HOTEL SUNROUTE PLAZA SHINJUKU

TERMS & CONDITIONS FOR HOTEL ACCOMMODATION

Article 1 （Scope of Application)

1. The Terms and Conditions shall govern any accommodation agreements or any other related contracts entered into between the hotel and the guest (including guests using rooms for teleworking within the day, etc.; the same shall apply hereinafter), and any matters not stipulated in the Terms and Conditions shall be governed by the laws and regulations (Laws and regulations or those based on the law. The same shall apply in the following.) as well as generally established customs.

2. Any usage guidelines and precautions（hereinafter collectively referred to as “Rules”）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 guestrooms, constitute a part of these Terms and Conditions.

3. 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）

1. 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

2. In the event that a guest requests to extend their stay beyond the date listed in（2）of the preceding paragraph, an application for a new accommodation agreement is deemed to have been made at the time the request was made.

Article 3 （Establishment of the Accommodation Agreement）

1. 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.

2. When an accommodation agreement has been established as per the provisions of the preceding paragraph, the guest must pay a deposit set by the hotel by the deadline designated by the hotel.

3. The deposit shall first be allocated to room charges ultimately payable by the guest, then allocated to fines followed by compensation for damages in the event that the provisions of Articles 6 and 21 apply; any remaining deposit shall be returned at the time of payment in accordance with Article 13.

4. The accommodation agreement shall cease to be effective when the guest fails to pay the deposit set forth in Paragraph 2 by the deadline designated by the hotel. However, this is limited to cases in which the hotel notifies guests of a deposit deadline.

Article 4（Special Agreements Not Requiring a Deposit）

1. Notwithstanding the provisions of Paragraph 2 of the preceding article, the hotel may accept special agreements that do not require payment of a deposit.

2. The preceding paragraph on special agreements shall apply when the hotel does not request payment of the deposit set forth in Paragraph 2 of the preceding article or does not specify a deposit payment deadline when accepting applications for an accommodation agreement.

Article 4-2（Request for Cooperation in Measures to Prevent Infection in the Facility）

The hotel may request cooperation from a potential guest in accordance with the provisions of Article 4-2 Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

Article 5（Refusal of Accommodation Agreements）

The hotel may refuse to enter into an accommodation agreement in the following cases: However, this paragraph does not mean that the hotel may refuse accommodation for cases that are not listed in Article 5 of the Hotel Business Act.

1. When the accommodation application violates the stipulations of these Terms and Conditions

2. When guestrooms are fully booked

3. When a potential guest is deemed likely to break the law, disrupt public order, or act contrary to public morals during their stay.

4. When a potential guest is deemed to fall under any of the following categories（a）to（c）:

    a. An organized crime group under the Act on Prevention of Unjust Acts by Organized Crime Group Members（Act No. 77 of 1991）as stipulated in Article 2（2）（hereinafter “organized crime group”）, a member of an organized crime group as stipulated in Article 2（6）（hereinafter “organized crime group member”）, 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

5. When the potential guest's behavior poses a significant nuisance to other guests.

6. When a potential guest is a patient of a specified infectious disease (hereinafter "patient of a specified infectious disease") pursuant to the provisions of Article 4-2 Paragraph 1 (2) of the Hotel Business Act.

7. When the potential guest uses violence, threats, blackmail, or intimidation to make unjust or unreasonable demands against the hotel or its employees (excluding cases where the guest is requesting to eliminate social barriers pursuant to the provisions of Article 7 Paragraph 2 or Article 8 Paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities [Act No. 65 of 2013. Hereinafter referred to as "Act for Eliminating Discrimination against Persons with Disabilities"]), or is deemed to have engaged in any similar acts in the past.

8. When the potential guest repeatedly makes requests pursuant to the provisions of Article 5-6 of the Hotel Business Act, imposing an excessive burden and significantly hinder the provision of hotel services to the other guests.

9. When the hotel is unable to accommodate guests due to natural disaster, facility malfunction, or other inevitable circumstances.

10. 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.

11. When the potential guest is extremely unsanitary or is wearing extremely dirty clothes that may cause a nuisance to other guests.

12. When the potential guest conceals the fact that they have reserved a guestroom within the hotel for the purpose of making a profit, either for themselves or for a third party, by selling goods, etc.

13. When the potential guest does not comply with these Terms and Conditions or with cancellation and payment policies when making a reservation.

Article 5-2（Explanation of Refusal to Conclude Accommodation Contract）

In the event that the hotel refuses to enter into an accommodation contract in accordance with the preceding article, the person seeking accommodation may request an explanation for the reasons of the refusal.

Article 6（The Guest's Right to Terminate the Accommodation Agreement）

1. Guests may request that the hotel terminate the accommodation agreement.

2. If the accommodation agreement is terminated in full or in part for reasons attributable to the guest, the hotel shall charge a penalty in accordance with the provisions of Attached Table 2 （only in cases where the hotel specifies a deposit payment deadline and requests payment as stipulated in Article 3（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（1）, guests are only required to pay a penalty for terminating the accommodation agreement when they have been notified of this obligation.

3. If the guest does not arrive by 10 pm or two hours after a scheduled arrival time arranged in advance on the day of their stay without contacting the hotel, the accommodation agreement may be deemed to have been terminated by the guest.

Article 7（The Hotel's Right to Terminate the Accommodation Agreement）

1. The hotel may terminate the accommodation agreement in the following cases. However, this paragraph does not mean that the hotel may refuse accommodation for cases that are not listed in Article 5 of the Hotel Business Act.

   (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) to（c):
   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 is a patient of a specified infectious disease.

   (5) When the guest uses violence, threats, blackmail, or intimidation to make unjust or unreasonable demands against the hotel or its employees (excluding cases where the guest is requesting to eliminate social barriers pursuant to the provisions of Article 7 Paragraph 2 or Article 8 Paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities), or is deemed to have engaged in any similar acts in the past.

   (6) When the guest repeatedly makes requests pursuant to the provisions of Article 5-6 of the Hotel Business Act that would impose an excessive burden and significantly hinder the provision of hotel services to the other guests.

   (7) When the guest cannot be accommodated due to force majeure.

   (8) 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.

   (9) When the guest smokes in bed, messes with firefighting equipment, or otherwise violates the Hotel Rules and Regulations（limited to fire-related regulations）.

   (10) When the guest conceals the fact that they have reserved a guestroom within the hotel for the purpose of making a profit,

either for themselves or for a third party, by selling goods, etc.

(11) 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.

2. 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 7-2（Explanation of Cancellation of Accommodation Contract）

In the event that the hotel cancels the accommodation contract in accordance with the preceding article, the guest may request an explanation for the reasons of the cancellation.

Article 8（Guest Registration）

1. Guests must register the following information at the front desk on the day of their stay.

(1) Guest name, age, gender, address, and contact telephone number

(2) Departure date and planned departure time

(3) Other information deemed necessary by the hotel

2. International guests who do not have an address in Japan are required to present a scan or copy of their passport and register their nationality, passport number, port of entry, and immigration date in addition to the information listed above.

3. Guests who wish to pay the fees stipulated in Article 13 using traveler’s checks, hotel vouchers, credit cards, or any other alternative for currency must present this in advance when registering the information above. Be aware currency payment will not be accepted if the hotel has notified the guest in advance that currency is not accepted.

Article 9（Guestroom Hours）

1. Guestrooms may be used from 3 pm to 11 am the following day. However, for extended stays, guests may use the guestroom for the entire day excluding arrival and departure dates.

2. Notwithstanding the provisions of the preceding paragraph, the hotel may allow guests to use guestrooms outside the hours specified above. In doing so, the following extension fees will be charged:

(1) Until 2:00 pm: ¥1,000 per hour per guestroom

(2) After 2:00 pm: Full room rate

Article 10（Compliance with the Hotel Rules and Regulations）

Guests shall comply with these Terms and Conditions as well as Rules while staying at the hotel.

Article 11（Prohibited Acts）

1. 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) Unauthorized access of systems or computers or any similar acts

   (9) Sending or uploading harmful computer programs or any similar acts

   (10) Removal, defacing, or destroying equipment within the hotel facilities, or any similar acts

   (11) 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

   (12) Violence, threats, extortion, or other coercive and unreasonable demands against the hotel or its staff

   (13) Any acts that cause or risk causing inconvenience, damage, or disadvantage to other guests, third parties, the hotel, or the hotel group

   (14) 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

   (15) Acts that violate or risk violating public order or law, or any criminal acts

   (16) Displaying the power of an organized crime group or acts of aiding and abetting an organized crime group

   (17) Violation of any other provisions of these Terms and Conditions

(18) Violation of any other rules in the Hotel Rules and Regulations

(19) Any other acts deemed inappropriate by the hotel

2. 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（Hours）

1. Hours for the front desk, cashier, and other major facilities of the hotel are as follows. For detailed information on hours for other facilities, please see the attached pamphlet, signs throughout the hotel, or the service directory in the guestrooms.

(1) Closing time, front entrance: 24 hours/day

(2) Front desk: 24 hours/day

(3) Cashier: 24 hours/day

2. The hours in the preceding clause may be temporarily changed when doing so is necessary and unavoidable. The hotel shall take appropriate measures to notify guests of such changes.

Article 13（Payment of Fees）

1. A breakdown of accommodation fees to be paid by guests is listed in Appendix 1.

2. The accommodation fees in the preceding paragraph must be paid at the front desk on the day of the guest's arrival or upon the hotel's request in Japanese currency or traveler's checks, hotel vouchers, credit cards, or any other alternative for currency accepted by the hotel. However, be aware currency payment will not be accepted if the hotel has notified the guest in advance that currency is not accepted.

3. The accommodation fee will still be charged if the guest voluntarily chooses not to stay in an available room provided by the hotel.

4. 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）

1. The hotel shall compensate the guest for any damages arising from failure to execute the accommodation agreement or its related agreements. However, this shall not apply when damages are caused by reasons not attributable to the hotel.

2. 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 checkout deadline.

3. 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）

1. If the hotel is unable to provide a guestroom 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.

2. Notwithstanding the preceding paragraph, if the hotel is unable to find other accommodations, the hotel will pay compensation equivalent to the penalty, which will be allotted to damages. However, this compensation will not be paid when inability to provide a guestroom is for reasons not attributable to the hotel.

Article 16（Handling of Checked Items）

1. Loss or damage to any items, cash, or valuables checked at the front desk shall be compensated by the hotel, except in cases when such loss or damage is caused by force majeure. However, if the guest fails to declare the type and amount of valuables or cash when asked to do so by the hotel, the hotel will compensate a maximum of ¥50,000.

2. Loss or damage to items, cash, or valuables not checked at the front desk shall be compensated only when such loss or damage is caused by willful misconduct or negligence on the part of the hotel. However, if the guest has not declared the type and amount of such items in advance, the hotel will compensate a maximum of ¥50,000, unless the damage was caused by willful misconduct or negligence on the part of the hotel.

3. The following items cannot be checked at the front desk.

   (1) Any items or cash that are valued in excess of ¥500,000

   (2) Artwork and antiques

   (3) Equipment with information recording devices (computers, mobile phones, other IT equipment, etc.)

   (4) Items pertaining to personal information (client list, etc.)

   (5) Dangerous goods, bulky luggage, heavy goods, fragile items, etc., and any items the hotel deems unable to be checked at the front desk

Article 17（Storing Guest Luggage and Belongings）

1. The hotel shall store guest luggage arriving before its owners only when an arrangement has been made in advance, and shall hand it to the guest during check-in.

2. 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 delivered to the nearest police station, while other items will be disposed of one (1) month from the date of discovery. The same shall apply to items not taken in by the police. Please be aware the food, drink, cigarettes, magazines, and other items detrimental to sanitation will be disposed of on the same day.

3. The hotel reserves the right to inspect the contents of any luggage or personal belongings that are left unattended to appropriately handle them.

4. Liability on the part of the hotel for guest luggage or belongings of the preceding Paragraphs shall be governed by Article 16 Paragraph 1 in the case of Paragraph 1, and by Article 16 Paragraph 2 in the case of Paragraphs 2 and 3 .

Article 18（Housekeeping）

1. When a guest stays in the same room for two or more consecutive nights, housekeeping will be performed only upon request of the guest.

2. 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 guestrooms at any time if it is deemed necessary. Guestrooms may also be entered on days other than cleaning days for maintenance, legal inspections, and emergencies.

3. The guest shall not be able to refuse the housekeeping set forth in the preceding paragraph.

Article 19（Computer Networks）

1. 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.

2. 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 20（Parking Liability）

The hotel consents to let guests park their vehicles in the parking space when a guest uses the hotel parking lot, regardless of whether the guest has deposited the keys with the hotel, and the hotel shall not be held liable for management of the vehicle. However, the hotel shall be liable for compensation for any damage caused by willful misconduct or negligence in managing the parking lot.

Article 21（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 22（Exemptions）

The hotel shall be exempt from liability when an exemption set forth in these Terms and Conditions or the Rules and Regulations applies.

Article 23（Reporting to the Authorities）

1. 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.

2. 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 24（Changes to the Agreement）

1. These Terms and Conditions are subject to change without notice. Check the official website for the latest information.

2. Use of the hotel by the guest after changes to these Terms and Conditions constitutes consent to the amended agreement.

3. 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 25（Severability）

1. Even when a portion of these Terms and Conditions or other Rules is deemed legally invalid, the remaining provisions shall remain valid.

2. 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 26（Preferred Language）

The Japanese 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 Japanese document shall be contractually valid, and the translated document shall have no validity whatsoever.

Article 27（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.

Article 28（Governing Law and Court of Jurisdiction）

1. The accommodation agreement between the hotel and the guest shall be governed by the laws of Japan.

2. The Tokyo District Court or the Tokyo Summary Court shall have exclusive jurisdiction in the first instance over any disputes（including court mediation procedures）regarding the accommodation agreement between the hotel and the guest.

Appendix 1. Breakdown of Accommodation Fees（Related to Articles 2（1）and 12（1））

		Breakdown
Total Amount Payable	Room Rate	（1）Basic accommodation fee (Room Rate + Additional Services such as Breakfast)
	Additional Fees	（2）Other Charges
	Taxes	a. Consumption tax b. Accordance tax（based on prefectural ordinance） c. Bathing tax（hot spring resorts only）

Notes

In accordance with local government ordinances, some hotels may require payment of an accommodation tax.

If applicable, the amount of the accommodation tax will be listed on the relevant hotel’s page.

Appendix 2. Penalties（as per Article 6 Paragraph 2）...for Hotel

Notice of Cancellation	No-Show Without Notice	Same day	Previous day
Total Amount Payable by the Guest	Total Amount (as specified in Appendix Table 1)	80% of the Basic Accommodation Charge (Cancellation Fee)	20% of the Basic Accommodation Charge (Cancellation Fee)

Notes

1. If the number of contracted nights is reduced, a cancellation fee equivalent to one day (the first night) will be charged, regardless of the number of days reduced.

2. For accommodation plans sold to groups (15 guests or more), separate cancellation policies set by the hotel may take precedence over these terms.

3. For accommodation contracts under plans sold by partner companies via the internet or other channels, the cancellation policies specified by those companies may take precedence over these terms.

＜Hotel Rules and Regulation＞

We ask that guests abide by these Hotel Rules and Regulations to ensure that the hotel remains a public space and to ensure the safety and comfort of our guests (including daytime guests using rooms for teleworking, etc.; the same shall apply hereinafter). Guests who fail to abide by these rules may be refused further lodging or use of the hotel's facilities. Such guests may also be asked to pay for any damage caused to fixtures or equipment within the hotel.

＜Prohibited Actions＞

(1) Do not use guestrooms for purposes other than lodging without permission from the hotel.

(2) Do not use open flames for heating or cooking in the guestrooms, corridors, or other common areas.

(3) Do not smoke in non-smoking rooms (including smoking with e-cigarettes, heat-not-burn-tobacco, etc.). If smoking or cigarette butts are found in anon-smoking room, we will charge to the guest 10,000 yen as room cleaning feeand room damage compensation in addition to the room charge. Do not smoke in bed or other areas prone to catching fire, even when staying in a smoking room.

(4) Use the lobby to meet with outside visitors. Do not invite outside visitors into your guestroom.

(5) Do not move equipment or fixtures within the hotel or guestrooms from their designated locations without reason.

(6) Do not change or modify the current state of equipment within the hotel or guestrooms 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 guestrooms.

(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 guestrooms 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.

＜Prohibited uses of power banks and other rechargeable battery-powered devices＞

(1) To prevent accidents involving power banks and other devices containing rechargeable batteries, including overheating, smoke, and fire, and to ensure the safety of our guests and the Hotel, guests are prohibited from engaging in any of the following activities in guest rooms. If a fire or any other accident occurs as a result of a guest's violation of these rules and the Hotel suffers any loss or damage, the Hotel shall be entitled to claim compensation

from the guest for such loss or damage.

a. Using or charging a power bank or other rechargeable battery-powered device while leaving the guest room unattended, such as when going out.

b. Using or charging a power bank or other rechargeable battery-powered device while sleeping.

c. Using or charging a power bank or other rechargeable battery-powered device near a window exposed to direct sunlight.

d. Using or charging a power bank or other rechargeable battery-powered device on flammable materials such as beds, bed linens, or curtains.

e. Using or charging a power bank or other rechargeable battery-powered device that shows signs of damage, swelling, or abnormal heat generation.

(2) When charging a smartphone or any other electronic device using a power bank, or when charging a power bank or other rechargeable battery-powered device using the power supply in the guest room, please ensure that it is used only in a location where you are able to monitor its condition at all times so that any potential problem can be detected promptly and accidents can be prevented.

(3) If, during the cleaning of your guest room while you are staying at the Hotel, the Hotel confirms that a power bank or other rechargeable battery-powered device is being used in a manner prohibited under these rules, Hotel staff may, for safety reasons, relocate the device or stop the charging process.

(4) The measures described in the preceding paragraph are taken solely for the purpose of preventing accidents caused by overheating, smoke emission, fire, or similar incidents involving power banks and other rechargeable battery-powered devices, and to ensure the safety of our guests and the Hotel. The Hotel shall not be liable for any damage arising from the ordinary handling or relocation of such devices in connection with these measures. However, this shall not apply where such damage results from the Hotel's or its employees' willful misconduct or gross negligence.

＜Precautions＞

(1) As a general rule, items left with the hotel will be disposed of within one (1) month 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 delivered to the nearest police station, while other items will be disposed of one (1) month from the date of discovery. Please be aware the food, drink, cigarettes, magazines, and other items detrimental to sanitation will be disposed of on the same day.

(3) Please note that using the guestroom telephone to place a call outside the hotel will incur a facility usage fee.

(4) Housekeeping will be performed only for guests who request it. 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 guestrooms at any time if it is deemed necessary. Guestrooms may also be entered on days other than cleaning days for maintenance, legal inspections, and emergencies.

(5) 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.

(6) 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.

(7) If you lose your room key and cannot find it by the checkout time, JPY 1,000 will be charged to issue a new one.

(8) An external line will only be connected to a room if the guest's name and room number match. If you have any special requests regarding call handling, please inform the front desk in advance.

＜Refusal of Service＞

(1) Service will be refused to the following organizations and individuals:

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

b. Individuals involved in corporations or other organizations whose operations are controlled by an organized crime group.

c. Antisocial forces and their members and affiliates

(2) 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.

(3) Individuals who fail to immediately cease any of the aforementioned prohibited acts after receiving a warning from the hotel.

＜Use of the Communal Bath＞

To ensure the comfort and safety of guests using the Hotel's communal bath (the "Communal Bath"), we kindly ask that you observe the following rules.

■Eligibility

(1) The Communal Bath is available only to overnight guests, guests using a day-use plan, or persons authorized to enter under an agreement with the Hotel.

(2) Hotel staff conduct regular inspections of the Communal Bath. During such inspections, we may ask you to confirm your room number and name.

(3) Those who fall under the following categories will be refused entry.

a. An organized crime group or a member, associate member, or affiliate of an organized crime group or any other antisocial force

b. Those suspected of having an infectious disease or those who have been prohibited from bathing by a physician

c. Those who are menstruating, feeling unwell, heavily intoxicated, wearing diapers or disposable underwear, or unable to use the Communal Bath without assistance when unaccompanied

d. Those who bring hazardous items (including glassware, bottles, metal objects, blades, flammable materials, or explosives), or those entering with pets

e. Those who have violated these rules or any other applicable terms of use

(4) If you notice anyone who appears to be unwell, please notify a member of staff.

(5) Children below elementary school age must be accompanied by a parent or guardian. Parents or guardians must remain close to their children and supervise them at all times.

(6) In accordance with applicable prefectural ordinances, children may be prohibited from entering a bath designated for the opposite sex depending on their age.

(7) In accordance with guidance issued by the Ministry of Health, Labour and Welfare, use of the male and female bathing areas is determined based on physical characteristics.

■Etiquette

(1) Please do not bring food or beverages, laundry, electronic devices, jewelry, or any items other than bathing necessities into the Communal Bath.

(2) Before entering the bath, please wash your entire body thoroughly at the washing area.

(3) Please use the toilet when you need to relieve yourself. Please do not relieve yourself in the bathing area.

(4) When using soap, body wash, shampoo, or the shower, please take care not to splash other guests.

(5) Please do not reserve washing spaces or occupy any facilities for extended periods in a manner that inconveniences other guests.Share facilities during peak times.

(6) Belongings or bathing items left unattended for a long period of time may be collected by the Hotel.

(7) Return the washbasins and chairs provided to their original positions after use.

(8) Wearing clothes or a swimsuit or wrapping a towel around your body as you bathe is prohibited.

(9) Do not allow towels or hair to enter the bathwater.

(10) Hair coloring is not permitted in the changing room or bathing area.

(11) Jumping into the bathtub or swimming may cause a nuisance to other guests and is prohibited.

(12) Please dry yourself thoroughly before moving from the bathing area to the changing room.

(13) Guests with tattoos are asked to be considerate of other guests by covering them with tattoo cover stickers or similar means.Please note that the Hotel may refuse use of the Communal Bath if it determines that a tattoo may cause other guests to feel uneasy or intimidated.

(14) Do not run or make loud noises in the Communal Bath.

(15) Do not lie down or take naps in the Communal Bath.

■Safety and Hygiene

(1) Smoking is prohibited in the Communal Bath.

(2) Please exercise caution, as floors in the bathing area may be very slippery.

(3) Do not carry wet towels outside the bathing area.

(4) Do not put soap, body wash, shampoo, bath additives, foreign substances, or anything with a strong or unusual odor into the baths.

■Personal Belongings and Keys

(1) Please store your belongings in a locker and ensure that it is locked. Valuables should be placed in a valuables locker or left at the front desk for safekeeping.

(2) Guests are responsible for keeping their keys secure. In the event of loss or damage, you may be required to pay the applicable replacement or repair cost.

■Prohibited Conduct

(1) Any conduct that inconveniences other guests or disrupts order and decorum in the Communal Bath is strictly prohibited.

(2) Photography, video recording, audio recording, and the use of electronic devices are strictly prohibited in the Communal Bath.

(3) For cleaning and security reasons, the Communal Bath may not be used outside its designated operating hours.

(4) Do not enter staff-only areas without authorization.

■Other Precautions

(1) Immediately cease any actions that violate the Rules or are deemed disruptive to other guests when instructed to do so by a member of staff. Failure to comply may result in expulsion.

(2) The staff may, at their discretion, ask guests to refrain from bringing in certain items, engaging in certain activities, or using the communal bath, even if such matters are not specifically addressed in these Rules. We appreciate your understanding.

(3) Guests who refuse to leave despite instructions from staff may be reported to police or other authorities. No refunds will be given.

(4) The Hotel shall not be held liable for any accidents, lost or stolen belongings or keys, or disputes between guests during use of the Communal Bath.

(5) The Communal Bath may be unavailable due to unforeseen circumstances or for management purposes.

(6) In emergencies requiring evacuation, follow hotel announcements and staff instructions and remain calm.

(7) Matters not provided for in these rules shall be governed by the Hotel's Terms and Conditions for Accommodation Contracts.

(8) These rules may be subject to irregular changes.