

[Accommodation Terms and Conditions]

(Scope of Application)

Article 1

1. Accommodation contracts and related contracts established between this hotel (hereinafter referred to as the “Hotel”) and Hotel guests shall be governed by the provisions of these Terms and Conditions, and matters not stipulated in these Terms and Conditions shall be governed by laws and regulations or generally established customs.
2. In the event that the Hotel is complying with a special provision to an extent that is not contrary to laws and customs, the special provision shall prevail irrespective of the provisions of the preceding paragraph.

(Application for Accommodation Contracts)

Article 2

1. Any person who wishes to apply for an accommodation contract with the Hotel shall submit an application to the Hotel containing the following information.
 - (1) Name of guest(s)
 - (2) Accommodation dates and expected arrival time
 - (3) Accommodation charges (as a general rule, based on the basic accommodation fee in Appendix Table 1)
 - (4) Other information deemed necessary by the Hotel (this hotel)
2. In the event a guest requests to stay at the Hotel beyond the date set forth in Item 2 of the preceding paragraph, the Hotel shall process this request as if a new accommodation contract had been made at the time the request was made.

(Establishment of Accommodation Contracts, etc.)

Article 3

1. An accommodation contract shall be established when the Hotel accepts the application mentioned in the preceding article. Provided, however, that this shall not apply when it is demonstrated that the Hotel has not given its approval.
2. In the event that an accommodation contract is established pursuant to the provisions of the preceding paragraph, the application fee specified by the Hotel, within the limit of the basic accommodation fee for the period of lodging, shall be paid by the date specified by the Hotel.

(There is no accommodation fee for children who have not yet started elementary school; adult fees apply for elementary-school-age children and older.)

3. The application fee shall first be appropriated to the accommodation charges to be ultimately paid by the guest. In the event that the provisions of Articles 6 and 17 apply, the application fee shall be appropriated first to the breach-of-contract fee, then to the penalty fee, and the remainder, if any, shall be refunded at the time of payment of the fee pursuant to the provisions of Article 12.
4. In the event that the application fee set forth in Paragraph 2 is not paid by the date designated by the Hotel pursuant to the provisions of the same paragraph, the accommodation contract shall become null and void. Provided, however, that this is limited to cases wherein the hotel notifies the guest of this fact when specifying the payment date of the application fee.

(Special Provisions Not Requiring Payment of Application Fee)

Article 4

1. Notwithstanding the provisions of Paragraph 2 of the preceding article, the Hotel may comply with a special provision that stipulates that it shall not require payment of the application fee set forth in the same paragraph after the establishment of the contract.
2. In the event that the Hotel does not request payment of the application fee set forth in Paragraph 2 of the preceding article in accepting the application for the accommodation contract, or does not designate a due date for payment of the application fee, the special provision set forth in the preceding paragraph shall be considered to apply to the application fee.

(Refusal to Establish an Accommodation Contract)

Article 5

1. The Hotel may choose not to agree to establish an accommodation contract in the following cases:
 - (1) If the application for lodging is not made in accordance with these Terms and Conditions.
 - (2) If there is no room for the guest(s) due to fully occupied guest rooms.
 - (3) If it is found that a person who intends to stay is likely to commit an act contrary to the provisions of laws and regulations, public order, or morality with regard to their stay.
 - (4) If a person or group who intends to stay is found to fall under any of the following (a) through (c):
 - (a). Is an organized crime group as prescribed in Item 2 of Article 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991) (hereinafter referred to as "Organized Crime Group"), a member of an Organized Crime Group as prescribed in Item 6 of Article 2 of the same Act (hereinafter referred to as

- "Organized Crime Group Members"), a quasi-member of an Organized Crime Group, a person associated with an Organized Crime Group, or any other anti-social force
- (b). Is a juridical person or other organization with business activities controlled by an Organized Crime Group or an Organized Crime Group Member
 - (c). Is a juridical person with one or more officers falling under the category of Organized Crime Group Member.
- (5) If a person who intends to stay creates a marked inconvenience to other guests.
 - (6) If it is clearly recognizable that a person who intends to stay carries an infectious disease.
 - (7) If violent demands have been made or a burden exceeding a reasonable extent has been requested in connection with the accommodation.
 - (8) If it is impossible to accommodate the guest due to a natural disaster, failure of facilities, or any other unavoidable reason.
 - (9) If the situation falls under the cases set forth in Items 1 and 2 of Article 4 of the Enforcement Ordinance of the Kanagawa Hotel Business Law.

(Guest's Right to Cancel Contract)

Article 6

- 1. The guest may make a request to the Hotel to cancel the accommodation contract.
- 2. In the event that the guest terminates all or part of the accommodation contract for a reason attributable to the guest, the guest shall be subject to a penalty as set forth in Appendix Table 2(except in the event that the Hotel has requested payment of the application fee by specifying a due date pursuant to the provisions of Paragraph 2 of Article 3 and the guest cancels the accommodation contract prior to the payment thereof). Provided, however, that in the event that the Hotel complies with the special provision set forth in Paragraph 1 of Article 4, with regard to said special provision, this shall be limited to cases where the Hotel notifies the guest of the obligation to pay the penalty when the guest cancels the accommodation contract.
- 3. In the event that the guest has not arrived by 12:00 midnight on the day of accommodation, without giving advance notice, the accommodation contract may be deemed to have been cancelled by the guest.

(Hotel's Right to Cancel Contract)

Article 7

- 1. The Hotel may cancel the accommodation contract in the following cases:
 - (1) If it is found that a guest is likely to commit an act contrary to the provisions of laws and regulations, public order or morality, or when it is found that the guest has committed such an act, with regard to their stay.

- (2) If the guest is deemed to fall under any of the following (a) through (c):
 - (a). Is an Organized Crime Group, Organized Crime Group Member, a quasi-member of an Organized Crime Group, a personal associated with an Organized Crime Group, or any other anti-social force
 - (b). Is a juridical person or other organization with business activities controlled by an Organized Crime Group or an Organized Crime Group Member
 - (c). Is a juridical person with one or more officers falling under the category of Organized Crime Group Member.
 - (3) If the guest creates a marked inconvenience to other guests.
 - (4) If it is clearly recognizable that the guest carries an infectious disease.
 - (5) If violent demands have been made or a burden exceeding a reasonable extent has been requested in connection with the accommodation.
 - (6) If it is impossible to accommodate the guest due to a natural disaster or other cause attributable to force majeure.
 - (7) If the situation falls under the cases set forth in Items 1 and 2 of Article 4 of the Enforcement Ordinance of the Kanagawa Hotel Business Law.
 - (8) If there is a failure to comply with prohibitions (limited to those necessary for fire prevention) stipulated by the Hotel, or in the event of smoking inside the building, misconduct with firefighting equipment, etc.
2. In the event that the Hotel cancels the accommodation contract pursuant to the provisions of the preceding paragraph, there shall be no charges for any accommodation services, etc., that the guest has not yet been provided.

(Registration of Accommodation)

Article 8

1. The guest shall register the following information at the front desk of the Hotel on the start date of accommodation.
 - (1) Name, age, sex, address, and occupation of each guest
 - (2) If a guest is a foreign national, the nationality, passport number, place of entry, and date of entry of the guest.
 - (3) Check-out date and the scheduled time of departure
 - (4) Other information deemed necessary by the Hotel
2. If a guest wishes to pay the fees set forth in Article 12 in a manner other than cash, such as traveler's check, accommodation ticket, or credit card, the guest shall present said payment method at the time of registration set forth in the preceding paragraph.

(Hours of Use of Guest Rooms)

Article 9

1. Guest rooms will be made available for guest use from 3:00 p.m. through 10:00 a.m. the following morning. Provided, however, that for multiple-night stays, guests may use the room for the entire day except on the dates of arrival and departure.
2. Notwithstanding the provisions of the preceding paragraph, the Hotel may accept the use of guest rooms outside the hours set forth in said paragraph. In this case, an additional fee of 1,000 yen per hour (including consumption tax) will be charged. (up to a maximum of 12 hours)

(Housekeeping)

Article 10

1. For multiple-night stays, housekeeping requests can be made until 1:00 p.m.; requests are not accepted for times after that point.
2. For multiple-night stays, housekeeping can be handled at any time between 10:00 a.m. and 1:00 p.m.; if no specific time is requested, housekeeping is ordinarily handled around 11:00 a.m.

(Compliance with Rules for Use)

Article 11

1. Guests shall comply with the rules for use set forth by the Hotel, posted within the Hotel.

(Business Hours)

Article 12

1. The business hours of the main facilities of the Hotel shall be as follows. Detailed business hours for other facilities shall be provided in pamphlets, postings in various locations, service directories in guest rooms, etc.
 - (1) Service hours for front desk, cashier, etc.
 - (a). No curfew
 - (b). Front desk service: 7:00 a.m. to 12:00 a.m.
 - (2) Service hours for food, drinks, etc. (facilities):
 - (a). Breakfast
Closed
 - (b). Lunch
Tuesday-Saturday: 11:30 a.m. to 3:00 p.m. (last order: 2:00 p.m.)
Sunday-Monday : 11:00 a.m. to 5:00 p.m. (last order: 4:00 p.m.)
 - (c). Dinner
Tuesday-Saturday: 5:00 p.m. to 10:00 p.m. (last order: 9:00 p.m.)

2. The hours set forth in the preceding paragraph may be temporarily changed in the event of unavoidable circumstances. In this event, the Hotel will inform guests as appropriate.

(Payment of Fees)

Article 13

1. The breakdown of accommodation charges payable by the guest shall be as set forth in Appendix Table 1.
2. The guest shall pay the accommodation charges set forth in the preceding paragraph at the front desk, at the time of guest arrival or at the time of the Hotel invoice, by means of cash, traveler's check, accommodation ticket, credit card, or other payment method approved by the Hotel.
3. If the Hotel provides the guest with a guest room, and then the guest chooses not to stay at the Hotel, the guest will still be billed for the accommodation charges.

(Hotel Responsibilities)

Article 14

1. The Hotel shall provide compensation for any damage caused to a guest in the performance of the accommodation contract and related contracts, or due to the failure thereof. Provided, however, that this shall not apply when not due to a reason attributable to the Hotel.
2. The Hotel has an innkeeper liability insurance policy for the event of a fire.

(Handling Situations Wherein Contracted Guest Rooms Cannot be Provided)

Article 15

1. In the event that the Hotel is unable to provide a guest with the contracted guest room, the Hotel shall, with the consent of the guest, arrange other accommodation facilities under as similar conditions as possible.
2. Notwithstanding the provisions of the preceding paragraph, the Hotel shall pay to the guest compensation equivalent to the penalty, and the compensation shall be appropriated to the amount of damages. Provided, however, that no compensation shall be paid if there is no reason attributable to the Hotel for the inability to provide guest rooms.

(Handling of Entrusted Goods, etc.)

Article 16

1. The Hotel shall pay to the guest compensation for any loss or damage to goods, cash, or valuables entrusted to the front desk by a guest, unless such loss or damage is attributable to force majeure. Provided, however, that in the event that the Hotel requests that the guest declare

the type and value of said cash and valuables and the guest fails to do so, an upper limit of 150,000 yen shall apply for the compensation to be paid by the Hotel.

2. The Hotel shall pay to the guest compensation for any loss, or damage caused by intentional or negligent actions of the Hotel with respect to goods or cash brought by the guest into the Hotel or valuables that have not been deposited at the front desk. Provided, however, that an upper limit of 150,000 yen shall apply for the compensation to be paid by the Hotel shall for items of a type and value not indicated by the guest in advance, except in the event of intentional or grossly negligent actions of the Hotel.

(Safekeeping of Guest Baggage and Personal Items)

Article 17

1. If a guest's baggage arrives at the Hotel prior to the guest's stay, it will be kept in Hotel custody only if the Hotel has provided advance agreement, and will be delivered to the guest when the guest checks in at the front desk.
2. In the event that a guest's baggage or personal items are left at the Hotel after the guest has checked out, if the owner of the baggage or personal items can be identified, the Hotel shall inform the relevant owner and ask for instructions. However, if no instructions are given by the owner, or if the owner cannot be determined, any baggage or personal items found shall be kept for seven days, including the date of discovery, then delivered to the nearest police station.
3. The Hotel's responsibility for the safekeeping of guest baggage and personal items as set forth in the preceding two paragraphs shall be based on the provisions of Paragraph 1 of the preceding article in the case set forth in Paragraph 1 of this article, and based on the provisions of Paragraph 2 of the preceding article in the case set forth in the preceding paragraph.

(Guest Responsibilities)

Article 18

1. In the event that the Hotel suffers damage due to an intentional or negligent action of a guest, the guest shall compensate the Hotel for such damage.

Appendix Table 1: Breakdown of Accommodation Charges, etc. (Related to Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

	Breakdown	
Total Amount Payable by Guests	Basic Accommodation Fee	(1) Basic accommodation fee (room fee)
	Additional Charges	(2) Food, beverages, and other usage fees
	Taxes	(3) Consumption tax

Appendix Table 2: Penalty to Be Paid (Related to Paragraph 2 of Article 6)

	Date of Receipt of Notice of Cancellation					
	No stay, with no notice provided	Day-of cancellation	Cancellation at least one day before	Cancellation at least three days before	Cancellation at least seven days before	Cancellation at least 14 days before
General (up to 14 people)	100%	80%	50%	20%	None	None
Groups (15 people or more)	100%	100%	80%	80%	50%	20%

Notes:

1. “%” shown refers the percentage of the basic accommodation fee to be paid as the penalty.
2. In the event that the number of contracted days is reduced, the Hotel will collect a penalty of one day’s charges (the first day) regardless of the number of days by which the contract has been reduced.
2. In the event that a card key is lost or damaged by a guest, the guest must pay a replacement fee of 2,000 yen (including consumption tax). If a guest does not return their card key at checkout, the guest is responsible for returning the card key, either directly or by mail (including any postage costs).

(Use of the AI Speaker)

Article 19

1. In the event that the AI speaker is lost or damaged by a guest, the guest is responsible for payment to cover the damages.
2. The Hotel assumes no responsibility for guests being late to appointments, events., etc. due to the AI speaker’s alarm not going off while the AI speaker is in sleep mode.