

● TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS ●

(Scope of Application)

- Article 1. Contracts for Accommodation and related agreements (including contracts for day use, etc., hereinafter referred to collectively as “Accommodation”, “Accommodation Contracts”) to be entered into between this Hotel and the Guest (refers to all guests using a guest room at the hotel) to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations (“laws and regulations,” or those based on laws and regulations. The same shall apply hereinafter) and/or generally accepted practices.
2. In the case when the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, notwithstanding the preceding Paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

(Application for Accommodation Contracts)

- Article 2. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars.
- (1) Name of the Guest (s)
 - (2) Date of accommodation and estimated time of arrival
 - (3) Accommodation Charges (based in principle on the Basic Accommodation Charges listed in the Attached Table No.1)
 - (4) Other particulars deemed necessary by the Hotel
2. If Guests request to extend their stay, during their stay, beyond the date in subparagraph (2) of the preceding paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

(Conclusion of Accommodation Contracts, etc.)

- Article 3. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply where it has been proved that the Hotel has not accepted the application.
2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit set by the Hotel within the limits of Basic Accommodation Charges covering the Guest’s entire period of stay by the date

specified by the Hotel.

3. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest, secondly for the cancellation charges under Article 8 and thirdly for the reparations under Article 21 as applicable. The remainder, if any, shall be refunded at the time of payment for accommodation as stated in Article 15.
4. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.

(Special Contracts Requiring No Accommodation Deposit)

Article 4. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.

2. In the case when the Hotel has not requested payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as though the Hotel has accepted a special contract prescribed in the preceding Paragraph.

(Request for Cooperation in Infection Control Measures at Facilities)

Article 5. The Hotel may request cooperation from the person who intends to stay at the hotel in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

(Refusal of Accommodation Contracts)

Article 6. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following cases. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.

- (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions
- (2) When the Hotel is fully booked and there is no vacancy
- (3) When the Guest seeking accommodation is deemed liable to conduct himself/herself in

a manner that will violate laws or act against the public order or good morals in regard to his/her accommodation

- (4) When the person who intends to stay at this hotel is deemed to fall under any of the following items (a) through (c).
 - (a) Organized crime groups as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Groups (Act No. 77 of 1991) (hereinafter referred to as "organized crime groups"), members of organized crime groups as defined in Article 2, Item 6 of the same article (hereinafter referred to as "members of organized crime groups"), associate members of organized crime groups or persons related to organized crime groups, or other anti-social forces
 - (b) When the person is an organized crime group or a corporation or other organization whose business activities are controlled by an organized crime group or a member of an organized crime group
 - (c) A person who is a juridical person and one of its officers falls under the category of an organized crime group member
- (5) When the person is behaving in such a manner as to be an annoyance to other guests
- (6) When a person who intends to stay at this hotel is a patient, etc. of a specified infectious disease as defined in Article 4-2, paragraph 1, item 2 of the Hotel Business Act (hereinafter referred to as "patient, etc. of specified infectious disease")
- (7) When a violent act of demand is committed or a burden exceeding a reasonable range is demanded with regard to accommodation (Excluding cases where the person seeking accommodation requests the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act (Act No. 65 of 2013. Hereinafter referred to as the "Act on Elimination of Discrimination against Persons with Disabilities") on Promotion of Elimination of Discrimination on the Basis of Disability.)
- (8) When the person who intends to stay in the Hotel has repeatedly made a request to the Hotel as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as a request whose burden is excessive in its implementation, and which may seriously impede the provision of accommodation-related services to other guests
- (9) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes
- (10) When the case falls under the provisions of Article 4 of Kanagawa Prefectural Ordinance No.64

(Explanation of Refusal to Conclude a Contract of Accommodation)

Article 7. The person who intends to stay may request the Hotel to explain the reasons for

its refusal to enter into a contract of accommodation in accordance with the preceding article.

(Right to Cancel Accommodation Contracts by the Guest)

Article 8. The Guest is entitled to cancel the Accommodation Contract by notifying the Hotel.

2. If the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before payment), the Guest shall pay cancellation charges as listed in the Attached Table No.2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the Guest.
3. If the Guest does not appear by 8 PM on the accommodation date (or two hours after the informed expected time of arrival) without prior notice, the Hotel may regard the Accommodation Contract as cancelled by the Guest.

(Right to Cancel Accommodation Contracts by the Hotel)

Article 9. The Hotel may cancel the Accommodation Contract under any of following circumstances. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.

- (1) When the Guest is deemed liable for conduct and/or has conducted himself/herself in a manner that will violate laws or act against the public order and good morals in regard to his/her accommodation
- (2) When it is recognized that the Guest falls under any of the following items (a) through (c)
 - (a) When the Guest is a crime group, a member of a crime group, a quasi-constituent of a crime group, or a person related to a crime group, or any other anti-social group
 - (b) When the Guest is a juridical person or other organization whose business activities are controlled by a crime group or a member of a crime group.
 - (c) When the Guest seeking accommodation is a corporation which any of directors are proven to be a member of an organized crime group
- (3) When the Guest is behaving in such a manner as to be an annoyance to other guests
- (4) When the Guest is a patient, etc. of specified infectious disease

- (5) When the Guest who intends to stay at the accommodation commits a violent demand act or asks for a burden exceeding a reasonable range with regard to the accommodation (except when the guest requests the removal of social barriers as provided in Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on Elimination of Discrimination against Persons with Disabilities)
 - (6) When the Guest repeatedly makes a request to this hotel that is so burdensome in its implementation that it may seriously impede the provision of accommodation-related services to other guests, as specified in the Article 5-6 of the Enforcement Regulations of the Hotel Business Act
 - (7) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure
 - (8) When the case falls under the provisions of Article 4 of Kanagawa Prefectural Ordinance No.64
 - (9) When the Guest does not observe prohibited actions, such as smoking in bed, tampers with fire-fighting facilities and otherwise breaches Hotel Regulations stipulated by the Hotel (restricted to particulars deemed necessary to avoid causing fires)
2. If the Hotel has canceled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not charge the Guest for any of the services during the contractual period he/she has not received.

(Explanation of Cancellation of Accommodation Contract)

Article 10. If the Hotel cancels the accommodation contract in accordance with the preceding article, the Guest may request an explanation of the reasons for such cancellation.

(Registration)

Article 11. The Guest shall register the following particulars at the Front Desk of the Hotel on the day of accommodation.

- (1) Name, address, and contact information of the Guest(s)
 - (2) Nationality and passport number for foreigners who do not have a domicile in Japan
 - (3) Other particulars deemed necessary by the Hotel
2. In the case when the Guest intends to make payment of the charges in accordance with Article 15 by any means other than Japanese currency, such as traveler's checks, coupons, credit cards, etc., these credentials shall be shown in advance at the time of registration in accordance with the preceding paragraph.

(Occupancy Hours of Guest Rooms)

Article 12. The Guest is entitled to occupy the contracted guest room of the Hotel from 2:00 pm on the day of arrival to 11:00 am on the day of departure (not applicable if the guest is staying in a package plan that specifies otherwise). However, in the case when the Guest is accommodated continuously, the Guest may occupy the guest room all day, except for the days of arrival and departure. Guests may be asked to wait until after 2 pm (or the check-in time specified in the accommodation package) to occupy their contracted guest room in cases such as room maintenance or other unavoidable circumstances.

2. The hotel may, notwithstanding the provisions prescribed in the preceding paragraph, charge a predetermined additional fee if the check-out time is exceeded. Extra charges vary depending on room type and length of extension. Please inquire at the front desk for detailed rates.
3. The times specified in Paragraph 1 are subject to temporary changes due to unavoidable causes. The Guest will be informed by appropriate means in such cases.

(Observance of Hotel Regulations)

Article 13. The Guest shall observe the Hotel Regulations established by the Hotel, which are based on these terms and conditions and displayed on the premises.

(Business Hours)

Article 14. The business hours of the Hotel main facilities are displayed in various places within the premises of the Hotel. The business hours displayed are subject to temporary changes due to unavoidable causes. The Guest will be informed by appropriate means in such cases.

(Payment of Accommodation Charges)

Article 15. The breakdown of the Accommodation Charges, etc. that the Guest shall pay is as listed in the Attached Table No.1.

2. Accommodation charges, etc. as stated in the preceding Paragraph shall be paid in a currency (Japanese currency only) at Front Desk at the time of the Guest's departure or upon request by the Hotel. Other means acceptable to the Hotel are traveler's cheques, coupons and credit cards. If special circumstances occur, they will be considered separately.

3. Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the Hotel.

(Liabilities of the Hotel)

Article 16. The Hotel shall compensate the Guest for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and /or related agreements. However, the same shall not apply in cases where such damage has been caused due to reasons for which the Hotel is not liable.

2. The Hotel is covered by the Hotel Liability Insurance to deal with unexpected fire and/or other disasters. The insurance only applies to hotel guests staying at the Hotel, the persons other than registered guest are requested to refrain from entering the guest rooms.

(Handling when unable to provide Contracted Rooms)

Article 17. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.

2. When arrangement of other accommodation cannot be made notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodation due to cause for which the Hotel is not liable, the Hotel shall not compensate the Guest.

(Handling of Deposited Articles)

Article 18. The Hotel shall compensate for the Guest for damages when loss, breakage, or other damage occurs to goods, cash, or valuables deposited at the front desk by the Guest, except in the case when such damage is caused by force majeure. However, for cash and valuables, when the Hotel has requested the Guest for an appraisal of its type and the value and the Guest has failed to do so, the Hotel shall compensate the Guest up to a maximum of 150000 yen.

2. The Hotel shall compensate for the Guest for damages when loss, breakage or other damage is caused, through intent or negligence on the part of the Hotel, to the goods, cash or valuables brought onto the premises of the Hotel by the Guest but are not deposited at the Front Desk. However, in the event that the type and value of the guest's property or cash and valuables have not been disclosed in advance, the Hotel

shall compensate for damages up to 150000 yen, except in the case of intent or gross negligence on the part of the hotel.

(Custody of Baggage and/or Belongings of the Guest)

Article 19. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to store it only in the case when such a request has been accepted from the Hotel. The baggage shall be handed over to the Guest at the Front Desk at the time of his/her check-in.

2. When the baggage or belongings of the Guest are left behind after check-out, the Hotel shall wait for the owner's contact and ask for further instructions. When no such contact or instructions are given to the Hotel by the owner, the hotel will discard the baggage or belongings after one month (the day following the day of detection in the case of food, beverages, cigarettes, magazines, etc.) from detection.
3. The Hotel's liability in regards to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2.

(Liability in regard to Parking)

Article 20. The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot within the premises of the Hotel, as it shall be regarded that the Hotel simply offers the space for parking, whether the key of the vehicle has been deposited to the Hotel or not. However, the Hotel shall compensate the Guest for damage caused through intent or negligence on the part of the Hotel in regard to the management of the parking lot.

(Liability of the Guest)

Article 21. The Guest shall compensate the Hotel for damage caused through intention or negligence on part of the Guest.

(Legal Disclaimer)

Article 22. The Guests use computer communications from within the Hotel at their own risk. The Hotel will not be liable for any damage suffered by a user as a result of service being interrupted due to a system failure or other reason while Guests are using computer communication. In addition, if any damage is caused to the Hotel or a third party due to an act that the Hotel judges to be inappropriate in the use of computer

communications, the Guest will provide compensation for that damage.

(Governing law)

Article 23. Any and all disputes arising under these Terms and Conditions will be resolved in accordance with Japanese law in the Japanese court with jurisdiction over the location of the Hotel.

(Governing language)

Article 24. These Terms and Conditions have been provided in both Japanese and English. If there is any discrepancy or difference between the Japanese version and the English version, the Japanese version will take precedence.

(Changes to Terms and Conditions)

Article 25. The Hotel may amend these Terms and Conditions in the following cases by posting the revised contents and effective date on its website. When necessary, the Hotel shall notify Guests through other appropriate means.

- (1) When the content of amendment is in the general interest of Guests
- (2) When the content of amendment does not contravene the objective of transactions related to these Terms and Conditions, and when said changes are reasonable based on their necessity, the suitability of content following the changes, and any other circumstances related to the changes

Attached Table No.1

Calculation method for Accommodation Charges, etc. (Ref. Paragraph 1 of Article 2, Paragraph 1 of Article 15)

		Contents
Total Amount be paid by the Guest	Accommodation Charges	① Basic Accommodation Charge (Room Charge (or Room Charge plus Food and Beverage Expenses such as Breakfast, etc.) ② Service Charge (①×15%)
	Extra Charges	③ Additional Meals and Drinks(excluding those included in①) ④ Service Charge (③×15%)
	Tax	Consumption Tax

Remarks: 1 The basic room charge is based on the tariff posted at the front desk.

2 Children under elementary school age will be charged a child rate, in case of meals and bedding like those for adults are provided, the same rate as an adult rate will be charged.

Children who are not yet enrolled in elementary school are free of charge unless bedding and meals are provided.

Attached Table No.2

Cancellation Charge for the Hotel (Ref. Paragraph 2 of Article 8)

Contracted Number of Guest Date when Cancellation of Contract is Notified	Individual	Group	
	1 to 14	15 to 99	100 and more
No Show	100 %	100 %	100 %
Accommodation Day	80%	80%	100%
1 Day Prior to Accommodation Day	20%	20%	80%
9 Days Prior to Accommodation Day		10%	20%
20 Days Prior to Accommodation Day			10%

Remarks:

1. The percentages signify the rate of cancellation charge to the basic accommodation charges.
2. When the number of days contracted is shortened, cancellation charge for its first day shall be paid by the Guest regardless of the number of days shortened.
3. For group bookings of 15 persons and more, cancellations made up to 10 days prior to the scheduled accommodation day (or the date of acceptance if the application is accepted after this period) will incur no penalty if the number of people cancelled does not exceed 10% of the total booking number (fraction will be rounded up).
4. For cancellations of accommodation packages planned by the Hotel or for specific groups, penalties will be determined differently from the above provisions.