

# 宿泊約款

TERMS AND CONDITIONS



HOTEL  
Ala COOJU  
OKINAWA

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## 第1条 適用範囲

1. 当ホテルが宿泊客との間で締結する宿泊契約及びこれに関連する契約は、この約款の定めるところによるものとし、この約款に定めのない事項については、法令又は一般に確立された慣習によるものとし、
2. 当ホテルが法令及び慣習に反しない範囲で特約に応じたときは、前項の規定にかかわらず、その特約が優先するものとし、

## 第2条 宿泊契約の申し込み

1. 当ホテルに宿泊契約の申し込みをしようとする者は、次の事項を当ホテルに申し出ていただきます。
  - (1) 宿泊者名及び宿泊人数
  - (2) 宿泊日及び到着予定時刻
  - (3) 宿泊料金(原則として別表第1の基本宿泊料による。)
  - (4) その他ホテルが必要と認める事項
2. 宿泊客が、宿泊中に前項第2号の宿泊日を超えて宿泊の継続を申し入れた場合、当ホテルは、その申し出がなされた時点で新たな宿泊契約の申し込みがあったものとして処理します。

## 第3条 宿泊契約の成立等

1. 宿泊契約は、当ホテルが前条の申し込みを承諾したときに成立するものとし、ただし、当ホテルが承諾をしなかったことを証明したときは、この限りではありません。
2. 申込金は、まず、宿泊客が最終的に支払うべき宿泊料金に充当し、第6条及び第18条の規定を適用する事態が生じたときは、違約金に次いで賠償金の順序で充当し、残額があれば、第12条の規定による料金の支払いの際に返還します。
3. 第2項の申込金を同項の規定により当ホテルが指定した日までにお支払いいただけない場合は、宿泊契約はその効力を失うものとし、ただし、申込金の支払期日を指定するにあたり、当ホテルがその旨を宿泊客に告知した場合に限ります。

## 第4条 申込金の支払いを要しないこととする特約

1. 前条第2項の規定にかかわらず、当ホテルは、契約の成立後同項の申込金の支払いを要しないこととする特約に応じることがあります。
2. 宿泊契約の申し込みを承諾するに当たり、当ホテルが前条第2項の申込金の支払いを求めなかった場合及び当該申込金の支払期間を指定しなかった場合は、前項の特約に応じたものとして取り扱います。

## 第5条 宿泊契約締結の拒否

1. 当ホテルは、次に掲げる場合において、宿泊契約の締結に応じないことがあります。
  - (1) 宿泊の申し込みが、この約款によらないとき。
  - (2) 満室により客室の余裕がないとき。
  - (3) 宿泊しようとする者が、宿泊に関し、法令の規定、公の秩序若しくは善良の風俗に反する行為をするおそれがあると認められるとき。
  - (4) 宿泊しようとする者が暴力団、暴力団員、暴力団関係企業・団体またはその関係者、その他反社会勢力(以下「暴力団等反社会勢力」という。)である場合。
  - (5) 宿泊しようとする者が暴力団または暴力団員が事業活動を支配する法人その他の団体である場合。
  - (6) 宿泊しようとする者が法人でその役員のうち暴力団員に該当する者のあるもの。
  - (7) 宿泊しようとする者が他の宿泊者に著しい迷惑を及ぼす言動をした場合。
  - (8) 宿泊しようとする者が当ホテル(館)もしくはその従業員に対し、暴力的要求行為を行い、または合理的範囲を超える負担を要求した場合。
  - (9) 宿泊に関し合理的な範囲を超える負担を求められたとき。
  - (10) 天災、施設の故障、その他やむを得ない事由により宿泊させることができないとき。
  - (11) 沖縄県旅館業法施行条例第5条の規定する場合に該当するとき。
  - (12) 宿泊しようとする者が、伝染病であると明らかに認められるとき。

## 第6条 宿泊客の契約解除権

1. 宿泊客は、当ホテルに申し出て、宿泊契約を解除することができます。
2. 当ホテルは、宿泊客がその責めに帰すべき事由により宿泊契約の全部又は一部を解除した場合(第3条第2項の規定により当ホテルが申込金の支払期日を指定してその支払いを求めた場合であって、その支払いより前に宿泊客が宿泊契約を解除したときを除きます。)は、別表第2に掲げるところにより、違約金を申し受けます。ただし、当ホテルが第4条第1項の特約に応じた場合にあつては、その特約に応じるにあつて、宿泊客が宿泊契約を解除した時の違約金支払い義務について、当ホテルが宿泊客に告知したときに限ります。
3. 当ホテルは、宿泊客が連絡をしないで宿泊日当日の午後8時(あらかじめ到着時刻が明示されている場合は、その時刻を2時間経過した時刻)になっても到着しないときは、その宿泊契約は宿泊客により解除されたものとみなし処理することがあります。

## 第7条 当ホテルの契約解除権

1. 当ホテルは、次に掲げる場合においては、宿泊契約を解除することがあります。
  - (1) 第2条第1項の事項の明告を求めた場合において期限までにそれらの事項が明告されないとき。
  - (2) 第3条第2項の申込金の支払いを請求した場合において、期限までにその支払いがないとき。
  - (3) 第5条(3)から(12)までに該当したとき。
  - (4) 寝室で寝たばこ、消防施設等に対するいたずら、その他当ホテルが定める利用規則に従わないとき。

2. 当ホテルが前項の規定に基づいて宿泊契約を解除したときは、宿泊客がまだ提供を受けていない宿泊サービス等の料金はいただきません。

## 第8条 宿泊の登録

1. 宿泊客は、宿泊日当日、当ホテルのフロントにおいて、次の事項を登録していただきます。(個人情報 は当ホテルの業務上使用するものであり、それ以外の目的で使用することはありません。)
  - (1) 宿泊客の氏名、年齢、性別、住所及び職業
  - (2) 外国人にあつては、国籍、旅券番号、入国地及び入国年月日、前後泊がある場合は前後泊地
  - (3) 日本国内に住所を有しない外国人については、前号の定めに加え、旅券の写し
  - (4) 出発日及び出発予定時刻
  - (5) その他当ホテルが必要と認める事項
2. 宿泊客が第12条の料金の支払いを、旅行小切手、宿泊券、クレジットカード等通貨に代わり得る方法により行おうとするときは、あらかじめ、前項の登録時にそれらを呈示していただきます。

## 第9条 客室の使用時間

1. 宿泊客が当ホテルの客室を使用できる時間は、当日午後3時から翌朝11時までとします。ただし、連続して宿泊する場合には、到着日及び出発日を除き、終日使用することができます。
2. 当ホテルは、前項の規定にかかわらず、同項に定める時間外の客室の使用に応じることがあります。この場合には次に掲げる追加料金を申し受けます。尚、時間外客室使用は応じられない場合がございますのでご了承下さい。
  - (1) 13:00 までの延長は、室料金の 20%
  - (2) 15:00 までの延長は、室料金の 50%
  - (3) 15:00 以降の延長は、室料金の 100%

## 第10条 利用規則の遵守

1. 宿泊客は、当ホテル内においては、当ホテルが定めて掲示した利用規則および「宿泊約款」に定める「利用規則」に従っていただきます。

## 第11条 施設の案内

1. 当ホテルの主な施設等の営業内容は館内の表示、パンフレット、フロント等でご案内いたします。
2. 施設等の営業内容は、必要やむを得ない場合、予告なく変更することがあります。

## 第12条 料金の支払い

1. 宿泊客が支払うべき宿泊料金等の内訳は、別表第1に掲げるところによります。
2. 前項の宿泊料金等の支払いは、日本の通貨または当ホテルが認めた宿泊券及びクレジットカードにより、宿泊の登録の際または当ホテルが請求したとき、フロントにおいて行っていただきます。
3. 当ホテルが宿泊客に客室を提供し、使用が可能になったのち、宿泊客が任意に宿泊しなかった場合においても、宿泊料金は申し受けます。

4. 宿泊客が支払うべき宿泊料金及び飲食料金等の合計が 5 万円を超えたとき、入金案内を通知し、入金していただきます。

### **第 1 3 条 当ホテルの責任**

1. 当ホテルは、宿泊契約及びこれに関連する契約の履行にあたり、またはそれらの不履行により宿泊客に損害を与えたときは、その損害を賠償します。ただし、それが当ホテルの責めに帰すべき事由によるものでないときは、この限りではありません。
2. 当ホテルの宿泊に関する責任は宿泊者が当ホテルのフロントにおいて宿泊の登録を行ったときに始まり、宿泊者が出発するために客室をあけたときに終わります。
3. 当ホテルは、消防機関から、防火基準点検済証を受領しておりますが、万一の火災等に対処するため旅館賠償責任保険に加入しております。

### **第 1 4 条 契約した客室の提供ができないときの取扱い**

1. 当ホテルは、宿泊客に契約した客室を提供できないときは宿泊客の了解を得て、できる限り同一の条件による他の宿泊施設を斡旋するものとします。
2. 当ホテルは、前項の規定にかかわらず他の宿泊施設の斡旋ができないときは、違約金相当額の補償料を宿泊客に支払い、その補償料は損害賠償額に充当します。ただし、客室が提供できないことについて、当ホテルの責めに帰すべき事由がないときは、補償料を支払いません。

### **第 1 5 条 寄託物等の取扱い**

1. 宿泊客がフロントにお預けになった物品又は現金並びに貴重品について、滅失、毀損等の損害が生じたときは、それが不可抗力である場合を除き、当ホテルはその損害を賠償します。ただし、現金及び貴重品については、当ホテルがその種類及び価額の明示を求めた場合であって、宿泊客がそれを行わなかったときは、当ホテルは 5 万円を限度として その損害を賠償します。
2. 宿泊客が、当ホテル内にお持ち込みになった物品または現金並びに貴重品であってフロントにお預けにならなかったものについては、一切責任を負いません。ただし、当ホテルの故意又は過失により滅失、毀損等の損害が生じたときは、当ホテルは、その損害を賠償します。
3. 宿泊客が、当ホテル内にお持ち込みになった物品または、現金並びに貴重品を客室備付けの金庫に保管をしなかったものについては、一切責任を負いません。
4. 美術品、骨董品などの品物はお預かりできません。

### **第 1 6 条 宿泊客の手荷物または携帯品の保管**

1. 宿泊客の手荷物が、宿泊に先立って当ホテルに到着した場合は、その到着前に当ホテルが了解したときに限って責任をもって保管し、宿泊客がフロントにおいてチェックインする際お渡しします。
2. 宿泊客がチェックアウトしたのち、宿泊客の手荷物又は携帯品が当ホテルに置き忘れられていた場合は遺失物法に基づき処理させていただきます。ただしお飲み物、食品は翌日処分致します。
3. 前 2 項の場合における宿泊客の手荷物又は携帯品の処理についての当ホテルの責任は、第 1 項の場合にあっては前条第 1 項の規定に、前項の場合にあっては同条第 2 項の規定に準じるものとします。

## 第17条 駐車の責任

1. 宿泊客が当ホテルの駐車場（契約駐車場含む）をご利用になる場合、車両のキーの寄託の如何にかかわらず、当ホテルは場所をお貸しするものであって、車両の管理責任まで負うものではありません。ただし、駐車場の管理にあたり、当ホテルの故意または過失によって損害を与えたときは、その賠償の責めに任じます。

## 第18条 宿泊客の責任

1. 宿泊客の故意又は過失により当ホテルが損害を被ったときは当該宿泊客は当ホテルに対し、その損害を賠償していただきます。
2. 部屋鍵紛失の場合は3千円の賠償金をいただきます。
3. 部屋内備品及び調度品の損傷の場合は、相当額の賠償金をいただきます。

別表第1. 宿泊料金等の内訳[第2条第1項(3)及び第12条第1項関係]

		内 訳
宿泊客が支払うべき総額	宿泊料金	①基本宿泊料（室料又は室料+朝食料） ②サービス料（①×10%）
	追加料金	③飲食料又は追加飲食（朝食以外の飲食料） ④サービス料（③×10%）
	税金	⑤消費税

別表第2. 違約金[第6条第2項関係]

	不泊 当日	前日	2日前 3日前	5日前	6日前 7日前	8日前 14日前	15日前 30日前
1～14名	100%	50%	30%	-	-	-	-
15～30名	100%	50%	30%	30%	-	-	-
31～100名	100%	80%	50%	30%	20%	10%	-
101名～	100%	80%	50%	30%	30%	15%	10%

注1. %は基本宿泊料に対する違約金の比率です。

2. 契約日数が短縮した場合は、その短縮日数にかかわらず、1日分(初日)の違約金を収受します。
3. 団体客(15名以上)の一部について契約の解除があった場合、宿泊の10日前(その日より後に申込みをお引き受けした場合にはそのお引き受けした日)における宿泊人数の10%(端数が出た場合には切り上げる。)にあたる人数については、違約金はいただきません。
4. 団体客(修学旅行)については、別途規定を設けております。

改定日 2021年11月1日

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACT

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**Article 1 Scope of Application**

- 3. Contracts for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions, and any particulars not provided for herein shall be governed by laws and regulation and/or generally accepted practices.
- 4. In the case when the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, notwithstanding the preceding Paragraph, the special contract shall take precedence over the provisions of those Terms and Conditions.

**Article 2 Application for Accommodation Contract**

- 3. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:
  - (1) Name and the number of the Guest(s)
  - (2) Date of accommodation and estimated time of arrival.
  - (3) Accommodation charges. (In principle, based on the Basic Accommodation Charges listed in the Attached Table No. 1)
  - (4) Other particulars deemed necessary by the Hotel.
- 4. In the case when the Guest requests, during his/her stay, an extension of the accommodation beyond the date(s) in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

**Article 3 Conclusion of Accommodation Contracts, etc.**

- 4. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply when it has been proved that the Hotel has not accepted the application.
- 5. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest, secondly for the cancellation charges under Article 6 and thirdly for the reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12.
- 6. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of Payment of the deposit is specified.

**Article 4 Special Contracts Requiring No Accommodation Deposit**

- 3. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special

contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.

4. In the case when the Hotel has not requested the payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as though the Hotel has accepted a special contract prescribed in the preceding Paragraph.

#### **Article 5 Refusal of Accommodation Contracts**

2. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following cases:
  - (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions.
  - (2) When the Hotel is fully booked and no room is available.
  - (3) When the Guest seeking accommodation is deemed liable to conduct himself/herself in a manner that will violate laws or act against the public order or good morals in regard to his/her accommodation.
  - (4) When the Guest seeking accommodation is part of an organized crime group, a member of an organized crime group, part of or related to a company or an organization associated with an organized crime group, or part of any other antisocial group (hereinafter referred to as the “Antisocial Force such as a Gang”).
  - (5) When the Guest seeking accommodation is part of a corporate body or any other organization whose business activities are controlled by an organized crime group or a member of an organized crime group.
  - (6) When the Guest seeking accommodation is part of a corporate body whose officers include a person that is a member of or has a connection with an organized crime group.
  - (7) When the behavior of the Guest seeking accommodation has caused significant annoyance to other guests.
  - (8) When the Guest seeking accommodation has made a violent demand on this Hotel or its employee(s), or has made an unreasonably excessive demand.
  - (9) When the Hotel is requested to assume an unreasonable burden with respect to the Guest's accommodation.
  - (10) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or other unavoidable causes.
  - (11) When the provisions of Article 5 of the Okinawa Prefecture Hotel Business Law Enforcement Ordinance are applicable.
  - (12) When the Guest seeking accommodation can be clearly identified as carrying an infectious disease.

#### **Article 6 Right to Cancel Accommodation Contracts by the Guest**

4. The Guest is entitled to cancel the Accommodation Contract by notifying the Hotel.
5. If the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay

cancellation charges as listed in the Attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of payment of cancellation charges in case of cancellation by the Guest.

6. If the Guest does not appear by 8:00 p.m. of the accommodation date without advance notice (2 hours after the expected time of arrival if the Hotel is notified thereof), the Hotel may regard the Accommodation Contract as having been canceled by the Guest.

#### **Article 7 Right to Cancel Accommodation Contracts by the Hotel**

3. The Hotel may cancel the Accommodation Contract under any of following cases:
  - (1) When the Guest is requested to notify particulars as stipulated in Paragraph 1 of Article 2, but fails to do so by the date specified.
  - (2) When the Guest did not pay the deposit in due time as stipulated in Paragraph 2 of Article 3.
  - (3) When the items (3) to (12) of Article 5 are applicable.
  - (4) When the Guest does not observe prohibited actions such as smoking in bed, mischief to the fire-fighting facilities and other prohibitions of the Use Regulation stipulated by the Hotel.
4. If the Hotel has canceled the Accommodation Contract in accordance with the provisions of the preceding Paragraph, the Hotel shall not charge the Guest for any of the services during the contractual period which he/she has not received.

#### **Article 8 Registration**

3. The Guest shall register the following particulars at the front desk of the Hotel on the day of accommodation. (Personal information is only used for the business of the Hotel and will not be used for any other purpose.)
  - (1) Name, age, sex, address and occupation of the Guest(s).
  - (2) For non-Japanese Guest, nationality, passport number, port and date of entry to Japan and the previous/next place of stay, if any.
  - (3) All foreign nationals who do not possess an address in Japan, a copy of the passport, in addition to the provision set forth in the preceding item.
  - (4) Date and estimated time of departure.
  - (5) Other particulars deemed necessary by the Hotel.
4. In the case when the Guest intends to pay his/her Accommodation Charges prescribed in Article 12 by any means other than Japanese currency, such as traveler's checks, coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

#### **Article 9 Occupancy Hours of Guest Rooms**

3. The Guest is entitled to occupy the contracted guest room of the Hotel from 3:00 p.m. on the day of arrival to 11:00 a.m. the next day. However, in the case when the Guest is accommodated continuously, the Guest may occupy it all day long, except for the days of arrival and departure.
4. Notwithstanding the provisions prescribed in the preceding Paragraph, the Hotel may permit the Guest to



occupy the guest room beyond the time prescribed in the same Paragraph, In this case, extra charges stated below shall apply. However, please note that after-hours use of guest rooms may not be permitted.

- (1) Extension to 13:00: 20% of the room charge.
- (2) Extension to 15:00: 50% of the room charge.
- (3) Extension after 15:00: 100% of the room charge.

#### **Article 10 Observance of Use Regulations**

2. The Guest shall observe the Use Regulations, which are established by the Hotel and posted within the premises of the Hotel, and the "USE REGULATIONS" stipulated in the "TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACT".

#### **Article 11 Facility Information**

3. The details of main facilities of the Hotel are indicated by the information board, brochures, front desk, and so on of the Hotel.
4. The details of main facilities are subject to change without notice due to unavoidable circumstances of the Hotel.

#### **Article 12 Payment of Accommodation Charges**

5. The breakdown of the Accommodation Charges, etc. that the Guest shall pay is as listed in the Attached Table No. 1.
6. Accommodation Charges, etc. as stated in the preceding Paragraph shall be paid with Japanese currency or by coupons or credit cards recognized by the Hotel at the front desk at the time of the registration of the Guest or upon request by the Hotel.
7. Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the Hotel.
8. In the event that the Accommodation Charges, dining charges, etc., which the Guest must pay, comes to a total of more than 50,000 yen, the notice thereof shall be made to the Guest and the Guest shall pay the charges after receiving such notice.

#### **Article 13 Liabilities of the Hotel**

4. The Hotel shall compensate the Guest for damage if the Hotel has caused such damage to the Guest in the fulfillment or the non-fulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in cases where such damage has been caused due to reasons for which the Hotel is not liable.
5. The liability of the Hotel in relation to accommodation begins at the time a guest registers at the front desk of the Hotel and ends at the time a guest vacates their room in order to check out of the Hotel.
6. The Hotel has received the "Fire Prevention Standard Inspection Certificate" issued by the fire station. Furthermore, the Hotel is covered by Hotel Liability Insurance in order to deal with unexpected fire and/or

other disasters.

#### **Article 14 Procedure When Unable to Provide Contracted Rooms**

3. The Hotel shall, When unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.
4. When arrangement of other accommodation cannot be made, notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

#### **Article 15 Handling of Deposited Articles**

5. The Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused to the goods, cash or valuables deposited at the Front Desk by the Guest, except in the case when this has occurred due to causes of force majeure. However, with respect to cash and valuables, the Hotel will make compensation only if the Guest has made a declaration to the Hotel as to type and value. When the Guest has not made such a declaration, the liability of the Hotel shall be limited to 50,000 yen.
6. The Hotel shall not have any responsibility for the goods, cash or valuables which are brought into the premises of the Hotel by the Guest but are not deposited at the front desk. However, in the event of loss or damage caused by the intentional or negligent act of the Hotel, the Hotel shall compensate the Guest for such loss or damage.
7. The Hotel shall not have any responsibility for the goods, cash or valuables which are brought into the premises of the Hotel by the Guest but are not stored in the safety box provided in the guest room.
8. The Hotel cannot accept works of art or antiques for deposit.

#### **Article 16 Custody of Baggage and/or Belongings of Guest**

4. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to keep it only in the case when such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the front desk at the time of his/her check-in.
5. When the baggage or belongings of the Guest are found left behind after his/her checkout and the ownership of the article is identified, the Hotel shall inform the owner of the article left and ask for further instructions. However, food and beverages shall be disposed of the next day.
6. The Hotel's liability in regards to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2.

#### **Article 17 Liability in Regard to Parking**

2. The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot (including contract parking lot) within the premises of the Hotel, as it shall be regarded that the Hotel simply

offers the space for parking, whether the key of the vehicle has been deposited at the Hotel or not. However, the Hotel shall compensate the Guest for the damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

**Article 18 Liability of the Guest**

4. The Guest shall compensate the Hotel for the damage caused through intention or negligence on the part of the Guest.
5. If the Guest loses the room key, he/she shall be required to pay 3,000 yen in restitution.
6. If the Guest damages the equipment and furnishing in the room, he/she shall be required to pay substantial amount of compensation.

Attached Table No. 1 The breakdown of the Accommodation charges, etc.

[Relating to Paragraph 1 (3) of Article 2 and Paragraph 1 of Article 12]

		Breakdown
Total Amount to be Paid by the Guest	Accommodation Charges	(1) Basic accommodation charge (Room charge or room charge including breakfast) (2) Service charge ((1)×10%)
	Extra Charges	(3) Food and drink charges or additional food and drink (Charges other than breakfast charge) (4) Service charge ((3)×10%)
	Taxes	(5) Consumption tax

Attached Table No. 2 Cancellation charge for Hotels

[Relating to Paragraph 2 of Article 6]

	No show	Previous day	2 days before 3 days before	5 days before	6 days before 7 days before	8 days before 14 days before	15 days before 30 days before
1 to 14 persons	100%	50%	30%	-	-	-	-
15 to 30 persons	100%	50%	30%	30%	-	-	-
31 to 100 persons	100%	80%	50%	30%	20%	10%	-
101 persons or more	100%	80%	50%	30%	30%	15%	10%

- Note 1. The percentages stated represent the ratio of the cancellation charge to the Basic Accommodation Charge.
2. When the number of days contracted is shortened, the cancellation charge for the first day of the cancelled period shall be paid by the Guest regardless of the number of days shortened.
  3. When part of a group booking (for 15 persons or more) is canceled, the cancellation charge shall not be charged for the number of persons in the booking equivalent to 10% (with fractions rounded up) of the total number of persons if cancellation is made 10 days prior to occupancy (when accepted less than 10 days prior to the occupancy, as of the date).
  4. Separate regulations apply to a group of guests such as school trips.

Date of Revision: The 1st day of November, 2021