

## Accommodation policy

### (Scope)

- Article 1 Accommodation contracts and related agreements entered into by the hotel with guests shall be in accordance with the provisions of these terms and conditions, and any matters not provided for in these terms and conditions shall be subject to the provisions of laws and regulations (laws and regulations, or as provided for by aforementioned laws and regulations; the same shall apply hereinafter), or generally established conventions.
2. In the event that the hotel agrees to a special agreement that does not violate laws and regulations etc., and conventions, such special agreement shall prevail, notwithstanding the provisions of the preceding paragraph.

### (Application for hotel agreement)

- Article 2 Persons seeking to apply for use of the hotel are those who present the following information to the hotel:
- (1) Guest name
  - (2) Dates of stay and expected arrival time
  - (3) Accommodation rates (as a rule, base rate as seen on Table 1)
  - (4) Other information required by the hotel
2. Where hotel guests exceed the dates of stay stipulated in Item 2 of the preceding paragraph and apply to extend their stay, the hotel shall treat this as a new application for hotel agreement effective the date said filing was made.
3. The party registering for the accommodation shall, upon request of the hotel, immediately submit a guest list containing the guests' names, addresses, and telephone numbers, even if an accommodation agreement has already been concluded.

### (Entering into hotel agreement)

- Article 3 Hotel agreements go into effect when the hotel consents to an application as described in the preceding mm. The above may not apply where the hotel demonstrates that it has not made such consent.
2. Where a hotel agreement goes into effect per the terms of the preceding paragraph, guests of the hotel shall pay the application fee stipulated by the hotel, the maximum being the base rate for the given number of dates of stay (or a maximum of three days for a length exceeding three days), by the date specified by the hotel.
3. Application fees shall be used towards the final hotel rates payable by the guest; where circumstances defined in Article 6 and 18 occur, said fees shall be used towards breach of contract penalties and then towards indemnification, in that order. Any remaining amount shall be returned following payment of the amount as stipulated in Article 12.
4. If payment of funds stipulated in Paragraph 2 above is not made by the date specified by the hotel per the terms of the same paragraph, the agreement is rendered null and void. The above shall be limited to cases where the hotel specifies the payment date of application fees to the guest.
5. In the event that the hotel presents incorrect room rates on its web site or provides an incorrect room rate over the telephone, and a guest files to enter an accommodation agreement based on such information, and the hotel subsequently accepts the agreement, if the room charge is significantly lower than the room charge for the preceding or following date, the hotel reserves the right to terminate the accommodation agreement on the grounds of discrepancies under the Civil Code, unless there was an explicit reason for the lower price, such as a "limited time offer," "special offer," "promotional campaign" etc.
6. The hotel may call the point of contact provided by the quest guest to confirm the reservation on any day prior to the scheduled date of stay.

### (Special paragraph: where application fees are not required)

- Article 4 The terms of Paragraph 2 of the preceding article notwithstanding, the hotel may comply with special paragraphs stipulating that the application fees described above are not required.
2. Where the hotel does not seek the application fees stipulated in Paragraph 2 of the preceding article, or where the hotel does not specify a payment date for said application fees, it shall be treated as having invoked the special paragraph above.

### (Request for cooperation with infection prevention measures at hotel facilities)

- Article 4-2 The hotel may request cooperation from guests seeking accommodation 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 hotel agreement)

- Article 5 The hotel may refuse to conclude an accommodation contract in the following cases. However, this paragraph does not mean that the hotel may refuse to accommodate a guest in cases other than those specified in Article 5 of the Hotel Business Act.

- (1) If the application for stay does not conform to or was not made per these terms and conditions;
- (2) If there are no rooms available due to full occupancy;
- (3) If the person or persons seeking to stay at the hotel engage in activities that might contravene laws, statutes, regulations, requests from government offices, or disturb the peace or the common weal, or where there is a risk of the same;
- (4) If any of items A through C below are found to apply to the person or persons seeking to stay at the hotel:
  - a) Organized crime syndicates ("Organized Crime Syndicate" or "Organized Crime Syndicates") as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (1991 Act 77), Organized Crime Syndicate members (hereinafter, "Organized Crime Syndicate Members") as defined in Item 6 of the same Article, or associates of or parties involved with Organized Crime Syndicates, or other anti-social forces;
  - b) A company or organization the activities of which are controlled by an Organized Crime Syndicate or the members thereof;
  - c) A corporation the executives of which include members of Organized Crime Syndicates;
- (5) Where the person or persons seeking to stay at the hotel have caused undue disturbance to other guests. Also deemed at risk of disturbing the peace within the hotel, such as filing a complaint or lodging a request within the hotel with no reasonable grounds to do so;
- (6) When the guest seeking accommodation at the hotel is a patient, etc. suffering from a specified infectious disease prescribed in Article 4-2, paragraph 1, item 2 of the Hotel Business Act (hereinafter referred to as a "patient, etc. suffering from a specified infectious disease").
- (7) When the hotel receives a violent demand and/or is requested to assume an unreasonable burden in regard to the guest's accommodation (excluding demands for the elimination of social barriers pursuant to the provisions of Article 7, Paragraph 2, or Article 8, Paragraph 2 of the act relating to the promotion of elimination of discrimination on the basis of disabilities (Act No. 65 of 2013, hereinafter referred to as the "Act for Eliminating Discrimination against Persons with Disabilities)).
- (8) When the guest seeking accommodation repeatedly makes requests to the hotel that are unreasonably burdensome and may seriously impede the provision of accommodation-related services to other guests, as stipulated in Article 5-6 of the Ordinance for Enforcement of the Hotel Business Act.
- (9) Where natural disasters, damage to the facilities, or other acts of God or force majeure render stay at the hotel impossible;
- (10) Where the person or persons intending to stay at the hotel are found to be drunk, and are at risk of causing significant inconvenience to other guests; (Chiba Prefecture Hotel Business Act Enforcement Ordinance, Article 15)
- (11) Where the person or persons seeking to stay at the intends to use it for commercial purposes, such as resale, but has concealed such fact when applying;

### (Explanation regarding refusal of accommodation contracts)

- Article 5-2 In the event that the hotel refuses to enter into an accommodation contract pursuant to the preceding article, the guest seeking accommodation may request an explanation of the reasons for such refusal.

### (Customer's right to cancel)

- Article 6 Customers can request that the hotel terminate their accommodation agreement.
2. Where canceling an agreement, in whole or in part, for causes imputable to the guest (excludes cases where, per Article 3, Paragraph 2, the hotel stipulates a date for payment of application fees and requests their payment, and the guest files for termination in advance of said payment), the hotel will collect breach of contract penalties as stipulated per Table 2. Where the hotel complies with the terms of Article 4, Paragraph 1, payment of breach of contract for termination of the agreement shall apply only to those cases where the hotel notifies the guest.
3. Where a guest does not arrive at the hotel on the intended date of stay before 12:00 PM (where the date of arrival has been explicitly stated in advance, two hours after said time) and does not notify the hotel, the guest shall be held to have withdrawn from the agreement.

### (Hotel's right to cancel)

- Article 7 The hotel may cancel an accommodation contract in the following cases. However, this paragraph does not mean that the hotel may refuse to accommodate a guest in cases other than those specified in Article 5 of the Hotel Business Act.

- (1) If the guest has engaged in or may engage in acts that are in breach of laws, statutes, or regulations, or disturb the peace or are in contravention of the public weal;
  - (1)-2 Where the guest is deemed at risk of disturbing the peace within the hotel, such as filing a complaint or lodging a request within the hotel with no reasonable grounds to do so;
  - (2) If any of items A through C below are found to apply to the person or persons seeking to stay at the hotel:
    - a) An Organized Crime Syndicate, member of an Organized Crime Syndicate, or associate member of the same, or a person engaged in relations with an Organized Crime Syndicate, or other anti-social forces;
    - b) A company or organization the activities of which are controlled by an Organized Crime Syndicate or the members thereof;
    - c) A corporation the executives of which include members of Organized Crime Syndicates;
  - (3) Where causing undue disturbance to other guests;
  - (4) When a guest is a patient, etc. suffering from a specified infectious disease.
  - (5) When the hotel receives a violent demand and/or is requested to assume an unreasonable burden in regard to the guest's accommodation (excluding demands for the elimination of social barriers pursuant to the provisions of Article 7, Paragraph 2, or Article 8, Paragraph 2 of the act relating to the promotion of elimination of discrimination on the basis of disabilities (Act No. 65 of 2013, hereinafter referred to as the "Act for Eliminating Discrimination against Persons with Disabilities)).
  - (6) When the guest seeking accommodation repeatedly makes requests to the hotel that are unreasonably burdensome and may seriously impede the provision of accommodation-related services to other guests, as stipulated in Article 5-6 of the Ordinance for Enforcement of the Hotel Business Act.
  - (7) Where unable to allow the guest to stay for reasons owing to force majeure or other cause;
  - (8) Where the person or persons intending to stay at the hotel are found to be drunk, and are at risk of causing significant inconvenience to other guests; (Chiba Prefecture Hotel Business Act Enforcement Ordinance, Article 16)
  - (9) Smoking (including heat-not-burn tobacco products) outside of the designated areas in the hotel, tampering with firefighting equipment, or otherwise failing to comply with the hotel's rules of use;
  - (10) Where it is found that the accommodation agreement was concluded under conditions as set forth in Article 5, Item 11;
  - (11) Where the person who registered for the accommodation does not immediately respond to the hotel's requests per Article 2, Paragraph 3;
2. Where the hotel terminates an agreement per the preceding paragraph and the cause for termination is Item 7 and Item 8 under the preceding paragraph, the hotel shall not bill the guest for any services not yet rendered. In the event that the termination is due to any other reason, the customer shall pay as penalties any charges for accommodation services and other fees that have not yet been provided.

(Explanation regarding cancellation of accommodation contracts)

Article 7-2 In the event that the hotel cancels an accommodation contract pursuant to the preceding article, the guest seeking a accommodation may request an explanation of the reasons for such cancellation.

(Registration of stay)

- Article 8 On the date of their stay, guests shall register the following information at the hotel front desk:
- (1) The name, address, telephone numbers and prior and subsequent place of lodging of members in the party, if applicable
  - (2) Nationality and passport number for foreigners who do not have a domicile in Japan
  - (3) Names of accompanying guests
  - (4) Other information required by the hotel
2. Where guests intend to pay for the fees stipulated in Article 12 in the form of traveler's checks, coupons, credit cards, or other means in lieu of cash, they shall present said means of payment in advance at the time of registration as described in the previous paragraph.

(Guest room usage hours)

Article 9 Guest rooms may be used from 3:00 PM to 12:00 PM (noon) on the following day. If staying for consecutive days, the guest room can be used for the entire day, excluding the days of arrival and

departure. Note that even after 3:00 PM, when guest rooms can be used, you may be required to wait in the event of maintenance or other issues.

2. The hotel may consent to use of guest rooms for hours other than those stipulated above, the terms above notwithstanding. In the case above, the following fees shall apply.
- (1) Before 9:00 AM on the day of arrival: 100% of the room rate
  - (2) Between 9:00 AM to noon on the day of arrival: 50% of the room rate
  - (3) Between noon and 3:00 PM on the day of arrival: 30% of the room rate
  - (4) 30% of the room rate until 3:00 PM on the day of departure
  - (5) 50% of the room rate until 6:00 PM on the day of departure
  - (6) After 6:00 PM on the day of departure: 100% of the room rate

(Adherence to terms)

Article 10 Hotel guests shall observe all terms stipulated within the during their stay there.

(Hours)

- Article 11 The business hours of the hotel's main facilities are as follows, and detailed business hours of other facilities are posted at each location.
- (1) Front desk service hours:
    - a) No curfew
    - b) Front desk services: 24 hours
  - (2) Food and drink service hours:
    - a) Breakfast: 7:00 AM-10:30 AM
    - b) Lunch: 11:30 AM -2:00 PM
    - c) Dinner: 5:00 PM -11:00 PM
2. The times in the paragraph above may be subject to change where required. Guests will be notified by appropriate means in said case.

(Payment of fees)

- Article 12 The breakdown of hotel rates paid by guests shall follow those described in Table 1.
2. Payment of the preceding hotel rates shall be made at the front desk in cash or in traveler's checks, coupons, credit cards, or other equivalent methods approved of by the hotel and performed upon departure at the hotel or when asked to by the same, and paid at the front desk.
  3. Where the hotel provides a guest with a room and it is in a usable condition, hotel rates apply even where the guest voluntarily chooses not to stay at the hotel.

(Hotel obligations)

- Article 13 The hotel shall compensate guests for any damages sustained from execution of this hotel contract or related contracts, or for the non-execution of the same. Note that the above may not apply where the above damages are by causes not imputable to the hotel.
2. The hotel shall enroll in hotel liability insurance in order to prepare for the potential of a fire or other emergency.

(Procedure where a contracted room cannot be provided)

- Article 14 Where the hotel is unable to provide the room for which a guest contracted, the hotel shall, having obtained the consent of the guest, introduce an equivalent lodging facility to the extent possible.
2. The terms of the above paragraph notwithstanding, where the hotel is unable to refer the guest to an equivalent lodging facility, the hotel shall pay compensation equivalent to breach of contract fees to the guest, and this compensation used against the sum total of damages.
- The aforementioned amount shall not be paid in cases where a room cannot be provided for reasons not imputable to the hotel.

(Handling of deposited articles)

- Article 15 Where articles, cash, and/or valuables deposited at the hotel front desk by guests are lost, damaged, or otherwise harmed, the hotel shall bear liability for said damages, except for causes imputable to force majeure.
- Where a guest deposits articles, cash and/or valuables and asks the guest to state the value, but the guest does not, the hotel shall be liable for damages up to but not exceeding 150,000 JPY.
2. Where loss of or damage to articles, cash, and/or valuables brought into the hotel by guests and deposited at the front desk is caused willfully or in negligence by the hotel, the hotel shall pay damages for the same. Where the guest does not state the type and value of the article or articles and the hotel, whether willfully or in negligence, causes the above, the hotel shall be liable for damages up to but not exceeding 150,000 JPY.

2-2 Even where the hotel is liable for damages under Paragraphs 1 and 2, it shall not be liable for the following articles.  
Manuscripts, designs, drawings, account ledgers, and other similar items (including items recorded on magnetic tapes, magnetic disks, CD-ROMs, optical disks, and other recording media that can be directly processed by information equipment (computers and their devices and other peripherals)).

(Storage of guest luggage and articles)

Article 16 Where guest luggage arrives at the hotel before a guest, the hotel shall store said luggage only where it gave advance consent to do so; luggage shall be given to guests upon check-in at the front desk.

2. In the case of the preceding paragraph, the hotel's responsibility for the custody of the guest's baggage or personal belongings shall conform to the provisions of Paragraph 1 of the preceding article.

(Parking obligations)

Article 17 Where guests park vehicles within the hotel grounds, including the parking lots, regardless of whether a guest entrusts a key to the hotel, the hotel solely provides a parking space and waives all liability for maintenance and management of the vehicle. However, where management of the space within the parking lot by the hotel causes damages, whether willfully or in negligence, the hotel shall be liable for said damages.

(Guest obligations)

Article 18 Any damages sustained by the hotel for causes imputable to a guest, whether willfully or through negligence, shall be paid by the guest to the hotel.

2. All guest rooms are non-smoking. If cigarette butts are found within the guest room or the smell of cigarettes is detected, the guest will be charged the actual cost of deodorizing, cleaning bedding, curtains, wallpaper, and other furnishings and other repairs.  
In addition, the hotel reserves the right to claim business indemnification costs associated with any damages arising from

inability to rent the room due to such repairs.

3. In order to provide accommodation services smoothly per the accommodation agreement, in the unlikely event that a guest finds the nature of services provided differs from the contents of that agreement, the guest must promptly notify the hotel to that effect.

(Language)

Article 19 These provisions are provided in Japanese and English, but in the event of any inconsistency or difference between the two versions, the Japanese version shall prevail.

(Jurisdiction and governing law)

Article 20 All disputes between the hotel and a guest regarding the accommodation agreement shall be governed by the laws of Japan, and the district court or summary court in Japan with jurisdiction over the location of the hotel shall serve as the court of exclusive jurisdiction.

(Changes to policy)

Article 21 These terms and conditions fall under standard terms of contract as set forth in the Japanese Civil Code, and the hotel reserves the right to change these terms and conditions at its discretion when said changes conform to the general interests of the customer or are reasonable in light of circumstances relating to the change.

2. Changes to these terms and conditions take effect from the effective date specified at the time of publication, when the new terms are posted on the hotel's official website.

3. When the guest makes a reservation for an accommodation agreement on or after the effective date of the revised accommodation policy, the guest shall be deemed to have agreed to the revised accommodation policy.

Table 1: Breakdown of accommodation costs (pertains to Article 2, Paragraph 1 and Article 12, paragraph 1)

		Breakdown
Total amount payable by guest	Hotel rate	1. Basic room charge (room rate (room rate + breakfast + other usage fees)) 2. Service charge (1 x 10%)
	Additional charges	3. Additional food and beverage + other usage fees (excluding those included in (1) above) 4. Service charge (3 x 10%)
	Tax	5. Consumption tax

Notes

1. If applicable tax legislation is revised, the rates shall be in accordance with those revisions.

Table 2: Penalties (pertains to Article 6, Paragraph 2)

Date on which notification of cancellation was received		No-show	Same-day	Day prior	7 days prior	14 days prior	Up to 20 days prior	30 days prior
Number of applicants								
General (individuals)	Up to 14 persons	100%	100%	50%	20%	10%		
Groups	15-99 persons	100%	100%	50%	20%	10%		
	100 or more persons	100%	100%	80%	60%	40%	20%	10%

Note:

1. % is the penalty rate for breach of contract charged against the base rate. However, for accommodation packages that include breakfast, etc., the advertised amount ("Package Rate") will be charged as penalties.
2. If the originally contracted dates of stay are decreased, a charge equivalent to one day of stay (first day), regardless of the number of new dates of stay, is levied.
3. Where a partial cancellation is made for bookings of groups (fifteen persons or more), fees are not levied on 10% of the total number of guests (fractional amounts to be rounded up) as of ten days prior to the stay (where a booking is made within ten days of stay, as of the date of booking).
4. If the accommodation package has its own cancellation policies, those will prevail.  
Accommodation packages planned by the hotel or specific organizations may stipulate penalties different from the provisions described above.

Additional provisions

Article 1: The hotel established its accommodation policy on September 1, 2023, and it took effect on that date.

Article 2: The Hotel has newly included Article 4-2; Article 5, Item 8; Article 5-2; Article 7, Paragraph 1, Item 6; and Article 7-2, respectively and made partial revisions to Article 1, Paragraph 1; Article 5, Item 6 and Item 7; Article 7, Paragraph 1; Article 7, Paragraph 1, Item 4 and Item 5; and Article 8, Paragraph 1, Items 1 and Item 2, respectively, in the Terms and Conditions for Accommodation Contracts on February 26, 2024, which shall come into effect on March 13, 2024.

## Terms of use

In order for our guests to have a safe and comfortable stay, Tokyo Bay Maihama Hotel First Resort has established the following usage rules per Section 10 of the accommodation policy. Thank you for your understanding and cooperation.

If a guest fails to abide by these terms and conditions, the hotel reserves the right to refuse accommodation or use of the hotel's facilities per Article 7 of the accommodation policy. The hotel is not responsible for accidents caused by failure to follow these terms and conditions.

Please use care within the hotel, as you will be liable for damages.

### Fire and safety precautions

1. Permitting guests other than those booked to stay is strictly forbidden.
2. Minors not accompanied by parents or guardians cannot stay at the hotel.
3. Taking visitors to your room is strictly forbidden.
4. Please refrain from smoking outside of the designated areas within the building. (includes heat-not-burn tobacco products)
5. In accordance with the Fire Service Act, firefighting equipment such as smoke detectors and sprinklers is installed in guest rooms. The hotel will not be held responsible for any damage incurred by guests when such equipment activates as a result of smoking within the room. Also, if you cause damages to the hotel or other guests, you will be required to pay compensation for those damages.
6. Please refrain from hanging clothes or laundry on lampshades. Do not engage in any activities that could cause a fire.
7. Please refrain from bringing heating products, irons, or other heating or cooking implements into guest rooms.
8. Our hotel employs an automatic lock system, but please ensure that your room is locked when you leave.
9. Set the deadbolt on the door from inside your room during your stay, and particularly when sleeping. Do not carelessly open the door when there are visitors; if you think the visitor may be suspicious, contact the front desk immediately.
10. From the viewpoint of customer safety, even if a "Do not disturb" card is placed on the guest room door, if the guest has been unable to be contacted for a significant period of time, a hotel employee will call the guest room or attempt to call into the room from outside. If the hotel determines that it is necessary to contact you, such as when there is no response or in the event of an emergency, we will be required to enter the guest room.

### Handling of valuables and checked items

1. Please use the free safety deposit box provided at the front desk to store cash and valuables during your stay. The hotel is not responsible for any damage caused by loss, damage, or theft of cash or valuables when the hotel safety deposit box is not used. Please note that we do not accept items such as works of art, antiques, furs, and other high-value items. Use of the safety deposit box is limited to the duration of your stay. If you depart the hotel while still making use of the safety deposit box, you may be charged a key replacement fee or a storage fee. Note that in some cases, we may not be liable for loss of items within the safety deposit box.
2. The hotel will only return deposited items if the correct exchange voucher is presented. We are not responsible for any damages caused as a result of the loss or theft of exchange vouchers, regardless of the cause. Note that we are not responsible for lost items after they are returned to you.
3. The storage period for lost items is seven days, including when the item is found. After that time, the items will be presented to the corresponding police station with jurisdiction over the hotel per legislation on handling of lost articles.
4. The storage period for checked items is one month, after which time they will be handled in accordance with applicable laws and regulations. Note that you are responsible for the cost of shipping lost items or stored items. The hotel's responsibility for the safekeeping of lost articles shall be in accordance with the provisions of Article 16, Paragraph 2 of the accommodation policy.

### Payment

1. Payment must be made in legal tender or traveler's checks, room vouchers, credit cards, or other acceptable payment methods to the hotel, and must be made each time a bill is presented by the hotel to the guest. When making use of the hotel's restaurants, and other facilities and charging the costs to your room tab with a signature, you must present your room key or room card.
2. The room charge will be collected as an advance deposit upon check-in.

3. Note that we do not accept payment by checks other than traveler's checks.
4. We do not provide any advances for purchases, tickets, taxi fares, postage stamps, baggage courier services, etc.

### Please refrain from the following prohibited acts

1. Do not bring items into the hotel that would disturb or inconvenience other guests. This includes:
  - (1) Animals, birds and other pets (Excludes assistance dogs)
  - (2) Items that emit significant odors high-pitched sounds
  - (3) Explosives, volatile oils, and other flammable or combustible materials
  - (4) Firearms, swords, and stimulants the possession of which is prohibited by law.
2. Please refrain from using guest rooms for purposes other than lodging, such as for business activities (use as exhibition rooms, offices), etc. without the permission of the hotel.
3. Please refrain from distributing advertisements, selling goods, or soliciting customers within the hotel or on the premises without permission.
4. Unauthorized photographing or recording by any device of any kind is not permitted in the hotel or on the premises for business purposes, or in a way that may cause inconvenience to other guests. Please refrain from posting content on the Internet or live streaming it on social media for business purposes without permission, even if it was filmed and recorded for private use.
5. Please refrain from moving any of the hotel's furnishings, making any alterations to guest rooms, or making any other significant changes without the hotel's express permission. In the unlikely event that equipment is lost, damaged, or otherwise impaired, you may be required to reimburse the hotel for actual expenses. Please do not remove small items or equipment from guest rooms. Also, do not place anything by the window that would damage or impair the exterior appearance of the hotel.
6. Please refrain from bringing food and drink into the hotel, or from ordering food and drink deliveries.
7. Please refrain from wearing gowns, slippers, or other room wear outside of guest rooms.

### Using the parking lot

1. Follow the guidance and instructions of parking lot attendants.
2. Please do not leave valuables or other items in parked vehicles. Note that we are not responsible for loss, theft, or other damages while using the parking lot.
3. Vehicles parked outside of the space designated by the hotel staff will be moved with a tow truck. Note that the towing costs will be borne by the customer.
4. Valet service of your vehicle by hotel staff is not provided.
5. Use of the parking lot is limited to one vehicle per room during your stay, and you are eligible for a discount. Preferential rates will be applied to your bill at the front desk.

### Use of Internet over Wi-Fi

By using the Internet over Wi-Fi in your guest room, you agree to the following terms and conditions at the time of use.

1. In using the service, customers are required to comply with the general manners, morals, and technical rules expected of Internet use.
2. The hotel reserves the right to refuse use of this service and the hotel itself to customers who engage in acts that the hotel deems inappropriate, such as acts that cause inconvenience or disadvantage to third parties, acts that may interfere with the provision of the our services, et cetera.
3. You must consent to these terms and conditions in order to use this service.
4. Users' individual liability
  - (1) The hotel is not responsible for any damages or adverse events that may occur when using this service. The hotel is not responsible for the Internet sites that you visit when using this Service.
  - (2) In the event that a customer causes damage to a third party through use of the service, the customer shall resolve the dispute with the third party at its sole liability and expense.
  - (3) If a guest causes damage to the hotel due to an act falling under any of the following items, the hotel reserves the right to seek indemnification for all damages incurred.
    - If in breach of these terms and conditions.
    - If transmitting or writing a harmful computer program.
    - If transmitting or writing information that belongs to a third party.
    - If committing an act that violates the laws and regulations in effect in Japan.

5. The hotel reserves the right to make changes to the operation or content of this service without prior notice to guests where it deems necessary.
6. The hotel reserves the right to temporarily suspend the use of this service without the prior notice or consent of the customer in any of the following cases:  
 When conducting maintenance or construction work on the systems providing the service.  
 - Where a natural disaster, adverse incident, or other state of emergency occurs or is likely to occur, impeding operations.  
 Where the hotel deems that temporarily suspending use of the service is necessary for operation of the service or other reasons.
7. Handling of this service conforms with the laws in force within Japan.

#### Situations that threaten public order

1. If a person is found to be engaging in violence, threats, blackmail, unreasonable or coercive demands, or similar acts, we will immediately forbid use of the hotel. We also forbid use of the hotel by persons who have engaged in similar activities in the past.
2. If the person using the hotel has difficulty ensuring their own safety due to mental or physical weakness, impairment from drugs, or loss of self-control due to alcohol consumption, or if the safety of the individual cannot be guaranteed, or if the person would cause danger,

## Emergency information

Here you will find information to use in the event of an emergency or disaster. For the safety of our customers, we take all possible measures and have a disaster prevention system in place, but we ask that you read this information and cooperate with us.

1. When you arrive at your room  
 To be ready in the event of an emergency, check the evacuation route maps for emergency exits on each floor and room entrance. A penlight is provided under the desk for use in the event of a power outage.
2. In the event of fires  
 If you notice a fire, do not get close to the source of the fire and immediately contact the nearest staff member or the front desk. Please inform those around you. Also, if there is the chance of a fire, such as smoke or foul odors, please contact us.  
 If a fire occurs, it will be announced over the public address system in the building. Staff members will guide you to a safe place, so do not panic and remain calm as you evacuate.  
 When evacuating, please cover your mouth and nose with a cloth or other item, stay low to the ground, and remain calm.  
 When evacuating, please use the emergency staircase instead of the elevator. If you need assistance, please consult our staff.  
 If visibility is poor due to smoke or other obstructions, you can use the penlight provided in the room.  
 Refrain from returning to the building after evacuating, as it could be extremely dangerous.
3. In the event of an earthquake  
 If an earthquake occurs, protect your head and body by moving away from the window and getting under a table until the shaking stops.  
 If the situation calls for evacuation, an emergency announcement will be made on the hotel's public address system, and staff members will guide you.

fear, or uncertain to other guests, we will immediately forbid use of the hotel.

3. The hotel immediately refuses use of rooms or guest rooms if such usage is offensive or disturbing to others due to loud voices, singing, boisterous behavior, gambling, or any other conduct that is offensive to public order and morals. Any other activities similar to the above are not permitted.
4. Please note that security cameras are installed throughout the building, with the exception of guest rooms.

#### Changes to usage terms and conditions

1. These terms and conditions fall under standard terms of contract as set forth in the Japanese Civil Code, and the hotel reserves the right to change these terms and conditions at its discretion in the following cases.
  - (1) Where changes in the terms and conditions are in the general interests of guests;
  - (2) Where changes in the terms and conditions are in conformity with the intent of the accommodation agreement and are deemed reasonable in light of the circumstances surrounding the change.
2. Changes to these terms shall take effect as of the effective date specified at the time of their posting on a website we designate.

When evacuating, please protect your head from falling objects and try to avoid places with falling hazards or glass.

Do not use slippers; wear your own shoes, as falling objects or broken glass may have fallen at your feet.

If the area at your feet is dark due to a power outage, you can use the penlight available in your room.

Use of the elevators is dangerous, so refrain from use and use the emergency staircase. If you need assistance, please consult our staff.

Refrain from returning to the building after evacuating, as it could be extremely dangerous.

4. If a typhoon approaches  
 For your own safety, please do not open guest room windows.  
 In the event of a power outage, remain calm and wait for guidance from the staff.
5. If you feel unwell  
 If you do not feel well, please contact a nearby staff member or front desk. We provide thermometers, ice packs, and other items.  
 If you vomit, please contact the nearest staff member or the front desk. Our staff will pay a visit to clean up the space.  
 If you need to see a doctor or need an ambulance, please contact the nearest staff member or the front desk.
6. What to do if you see anything suspicious  
 If you find anything suspicious within the building, for your own safety, please do not approach or touch it. Contact the nearest staff member or the front desk.

If you notice anything else out of the ordinary, please let our staff know.