

Hotel Rules

Guests are kindly asked to follow the established rules (hereafter called 'these rules') at our hotel to ensure a safe and comfortable experience. Thank you for your understanding and cooperation in advance.

Article 1-Precautions

Please be advised of the following matters within our hotel facilities (hereinafter referred to as 'the facility' or 'facilities').

- 1.1 When young children are using the facility, please be careful to prevent them from running around inside for safety reasons. Also, when using automatic doors, elevators, escalators, etc., please ensure that you hold onto their hands.
- 1.2 When making phone calls or engaging in conversation, please be mindful of your volume to avoid disturbing other guests.
- 1.3 Please be considerate and avoid disturbing other guests when taking photos.
- 1.4 When leaving your belongings at the cloakroom, please ensure that you do not leave mobile batteries with your items. Please do not store them inside your room in bags or drawers; instead, place them in a visible spot, away from direct sunlight and high temperatures. Additionally, charge mobile batteries and similar devices in a location where you can see them. If you notice any abnormalities, please stop using them immediately. Please do not charge devices when you are away from your room. If it is found that charging was taking place while you were gone, the staff may stop the charging process.

Article 2-Prohibitions

Please be aware that if any of the following actions are confirmed, the hotel will be required to deny entry to the facility or ask you to leave:

- 2.1 Smoking outside designated areas such as smoking rooms.
- 2.2 Behaviors that disturb other guests due to drunkenness or similar conduct.
- 2.3 Ordering food and drinks from outside without prior notice, as well as eating and drinking in public spaces like the lobby.
- 2.4 Bringing in pets such as dogs, cats, small birds, and others.
*However, animals that serve as guides, hearing dogs, or service animals are excluded.
- 2.5 Bringing in items that are flammable or combustible, emit foul odors or toxic substances, or are otherwise illegal.
- 2.6 Distributing advertisements or promotional materials, selling goods, soliciting, demonstrating, or engaging in similar activities without permission.
- 2.7 Taking photos of the facility for commercial purposes without permission.
- 2.8 Entering areas outside of designated business locations without permission.
- 2.9 Entry of individuals with specific infectious diseases.
- 2.10 Entry of designated organized crime groups or gang members under the Act on Prevention of Unlawful Acts by Organized Crime Groups, enforced on March 1, 1992, their associates, and other antisocial forces.
- 2.11 Entry of corporations, organizations, members, or related parties controlled by organized crime groups or their members.
- 2.12 Entry of members and related parties into the facility when a corporation has an officer who is a member of an organized crime group.
- 2.13 Behaviors that intimidate, disrupt public order, or cause discomfort or annoyance to other guests (including undesired noise).
- 2.14 Acts that constitute physical assaults (such as violence or injury) or mental assaults (such as threats, abusive language, or defamation) against employees.
- 2.15 Excessive demands, like requiring employees to perform a bowing apology on the ground.
- 2.16 Restraining employees for a specific period, such as persistent sitting or confinement (including long phone calls).
- 2.17 Behaviors such as shouting or using abusive language to accuse employees.
- 2.18 Unpaid cancellation fees without a justifiable reason, demands for refunds, or excessive requests such as product exchanges or monetary compensation (including acts such as demanding services beyond a reasonable scope or requesting unjustified discounts on payments).
- 2.19 Repeatedly asking the same questions, demanding apologies in socially inappropriate ways, making complaints, and holding the hotel responsible.
- 2.20 Demands or complaints about matters that cannot be addressed due to operational rules or system limitations.
- 2.21 Threatening acts that hint at exposing employees' names or other information on social media or to the mass media.
- 2.22 Stalking behavior toward specific employees.

Article 3-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 4-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)