

Hotel Rules and Regulations

Thank you for choosing to stay at Fuji Lake Hotel.

To ensure that all of our guests have a safe and comfortable stay, we kindly ask you to comply with the following regulations, as stipulated in Article 11 of the Hotel Accommodation Contract.

If you fail to comply with these regulations, we may terminate the accommodation contract and related agreements as per Article 8 of the Hotel Accommodation Contract, and we may ask you to bear the costs of any damages incurred by the hotel. We ask for your careful attention in this matter.

1. Use of Rooms and Facilities

- (1) Please check the evacuation route map posted on the back of the guest room door and familiarize yourself with the emergency exits on each floor.
- (2) Always lock your door when leaving your room or when going to bed.
- (3) Smoking in areas such as beds, which are prone to starting fires, is prohibited. Smoking is only allowed in designated smoking areas. Guests who smoke in their rooms (including e-cigarettes) will be required to pay a penalty fee as stipulated in Article 6 of the Accommodation Contract.
- (4) Please avoid any actions that may lead to a fire hazard.
- (5) Do not use heating or cooking appliances, candles, etc., in the guest room.
- (6) Do not hang clothing or dry laundry on lamp shades.
- (7) Do not use the guest room for commercial activities (such as exhibitions or other purposes) without permission.
- (8) Do not move hotel furniture or make any significant changes to the room or its structure without permission.
- (9) Do not place items outside the window that may damage the appearance of the hotel.
- (10) Do not invite visitors to your room.
- (11) Only registered guests may stay in the hotel.
- (12) Minors are not allowed to stay without the consent of a

guardian.

(13) The private baths are for the use of hotel guests only. Please note that private baths are not available after check-out.

(14) The check-out times are as follows: West Building - by 10:00 AM, East Building - by 11:00 AM. Extension fees are 2,200 yen per hour for the West Building and 5,500 yen per hour for the East Building. Extensions may not be available depending on the situation, so please understand in advance.

2. Room Keys

(1) When leaving your room, please take the room key with you and ensure the door is locked. (Please note that rooms without card keys are not automatically locked.)

(2) If you use facilities such as the restaurant or shop, please present your room key.

(3) Upon check-out, please return the room key to the front desk.

(4) If you lose your room key, you will be charged a reissue fee.

3. Payment and Settlement

(1) Payment for your stay should be made at the front desk upon check-out. We may also ask for payment during your stay. In the event of non-payment, we may ask you to vacate your room.

(2) Payment for services may be made via cash, traveler's checks, accommodation coupons, credit cards, electronic money, or other methods approved by the hotel. We do not accept promissory notes or personal checks.

(3) We may ask for a deposit upon arrival, so please be aware in advance.

(4) If the payment is made by someone other than the guest, failure to pay by the due date will result in the guest being asked to pay directly.

(5) We do not cover expenses such as shopping, tickets, taxi fares, postage, or parcel delivery fees.

(6) A facility usage fee will be added if you use the telephone in your room.

4. Valuables and Items for Safe-Keeping

(1) Please deposit cash and valuables at the front desk during your stay. The hotel cannot be held responsible for any loss or theft that occurs if you fail to deposit them, even if using the in-room safe. We cannot accept art, antiques, or fur items for safekeeping.

(2) Items deposited at the hotel can only be returned to the person who presents the receipt. The hotel will not be responsible for any loss or damage that occurs if the receipt is lost or stolen.

(3) If items are not retrieved within a certain period, the hotel may treat them as abandoned.

(4) Lost or forgotten items will be held by the hotel for a certain period and handled according to Article 17 of the Accommodation Contract.

5. Prohibited Items and Behavior

Please refrain from bringing or engaging in the following actions that may disturb other guests:

(1) Pets (except for service dogs).

(2) Fireworks, flammable liquids, or other fire hazards.

(3) Items that emit a foul odor.

(4) Illegal weapons, such as firearms or swords, or controlled substances.

(5) Gambling or behavior that disrupts public order or causes discomfort to other guests.

(6) Distributing advertisements, selling goods, or soliciting without permission.

(7) Using photos taken in the hotel for commercial purposes without permission.

(8) Entering non-guest areas, such as emergency staircases, rooftops, or machinery rooms, except in emergencies.

(9) Consuming food and drinks brought from outside in the hotel lobby or lounge (except for items from Bread Daniel).

(10) Operation of drones within the hotel grounds

6. Parking

(1) If you use the parking lot, please note that the hotel only provides parking space and does not take responsibility for the management of your vehicle.

(2) Do not leave valuables or other items in your vehicle while parked. The hotel is not responsible for any loss or theft that occurs.

7. Guests Associated with Criminal Organizations or Those Who May Disrupt Public Order

(1) Guests who belong to or are associated with criminal organizations or members of such organizations, as defined under the "Law on the Prevention of Unjust Acts by Members of Organized Crime Groups" (March 1, 1992), are not allowed to use the hotel. (If this fact becomes known after a reservation or during the stay, we will refuse service immediately.)

(2) Anti-social groups or their members (including extremist groups and their affiliates) are not allowed to use the hotel. (If this fact becomes known after a reservation or during the stay, we will refuse service immediately.)

(3) Guests who engage in violence, threats, extortion, or coercive demands will be asked to leave immediately.

(4) Guests who are unable to ensure their own safety or may cause danger, fear, or anxiety to other guests due to physical weakness, drug use, or excessive alcohol consumption will be asked to leave immediately.

(5) Any behavior causing discomfort, loud noises, or disturbances that violate public order will result in immediate refusal of service.

8. Changes to Regulations

(1) These rules are considered standard terms under civil law, and the hotel may make changes if there are reasonable grounds.

(2) Any changes to these rules will be published on the hotel's

website, and the changes will take effect from the date specified.

Effective March 1, 2025