

Hotel Accommodation Terms and Conditions

(Scope of Application)

Article 1. The accommodation contract and related agreements between the hotel and the guest shall be governed by these terms and conditions. Any matters not specified in these terms shall be subject to relevant laws or generally established customs.

2. If the hotel agrees to special provisions within the scope of the law and customs, such special provisions shall take precedence over the preceding paragraph, notwithstanding its provisions.

(Application for Accommodation Contract)

Article 2. Those who wish to apply for an accommodation contract with the hotel must provide the following information:

- (1) Name of the guest
 - (2) Contact information of the guest
 - (3) Date of stay and expected arrival time
 - (4) Accommodation fee (based on the basic accommodation fee outlined in Attachment 1, in principle)
 - (5) Any other details deemed necessary by the hotel
2. Guests who apply for an accommodation contract must immediately submit a guest list containing their name, address, contact information, etc., when requested by the hotel, even after the accommodation contract has been established.
3. If a guest requests to extend their stay beyond the accommodation date specified in Item 3 of the previous paragraph, the hotel will treat it as a new application for an accommodation contract from the point at which the request is made.
4. If the guest requires special consideration during their stay, they must inform the hotel at the time of making the accommodation application. The hotel will respond within its capacity to accommodate such requests.
5. Any costs incurred due to special measures taken by the hotel for the guest, as per the previous paragraph, shall be borne by the guest.

Article 3. The accommodation contract shall be established when the hotel accepts the application made by the guest as per the previous article.

2. If the hotel presents an incorrect accommodation fee on an internet site or provides an incorrect accommodation fee via telephone, and the guest applies for an accommodation contract based on the incorrect fee, and the hotel accepts the application, the hotel may cancel the accommodation contract if the fee is significantly lower than the accommodation fee for the dates before and after the applicable period, unless the hotel has indicated or informed the guest that the rate is limited, special, or part of a campaign. In this case, the contract is considered to have been accepted by mistake, and the hotel may cancel the accommodation

contract.

3. The hotel may contact the guest via phone at the provided contact details to confirm the reservation on any day before the scheduled arrival date.

4. Upon the establishment of the accommodation contract as per the provisions of paragraph 1, the guest may be required to pay an application fee, which is up to the basic accommodation fee for the accommodation period (three days if the stay exceeds three days), by the date specified by the hotel.

5. The application fee will first be applied toward the final accommodation fee the guest is obligated to pay. If a situation arises as per Article 7 or Article 19, the application fee will be applied toward the cancellation fee and, following that, compensation. If there is any remaining balance, it will be refunded when the payment for the accommodation is made according to the provisions of Article 13.

6. If the guest fails to pay the application fee by the date specified by the hotel in accordance with paragraph 4, the accommodation contract will become null and void. However, this only applies if the hotel has notified the guest of the payment deadline.

7. The hotel may charge the guest for the accommodation fee at the time of check-in. For extended stays, the hotel may request payment for the portion of the stay that has already been completed at any time during the stay.

(Refusal of Accommodation Contract)

Article 4. The hotel may refuse to conclude an accommodation contract in the following cases:

- (1) If the application for accommodation does not comply with these terms and conditions.
- (2) If there are no available rooms due to full occupancy.
- (3) If the hotel determines that the guest is likely to engage in actions contrary to laws, public order, or good morals in relation to the accommodation.
- (4) If the guest has repeatedly filed unreasonable complaints or demands within the hotel, or is deemed likely to disturb the peaceful order within the hotel.
- (5) If the guest falls into any of the following categories:
 - (a) A member of an organized crime group as defined under Article 2, Paragraph 2 of the Act on Prevention of Unjust Acts by Members of Organized Crime Groups (Law No. 77 of 1991), a member of such a group, a quasi-member of an organized crime group, or other antisocial forces;
 - (b) A corporation or other organization controlled by an organized crime group or its members;
 - (c) A corporation whose officers include members of organized crime groups.
- (6) If the guest engages in behavior that causes significant inconvenience to other guests.
- (7) If the guest is a patient with a specific infectious disease, as defined in Article 4-2,

Paragraph 1, Item 2 of the Ryokan Business Act.

(8) If violent demands are made regarding the accommodation.

(9) If the hotel is unable to accommodate the guest due to natural disasters, facility breakdowns, staff shortages, or other unavoidable circumstances.

(10) If the guest falls under Item 3, Paragraph 1, Article 5 of the Ryokan Business Act.

(11) If the applicant for accommodation applies for accommodation under false pretenses for commercial purposes.

(12) If the hotel determines that it must close due to a directive, order, or recommendation from a government agency, either under legal obligations or factual circumstances.

(13) If the hotel is unable to take necessary infection control measures for guests with symptoms such as fever or coughing due to lack of physical or human resources, in accordance with directives, orders, or recommendations from public authorities.

(14) If the situation falls under the provisions of Article 6 of the Yamanashi Prefecture Ryokan Business Act Enforcement Ordinance.

(Request for Cooperation in Infection Prevention Measures)

Article 5. In accordance with Article 4-2 of the Ryokan Business Act, the hotel may request cooperation from guests to take necessary measures to prevent the spread of specific infectious diseases.

2. Guests must comply with the request for cooperation as specified in the previous paragraph unless they have a legitimate reason to refuse. If a guest refuses to cooperate without a legitimate reason, and later it is found that the guest was a patient of a specific infectious disease, the guest will be responsible for the cost of disinfection and other infection prevention measures required due to their use of the facilities, as well as any lost profits resulting from facilities being unavailable during that time.

(Compensation for Damages)

Article 6. If a guest smokes (including electronic cigarettes) in a non-smoking room, they will be required to pay a penalty of ¥20,000 to cover the cost of deodorizing the room and other related expenses.

2. If the room cannot be sold due to the need for deodorizing or other measures, the guest will be required to pay an additional penalty equivalent to the accommodation fee for the period the room was unavailable.

(Guest's Right to Cancel the Contract)

Article 7. A guest may cancel all or part of the accommodation contract at any time by paying the cancellation fee specified in Attachment 2.

2. If the guest does not arrive by 8:00 PM on the scheduled day of arrival (or 2 hours after the scheduled arrival time, if it was specified in advance) without notifying the hotel, the hotel

may treat the accommodation contract as canceled by the guest. In such cases, the hotel will charge the cancellation fee specified in Attachment 2.

(Hotel's Right to Cancel the Contract)

Article 8. The hotel may cancel the accommodation contract in the following cases:

- (1) If the guest is likely to engage in actions that violate laws, public order, or good morals in relation to the accommodation, or if such actions have already occurred.
- (2) If the guest falls under Item 3, Paragraph 1, Article 5 of the Ryokan Business Act.
- (3) If the guest is a patient of a specific infectious disease.
- (4) If the guest belongs to any of the following categories:
 - (a) An organized crime group, a member of such a group, a quasi-member of an organized crime group, or other antisocial forces;
 - (b) A corporation or other organization controlled by an organized crime group or its members;
 - (c) A corporation whose officers include members of an organized crime group.
- (5) If the guest engages in behavior that significantly disturbs other guests.
- (6) If violent demands are made regarding the accommodation.
- (7) If the guest cannot be accommodated due to natural disasters or other force majeure reasons.
- (8) If the situation falls under the provisions of Article 6 of the Yamanashi Prefecture Ryokan Business Act Enforcement Ordinance.
- (9) If the guest violates the hotel's rules, such as smoking in a room designated as non-smoking, tampering with fire safety equipment, or engaging in other prohibited actions defined by the hotel.
- (10) If it is later determined that the guest was in violation of Item 11, Article 4 after the accommodation contract was concluded.
- (11) If the guest fails to comply with the hotel's request for submission of necessary information as per Article 2, Paragraph 2.
- (12) If the hotel determines that it must close due to a directive, order, or recommendation from a public authority, either under legal obligations or factual circumstances.
- (13) If the hotel is unable to take necessary infection prevention measures for guests with symptoms such as fever or coughing due to lack of physical or human resources, in accordance with directives, orders, or recommendations from public authorities.
- (14) If the guest violates the accommodation contract and refuses to correct the violation after being requested to do so.

2. If the hotel cancels the accommodation contract based on the provisions of the previous paragraph, the guest will not be charged for accommodation services that have not yet been

provided. However, if the reason for cancellation is due to the guest's actions during their stay, the guest may still be required to pay for any unprovided accommodation services as a penalty.

(Registration of Stay)

Article 9. On the day of check-in, guests must register the following information at the hotel's front desk:

- (1) The guest's name, age, gender, address, and contact information.
 - (2) For foreign guests, their nationality, passport number, place of entry, and entry date.
 - (3) Departure date and scheduled departure time.
 - (4) Any other information deemed necessary by the hotel.
2. If the guest intends to pay for the accommodation fee using methods other than currency, such as traveler's checks, accommodation vouchers, or credit cards, they may be required to present these methods of payment at the time of registration.

(Room Usage Hours)

Article 10. The guest may use the hotel's room from 3:00 PM until 10:00 AM the next morning (for East Wing rooms, from 2:00 PM until 11:00 AM the next morning). However, if staying consecutively, the room can be used throughout the day except for the arrival and departure days.

2. Notwithstanding the above, the hotel may accommodate the use of the room outside the hours specified in the previous paragraph. In such cases, the following additional charges will apply:

- (1) For up to 3 hours: 1/3 of the room rate (or 30% of the equivalent room rate).
 - (2) For up to 6 hours: 1/2 of the room rate (or 50% of the equivalent room rate).
 - (3) For more than 6 hours: the full room rate (or 100% of the equivalent room rate).
3. The equivalent room rate in the previous paragraph is considered 70% of the basic accommodation fee.

(Compliance with Hotel Regulations)

Article 11. Guests must comply with the rules set by the hotel while on the hotel premises.

(Business Hours)

Article 12. The business hours of the hotel's main facilities are as follows, and detailed business hours for other facilities will be provided in the hotel's brochure, posted notices, mobile concierge, etc.

- (1) Front desk, cashier, and services:
 - (a) Curfew: No curfew
 - (b) Front desk services: Available throughout the day
- (2) Food and beverage services:
 - (a) Breakfast: 7:00 AM – 9:30 AM (last entry at 9:00 AM)

(b) Lunch: 11:30 AM – 2:00 PM (last entry at 1:30 PM)

(c) Dinner: 6:00 PM – 9:00 PM (last entry at 7:30 PM)

(3) Auxiliary service facilities:

(a) Shop: 8:00 AM – 8:00 PM

2. The hours mentioned in the previous paragraph may be subject to temporary changes due to unavoidable circumstances. In such cases, the hotel will notify guests in an appropriate manner.

(Payment of Fees)

Article 13. The breakdown of accommodation fees to be paid by the guest is as specified in Attachment 1.

2. Payment for accommodation fees must be made at the front desk either upon departure or when requested by the hotel, using currency or methods accepted by the hotel such as traveler's checks, accommodation vouchers, or credit cards.

3. Even if the guest chooses not to stay after the hotel has made the room available and ready for use, the accommodation fee will still be charged.

(Hotel's Responsibility)

Article 14. The hotel is responsible for compensating any damage caused to guests during the execution of the accommodation contract or any related contracts. However, if the damage is not due to the hotel's fault, this responsibility does not apply.

2. The hotel has subscribed to liability insurance for hotel operations in case of incidents like fire.

(Handling of Unavailable Contracted Rooms)

Article 15. If the hotel is unable to provide the contracted room to the guest, the hotel will try to arrange alternative accommodations with the same conditions, subject to the guest's consent.

2. If the hotel is unable to arrange alternative accommodations, it will pay the guest compensation equivalent to the cancellation fee, which will be applied toward the damage compensation. However, if the unavailability of the room is not due to the hotel's fault, no compensation will be paid.

(Handling of Deposited Items)

Article 16. If any items, cash, or valuables entrusted by the guest to the front desk are lost or damaged, the hotel will compensate for the loss or damage, unless caused by force majeure. However, if the hotel requests the guest to declare the type and value of cash and valuables and the guest does not comply, the hotel's liability will be limited to 300,000 yen, except in cases of intentional misconduct or gross negligence by the hotel.

2. The hotel cannot accept cash exceeding 500,000 yen or items worth 300,000 yen or more.

3. If the guest does not deposit items, cash, or valuables at the front desk and these items are lost or damaged due to the hotel's intentional act or negligence, the hotel will compensate for the loss or damage. However, for items whose type and value were not declared in advance, the hotel's liability is limited to 100,000 yen, unless the loss or damage is due to the hotel's intentional act or gross negligence.

4. Even if the hotel is liable for compensation under paragraphs 1 or 3, it is not responsible for the following types of items:

(1) Manuscripts, design drawings, books, and other similar items (including information media like magnetic tapes, magnetic disks, CD-ROMs, optical disks, etc., which are capable of recording and processing data).

(Storage and Disposal of Guests' Luggage or Personal Items)

Article 17. If a guest's luggage arrives at the hotel before their stay, the hotel will store it responsibly, provided the hotel has been informed beforehand. The luggage will be handed over to the guest upon check-in.

2. After checkout, if the guest's luggage or personal items are left behind at the hotel, the hotel will wait for the owner's contact and follow their instructions. If no contact is made or the owner cannot be identified, the hotel will store the items for 7 days from the date they were discovered and may then deliver them to the nearest police station.

If no instructions are provided or the owner cannot be identified after 3 months, the items will be disposed of in accordance with Article 37 of the Lost Property Act.

3. The hotel's responsibility for storing luggage or personal items is as follows: In cases outlined in paragraph 1, the hotel's responsibility is as per Article 16, paragraph 1; in cases outlined in paragraph 2, it is as per Article 16, paragraph 3.

(Parking Responsibility)

Article 18. If a guest uses the hotel's parking facilities, regardless of whether the car key is deposited, the hotel only provides the space for the car and is not responsible for its management. However, if the hotel causes damage to the vehicle due to its intentional act or negligence during parking, the hotel will compensate for the loss.

(Guest's Responsibility)

Article 19. If a guest causes damage to the hotel due to intentional or negligent actions, the guest is responsible for compensating the hotel for the damage.

2. To ensure smooth receipt of accommodation services, if the guest recognizes that the services provided differ from the agreed terms, they must promptly notify the hotel.

(Jurisdiction and Applicable Law)

Article 20. Any disputes related to the accommodation contract between the hotel and the guest will be governed by Japanese law, and the competent court for such disputes will be the

district or summary court with jurisdiction over the hotel's location.

(Modification of Accommodation Terms and Regulations)

Article 21. The hotel may, at its discretion, modify the accommodation terms and regulations (hereinafter referred to as "Terms") in the following circumstances, and the guests will accept the changes without objection:

- (1) When the modification aligns with the general benefit of guests.
- (2) When the modification is reasonable based on the necessity, appropriateness, and other circumstances related to the change, and does not contradict the purpose of the contract.
2. The hotel will announce any changes to the Terms on its website at least one month before the effective date, including the content of the changes and the effective date.
3. After the effective date of the modified Terms, any guest using the service will be deemed to have accepted the changes.

(Disclaimer)

Article 22. When using the hotel's internet connection service, guests are responsible for their actions. The hotel is not liable for any damages caused by system failures or other reasons during the use of the service. If the guest's actions on the internet service cause damage to the hotel or a third party, the guest will be required to compensate for those damages.

Appendix 1: Method of Calculating Accommodation Fees (Related to Article 2, Paragraph 1 and Article 13, Paragraph 1)

		Contents
Total amount to be paid by the Guest	Accommodation Charges	① Basic Accommodation Charges (Room Charges,Dinner,Breakfast) ② Service Charges(①×10%)
	Extra Charges	③ Extra meals & Drinks (other than Dinner & Breakfast) ④ Service Charge(③×10%) ⑤ Other Expenses
	Taxes	• Consumption Tax • Hot spring Tax

Note 1: The basic accommodation fee is based on the price list presented on our website.

Note 2: Children's rates apply to elementary school students and younger. For elementary school students, if adult-level meals and bedding are provided, the charge will be 70% of the adult rate; if child meals and bedding are provided to those under elementary school age, the charge will be 50%; and if only bedding is provided, the charge will be 6,000 yen (excluding

tax).

For infants who do not receive bedding or meals, a facility usage fee of 3,000 yen (excluding tax) will be charged.

No charge is applied for infants under 2 years old who do not receive bedding or meals.

Note 3: ⑤ Other usage fees: telephone charges, rental bath charges, etc.

Appendix 2: Cancellation Fees (Related to Article 7, Paragraph 1)

Contracted Number of Guests Date when Cancellation of Contract is Notified	Individual	Group		
	Up to 14	15 to 30	31 to 100	101 and more
No show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	50%	80%	80%
2 Day Prior to Accommodation Day	30%	30%	50%	50%
3 Day Prior to Accommodation Day	30%	30%	30%	50%
5 Day Prior to Accommodation Day	20%	30%	30%	30%
6 Day Prior to Accommodation Day	20%	20%	20%	30%
7 Day Prior to Accommodation Day	20%	20%	20%	30%
8 Day Prior to Accommodation Day			10%	15%
14 Day Prior to Accommodation Day			10%	15%
15 Day Prior to Accommodation Day				10%
30 Day Prior to Accommodation Day				10%

Appendix 3: Customer Harassment Acts (Related to Article 4, Paragraph 1, Item 10, and Article 8, Paragraph 1, Item 2)

Demands for reductions in accommodation fees or other requests that are difficult to fulfill (except when requesting the removal of social barriers related to discrimination based on disability, as defined in Article 2, Item 2 of the Act on the Promotion of the Elimination of Discrimination Based on Disability) or rude or violent behavior that places a mental or physical burden on employees, will be considered customer harassment. This includes actions that require more effort than what is normally needed for customer service. Repeated actions of this nature will be regarded as customer harassment.

Examples include:

- **Physical attacks** (assault, injury)
- **Mental attacks** (threats, defamation, slander, insults, abusive language)

- Intimidating behavior
- Demands for prostration, demands for apologies in socially inappropriate manners, or unreasonable blame claims
- Excessive demands or complaints that cannot be addressed due to operational rules or systems
- Continuous, persistent behavior
- Restrictive actions (refusal to leave, loitering, confinement, long telephone calls)
- Discriminatory remarks
- Sexual remarks
- Threatening acts, such as hinting at exposing employees' names on SNS or in the media
- Personal attacks or demands directed at employees

Supplementary Provisions

Article 1: The hotel adopts the same accommodation terms as those prescribed by the Ministry of Land, Infrastructure, Transport, and Tourism's model accommodation contract, effective December 13, 2023.

Article 2: The hotel will amend certain sections of the accommodation terms, with the revised terms coming into effect on March 1, 2025.