

## Accommodation Terms and Conditions

### Scope of application

#### Article 1

1. The accommodation agreement that the Hotel concludes with the guest, as well as the agreements related to that agreement, shall comply with the stipulations of these Terms and Conditions, and matters that are not stipulated in these Terms and Conditions shall comply with the relevant laws and regulations or generally established customs.
2. When the Hotel has accepted a special agreement within the scope that does not violate laws, regulations, and customs, that special agreement shall prevail, irrespective of the provisions of the preceding clause.

### Application for an accommodation agreement

#### Article 2

1. A person who intends to make an application to the Hotel for an accommodation agreement is to inform the Hotel of the matters below.
  - (1) The name of the person who will stay at the Hotel
  - (2) The contact information of the person who will stay at the Hotel
  - (3) The accommodation date and the planned time of arrival
  - (4) The accommodation fee
  - (5) Other matters that the Hotel recognizes as necessary
2. When the Hotel requests the submission of a guest register that states the name, address, and contact information of the person who will stay at the Hotel, the person who has applied for an accommodation agreement shall immediately submit that guest register, even if it is after the establishment of the accommodation agreement.
3. If the guest, during the period of stay, applies to continue staying beyond the accommodation date of Item (3) of Clause 1, the Hotel will handle the matter as though a new application for an accommodation agreement was made at the time that request was made.
4. If you are a guest who requires special consideration when using the Hotel, please make a request when you apply for the agreement. At



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that time, the Hotel will comply with the request within the extent that is possible.

5. Expenses that are required for special measures that the Hotel takes for the guest based on the request of the preceding clause will be the guest's responsibility.

### **Establishment of the accommodation agreement**

#### Article 3

1. The accommodation agreement shall be established when the Hotel consents to the application of the preceding article.
2. The Hotel may, on a date of the Hotel's choice before the planned accommodation date, make a reservation confirmation call to the telephone number that was reported to us by the guest.
3. When the accommodation agreement has been established on the basis of the provisions of Clause 1, the guest may be asked to pay an application fee stipulated by the Hotel, with a limit of the accommodation fee for the accommodation period (when the period exceeds three days, a three-day period), by the date designated by the Hotel.
4. The application fee will first be appropriated to the accommodation fee that the guest should pay at the end of the stay, and if a situation for which the provisions of Article 6 or Article 18 apply arises, the application fee will be appropriated in the order of the cancellation fee followed by the compensation payment, and if there is a balance, it will be returned at the time of the payment of fees based on the provisions of Article 12.
5. If the application fee of Clause 4 is not paid by the date designated by the Hotel, the accommodation agreement shall lose its efficacy. Provided, however, that the cases for which this item applies are limited to cases in which the Hotel notified the guest of this matter at the time of designating the application fee's payment due date.
6. The Hotel will have the guest pay the accommodation fee by the guest's check-in time. In the case of a stay on consecutive nights, the Hotel may charge the unsettled portion of the accommodation fee at any time.



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## Refusal of conclusion of an accommodation agreement

### Article 4

In the case stated below, the Hotel may refrain from complying with the conclusion of an accommodation agreement.

- (1) When the application for the accommodation does not follow these Terms and Conditions
- (2) When there are no spare guest rooms because all rooms are occupied
- (3) When it can be recognized that, in relation to the accommodation, there is a possibility that the party that intends to stay at the Hotel will conduct an action that violates the provisions of a law or regulation, public order, or good morals
- (4) When it can be recognized that there is a possibility that the party that intends to stay at the Hotel will disrupt the peaceful order of the inside of the Hotel by repeatedly making complaints or demands for no rational reason
- (5) When it can be recognized that the party that intends to stay at the Hotel falls under any of a through c below
  - a. An organized crime group (hereinafter referred to as an "Organized Crime Group") stipulated in Item (2) of Article 2 of the Act on the Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), an organized crime group member (hereinafter referred to as an "Organized Crime Group Member") stipulated in Item (6) of that article, an associate member of an Organized Crime Group, a party related to an Organized Crime Group, or other antisocial forces
  - b. When the party is a company or another organization for which an Organized Crime Group or an Organized Crime Group Member controls business activities
  - c. A company for which one of its officers is a person who is an Organized Crime Group Member
- (6) When the party that intends to stay at the Hotel has used words or actions that significantly inconvenienced another guest
- (7) When the party that intends to stay at the Hotel is a person infected by a specified infectious disease stipulated in Article 4-2.1.2 of the Hotel Business Act (hereinafter referred to as a "Person Infected by a Specified Infectious Disease")
- (8) When a violent demand or action has been made in relation to the accommodation or a burden that exceeds the rational scope has been requested
- (9) When, because of a natural disaster, an equipment malfunction, or another unavoidable reason, it is not possible to allow the party to stay



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at the Hotel

(10) When the party that intends to stay at the Hotel makes a request of the Hotel that falls under Article 5-6 of the Regulations for Enforcement of the Hotel Business Act (\*), and even after it is explained that it is not possible to comply with that kind of request, the party repeatedly makes such request

\*: Specifically, this refers to an action presented as a specific example of a specified request or action in the "Matters that Require Attention When Requesting the Cooperation that is Necessary for the Prevention of Infection by Specified Infectious Diseases at Hotel Business Facilities, and Guidelines Concerning Restriction of Accommodation Refusal and Prevention of Discrimination" (decided by the Minister of Health, Labour and Welfare on November 15, 2023). This is the same hereinafter.

(11) When the Hotel, based on an order, instructions, or a recommendation by a government office, has judged that there is no choice but to close because of a law, a regulation, or the actual situation

(12) When Article 6 of the Nagasaki Prefecture Ordinance for Enforcement of the Hotel Business Act applies

### **Requests for cooperation with measures to prevent infection**

#### **Article 5**

Within the limit that is necessary for preventing the spread of a specified infectious disease (\*1) inside the Hotel, the Hotel will request the cooperation stipulated in the Hotel Business Act in accordance with whether or not there are symptoms of the relevant disease and limited to the period in which the specified infectious disease is occurring within Japan (\*2).

\*1: An infectious disease that is defined in the Hotel Business Act

\*2: The period that is defined in the Hotel Business Act

### **The guest's right to cancel the agreement**

#### **Article 6**

1. The guest can, at any time, pay the cancellation fee stated in Appended Table 3 to the Hotel and thereby cancel all or a portion of the

accommodation agreement.

2. If the guest does not contact the Hotel and does not arrive even though it is 10:00 p.m. on the accommodation date (if the planned time of arrival has been specified in advance, the time when two hours have passed since that time), the Hotel may deem that the relevant accommodation agreement was canceled by the guest. In such a case, the Hotel will charge the cancellation fee stated in Appended Table 3.

### **The Hotel's right to cancel the agreement**

#### **Article 7**

1. In the case stated below, the Hotel may cancel the accommodation agreement.
  - (1) When it can be recognized that, in relation to the accommodation, there is a possibility that the guest will conduct an action that violates the provisions of a law or regulation, public order, or good morals, or when it can be recognized that the guest conducted such an action
  - (2) When the guest made a request to the Hotel that falls under Article 5-6 of the Regulations for Enforcement of the Hotel Business Act, and even after it is explained that it is not possible to comply with that kind of request, the guest repeatedly made such request
  - (3) When the guest is a Person Infected by a Specified Infectious Disease
  - (4) When it can be recognized that the guest falls under any of a through c below
    - a. An Organized Crime Group, an Organized Crime Group Member, an associate member of an Organized Crime Group, a party related to an Organized Crime Group, or other antisocial forces
    - b. When the guest is a company or another organization for which an Organized Crime Group or an Organized Crime Group Member controls business activities
    - c. A company for which one of its officers is a person who is an Organized Crime Group Member
  - (5) When the guest used words or actions that significantly inconvenienced another guest
  - (6) When a violent demand or action has been made in relation to the accommodation or a burden that exceeds a rational scope has been requested



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- (7) When, because of a reason caused by a natural disaster or other force majeure, it is not possible to allow the guest to stay at the Hotel
  - (8) When Article 6 of the Nagasaki Prefecture Ordinance for Enforcement of the Hotel Business Act applies
  - (9) When the guest smokes in the guest room, tampers with firefighting equipment, or otherwise does not follow a matter that is prohibited by the Rules for Use that are stipulated by the Hotel
  - (10) When the party that applied for the accommodation did not immediately comply with a request by the Hotel based on Article 2.2
  - (11) When the Hotel, based on an order, instructions, or a recommendation by a government office, has judged that there is no choice but to close because of a law, a regulation, or the actual situation
  - (12) When an action that violates the accommodation agreement has been conducted and the violation is not corrected despite the fact that correction was requested
2. If the Hotel cancels the accommodation agreement based on the provisions of the preceding clause, we will not charge fees for the accommodation services for which the guest has not yet received such provision.

## Registration of accommodation

### Article 8

- 1. On the accommodation date, the guest is to register the matters below at the Hotel's front desk.
  - (1) The guest's name, age, gender, address, and contact information
  - (2) If the guest is a foreigner, the guest's nationality, passport number, place of entry into Japan, and date of entry into Japan
  - (3) The date of departure and the planned time of departure
  - (4) Other matters that the hotel recognizes as necessary
- 2. If the guest intends to pay the fee of Article 12 by a method that can substitute for currency, such as a traveler's check, accommodation voucher, or credit card, we may ask the guest to present the relevant traveler's check, accommodation voucher, or credit card in advance at the time of the registration of the preceding clause.



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## Hours of use of the guest room

### Article 9

1. The hours when the guest can use a guest room of the Hotel will be from the time of check-in until the time of checkout, and the times of check-in and checkout will be as stipulated in Appended Table 1. Provided, however, that in the case of staying on consecutive nights, the guest room can be used all day long, excluding the date of arrival and the date of departure.
2. Irrespective of the provisions of the preceding clause, the Hotel may consent to the use of the guest room outside the hours stipulated in that clause. In such a case, we will charge the additional fee stipulated in Appended Table 4.
3. The Hotel may, in light of the reservation situation, refrain from consenting to the guest's request for extra hours of use.
4. If the guest continues to use the guest room without permission even though the checkout time has passed, we will charge the amount equivalent to the additional fee stipulated in Appended Table 4.

## Compliance with the Rules for Use

### Article 10

Inside the Hotel, the guest is to follow the Hotel's Rules for Use below.

#### Rules for Use

- (1) Using the guest room for a purpose other than the accommodation, eating, or drinking is strictly prohibited. (Please refrain from use such as holding a party in the guest room.)
- (2) Use of fire for heating or cooking in the hall or in the guest room is prohibited.
- (3) Please do not smoke (including vaping) anywhere other than in the smoking places stipulated by the Hotel. If you violate this rule, we will have you pay the compensation amount stipulated in Appended Table 5.
- (4) Please do not invite visitors into the guest room.



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- (5) Please do not move furnishings inside the hotel or inside the guest room from their prescribed places without a good reason or change or alter them without permission.
- (6) Please do not bring the items below into the Hotel.
- a. Pet animals or birds (Provided, however, that guide dogs are excluded.)
  - b. Items that emit unpleasant smells
  - c. Items that exceed the amount that is considered reasonable based on common sense
  - d. Guns or swords for which you do not have a permit
  - e. Gunpowder or volatile oils that could easily ignite or catch fire
- (7) In the Hotel and in the guest room, please do not speak in a loud voice, sing loudly, cause a commotion, engage in actions that cause other people to feel aversion or that inconvenience other people, gamble, or actions that violate good public order or morals.
- (8) In the Hotel, please do not distribute advertising materials or sell goods to other customers without permission.
- (9) Please do not leave your belongings unattended in the hall or lobby.
- (10) Please store valuables, such as cash and precious metals, in the safe that is provided in the guest room or leave them in the safe deposit box (free of charge) at the front desk.
- (11) Management liability for items that are kept in facilities in the Hotel is stipulated for each facility. Items that are kept in the cloak room can be kept there only up to one month.
- (12) For measures for items that are left behind or lost items, we will handle such items based on laws and regulations.
- (13) Accommodation by an unaccompanied minor is prohibited unless there is particular permission by that minor's parent or guardian.
- (14) If you damage or defile the building, furnishings, or other items for a reason other than force majeure, or if you lose the key to the guest room, we will have you provide compensation in the amount stipulated in Appended Table 5.

## **Business hours**

### Article 11

1. The business hours of the Hotel's main facilities will be as stated below, and we will provide information about the detailed business hours of other facilities in provided pamphlets, postings in various places, and a service directory inside the guest room.
  - (1) Service hours of the front desk and cashier
    - a. Closing time (main entrance of the lobby floor): None
    - b. Front desk: 24 hours
    - c. Front desk accounting: 24 hours
  - (2) Hours of food and drink (facilities) services  
Please check the Hotel's information.
2. If it is necessary or unavoidable, the hours of the preceding clause may be temporarily changed. In such a case, we will give notification by the appropriate method.

### **Payment of fees**

#### Article 12

1. The breakdown and calculation method for the accommodation fee and other fees that the guest should pay will be according to what is stated in Appended Table 2.
2. The guest's payment of the accommodation fee and other fees of the preceding clause is to be conducted before accommodation (before check-in), at the time of accommodation (at the time of check-in), or at the time requested by the Hotel, at the front desk and in currency or by a method that can substitute for currency, such as a traveler's check, accommodation voucher, or credit card that is allowed by the Hotel.
3. After the Hotel provides a guest room to the guest and use has become possible, we will charge the accommodation fee even if the guest voluntarily does not stay at the Hotel.

### **The Hotel's liability**

## Article 13

1. If the Hotel causes damage to the guest in relation to the performance of the accommodation agreement or an agreement related to the accommodation agreement or due to the nonperformance of one of those agreements, we will provide compensation for that damage. Provided, however, that this will not apply when the relevant damage is not for a reason attributable to the Hotel.
2. The Hotel has received issuance of an indication mark (fire safety certification mark system) based on guidelines for indicating conformity with fire prevention standards, and we are covered by hotel liability insurance for the purpose of dealing with the unlikely event of a fire.

## **Handling when it is not possible to provide the guest room for which the agreement was concluded**

### Article 14

1. When it is not possible to provide the guest with the guest room for which the agreement was concluded, the Hotel shall obtain the guest's consent and conduct mediation for another accommodation facility, under the same conditions, to the extent that is possible.
2. Irrespective of the provisions of the preceding clause, when mediation for another accommodation facility is not possible, the Hotel will pay the guest a compensation fee of the amount equivalent to the cancellation fee, and it will appropriate that compensation fee to the damage compensation amount. Provided, however, that when there is no reason that is attributable to the Hotel for being unable to provide a guest room, we will not pay a compensation fee.

## **Handling of deposited goods**

### Article 15

1. If damage, such as loss or destruction, arises for goods, cash, or valuables that the guest has deposited at the front desk, excluding cases of force majeure, the Hotel will provide compensation for that damage. Provided, however, that for cash and valuables, if the Hotel requested declaration of the type and value of the relevant cash or valuables but the guest did not make that declaration, the Hotel will provide compensation for that damage up to a limit of JPY 150,000.
2. For goods, cash, or valuables that the guest brought into the Hotel and did not deposit at the front desk, if damage, such as loss or destruction,



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arises because of the Hotel's intention or negligence, the Hotel will provide compensation for that damage. Provided, however, that for items for which the guest did not make declaration of their type and value in advance, the Hotel will provide compensation for that damage up to a limit of JPY 150,000, excluding cases in which there was intention or gross negligence by the Hotel.

3. Even when the Hotel has liability for damage compensation based on Clause 1 or Clause 2, it will not bear that liability for the items stipulated below.

(1) Manuscripts, blueprints, designs, ledgers, or other items that are equivalent to these items (including items that are recorded on recording media for which direct processing can be conducted on information equipment (computers and their terminal devices and other peripheral equipment), such as magnetic tapes, magnetic discs, CD-ROMs, and optical discs)

### **Storage of the guest's baggage and personal belongings**

#### Article 16

1. If the guest's baggage arrives at the Hotel before the guest's stay, the Hotel will, only if the Hotel consented before the baggage's arrival, take responsibility to store it and give it to the guest when the guest checks in at the front desk.
2. In a case in which the guest's baggage or personal belongings are accidentally left at the Hotel after the guest has checked out, if the owner of that baggage or those personal belongings is identified, the Hotel shall contact that owner and request that owner's instructions. Provided, however, that if there are no instructions by the owner, or if the owner is not identified, we will store the baggage or personal belongings for a period of seven days, including the date of discovery, and then deliver the baggage or personal belongings to the nearest police station.
3. The Hotel's liability for storage of the guest's baggage or personal belongings in the case of one of the two preceding clauses shall conform to the provisions of Clause 1 of the preceding article in the case of Clause 1 and shall conform to the provisions of Clause 2 of the preceding article in the case of the preceding clause.

### **Liability for parking**

#### Article 17

If the guest uses the Hotel's parking space, the Hotel will loan the space and will not bear liability for management of the vehicle, irrespective of whether or not there is entrustment of the vehicle's key. Provided, however, that if damage is caused because of the Hotel's intention or negligence in relation to management of the parking space, we will take responsibility for compensation for that damage.

### **The guest's liability**

#### Article 18

1. If the Hotel incurs damage due to the guest's intention or negligence, we will have that guest provide compensation to the Hotel for that damage.
2. If you become aware that an accommodation service that differs from the accommodation agreement has been provided, please promptly notify the Hotel of that fact so that you will be able to enjoy accommodation services based on the accommodation agreement.

### **Court of jurisdiction, and governing laws**

#### Article 19

For disputes concerning the accommodation agreement between the Hotel and the guest, the laws of Japan will be the governing laws, and the district court or summary court that has jurisdiction over the location of the Hotel will be the court of exclusive jurisdiction.

### **Changes of the Accommodation Terms and Conditions**

#### Article 20

1. (i) When a change conforms to guests' general interests or (ii) if the Hotel has judged that it is necessary because of an increase in the costs associated with a change of a law or regulation or a change of the economic or social situation or because of other circumstances, the Hotel shall be able to change these Accommodation Terms and Conditions. All of the efficacy of the changed Accommodation Terms and Conditions shall extend to the guest.
2. When the Hotel changes these Accommodation Terms and Conditions, it shall stipulate the time when the change will go into effect and notify

guests of that change by making postings inside the Hotel and posting on the Hotel's website.

## **Supplementary provisions**

### Article 1

The Hotel will revise the Accommodation Terms and Conditions on November 1, 2025, in accordance with the Model Accommodation Terms and Conditions (revised on December 13, 2023) of a public notification by the Japan Tourism Agency.

Appended Table 1: Check-In and Checkout Times (Article 9.1)

Check-in time	3:00 p.m.
Checkout time	11:00 a.m.

Appended Table 2: Breakdown and Calculation Method for the Accommodation Fee and Other Fees (Related to Article 2.1 and Article 12.1)

		Breakdown	Consumption tax
Amount that the guest should pay	Accommodation fee	(1) Guest room fee (2) Service fee (1) × 10% (3) Tax	((1) + (2)) × 10%
	Food and drink fees	(4) Food and drink fees or additional food and drink fees (5) Service fee (4) × 10% (6) Tax	((4) + (5)) × 10%
	Other fees	(7) Telephone/telegram/Telex, Fax (8) Laundry fee (9) Other prices that accompany accommodation (10) Tax	((7) + (8) + (9)) × 10%

Note: If a tax law is revised, consumption tax shall be according to the revised provisions.



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Appended Table 3: Cancellation Fee (Article 6.1 and Article 6.2)

Number of people for whom an agreement application was made		Date when notification of agreement cancellation was received		20 days before the accommodation date		
Individual	Up to 14 people	No-show	2 days before the accommodation date	The day before the accommodation date	The accommodation date	
Group	15 people to 99 people	100%	100%	100%	80%	20%
	100 people or more	100%	100%	100%	80%	20%

(Notes)

1. Percentages are the ratios of the cancellation fee against the accommodation fee (refer to Appended Table 2).
2. If the agreement days are shortened, we will charge a cancellation fee for a one-day portion (the first day), irrespective of the relevant number of shortened days.
3. In a case in which there is cancellation of an agreement for a portion of group guests (100 people or more), we will not charge a cancellation fee for the number of people equivalent to 10% (if a fraction arises it will be rounded up) of the number of guests as of the date ten days before the accommodation (if we accepted an application later than that date, the date when that application was accepted).

Appended Table 4: Additional Fee Associated with Excess Hours of Use of the Guest Room (Article 9.2 and Article 9.4)

Up to three excess hours	30% of the accommodation fee (Refer to Appended Table 2.)
Up to six excess hours	50% of the accommodation fee (Refer to Appended Table 2.)
Six or more excess hours	100% of the accommodation fee (Refer to Appended Table 2.)

Appended Table 5: About the Compensation Amounts in the Rules for Use (Article 10 Rules for Use (3) and (14))

A case in which you lost the key for the room	JPY 2,600
A case in which you damaged or defiled a building, furnishing, or other items	The amount required for repair of the building, furnishing, or other item or for restoration to its original state
A case in which you smoked (including vaping) anywhere other than in the smoking places stipulated by the Hotel	JPY 1,000,000  In addition, if a period in which the guest room cannot be sold because of deodorization, etc. arises, we will add the accommodation price for that period.