

Accommodation Agreement

Article 1 (Scope of Application)

This agreement applies to accommodation contracts and related agreements concluded between the Hotel and the guest. Matters not stipulated in this agreement shall be governed by laws and ordinances or generally established customs. The Hotel may agree to special terms that differ from this agreement. In such cases, those special terms shall take precedence, provided that they do not contravene applicable laws or established customs.

Article 2 (Application for Accommodation Contract)

1. A person who intends to apply for an accommodation contract with the Hotel shall provide the following information:
 - (1) Name of the Guest
 - (2) Date(s) of stay and estimated time of arrival
 - (3) Accommodation charges (in principle, based on the Basic Accommodation Charges listed in Appendix Table 1)
 - (4) Other particulars deemed necessary by the Hotel
2. If the Guest, during their stay, requests to extend the stay beyond the date specified in item (2) of the preceding paragraph, such a request shall be regarded as a new application for an accommodation contract at the time the request is made.

Article 3 (Conclusion of Accommodation Contract)

An accommodation contract is deemed concluded when the Hotel accepts the guest's application and sends a confirmation document or confirmation email. However, the Hotel may refuse to accept the application. In such cases, the absence of a reply from the Hotel shall not be deemed as acceptance.

Article 4 (Refusal of Accommodation Contract)

The Hotel may refuse to accept an application for accommodation in the following cases:

- (1) When the application is not in accordance with this agreement.
- (2) When no rooms are available due to full occupancy.
- (3) When it is recognized that the guest may engage in acts against laws, public order, or good morals.
- (4) When the guest is clearly recognized as having a contagious disease.
- (5) When the guest requests unreasonable burdens for accommodation.
- (6) When accommodation is not possible due to natural disasters, facility malfunctions, or other unavoidable reasons.
- (7) When it is recognized that the guest is associated with organized crime groups.

(8) In the case of a minor under the age of 18 staying alone or with other minors, the Hotel may require a written consent form signed by a parent or legal guardian. If such consent cannot be provided, the Hotel reserves the right to refuse accommodation.

Article 5 (Notification of Guest Information)

On the day of check-in, the guest shall provide the Hotel with the following information: (1) Name, age, gender, address, and occupation of the guest

(2) For foreign nationals: nationality, passport number, port and date of entry into Japan

(3) Departure date and scheduled departure time

(4) Other information deemed necessary by the Hotel

Article 6 (Change of Accommodation Date or Number of Guests)

Guests must notify the Hotel in advance if they wish to change the date of stay or the number of guests and obtain approval.

Article 7 (Cancellation of Accommodation Contract)

1. The guest may cancel the accommodation contract by notifying the Hotel. In such cases, the Hotel may charge a cancellation fee in accordance with the following table:

Cancellation Policy (Individual Guests)

Date of Cancellation Notice	Cancellation Fee (% of Room Charge)
7 to 4 days prior to the arrival date	20%
3 to 2 days prior to the arrival date	80%
1 day prior to the arrival date or on the day of arrival	100%
No-show (without contact)	100%

Cancellation Policy (Group Guests – 15 guests or more)

Date of Cancellation Notice	Cancellation Fee (% of Room Charge)
30 days prior to arrival	20%
7 days prior to arrival	50%
3 days prior to arrival	80%
no-show • 1 day prior to arrival or on the day of arrival	100%

Notes: A "group" refers to a reservation of 15 guests or more.

- ① The percentages shown are based on the basic room rate (excluding meals and other services).
 - ② In the event of a shortened stay, a cancellation fee equivalent to one night's room charge shall be charged, regardless of the number of days shortened.
 - ③ For group reservations, cancellation charges shall not apply to up to 10% of the number of guests reserved as of 10 days prior to the stay (excluding reservations made after that date).
 - ④ For specific plans (e.g. non-refundable or early booking) or reservations made through travel agencies or online booking sites, different cancellation policies may apply. In such cases, the terms of the specific plan shall prevail over this agreement.
2. The Hotel may cancel the accommodation contract if the guest: (1) Engages or is likely to engage in acts against laws or public order. (2) Commits serious nuisance or customer harassment toward other guests or hotel staff. (3) Is determined to be affiliated with organized crime groups or similar entities.
 3. If the guest does not arrive by 10:00 p.m. on the day of stay (or by the scheduled arrival time if specified) without prior contact, the Hotel may deem the reservation cancelled.
 4. The above does not apply if the Hotel has been notified in advance of the guest's late arrival.
 5. No cancellation fee will be charged if the guest is unable to stay due to force majeure such as natural disasters or transportation disruptions not attributable to the Hotel.

Article 8 (Accommodation Registration)

On the day of accommodation, the Guest shall notify the Hotel of the following particulars:

1. Name, age, gender, address, and occupation of the Guest.
2. For foreign nationals: nationality, passport number, port and date of entry into Japan.
3. Date and estimated time of departure.
4. Other particulars deemed necessary by the Hotel.

The Hotel may allow the guest to use the room beyond these hours for an additional charge determined separately by the Hotel.

Article 9 (Hours of Guest Room Use and Entry for Safety Confirmation)

Guests may use their rooms from the check-in time (3:00 p.m.) until the check-out time (11:00 a.m.). Notwithstanding the foregoing, the Hotel may allow the use of guest rooms outside these hours, in which case an additional charge specified by the Hotel shall apply.

If, after the check-out time, the Hotel is unable to contact the guest and cannot confirm whether the guest has vacated or gone out, the Hotel staff may enter the guest room to confirm the guest's safety and well-being. Such entry shall be conducted as part of the Hotel's safety management measures and in accordance with the Inns and Hotels Act of Japan.

Article 10 (Refusal of Accommodation)

The Hotel may refuse accommodation in the following cases: (1) When the application is not in accordance with this agreement. (2) When no rooms are available due to full occupancy. (3) When it is recognized that the guest may violate laws or public order. (4) When the guest is clearly recognized as having a contagious disease. (5) When the guest requests an unreasonable burden. (6) When accommodation is not possible due to natural disasters or facility malfunctions. (7) When the guest is associated with organized crime. (8) When the guest causes serious nuisance or customer harassment.

Article 11 (Obligations of the Hotel)

The Hotel shall provide proper facilities and make every effort to ensure the safety of the life, body, and property of the guest.

Article 12 (Management of Room Keys)

The guest shall manage the room key properly during the stay. In the event of loss or damage, the guest shall bear the actual cost.

Article 13 (Payment)

The guest shall pay the accommodation fees upon check-in or at the time designated by the Hotel using cash or credit card accepted by the Hotel.

Article 14 (Liability of the Hotel)

The Hotel shall compensate the Guest for any damage caused to the Guest through the non-performance or improper performance of the accommodation contract and related agreements. However, the same shall not apply when such damage has resulted from causes not attributable to the Hotel.

Article 15 (Liability of the Guest)

The guest shall compensate the Hotel for any damages caused intentionally or negligently.

Article 16 (Handling of Belongings and Lost Items)

Guests shall be responsible for the safekeeping of their personal belongings. Any lost items found after departure shall be handled appropriately in accordance with applicable laws and regulations.

Article 17 (Hotel Rules of Use)

Guests must comply with the Hotel's rules and regulations. Violation of such rules may result in termination of the accommodation contract.

Article 18 (Accommodation Charges)

The accommodation charges include the basic room charge, service charge, and consumption tax. If local taxes or other public charges are applicable, such taxes may be collected separately.

Article 19 (Handling of Personal Information)

The Hotel shall handle guests' personal information appropriately in accordance with applicable laws and regulations, as well as the Hotel's Privacy Policy. For details regarding the purposes of use, management methods, provision to third parties, and guests' rights, please refer to the Privacy Policy. For guests residing in the European Economic Area (EEA), the Hotel shall comply with the General Data Protection Regulation (GDPR) in handling personal information.

Article 20 (Governing Law and Jurisdiction)

The governing law of this Agreement shall be the laws of Japan. Any disputes arising out of or in connection with the accommodation agreement governed by these Terms and Conditions, including court-mediated settlement procedures, shall be subject to the exclusive jurisdiction of the court having jurisdiction over the location of the Company's head office as the court of first instance.

Schedule 1 – Breakdown of Accommodation Charges

(Related to Article 2, Paragraph 1 and Article 13, Paragraph 1)

Total Amount Payable by the Guest	Breakdown
Accommodation Charges	① Basic Accommodation Charge (Room charge, or room charge with meals such as breakfast)
Additional Charges	② Additional food and beverages (except for those included in item ① above)
Taxes	a. Consumption Tax b. Bathing Tax (only at hot spring resorts) c. Accommodation Tax (in accordance with the ordinances of each prefecture and municipality)

Notes:

- In the event of any amendment to tax laws, relevant taxes shall be applied in accordance with the revised provisions.
- The Accommodation Tax (or Bathing Tax) shall be charged in accordance with the ordinances of the respective local governments.

Last revised: October 1, 2025