the room during cleaning hours and cleaning is difficult, the Hotel may omit cleaning that day.

The Hotel may ask the Guest to organize personal property or otherwise cooperate with cleaning. Guests must manage cash, valuables, high-value items, important documents, electronic devices, storage media, keepsakes and other difficult-to-replace items at their own responsibility.

The Hotel will not intentionally discard property that appears to belong to a Guest, except items clearly considered unwanted. However, items left mixed with waste or other unwanted property may be mistakenly collected or discarded.

The Hotel's liability and compensation for loss, theft, destruction, mistaken disposal or other damage to personal property are governed by Articles 16, 21 and 22. Detailed handling is governed by the House Rules.

Article 25 - Room Changes

Where necessary because of equipment failure, water leakage, power outage, repair work, hygiene, safety, legal compliance or Hotel operations, the Hotel may request a move to an equivalent or reasonably substitutable room. The Guest must cooperate within a reasonable scope.

When requesting a change for the Hotel's convenience, the Hotel will endeavor to avoid disadvantage to the Guest.

If the Guest refuses without legitimate reason and the Hotel determines that operations, safety or service to other guests may be impaired, the Hotel may cancel the Accommodation Contract.

Except in cases of intent or gross negligence, the Guest may not claim emotional distress, business loss, loss of opportunity or other special damage merely because a room change was requested.

Article 26 - In-Room Telephones and Incoming Calls

The telephone in each room is for internal calls only and cannot make outside calls. Dial 8 to contact the front desk.

For an incoming call, the Hotel will connect the call only where the Guest's name and room number as stated by the caller match. The Hotel may refuse where they do not match or where it considers the call nuisance or malicious.

A Guest with special instructions, such as refusing all transfers or accepting only calls from specified persons, must notify the front desk in advance. For guest safety and privacy, the Hotel may restrict or refuse call transfers where necessary.

Article 27 - Complimentary and Incidental Services

Wake-up calls, taxi arrangements, courier intermediation, restaurant and sightseeing information and other complimentary or incidental services ("Complimentary Services") are offered for convenience and used at the Guest's own responsibility.

The Hotel endeavors to provide them accurately and appropriately but, except in cases of intent or gross negligence, is not liable for damage arising from delay, non-performance, inability to reserve or arrange, changes to information, cancellation or alteration of third-party services, or similar grounds.

A dispute concerning a third party in relation to a Complimentary Service must be resolved between the Guest and that third party, and the Hotel is not liable except in cases of intent or gross negligence.

Courier, food-delivery and other outside services for which the Hotel acts as an intermediary or provides a handover location are supplied under a contract between the Guest and the provider. Questions about content, quality, quantity, delivery time, misdelivery or non-delivery must be resolved between them, and the Hotel is not liable except in cases of intent or gross negligence.

Article 28 - Wi-Fi, Computer Communications and Television Services

The Hotel provides wireless Internet access (Wi-Fi) in rooms and elsewhere in the Hotel. It does not provide wired LAN Internet access.

Guests use Wi-Fi and other computer communications at their own responsibility. The Hotel does not warrant communications quality or speed, connection stability or continuity, compatibility with any device or software, or completeness of service.

All or part of the service may be interrupted, suspended or terminated without notice because of system or communications failure, maintenance, power outage, line failure or other grounds. Service may be unavailable because of the Guest's device configuration, security settings, software environment or other circumstances. The Hotel has no obligation to provide individual device, software or other technical support.

Except in cases of intent or gross negligence, the Hotel is not liable for damage related to the use or inability to use Wi-Fi or another computer communications service.

If, while using such a service, the Guest violates law or public order and morals or causes damage to the Hotel or a third party, the Guest must compensate that damage. The Hotel may restrict or suspend use without prior notice where it considers the Guest's use inappropriate.

Guest-room televisions receive terrestrial digital broadcasts only. BS, CS and other pay television are not provided.

Article 29 - Laundry Service

The Hotel provides cleaning and laundry through an outside contractor. A Guest wishing to use the service must notify the front desk by 9:00 a.m. that day.

As a rule, items are expected to be returned at approximately 6:00 p.m. to 7:00 p.m. the same day, but timing may change because of the contractor, weather, traffic, busy periods or other circumstances.

As a rule, the service is unavailable on Sundays and contractor holidays. It may be suspended or modified during the New Year period, Obon, public holidays or other specified periods.

Charges vary by item type, material, condition and other circumstances. If the Guest's description differs from the contractor's assessment, the contractor's charges and handling standards apply.

Stain removal, special materials, luxury clothing and other items requiring special handling may take additional days or be refused. Cleaning, storage, finishing and other handling are governed by the contractor's standards.

The Hotel may facilitate communications between the Guest and contractor but, except in cases of intent or gross negligence, is not liable for damage arising from the contractor's work.

Article 30 - Customer Harassment

If the Hotel determines that a Guest's words, demands or conduct exceed socially reasonable limits and harm the working environment of Hotel employees, contractors or other relevant persons, or interfere with operations ("Customer Harassment"), it may refuse an application, cancel the Accommodation Contract, or suspend all or part of its services.

The Hotel may coordinate with police, attorneys and other relevant bodies and take necessary measures.

Customer Harassment includes, without limitation:

1. Demanding an apology without reasonable grounds.
2. Excessive or unreasonable demands.
3. Demanding services excessive under generally accepted standards.
4. Demanding exchange, refund, discount, monetary compensation or otherwise in a substance or manner exceeding socially reasonable limits.
5. Assault, bodily injury or another physical attack.
6. Threats, intimidation, abusive language, insults, defamation, slander or another psychological attack.
7. Continuous or persistent statements or conduct.
8. Remaining for an extended period, prolonged calls, repeated meeting demands or other business obstruction.

9. Discriminatory statements or conduct.
10. Sexual statements, conduct or other harassment.
11. Personal attacks, stalking or demands for private contact directed at an employee.
12. Photographing, recording or filming an employee or another guest without legitimate reason.
13. Defamation, slander, or transmission or dissemination of false information on social media, the Internet or other media.
14. Repeating the same or similar demand, claim for compensation, request for explanation or investigation without reasonable grounds and thereby seriously interfering with Hotel operations.
15. Any other conduct the Hotel reasonably determines to constitute Customer Harassment.

If Customer Harassment causes damage to the Hotel, an employee or a third party, the Guest must compensate all damage having an adequate causal relationship with that conduct. This includes medical expenses, lost earnings, emotional distress, psychological damage, counseling costs, damage associated with PTSD or other physical or mental illness, replacement-staff costs, business loss, investigation costs, attorneys' fees and other costs of legal action.

Article 31 - Disaster Prevention and Emergency Response

Under the Fire Service Act and other applicable law, the Hotel has installed fire alarms and other disaster-prevention equipment. Alarms, Hotel announcements or other emergency guidance may be issued because of fire, equipment irregularity or other grounds. Except in cases of intent or gross negligence, the Hotel is not liable for damage caused by operation of such equipment or emergency guidance.

If the Hotel determines that action is necessary for guest or employee safety because of an earthquake, typhoon, heavy rain, flood, tsunami, lightning, fire, power outage, infectious disease, terrorism, riot, government request or order, or another cause beyond its control, Guests must follow employee instructions. The Hotel may guide evacuation, change rooms, restrict facilities, suspend all or part of its business or take other necessary measures.

Article 32 - Surveillance Cameras

For security, safety management, accident prevention and facility management, the Hotel has installed surveillance cameras in common areas and other necessary locations.

Video and other recorded information is appropriately managed and retained for a certain period. The Hotel may use it for security, safety, response to accidents or disputes, legal compliance, preservation of Hotel or third-party rights, consultation with insurers or attorneys, or another legitimate purpose.

The Hotel may disclose recorded information to a third party only to the necessary extent where required by law, requested by police, a court or another public authority, or justified for response to an accident or dispute or another legitimate reason.

Information obtained through surveillance cameras is handled appropriately under applicable law and Hotel management standards.

Article 33 - Damage or Staining of Rooms and Equipment

If a Guest intentionally or negligently damages, stains, destroys or renders unusable any room, common area, facility, equipment or other property owned or managed by the Hotel, the Guest must compensate the Hotel.

Damage includes reasonable repair, replacement, recovery, restoration, special-cleaning, disinfection, deodorization, disposal and investigation costs and other costs incurred in responding.

If the damage, staining, destruction or other cause results in restricted room or equipment use, suspension of sales or business limitations, the Hotel may also claim lost sales opportunities, business interruption and similar reasonable damage.

The Hotel will determine the nature, cause and amount based on photographs, video, repair estimates, invoices, Hotel records, security-camera footage and other reasonable materials.

Guests must promptly report any damage, staining or other irregularity in a room, common area, facility or item of equipment. Ordinary aging, natural wear and other causes not attributable to the Guest are excluded. The Hotel may claim under this Article against the Guest or another person legally liable.

Article 34 - Final Authority Regarding Compensation

Every decision concerning a refund, compensation, damages, condolence payment, settlement, compromise, fee reduction, other monetary payment or legal liability is finally made by the Hotel's most senior responsible manager or a person formally delegated that authority after comprehensive investigation and consideration of the facts, applicable law, these Terms and Conditions, the House Rules and all other circumstances.

Hotel employees have no authority to determine, admit or promise any such matter. An employee's apology, explanation, guidance, answer, view, statement, proposal, fact confirmation or similar response is ordinary guest service or fact-finding and does not constitute or determine an admission of legal liability or debt, a promise of refund or compensation, or a final decision.

The Hotel will not make a final decision until the factual investigation and other necessary confirmation are complete. A Guest may not assert that any matter has been determined, or base a claim or right, solely on an employee's explanation, apology, answer, statement or similar response.

Article 35 - Compliance with the Terms and House Rules

Guests must comply with these Terms and Conditions, the House Rules and other Hotel rules. During the stay, they must follow instructions or requests the Hotel considers necessary for safety, hygiene, security, legal compliance or operations.

Photography, video, audio recording and similar conduct in the Hotel or on its premises must comply with these Terms and Conditions, the House Rules and separately established Hotel rules.

If a Guest violates the foregoing or fails to follow an instruction, and the Hotel determines that operations, safety or service to other guests may be impaired, it may refuse to enter into or may cancel the Accommodation Contract, or require the Guest to leave, in accordance with Articles 5 and 8.

Article 36 - Governing Law and Jurisdiction

These Terms and Conditions, the Accommodation Contract and all related legal relationships between the Guest and the Hotel are governed by and construed under the laws of Japan.

The Osaka District Court or Osaka Summary Court has exclusive agreed jurisdiction as the court of first instance over any dispute arising from or relating to these Terms and Conditions or an Accommodation Contract.

If these Terms and Conditions are prepared in multiple languages and any difference or inconsistency arises, the Japanese version is the authentic text and prevails.

Article 37 - Amendment of the Terms and House Rules

The Hotel may amend these Terms and Conditions and the House Rules where reasonable grounds exist, including changes in law, social conditions, service content, management or operational needs.

The Hotel will announce the amended content and effective date by posting them on its official website or another method it considers appropriate.

The amended Terms and House Rules apply to Accommodation Contracts entered into on or after the effective date.

APPENDED TABLE 1 - BREAKDOWN OF ACCOMMODATION CHARGES

Category	Component	Details
Total amount payable by Guest	Accommodation charge	1. Accommodation charge at the time of reservation
Total amount payable by Guest	Other	2. Other charges incidental to accommodation
Total amount payable by Guest	Taxes	3. Consumption tax; 4. Accommodation tax - see Appended Table 3

Accommodation charges are those posted inside the Hotel or presented on the official website, booking sites or otherwise by the Hotel.

Rooms may not be used by more persons than their stated capacity. For semi-double, twin and other rooms capable of accommodating multiple persons, the rate corresponding to the number of guests applies. If the number staying differs from the reservation, the Hotel may charge an additional amount, cancel the Accommodation Contract or take another necessary measure.

The rooms are not equipped or operated on the assumption that children will share a bed with an adult. Bed-sharing with children is refused for safety reasons.

The maximum occupancy of every room is two persons. Use by three or more persons is not permitted.

APPENDED TABLE 2 - CANCELLATION CHARGES

Category	Contracted number	No-show	Arrival day	Day before	9 days before	20 days before
Individual	Up to 14	100%	80%	20%	-	-
Group	15-49	100%	80%	20%	10%	-
Group	50 or more	100%	100%	80%	20%	10%

"%" means the percentage of the accommodation charge at formation of the Contract, including the partner-rate portion of an affiliated accommodation plan.

"Individual" means a Contract for 14 or fewer persons; "Group" means a Contract for 15 or more.

For an Individual booking, the number of persons is the scheduled number reported to the Hotel as of ten days before arrival. For a Group booking, it is the scheduled number reported as of 31 days before arrival.

"Arrival day," "day before," "9 days before" and "20 days before" refer to the number of days from the cancellation request date to the arrival date.

The cancellation charge is calculated based on the accommodation charge including an amount equivalent to consumption tax. Consumption tax is not levied on the cancellation charge itself.

If all or part of the Contract is cancelled, the charge is calculated for each cancelled stay date and person.

Where only some guests cancel from a room contracted for multiple occupancy, the revised accommodation rate applies to the non-cancelled portion, and the charge for the cancelled portion is calculated based on the difference between the rates before and after the change.

The Hotel may establish different cancellation provisions by special agreement according to an accommodation plan, group contract or other Contract terms. Such special agreement prevails.

APPENDED TABLE 3 - OSAKA PREFECTURE ACCOMMODATION TAX

Rates effective September 1, 2025. Tax-exclusive accommodation charge per person per night:

Tax-exclusive accommodation charge	Tax per person per night
Less than 5,000 yen	Not taxable
5,000 yen or more, but less than 15,000 yen	200 yen
15,000 yen or more, but less than 20,000 yen	400 yen
20,000 yen or more	500 yen

Taxpayer: A person staying at a hotel, ryokan, budget lodging facility, certified National Strategic Special Zone facility (special-zone private lodging), or residential accommodation facility under the Private Lodging Business Act within Osaka Prefecture.

The rates may change following amendment of the applicable ordinance.

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