

TERMS & CONDITIONS FOR HOTEL ACCOMMODATION

Article 1: Scope of application

- These Terms and Conditions shall govern any accommodation agreements or any other related contracts entered into between the hotel and the guest(s).
- Any usage guidelines and precautions, presented by the hotel in connection with these Terms and Conditions shall, in addition to the Hotel Rules and Regulations established by the hotel and kept in guest rooms, constitute a part of these Terms and Conditions.
- Notwithstanding the preceding paragraph, any special agreements provided by the hotel within the scope permitted by law and customs shall take precedence.

Article 2: Application for an accommodation agreement

- Those applying for an accommodation agreement at the hotel shall provide the hotel with the following information.
 - (1) Guest name and telephone number.
 - (2) The date of stay and estimated time of arrival.
 - (3) Accommodation fees, generally based on the Basic Accommodation Fees in Appendix (1).
 - (4) Other information the hotel deems necessary.
- If a guest requests to extend stay beyond the date listed in (2) of the preceding paragraph, guest can make a new accommodation agreement, or contact the hotel. The stay extension is subject to room availability.
- The room reservation on the site is applicable only for staying guest(s) from 18 years old and above. Minors under 18 years old must be accompanied by adult(s).
- Special requests are subject to availability and cannot be guaranteed.

Article 3: Establishment of the accommodation agreement

- The accommodation agreement shall be established when the hotel accepts the application set forth in the preceding paragraph. However, this does not apply when the hotel proves it has not accepted the application.
- When an accommodation agreement has been established as per the provisions of the preceding paragraph, the guest must pay 100% payment of room charge at the time of check-in.

- The deposit might be required in the accommodation agreement in the specific case to be stated in the special agreement, the deposit will be refunded at the time of payment according to Article 13.
- The accommodation agreement will expire if the guest fails to pay the room charge at the time of check-in.

Article 4: Special agreements, not requiring a deposit

- Notwithstanding the provisions of Paragraph 2 of the preceding article, the hotel may accept special agreements, such as accepting deposits and payment at the time of check-out or after the time of check-out.
- Special agreement will apply where the hotel does not require 100% payment of room charge as stipulated in paragraph 2 of Article 3 or specify a payment period for the room upon accepting the accommodation agreement application.

Article 5: Refusal of accommodation agreements

This hotel may refuse to enter into an accommodation agreement in the following cases:

- When the accommodation application violates the stipulations of these Terms and Conditions.
- When guest rooms are fully booked.
- When a potential guest is deemed likely to break the law, disrupt public order, or act contrary to public morals during their stay.
- When a potential guest is deemed to fall under any of the following categories:
 - a. An organized crime group, an associate member or affiliate of an organized crime group or any other antisocial force.
 - b. When the applicant is involved in corporations or other organizations whose operations are controlled by an organized crime group.
 - c. When any of the directors of the applicant's corporation is classified as a member of an organized crime group.
- When the potential guest's behavior poses a significant nuisance to other guests.
- When the potential guest clearly has a contagious disease.
- When the potential guest uses violence, threats, blackmail, or intimidation to make unjust or unreasonable demands against the hotel or its employees, or is deemed to have engaged in any similar acts in the past.
- When the hotel is unable to accommodate guests due to natural disaster, facility malfunction, or other inevitable circumstances.

- When the potential guest is intoxicated, exhibits or has exhibited extremely abnormal behavior that may pose a nuisance to other guests, or in cases that fall under the provisions of prefectural ordinances.
- When the potential guest is extremely unsanitary or is wearing extremely dirty clothes that may cause a nuisance to other guests.
- When the potential guest conceals the fact that they have reserved a guest room within the hotel for the purpose of making a profit, either for themselves or for a third party, by selling goods, etc.
- When the potential guest does not comply with these Terms and Conditions or with cancellation and payment policies when making a reservation.

Article 6: The guest's right to terminate the accommodation agreement

- Guests may request that the hotel terminate the accommodation agreement.
- If the accommodation agreement is terminated in full or in part for reasons attributable to the guest, the hotel shall charge a cancellation fee in accordance with the provisions of Attached Appendix 2 (only in cases where the hotel specifies a deposit payment deadline and requests payment as stipulated in Article 3, paragraph (2) and excludes cases in which the guest cancels the accommodation agreement prior to such payment). However, in the event that the hotel accepts a special agreement as stipulated in Article 4, paragraph (1), guests are only required to pay a cancellation fee for terminating the accommodation agreement when they have been notified of this obligation.

Article 7: The hotel's right to terminate the accommodation agreement

The hotel may terminate the accommodation agreement in the following cases:

1. When the guest is deemed likely to break the law, disrupt public order, or act contrary to public morals, or has engaged in such acts, during their stay.
2. When the guest is deemed to fall under any of the following categories:
 - a. An organized crime group or a member, associate member, or affiliate of an organized crime group or any other antisocial force.
 - b. When the applicant is involved in corporations or other organizations whose operations are controlled by an organized crime group.
 - c. When any of the directors of the applicant's corporation is classified as a member of an organized crime group.
3. When the guest's behavior poses a significant nuisance to other guests.
4. When the guest clearly has a contagious disease.
5. When the guest uses violence, threats, blackmail, or intimidation to make unjust or unreasonable demands against the hotel or its employees, or is deemed to have engaged in any similar acts in the past.

6. When the guest cannot be accommodated due to force majeure.
7. When the guest is intoxicated, exhibits or has exhibited extremely abnormal behavior that may pose a nuisance to other guests, or in cases that fall under the provisions of prefectural ordinances.
8. When the guest smokes in the non-smoking areas, messes with firefighting equipment, or violates the Hotel Rules and Regulations.
9. When the guest conceals the fact that they have reserved a guest room within the hotel for the purpose of making a profit, either for themselves or for a third party, by selling goods, etc.
10. When the guest violates the Hotel Rules and Regulations stipulated in Article 10, commits any of the prohibited acts set forth in Article 11, or otherwise fails to comply with these Terms and Conditions or with rules on cancellation and payment when making a reservation.

When the hotel cancels the accommodation agreement in accordance with the provisions of the preceding paragraph, the guest will not be charged for services not yet provided.

Article 8: Guest registration

- All guests must present valid ID, passport or temporary residence cards, birth certificate (for children) upon check-in.
- Address, email and phone number deemed necessary by hotel.
- Guests who wish to pay the fees stipulated in Article 13 using hotel vouchers or credit cards must present them in advance when registering the information above. Be aware hotel only accepts payment in Vietnamese dong.
- Visiting time is from 07:00 to 21:00 daily. After 21:00, only registered and reserved guests may be staying in the room.

Article 9: Check-in / check-out time

- Check-in time: 14:00
- Check-out time: 12:00 noon
- Early check-in and late check-out are subject to availability. Additional room charges may apply by hotel policy.

Article 10: Compliance with the Hotel Rules and Regulations

While staying at the hotel, guests shall comply with the Terms and Conditions as well as Hotel Rules and Regulations.

Article 11: Prohibited acts

Guests shall not engage in the following acts, either on their own or through the use of a third party.

1. Registering or providing false information when staying at the hotel.
2. Using fraudulent payment methods such as stolen credit cards when staying at the hotel.
3. Unauthorized acquisition or use of Sotetsu Hotels membership benefits or personal information belonging to a third party.
4. Using the hotel for business purposes without permission from the hotel.
5. Mass booking followed by mass cancellation or any similar acts.
6. Repeatedly making and canceling bookings without a justifiable reason, or any similar acts.
7. Impersonating the hotel or the hotel group, or any act that could be mistaken for such.
8. Removal, defacing, or destroying equipment within the hotel facilities, or any similar acts.
9. Obstruction of business or damaging the reputation or brand of the hotel or hotel group by making demands that exceed socially acceptable norms, or slandering, defaming, threatening, or harassing the Hotel or its staff or posting inflammatory remarks on social networking sites, or any similar acts.
10. Violence, threats, extortion, or other coercive and unreasonable demands against the hotel or its staff.
11. Any acts that cause or risk causing inconvenience, damage, or disadvantage to other guests, third parties, the hotel, or the hotel group.
12. Any acts that infringe or risk infringing on the copyrights, trademarks, or other intellectual property rights, privacy rights, personal rights, or any other rights of other guests, third parties, the hotel, or the hotel group.
13. Acts that violate or risk violating public order or law, or any criminal acts.
14. Displaying the power of an organized crime group or acts of aiding and abetting an organized crime group.
15. Violation of any other provisions of these Terms and Conditions.
16. Violation of any other rules in the Hotel Rules and Regulations.
17. Any other acts deemed inappropriate by the hotel.

The hotel shall be entitled to claim compensation from the guest for any damages incurred as a result of the acts in the preceding paragraph.

Article 12: Operating hours

MAIN ENTRANCE

- Main entrance closing time: 01:00 – 05:00

FRONT DESK

- Front Desk: 24 hours / day

BAGGAGE LOCKER

- Self-service baggage locker: 05:00 - 24:00

HOUSEKEEPING

- Daily housekeeping service: 08:00 – 20:00

SHARAKU JAPANESE RESTAURANT (2nd floor)

- Open from 6:30 – 22:00 daily.

- **Breakfast:** From 6:30 to 10:00, last order 9:30.
- **Lunch:** From 11:00 to 14:30, last order 14:00.
- **Dinner:** From 17:00 to 22:00, last order 21:00.

GYMNASIUM (19th floor)

- Daily open for in house guests: 06:00 – 21:00

ROOFTOP SWIMMING POOL (19th floor)

- Daily open for in house guests: 06:00 – 21:00

The operating hours specified in the preceding paragraph are subject to temporary changes due to unavoidable causes of the hotel. In such a case, the guest shall be informed by appropriate means.

*** ADDITIONAL SERVICE

- 1F Lobby Amenities corner

- Wake-up call: Guest can set-up the wake-up call by the in-room telephone or contact Front Desk for assistance.

Article 13: Payment

- A breakdown of accommodation fees to be paid by guests is listed in Appendix 1.
- The accommodation fees in the preceding paragraph must be paid at the Front Desk on the arrival date or upon the hotel's request by hotel vouchers, credit cards, cash, etc. Be aware hotel only accepts payment in Vietnamese dong.
- The accommodation fee will still be charged if the guest voluntarily chooses not to stay in an available room provided by the hotel.
- Guests using plans that include breakfast, lunch, dinner, or other ancillary services will still be charged for such services even if they do not use them unless otherwise specified in the plan.

Article 14: Hotel liability

- The hotel shall be responsible for failure to execute the accommodation agreement or its related agreements. However, this shall not apply when the failure is caused by reasons not attributable to the hotel.
- The responsibility to provide guests with a room on the part of the hotel starts when the guest checks in at the Front Desk of the hotel and ends at the check-out.
- The hotel is enrolled in hotel liability insurance to protect against fire and other disasters.

Article 15: When rooms cannot be provided according to the agreement

- If the hotel is unable to provide a guest room according to the agreement, the hotel shall, with the understanding of the guest, strive to find accommodations at another hotel with as similar conditions as possible.
- Notwithstanding the preceding paragraph, if the hotel is unable to find other accommodations, the hotel will pay compensation equivalent to the room charge. However, this compensation will not be paid when inability to provide a guest room is for reasons not attributable to the hotel.

Article 16: Storing guest luggage and belongings

- The baggage locker is available for self-service from 05:00 - 24:00
- The hotel shall store guest's belongings on the same day of checking in or out.
- In the event that luggage or personal belongings are left unattended at the hotel after the guest has checked out, the hotel will, in principle, wait for the owner to contact the hotel for further instructions. If the owner fails to provide instructions or if the owner is unknown, valuables and items containing personal information will be attributed by

hotel policy and other items will be disposed after three (3) months from the date of discovery. Please be aware the food, drink, magazines, and other items detrimental to sanitation will be disposed on the same day.

Article 17: Housekeeping

- Daily housekeeping service is from 08:00 to 20:00.
- We shall accept your request of “Do Not Disturb” within 48 hours. In case of over 48 hours, we shall enter the room for inspection for guest’s safety and security reason.
- Even if we receive a request stating that housekeeping is not required, housekeeping will be performed every fourth night to maintain sanitary conditions. However, the hotel retains the right to clean guest rooms at any time if it is deemed necessary. Guest rooms may also be entered on days other than cleaning days for maintenance, legal inspections, and emergencies.

Article 18: Computer networks

- Complimentary Wi-Fi is available within the hotel.
- Notwithstanding guests shall use computer networks at the hotel at their own risk. Service may be interrupted or terminated due to system failure or other reasons without prior notice. The hotel shall not be liable for any loss or damage incurred as a result of service interruption due to system failure or any other reason when using computer networks.
- If the guest uses hotel computer networks in a way deemed inappropriate by the hotel that may cause or has actually caused damages, the hotel will demand that the guest cease use immediately and compensate for any damages incurred.

Article 19: Guest liability

The guest shall compensate the hotel for any damages to the hotel caused by willful misconduct or negligence on the part of the guest, including but not limited to facility repair costs and lost sales opportunities.

Article 20: Reporting to the authorities

- Should a guest’s violation of these Terms and Conditions or other Rules warrant protection of the rights, property, or services of the hotel or another guest, the hotel will notify the police and other relevant authorities or otherwise take appropriate measures.

- Should the hotel deem that a guest's health or life be in serious danger, the hotel may call an ambulance, regardless of the guest's will.

Article 21: Changes to the agreement

- These Terms and Conditions are subject to change without notice. Check the official website for the latest information.
- Use of the hotel by the guest after changes to these Terms and Conditions constitutes consent to the amended agreement.
- Notwithstanding the preceding paragraph, the provisions prior to the change shall apply to accommodation agreements concluded prior to the change of these Terms and Conditions.

Article 22: Severability

- Even when a portion of these Terms and Conditions or other Rules is deemed invalid, the remaining provisions shall remain valid.
- Even when a portion of these Terms and Conditions or other Rules is deemed invalid or revoked in relation to a particular guest, the Terms and Conditions and other Rules shall remain valid for all other guests.

Article 23: Preferred language

The English version of these Terms and Conditions and other Rules shall be the original document. Even when translations are provided to guests for reference, only the original English document shall be contractually valid, and the translated document shall have no validity whatsoever.

Article 24: Good faith negotiation

The hotel and guest shall negotiate in good faith to resolve any problems arising in connection with use of the hotel that cannot be resolved under these Terms and Conditions.

Appendix 1. Breakdown of accommodation fees (related to Article 2)

The accommodation fee is inclusive of 5% service charge and 8% VAT. The VAT is subject to change by the Government.

Appendix 2. Cancellation fee (as per Article 6, paragraph 2)

Date when cancellation of contract is notified	Public rate	Promotion rates(early bird / last minute)
One (01) day before arrival date	No cancellation fee	
00:00 – before 06:00 on arrival date	50%	
06:00 – before 13:00 on arrival date	75%	100%
From 13:00 on arrival date	100%	
No-show	100%	

Notes:

The above timing is based on local Vietnam time.

The above cancellation fees are applicable for FIT bookings, 9 or less rooms.

If the length of stay is shortened from the original agreement, the hotel shall charge a cancellation fee of the entire stay, regardless of the number of days the length of stay was shortened.

A separate cancellation fee policy established by the hotel may apply to agreements for group bookings (10 or more rooms). In such cases, the applicable cancellation fee policy shall prevail over these Terms and Conditions.

<Hotel Rules and Regulations >

CHECK IN AND CHECK OUT

1. Check-in time is from 14:00 and check-out time is before 12:00 noon.
2. Late check-out is available upon request and availability. The extra charge would be applied as per the late check-out

request.

REGISTRATION

3. All guests must present valid ID card, driver license, passport or temporary residence card, birth certificate upon check-in. Guests under 18 years old must be accompanied by adult(s). Visitors are to present personal documents for hotel record. Visiting time is from 07:00 to 21:00 daily. After 21:00, only registered and reserved guests may be staying in the room.
4. Guests are only to stay in their registered rooms or contact the reception counter for any assistance on room move.

PROHIBITION

5. Gambling, contraband, prostitution, weapon, explosive, flammable, poison, drug items, illegal objects and materials, animals, loud noise, loud music are strictly prohibited within the hotel premises. Failure to comply, will result in immediate eviction with no refund.
6. Smoking is strictly prohibited in the hotel except the designated areas by the hotel management. Failure to comply will result in a penalty fee of VND 4,000,000 per infraction.
7. Strong smell food (i.e., durian, seafood, etc.) is strictly prohibited. A compensation fee of VND 4,000,000/ time shall be applied for deep cleaning.
8. No private cooking is allowed within hotel premisses.

SAFETY, LOST AND DAMAGE

9. All valuable items are to be stored in the safety box, as the hotel will not be held responsibility for any loss of money or valuables.
10. Guests are responsible and will be charged for any damage, loss or breakage of the hotel's property caused by themselves, guests or visitors.
11. To strictly comply with the regulations on fire safety and prevention, environment hygiene, security and order, public safety and other related provisions.
12. The Hotel reserves the right to refuse accommodating guests who may cause disease, discomfort or inconvenience to other guests.
13. If you discover a fire in the hotel, please immediately alert all neighboring people and comply with the fire-fighting instructions. Strictly do not use the elevators in case of fire.

ROOM REGULATION

14. Re-arranging furniture or moving items from one room to another is not permitted.
15. Noise levels should be at an acceptable level as judged by Hotel Management, especially after 21:00. If Hotel Management receives a noise complaint, we will only give one warning to quieten down. Receiving a second complaint will result in the room(s) being asked to leave the Hotel and no refund will be given.
16. Close the door properly when you leave the room. Before opening the door, do look through the peephole or open the door only slightly without removing the latch.
17. We shall accept your request of "Do Not Disturb" within 48 hours. In case of over 48 hours, we shall enter the room for inspection for guest's safety and security reasons.

PAYMENT AND KEY CARD

18. Prior to check out and leaving the hotel, the guest is kindly requested to settle all bills and return keys to Reception/Kiosk machines.

ACTIVITIES

19. Using photographs, video or audio taken in the Hotel for commercial or public purposes is illegal, and those who do so will be subject to prosecution.
20. Using of hotel facilities is only for registered in-house guests. Any further request needs to be advised and validated by Hotel Management at least 24 hours in advance.
21. All political, cultural, religious transactions within the Hotel are subject to previous acknowledgement and agreement of the hotel management.

PARKING

22. This hotel has limited parking spaces.

ENVIRONMENTAL PROTECTION POLICIES

23. Please be with hotel to contribute the environmental protection policies of the hotel.
24. Using electricity and water economically is highly recommended.

FLOOR ALLOCATION

1st Floor:

- Reception
- Lobby
- Self-Check-in / Check-out Kiosk machines
- Public Restroom

2nd Floor:

- Sharaku Japanese Restaurant

3rd Floor:

- Meeting Room
- Guest Rooms

4th – 18th Floor:

- Guest Rooms

19th Floor:

- Gymnasium
- Rooftop Swimming Pool

AIR CONDITIONING

- All rooms are equipped with air conditioning for your comfort. Use the wall panel to adjust the air conditioning. If you need any assistance, please contact Reception.

- **Important notice:** Please turn off the lights and the air conditioning before you leave the room.

AIR PURIFIER

- Air purifier is available inside the guest room for your comfort during your stay.

BATHROOM AMENITIES

- These bathroom amenities are provided for your usage and comfort and will be replenished by Housekeeping daily.

BATH TOWELS

- Guests are kindly requested not to use the white bathroom towels outside the guestrooms. In case of loss or damage, you will have to pay the equivalent replacement charge.

COFFEE AND TEA

- Complimentary dripped coffee and tea bags daily.

CREDIT CARD

- The accepted credit cards are VISA, Master, JCB and Amex. If you have questions about payment methods, please contact Reception.

DO NOT DISTURB

- Please press the “Do not disturb” button in the room for privacy.

ELECTRICITY

- Electricity used in hotel is 220 volts. Power will be automatically switched off when you take the card key out of the slot next to the door.
- Universal socket is available in the room.

EXTRA BED

- For certain rooms, an extra bed is available with a daily surcharge.

HOTEL LAUNDRY SERVICE

- Please put your clothes into the laundry bag for housekeeping’s collection.
- Please count and fill your laundry items in the bill with your signature and take note if any clothes have defects.
- Your laundry will be delivered to your room. In the case you turned on “Do not disturb” light, please come to front desk to collect your laundry.

HAIR DRYER

- A hair dryer is available and stored in the bathroom.

INTERNET

- Wireless network is available in the room for your complimentary internet access.

INSTRUCTIONS FOR A SAFE STAY

- You are encouraged to wear mask in hotel public areas and sanitize your hands regularly.
- If you feel unwell, please contact Reception for assistance.

KETTLE

- The electric kettle is used only to boil water.
- The water in the bathroom is only for your daily cleaning, not potable.

LIFT

- Hotel have 2 guest lifts which connects the 1st floor to the various other floors. We ask you to respect their weight and capacity limitations for your own safety and to ensure that they remain in good working order. For safety reasons, please do not allow children under 12 years old to use the guest lift without being accompanied by an adult.

MAKE-UP ROOM

- Please press the “make up room” button in the room for Housekeeping service.

MINI BAR

- Complimentary 2 bottles of water per guest daily.

PHONE CALL

- Room to room is unavailable.

- Outside calls are unavailable.

- Sharaku restaurant: extension number 0201

PAJAMA

- Pajama set is available inside the guest room for your usage during your stay.

SLIPPERS

- Slippers are available inside the guest room for your usage during your stay.

TOILETS

- Guests are requested to use the bins provided for all waste.

- Failure to do so can lead to toilet stuck, which can take time to get it fixed and can be very unpleasant.

WHEELCHAIR

- Please contact our Reception to reserve.

WAKE UP ALARM

- An alarm clock is available inside the guest room for your usage during your stay.

CARD KEY

- When withdrawing the card key out of the card power switch, the electricity in room will be automatically turned off after 30 seconds.

<Pool Rules and Regulations>

1. Opening time is from 06:00 – 21:00.
2. Please shower before entering the swimming pool.

3. There is no pool attendant on duty. Please use the swimming pool at your own risk.
4. Children below 16 years old should be accompanied and taken care by adults.
5. Smoking is not allowed.
6. Please keep and check your own belongings before leaving.
7. Please do not wear glasses or contact lenses while swimming.
8. Please do not use phones and photograph others.
9. Sharp objects, ballgames, water gun, littering and loud music are not allowed.
10. Please do not wear diapers, slippers, shoes, sandals, foot fins, snorkels, wetsuits and accessories.
11. Please do not swim under the influence of alcohol, drugs or on medications.
12. Only swimwear is allowed. Topless and nude sunbathing are prohibited.
13. Please do not wear sunbathing oil while swimming.
14. Deck chairs are on a first-come, first-serve basis.
15. Please put the used towels into the towel bar and do not take towels out of the swimming pool area.
16. Running, diving and jumping are strictly prohibited.
17. Foods, alcohols and beverages are not allowed.
18. Please do not bring fragile items.
19. The hotel accepts no liability for any loss, damage to personal belongings, any injuries and accidents.
20. Please do not enter or stay at the swimming pool with symptoms like fever, cough, shortness of breath, infectious and skin diseases.
21. The hotel will have the right to close the pool in bad weather condition or maintenance, etc.
22. Guests are encouraged to maintain the cleanliness of the swimming pool. The hotel has the right to charge VND 10,000,000/ time for deep cleaning if the pool area is seriously contaminated.

<Gym Rules and Regulations>

1. Opening time is from 06:00 – 21:00.
2. Please follow equipment directions carefully.
3. Please only use equipment if you are in proper health condition to do so.
4. Appropriate gym clothing must be worn.

5. Foods, alcohols and beverages are not allowed.
6. Smoking is not allowed.
7. Children below 16 years old are not allowed to access the gym area.
8. The hotel accepts no liability for injury, death or any loss associated with the use of the gym facilities.
9. Please keep and check your own belongings before leaving.
10. Please report faulty or damaged equipment to Reception immediately.
11. Please wipe off equipment after using it.

<Restriction>

1. Do not use guest rooms for purposes other than lodging without permission from the hotel.
2. Do not use open flames for heating or cooking in the guest rooms, corridors, or other common areas.
3. Smoking is strictly prohibited in the room. Failure to comply will result in a penalty fee of VND 4,000,000 per infraction.
4. Visiting time is from 07:00 to 21:00 daily. After 21:00, only registered and reserved guests may be staying in the room.
5. Do not move equipment or fixtures within the hotel or guest rooms from their designated locations without reason.
6. Do not change or modify the current state of equipment within the hotel or guest rooms without permission.
7. Do not enter storage rooms, machinery rooms, emergency stairs (except during emergencies), or other staff-only areas.
8. Do not bring the following items into the hotel:
 - a. Dogs (excluding assistance dogs for the disabled), cats, birds, and other animals, or pets in general.
 - b. Items that emit a foul or strong odor.
 - c. Excessively heavy objects or an excessive amount of objects.
 - d. Guns, swords, or other weapons.
 - e. Explosives, volatile oils, or other items that are flammable or easily ignited.
 - f. Other items deemed a threat to the safety of other guests.
9. Do not shout, sing, act in a way that causes powerful shaking or a commotion, or otherwise pose a nuisance or cause discomfort to other guests.
10. Do not engage in any gambling, immoral acts, or acts that disrupt public safety within the hotel or guest rooms.
11. Do not distribute advertisements or promotional materials, sell goods, or conduct business without permission.

12. Do not distribute leaflets, petition for signatures, engage in political or religious activities, hold meetings, display group or organizational power, or aid or abet such activities without permission.
13. Do not bring or park propaganda trucks, modified cars, or any other style of vehicle that the hotel deems may cause discomfort or inconvenience to other guests.
14. Do not leave personal belongings in the corridor or lobby.
15. Photography or filming that may pose a nuisance to other guests within the hotel or guest rooms is strictly prohibited.
16. Do not photograph or film the inside of the hotel for business purposes without permission from the hotel.
17. Assault, injury, threats, extortion, fraud, obstruction of business, unreasonable demands through intimidation, and any similar acts are prohibited.
18. Do not engage in any other acts deemed inappropriate by the hotel.

<Precautions>

1. As a general rule, items left with the hotel will be disposed of within three (3) months of the date of deposit unless otherwise specified.
2. As a general rule, the hotel waits for contact from the owner regarding instructions on what to do with lost or found items. If the owner fails to provide instructions or if the owner is unknown, valuables and items containing personal information will be decided by hotel policy after six (6) months and other items will be disposed after three (3) months from the date of discovery. Please be aware the food, perishable items and other items detrimental to sanitation will be disposed on the same day. Sealed beverage will be disposed after one (1) week from the check-out date.
3. Should a guest's behavior warrant protection of the rights, property, or services of the hotel or another guest, the hotel will notify the police and other relevant authorities or otherwise take appropriate measures.
4. Should the hotel deem that a guest's health or life be in serious danger without awareness, the hotel may call an ambulance, regardless of the guest's will and guest shall bear for any relevant cost occurred.
5. If you lose your card key and cannot find it by the check-out time, the amount of VND 200,000 per lost card key will be charged.

<Refusal of service>

1. Organized crime groups and their members, affiliates, or any other persons involved in organized crime.

2. Individuals involved in corporations or other organizations whose operations are controlled by an organized crime group.
3. Antisocial forces and their members and affiliates.
4. Individuals who, due to diminished capacity or drug use, are unable to ensure their own safety and pose a risk or cause fear or discomfort to other guests.
5. Individuals who fail to immediately cease any of the aforementioned prohibited acts after receiving a warning from the hotel.
6. Individuals who fail to settle the accommodation for whole stay.