

Food and Beverage Facility Usage Rules

To ensure the safety and comfort of all our guests, we have established the following rules for using our food and beverage facilities (hereinafter referred to as 'these rules'), in accordance with the Hotel Rules. We thank you in advance for your understanding and cooperation.

Article 1-Compliance with These Rules

Guests using the food and beverage facilities within the hotel are presumed to have accepted these rules and will be provided with services accordingly.

Article 2-Business hours

- 2.1 For detailed business hours of the food and beverage facilities, please refer to the pamphlets, handouts, or the hotel website.
- 2.2 The business in the paragraph mentioned above may be temporarily changed in special periods or when it is necessary and unavoidable. In such cases, we will notify you by an appropriate method.

Article 3-Scope of application

- 3.1 All food and beverage facilities inside the hotel building.
- 3.2 Contracts concluded with food and beverage facilities and related agreements shall be governed by these rules, and matters not specified in these rules shall be based on laws, regulations, or generally established customs.
- 3.3 When a food and beverage facility complies with special agreements within the scope of laws and customs, the special agreements shall take precedence regardless of the provisions of the previous paragraph.

Article 4-Cancellation fee

If you cancel all or part of your reservation, a cancellation fee (excluding service charges and taxes) will be charged as listed below.

- 4.1 If canceled between 7 and 3 days before the date of use, 50% of the food and beverage charges will be charged.
- 4.2 For cancellations made from two days before the date of use up to the day of use, 100% of the food and beverage charges will be charged.
 - *For items that have already been ordered or arranged (including special order items), the hotel will charge based on the number of arrangements made.
 - *In the case of reasons caused by force majeure, such as natural disasters, or reasons not attributable to the guest, the hotel will respond individually.
 - *In the case of private bookings or group reservations with separate individual agreements, those arrangements take precedence.

Article 5-Precautions

- 5.1 For food sanitation reasons, we do not allow leftovers to be taken home.
- 5.2 Please get in touch with us in advance regarding baby food or special restricted diets. For restricted diets, if you consult with us beforehand about the ingredients you bring and the reasons, we will assist you with warming and other services at our facility.
- 5.3 When using the buffet, please take only the amount you need and enjoy your meal without leaving leftovers. We appreciate your understanding and cooperation regarding the Sustainable Development Goals.

Article 6-Disclaimer

If any of the following items apply, the hotel will be exempt from liability.

- 6.1 If no prior notice is given regarding food allergies or dietary restrictions for religious reasons, we cannot be responsible for any health or mental issues caused to guests by the dishes served. Please note that each kitchen handles eight specific raw ingredients as well as foods containing other allergens not listed on the label during cooking. They use the same utensils and cooking oil, and due to the facility environment, there is a chance of trace amounts of allergens mixing into the dishes. Therefore, we cannot guarantee that dishes are completely free of allergens. For ingredients that are prohibited for religious reasons, we will try to accommodate requests by changing the ingredients if informed in advance. However, not all kitchens, including those in restaurants and banquet halls, are dedicated to serving halal food. While we pay close attention to handling raw materials and seasonings, it is difficult to verify every ingredient in seasonings, so we cannot guarantee complete compliance.
- 6.2 The contents of the dishes and the tableware may change depending on the season, weather, and availability of ingredients.
- 6.3 We are not responsible for any health damages caused by consuming takeout products after the expiration date or due to improper temperature management.

Article 7-Compensation for damages

Guests are asked to be careful to avoid intentionally damaging the facilities, fixtures, or equipment of the food and beverage facility. If any damage or harm occurs, we will provide guidance on the necessary repairs. Guests are expected to address the damages through repairs promptly or to offer appropriate compensation for the damage incurred.

Article 8-Cancellation, etc.

If any of the following items apply, we will cancel your reservation. Additionally, even if you are currently using the facility, you will be asked to leave the food and beverage facility. We will not be responsible for any damages or payments related to the cancellation.

- 8.1 If you do not comply with the hotel rules or do not agree to these rules.
- 8.2 If it becomes impossible to operate due to natural disasters, war, or other reasons beyond the hotel's responsibility.

Article 9-Amendments to these rules

These rules are recognized as standard terms and conditions under the Civil Code, and each provision may be amended in accordance with the Civil Code if such amendments serve the best interests of guests or if valid reasons for amendments arise.

When these rules are amended, the details of the changes, along with the effective date, will be published on the hotel website at least one month prior to the implementation of the new rules. Continued use of the hotel after the revised rules become effective indicates your acceptance of the amendments.

Article 10-Language and Governing Law

These rules are provided in both Japanese and English. In the event of any inconsistency or discrepancy between the two versions, the Japanese version will take precedence in all respects. Any disputes related to these rules will be resolved by the Japanese courts with jurisdiction over the location of the hotel, in accordance with Japanese laws.

(Enacted on September 1st, 2025)