

Accommodation terms and conditions.

Article 1 (Scope of Application)

The accommodation contract and related agreements concluded between our hotel and the guests shall be governed by the provisions of these terms, and for matters not stipulated in these terms, shall be determined according to laws or generally established customs.

2. When our hotel agrees to special provisions within the limits not violating laws and customs, the special provisions shall take precedence over the provisions in the previous paragraph.

Article 2 (Application for Accommodation Contract)

Anyone wishing to apply for a lodging contract at our facility must inform us of the following matters.

(1) Guest name

(2) Date of stay and expected arrival time

(3) Accommodation fee (generally based on the accommodation fees in Table 1)

(4) Other matters deemed necessary by our establishment.

2. If a guest requests to extend their stay beyond the accommodation days specified in item 2 of the previous section, our facility will treat this request as a new lodging agreement application at the time the request is made.

Article 3 (Establishment of Accommodation Contracts, etc.)

The accommodation contract shall be established when our establishment accepts the application in the preceding article. However, this does not apply if it can be proven that our establishment did not give acceptance.

2. If our establishment presents an incorrect accommodation fee on our website or provides an incorrect accommodation fee over the phone, and a reservation is made based on that fee and accepted by our establishment, that fee will be considered invalid if it is significantly lower than the fees for surrounding dates, unless there is a display or notice indicating reasons for being "limited," "special," or "campaign." In such a case, the accommodation contract will be deemed void due to error in acceptance under civil law, and we will promptly notify you of this.

3. When an accommodation contract is established according to the provisions of the previous paragraph, you are required to pay a deposit as specified by our establishment, up to the amount of the accommodation fee for the duration of stay (three days if the stay exceeds three days) by the date designated by our establishment.

4. The application fee will first be applied to the accommodation fee that the guest ultimately has to pay, and in the event that the provisions of Article 6 and Article 18 come into effect, it will be applied in the

order of penalty fees followed by compensation fees, and any remaining balance will be refunded upon payment of the fees according to the provisions of Article 12.

5. If the application fee for item 3 is not paid by the date specified by our facility in accordance with the provisions of that item, the accommodation contract will lose its effect.

Article 4 (Special provision that no application fee is required)

Notwithstanding the provisions of Article 3 of the preceding section, this office may agree to a special provision that does not require the payment of the deposit after the conclusion of the contract.

2. When accepting an application for a lodging contract, if our establishment does not request payment of the application fee outlined in the previous section, and does not specify a payment deadline for that application fee, it will be treated as being in accordance with the special provisions of the preceding item.

Article 5 (Refusal of Accommodation Contract)

The hotel may refuse to conclude a lodging contract in the following cases:

- (1) When the application for lodging is not in accordance with these terms and conditions.
- (2) When there are no available rooms due to full occupancy.
- (3) When the hotel determines that the person seeking lodging is likely to engage in acts that violate laws, public order, or good morals.
- (4) When the hotel determines that the person seeking lodging falls under any of the following categories.

Gangsters as defined in Article 2, Item 2 of the Law on Prevention of Unjust Acts by Gangsters (Law No. 77 of 1991), gang members as defined in Article 2, Item 6 of the same law, quasi-gang members, gang-related individuals, and other anti-social forces.

If it is a corporation or other organization controlled by an organized crime group or a member of such a group.

The corporation has among its officers persons who correspond to gang members.

- (5) When a person attempting to stay causes significant inconvenience to other guests with their behavior.
- (6) When the establishment determines that a person attempting to stay has a disease that could pose a risk of contagion to other guests, or has a possibility of doing so.
- (7) When violent demands are made in relation to the stay, or unreasonable burdens are imposed.
- (8) When it is not possible to accommodate the guest due to natural disasters, facility failures, or other unavoidable circumstances.
- (9) When it falls under the provisions set by the prefecture regarding the enforcement of the Inns and Hotels Act.

(10) When a person who made a reservation applies for a room with the intent of resale or brokerage for their own benefit.

(11) When a person trying to stay has caused any problems with our facility or its related parties (including but not limited to staff, guests, and business partners) in the past. (12) Similarly, when our facility judges that it is inappropriate to allow a person's stay.

Article 6 (Right of Guests to Cancel Contracts) Guests may request to cancel their accommodation contract with the facility.

2. When a guest cancels all or part of the accommodation contract due to reasons attributable to the guest, we will charge a penalty fee as specified in Appendix 2, except in cases where we have requested payment of the application fee with a specified due date (excluding cases where the guest cancels the accommodation contract before payment). However, if we accept a special provision under Article 4, the obligation for the guest to pay the penalty will only apply if we have notified the guest at the time of cancellation of the accommodation contract.

3. If the guest does not arrive by 10 PM on the day of their stay (or one hour after the specified arrival time if an arrival time has been indicated in advance), the hotel may, at its discretion, consider the accommodation contract to be canceled by the guest. The guest may not make any claims or requests regarding the hotel's judgment and processing in this matter.

Article 7 (Right of Termination by Our Facility)

Our facility may terminate the accommodation contract in the following cases.

(1) When it is recognized that a guest is likely to engage in acts that violate the provisions of the law, public order, or good morals, or when it is recognized that such acts have been committed. (2) When it is recognized that a guest falls under any of the categories from item i to item h.

Organized crime groups, gang members, quasi-members of organized crime, or other antisocial forces.

When a corporation or other organization is controlled by an organized crime group or organized crime members.

A corporation that has members of organized crime among its executives.

(3) When a guest engages in behavior that significantly inconveniences other guests.

(4) When a guest is determined by our establishment to be suffering from a disease that could potentially infect other guests, or if such a possibility is judged to exist.

(5) When violent demands are made regarding the stay, or if burdens exceeding reasonable limits are requested.

(6) When a guest cannot be accommodated due to reasons stemming from natural disasters or other force majeure.

(7) When the provisions set forth in the ordinances for the enforcement of the Ryokan Business Act established by prefectures apply.

(8) When there is smoking inside the facility, vandalism to fire safety equipment, or non-compliance with other prohibitions set by our establishment's usage regulations (limited to those necessary for fire prevention).

(9) When a guest causes any problem to our establishment's personnel (including but not limited to officials, guests, and business partners).

(10) Based on the above, when our establishment determines that it is inappropriate to maintain the accommodation contract.

2. If our establishment cancels the accommodation contract based on the provisions of the preceding item, we will not charge for any accommodation services that the guest has not yet received.

Article 8 (Registration of Accommodation)

Guests are required to register the following items at the time of booking their stay at our facility.

(1) Guest's name, age, gender, address and occupation

(2) For foreign nationals, nationality, passport number, place of entry and date of entry

(3) Departure date and scheduled departure time

(4) Other matters deemed necessary by the hotel.

2. When a guest attempts to make payment for the fee under Article 12 using methods that can replace currency such as credit cards, they must present them in advance at the time of registration as stated in the previous section, and in addition to keeping a record in a manner deemed appropriate by our facility, we may require a deposit of an amount deemed appropriate by us if we consider it necessary.

Article 9 (Hours of Room Use)

The hours during which guests can use the rooms at our facility will be determined by us at the time of the lodging contract, starting from the indicated usage start time (check-in time) until the usage end time (check-out deadline). However, in the case of consecutive stays, the rooms can be used throughout the day, excluding the arrival and departure dates.

2. The hotel may accommodate requests for the use of rooms outside the times specified in the previous section, notwithstanding the provisions of that section. In this case, additional fees, as determined at our discretion and presented to the guests, will be charged.

Article 10 (Compliance with Usage Rules)

Guests are required to comply with the usage rules established by our hotel and posted on the internet while on the premises.

Article 11 (Business Hours)

The operating hours of our main facilities will be provided on our website and in the guest rooms.

2. The time in the previous item may be temporarily changed if necessary. In that case, we will notify you in an appropriate manner.

Article 12 (Payment of Charges)

The breakdown of accommodation charges that the guest is required to pay is as specified in Appendix 1.

2. Payment of the accommodation fees mentioned above shall be made by credit card or any other alternative method upon the guest's departure or when requested by the hotel.

3. Even if the hotel provides the guest with a room and it becomes available for use, the accommodation fee will still be charged if the guest voluntarily does not stay.

Article 13 (Responsibility of Our Facility)

Our facility shall compensate for damages caused to guests through malicious intent or gross negligence in the performance of the accommodation contract and related contracts or due to their non-performance.

2. The amount of damages for which our hotel is liable under this contract (regardless of whether it is based on breach of contract, tort liability, or other legal liabilities) shall be limited to the total accommodation fees paid by the guest to our hotel at the time the damages occurred (excluding the portion equivalent to consumption tax).

3. Our hotel has taken out hotel liability insurance to deal with potential fires and other emergencies.

Article 14 (Handling when unable to provide the contracted room)

In the event that our establishment is unable to provide the contracted room to guests due to reasons attributable to us, we will endeavor to arrange other accommodations under the same conditions as much as possible. However, this does not apply if the guest does not wish for such arrangements and prefers to search for other accommodations themselves.

2. Notwithstanding the provisions of the preceding paragraph, if our establishment is unable to arrange for alternative accommodations, we will pay the guest a compensation equivalent to the penalty amount, which will be applied to the damages. Additionally, if there is no cause attributable to our establishment for not being able to provide a room, no compensation will be paid.

Article 15 (Handling of Deposited Items)

In the event of loss or damage to items or valuable belongings entrusted by guests, the hotel shall compensate for damages in accordance with the provisions of the Commercial Code, except in cases of force majeure, in accordance with the insurance policy coverage provided by the hotel.

2. The facility cannot be held responsible for any loss or damage to items brought in by guests that were not

deposited. However, in the event of loss or damage caused by the facility's malice or gross negligence, the facility will compensate for the damages in accordance with the insurance policy it holds.

Article 16 (Storage of Guests' Baggage or Personal Items)

If a guest's baggage arrives at our facility before their stay, we will only be responsible for storing it if we were informed of its arrival beforehand, and it will be handed over to the guest upon check-in.

2. If a guest checks out and leaves behind their luggage or personal items at our establishment, and we discover them, we will, in principle, keep them for a certain period defined by us, including the date of discovery, and deliver them to the nearest police station.

3. The responsibility of our establishment regarding the storage of the guest's luggage or personal items in the cases described in the previous two clauses shall be in accordance with the provisions of Article 1 in the case of Clause 1, and in accordance with the provisions of Clause 2 in the case of Clause 2.

Article 17 (Responsibility for Parking)

When guests use our parking lot, regardless of whether they deposit their vehicle keys, we are providing a space for them and do not assume responsibility for the management of the vehicle.

Article 18 (Guest's Responsibility)

If the hotel suffers damage due to the intentional or negligent actions of a guest, that guest shall compensate the hotel for the damage.

Article 19 (Disclaimer)

The use of computer communications from within and outside the facility (including but not limited to the use of the facility's network and internet connection services) shall be at the guest's own risk. The facility shall not be liable for any damage incurred by the guest due to service interruptions caused by system failures or other reasons, or any infections by computer viruses during the use of computer communications. Furthermore, if any damage occurs to the facility or third parties due to the guest's use of computer communications, the guest shall indemnify such damages.

Article 20 (Modification of these Terms) The facility may change these terms under the following circumstances, and it shall be deemed that there is agreement regarding the provisions of the modified terms, allowing the facility to change the content of the accommodation contract without separately agreeing with individual guests.

(1) When the changes to these terms and conditions are in line with the general interest of guests.

(2) When the changes to these terms and conditions do not contradict the purpose of the accommodation contract, and are reasonable in light of the necessity for the changes, the appropriateness of the content after the changes, and other circumstances related to the changes.

2. When our facility makes changes to these terms, we will specify the effective date and will inform the

public of the changes, the contents of the revised terms, and the effective date through the internet and other appropriate methods.

Article 21 (Court of Jurisdiction)

In the event that a dispute arises regarding an accommodation contract and legal proceedings such as litigation are required, the Kyoto Summary Court or the Kyoto District Court shall be the exclusive jurisdictional court of the first instance, depending on the amount of the complaint.

Appendix Table 1 Breakdown of Accommodation Fees (Related to Article 2, Paragraph 1 and Article 12, Paragraph 1)

Note: This is based on provisions amended by tax law.

Schedule 2 Penalties (related to Article 6, Paragraph 2)

Date of contract termination and number of contract applications.

No stay / same day 100%

The day before was 80%.

Two days or three days ago, 50%.

30% from 4 days ago to 7 days ago.

10% from 8 days ago to 14 days ago.

(Note) 1. % is the ratio of the penalty to the accommodation fee (①+②).

If the contract days are shortened, regardless of the number of days shortened, a penalty of one day (the first day) will be collected.

Total amount paid by guests

Accommodation fee

①Room rate ②Service charge (①×10%)

③ Food and drink and other usage fees ④ Service charge (③×10%) Taxes

Consumption tax

Terms of Use

In order to maintain the public nature and safety of the facility, our guests are requested to refrain from the following items in accordance with Article 10 of the accommodation regulations.

If you fail to comply with the matters specified in these rules, we may refuse your continued stay and the use of the facilities.

- Please refrain from bringing heating appliances, cooking devices, and irons into the facility.

- Please refrain from smoking in areas other than the designated areas within the facility.

- Please refrain from meeting guests in your room.

- We will refuse accommodation and use of the facility's amenities to the following organizations and individuals.

- ① Organized crime groups, members of organized crime groups, organizations related to organized crime, and their associates.

- ② Associates of corporations or other organizations controlled by organized crime groups or members of organized crime.

- ③ Anti-social organizations, members of anti-social organizations, and their associates.

- ④ In cases where acts of assault, injury, intimidation, extortion, violent coercion, or demands beyond reasonable limits are recognized, as well as similar acts.

- ⑤ Individuals recognized as significantly likely to disturb other customers, such as excessively intoxicated persons.

- ⑥ Individuals who, after receiving a warning from the facility regarding violations of the facility's usage regulations, did not immediately cease those actions.

- (1) If you fall under classification (a) to (d), we will refuse any use from that point onward.

- (2) We may refuse accommodation to individuals with diseases that could cause discomfort or inconvenience to other guests, such as contagious diseases.

- Please refrain from loud singing or noisy behavior in the building and guest rooms that may cause discomfort or disturbance to other guests.

- Please refrain from bringing the following items into the facility.

- ① Animals, including birds and pets.

- ② Significantly large quantities of items.

- ③ Items that emit a notably bad odor.

⊖ Easily ignitable or combustible materials such as gunpowder or volatile oils.

⊕ Firearms and swords not legally permitted to be possessed.

● Please refrain from gambling or engaging in activities that disturb public order or safety in the corridors and guest rooms, or that may inconvenience or cause discomfort to other guests.

● Please refrain from bringing outsiders into guest rooms or allowing them to use facilities or items within the guest room.

● Please refrain from moving, taking out, or using the facilities and items within the building for purposes other than intended.

● Please refrain from attaching foreign objects to the building and facilities or making modifications that change their current state.

● Please refrain from distributing advertisements or selling items to other guests within the premises.

● Please refrain from leaving personal belongings unattended in corridors or lobbies.

● Please refrain from ordering takeaway food and beverages.