

SOTETSU FRÉSA INN SEOUL MYEONG-DONG THE SPLAISIR

ACCOMMODATION TERMS & CONDITIONS

Only applicable to hotels in Korea.

To ensure the public nature of the hotel and the safety and comfort of our guests, we ask that you adhere to the following rules. Failure to comply with these rules may result in the denial of your continued stay and use of hotel facilities. Additionally, if any hotel equipment or furnishings are damaged, you may be required to cover the costs.

Rules:

1. Please do not use heating devices, cooking appliances, or any electrical equipment other than those provided by the hotel in your guest room.
2. All guest rooms are designated as non-smoking; please refrain from smoking in the rooms.
3. Do not change the condition of the guest room or move any furnishings without the hotel's permission.
4. Do not use the guest room for purposes other than accommodation, such as exhibitions or sales, without prior permission from the hotel.
5. Please refrain from loud noises, abusive language, gambling, or any behavior that may disturb other guests.
6. Do not distribute advertising materials, engage in promotional activities, or sell goods without prior permission from the hotel.
7. The following items are not allowed to be brought into the hotel:
 - Animals and other pets
 - Flammable or explosive materials
 - Items that emit foul odors
 - Firearms or weapons prohibited by law
8. Lost items will be kept for three months.
9. Payment for your stay is required at check-in. Other charges must be paid at check-out. We may also request payment during your stay.
10. The hotel is not responsible for any loss or theft that occurs due to the guest's negligence, except as specified in Article 16. Please use the in-room safe or deposit valuables at the front desk.
11. You cannot order food or beverages from outside the hotel through hotel staff. Any items you order must be picked up directly in the lobby.
12. Do not take hotel property or furnishings outside of the hotel.

13. If damage to hotel property or removal of items is confirmed, the hotel may charge you for damages even after you check out.
14. Minors must submit required documents for their stay.
15. We will accept requests for no cleaning for a maximum of three consecutive nights. If this period is exceeded, the hotel will notify you in advance and conduct cleaning for hygiene maintenance.

Article 1 (Application of Terms)

The accommodation contract and related agreements with the hotel are governed by these terms, and matters not specified herein shall be governed by laws or customs.

1. The hotel will comply with these regulations regarding credit card reservations, but detailed matters will follow the terms between the credit card company and the hotel.
2. If the hotel's regulations do not violate local laws, the hotel may implement special measures.
3. When the hotel follows special terms that do not violate laws and regulations, those special terms will take precedence over the previous provisions.

Article 2 (Refusal of Accommodation)

The hotel may refuse accommodation under the following circumstances:

1. If the accommodation application does not comply with these terms.
2. If there are no available rooms due to full occupancy.
3. If the guest is reasonably suspected of engaging in acts that violate laws or public morals.
4. If the guest is deemed to be significantly disturbing other guests due to intoxication or other behavior.
5. If the guest is clearly recognized as having a contagious disease.
6. If the guest makes unreasonable compensation demands.
7. If the guest is found to possess pets, dangerous drugs, or weapons.
8. If accommodation cannot be provided due to unavoidable circumstances such as natural disasters or facility malfunctions.
9. If the guest is reasonably recognized as being unable to stay according to South Korean laws.
10. If hotel operations are interrupted due to labor unrest or other emergencies.
11. If the guest applies for accommodation with the intent to sell goods or for personal or third-party profit.
12. If the guest possesses items that emit foul odors, exceed reasonable quantities, or are deemed to threaten the safety of other guests.

Article 3 (Disclosure of Name, etc.)

1. Prior to accommodation, the hotel may require the applicant to disclose the following information:
 - 1) Guest's name, gender, nationality, age, occupation
 - 2) Accommodation date and expected arrival time
 - 3) Other necessary information as deemed by the hotel
2. If the guest wishes to extend their stay beyond the originally booked date, the hotel will treat this as a new accommodation contract upon application for extension.

Article 4 (Reservation Deposit)

1. The hotel guarantees reservations only with a deposit or credit card guarantee.
2. In case of cancellation, the hotel will charge fees as specified in Article 5 and refund any remaining balance.
3. If cancellation fees are charged to a credit card, the hotel will inform the guest of the details.
4. If all deposits are not paid by the specified date, the accommodation contract will be void. This applies only if the hotel has notified the guest of the payment deadline.

Article 5 (Cancellation of Reservation)

1. The hotel will process cancellations according to the following rules. For group reservations exceeding ten rooms, separate rules apply.
 - 1) If canceled two days before the accommodation date: No cancellation fee
 - 2) If canceled the day before or on the day of accommodation: One night's accommodation fee will be charged.
 - 3) If the guest fails to show up without notice: One night's accommodation fee will be charged.
 - 4) In case of natural disasters: No cancellation fee.
2. Cancellation rules may vary based on hotel contracts or promotions, so please check the cancellation policy when making a reservation.
3. Reducing the number of nights during the stay will also be considered a cancellation, and the above rules will apply.
4. For groups exceeding ten rooms, the cancellation fee will be specified in the reservation confirmation sent after booking.

Article 6 (Cancellation of Reservation)

1. The hotel may cancel reservations in the following cases:
 - 1) If the guest falls under any of the categories in Article 2.
 - 2) If the deposit is not paid within the specified period.
 - 3) If the guest fails to disclose the information required in Article 3.
 - 4) If the guest smokes in the hotel, vandalizes fire safety equipment, or violates any other prohibited rules.
2. If the hotel cancels a reservation, the deposit will be refunded minus any cancellation fees. Charges for services not yet provided will not be collected.

Article 7 (Registration of Guests)

1. Guests must register the following information at the front desk on the day of accommodation:
 - 1) Information specified in Article 3.
 - 2) For foreigners, passport number and date of entry.
 - 3) For Koreans, resident registration number (6 digits of birth date).
 - 4) Address and date of birth.
 - 5) Departure date and expected departure time.
 - 6) Other necessary information as deemed by the hotel.
2. If payment is made by means other than cash, the payment method must be presented at the time of registration.

Article 8 (Check-in Time)

1. Check-in is available from 15:00 onwards.
2. A credit card or a cash deposit of 1.5 times the total accommodation fee may be required as a guarantee.

Article 9 (Check-out Time)

1. Check-out time is 12:00.
2. If check-out is after 12:00 but before 15:00, half of the accommodation fee will be charged.
3. If check-out is after 15:00, the full accommodation fee will be charged.

Article 10 (Operating Hours)

The hotel's operating hours may change temporarily without notice.

Article 11 (Payment of Fees)

1. Payment must be made by an accepted method at check-in or by the day before accommodation. Personal checks are not accepted.
2. Accommodation fees are based on one room occupancy, and additional charges may apply for exceeding the specified number of guests.
3. Guests will be charged for accommodation even if they choose not to stay after the room is made available.

Article 12 (Compliance with Regulations)

Guests must comply with the hotel's regulations during their stay.

Article 13 (Refusal of Continued Stay)

The hotel may refuse accommodation even during the stay under the following circumstances:

1. If the guest falls under any of the categories in Article 2.
2. If the guest violates the terms of the contract.

Article 14 (Guest Responsibility)

1. Guests must comply with all hotel guidelines from the moment of check-in and take all belongings upon check-out.
2. The hotel is not responsible for accidents that occur due to the guest's failure to comply with the hotel's regulations, unless there is intent or gross negligence.

Article 15 (Key Card Issuance and Return)

1. Guests will receive a key card at check-in and must return it at check-out along with any additional fees.
2. If a guest loses their key card after check-in, they must report it to the front desk immediately.
3. If a guest checks out with the key card, they must return it promptly by mail or other means.

Article 16 (Handling of Deposited Items)

1. The hotel will only compensate for lost or damaged valuables deposited at the front desk if a list was created at the time of deposit. For cash and valuables, if the hotel requests disclosure of type and value and the guest fails to provide it, compensation is limited to 500,000 won.
2. The hotel will only compensate for lost or damaged valuables not deposited at the front desk if the hotel is at fault. For cash and valuables, if the hotel requests disclosure of type and value and the guest fails to provide it, compensation is limited to 500,000 won.
3. The hotel cannot accept art, antiques, or similar items for safekeeping.

Article 17 (Storage of Guests' Luggage or Personal Items)

1. If a guest's luggage arrives before check-in, it will be stored responsibly only if permitted by the hotel and will be handed over at check-in.
2. If a guest leaves luggage or personal items after check-out, the hotel will require instructions for handling. If the owner cannot be identified, items will be stored for three months before disposal, except for perishable items, which will be disposed of immediately.

Article 18 (Responsibility for Parking)

If guests use the hotel parking lot, the hotel only provides a space and is not responsible for any damage or loss unless there is intent or gross negligence.

Article 19 (Guest Responsibility)

1. Guests are responsible for any damage caused to the hotel due to their intent or negligence.
2. The hotel is not responsible for accidents that occur due to the guest's failure to comply with the hotel's regulations, unless there is intent or gross negligence.

Article 20 (Hotel Responsibility)

1. The hotel will compensate for damages caused to guests due to the performance or non-performance of the accommodation contract, unless the cause is not attributable to the hotel.

2. The hotel's responsibility for accommodation begins when the guest registers at the front desk and ends when the guest vacates the room.

Article 21 (Handling When Contracted Room Cannot Be Provided)

1. If the hotel cannot provide the contracted room, it will arrange for another accommodation under similar conditions with the guest's consent.
2. If the hotel cannot arrange for another accommodation, it will pay compensation equivalent to the penalty fee, which will be applied to the damages. However, if the inability to provide a room is not due to the hotel's fault, no compensation will be paid.

Article 22 (Governing Law and Jurisdiction)

These terms are governed by the laws of the Republic of Korea and will be interpreted and enforced accordingly. In case of disputes related to these terms, the jurisdiction will be the local district court where the hotel is located.

Article 23 (Changes to Terms)

1. The content of these terms may change without notice. Please check the official website for the latest information.
2. If a guest uses the hotel after changes have been made, they will be deemed to have agreed to the changes.
3. However, for accommodation contracts established before changes, the previous provisions will apply.