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株式会社 東急ホテルズ

利用規則

当ホテルでは、お客様に快適にお過ごしいただくため、宿泊約款第10条に基づき下記の通り利用規則を定めております。

この利用規則をお守りいただけない場合は宿泊約款第7条により、宿泊またはホテル内の諸施設のご利用をお断り申し上げます。また、この利用規則をお守りいただけないことにより生じた事故については、お客様に損害のご負担をいただくこともありますので、特にご留意くださいますようお願い申し上げます。

第1条 安全・保安事項

1. お部屋からの「避難経路図」は各客室ドア内側に表示してありますのでご確認ください。
2. お部屋への暖房用、炊事用等の火器およびアイロン等の持ち込みはご遠慮ください。
3. ベッドの上など火災の発生しやすい場所での喫煙はご遠慮ください。
4. めれた衣類やタオル等を乾燥させるために照明器具にのせたりランプシェードにかけたりしますと火災の原因になります。たいへん危険ですので絶対におやめください。
5. その他火災の原因になるような行為をなさらないでください。
6. ご滞在中、お部屋から出られるときは、必ず施錠をご確認ください。
7. 特にご就寝中は内鍵、および掛け金をおかけください。ドアをノックされても不用意に開扉なさらず、ドアスコープをご確認ください。万一、不審者と思われる場合はフロントまでご連絡ください。
8. バスタブへの湯張り中、仮眠その他の事由により開栓を放置しますと湯がオーバーフローし、重大な漏水事故となりますのでご注意ください。
9. 外来客のお客様と客室内でのご面会をご遠慮いただいております。
10. ご宿泊登録者以外の方のご宿泊は固くお断りいたします。

第2条 貴重品、遺失物のお取り扱いについて

1. ご滞在中の現金、貴重品は備え付けのセーフティボックスまたはフロントにお預けくださるようお願いいたします。上記手続きをおとりにならずに、現金、貴重品の滅失、紛失、毀損、盗難等によって生じた損害については賠償いたしかねますのでご了承ください。
2. お客様のチェックアウト後、お客様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においては、発見した日を含め7日間当ホテルにて保管し、その後、最寄りの警察署へ届けます。但し、軽微な物(日常生活品等)等で、お客様がその所有を放棄したとみとめられるものについては、取得日を含め3ヶ月間保管の後に処分させていただきます。

第3条 お会計

1. 料金は通貨または当ホテルが認めた旅行小切手・宿泊券・クレジットカードによりお支払いいただけます。また、ご宿泊者以外の両替には応じかねますのでご了承ください。
2. ご予定の宿泊日数を変更なさる場合は、予めフロント係員にご連絡ください。ご延長の場合はそれまでのお支払いをお願いいたします。
3. ホテル内のレストラン、バーなどをご署名でご利用になる場合は必ず宿泊カードまたはルームキーをご提示ください。
4. 到着時にお預かり金を申し受けることがございますのでご了承ください。また、ご滞在中、フロントからお勘定書の提示がございましたら、その都度フロントでのご精算をお願い申し上げます。
5. お買い物代、切符代、タクシー代、郵便切手代、お荷物送料などのお立て替えはお断りさせていただきます。
6. 宿泊料および飲食料金には、勝手ながらお勘定の10%がサービス料として加算されております。従業員への心づけはご辞退いたします。
7. お部屋からのお電話をご利用の際は、施設使用料が加算されます。

Hotel Policy & Rules

In order to have a pleasant stay with us, the Hotel has set out the following house regulations. If the terms and conditions stated here are not observed, under Clause 7 of the binding terms and conditions, guests will not be allowed the right to use the facilities of this Hotel. In addition, should an accident or damage occur due to non-compliance with these terms and conditions, please be aware that the guest shall be held responsible for compensation. We appreciate your kind understanding and cooperation.

Article 1. For Safety & Security

1. Please confirm the emergency escape routes on the maps which are posted inside the door of every guest room.
2. Please do not bring into rooms any heating devices, devices which produce fire, or items such as irons.
3. Smoking in bed or any other places with potential fire hazard is prohibited.
4. Do not dry any wet clothing or towels by putting them on lighting equipment or lampshades as it could cause a fire. This is extremely dangerous, so please do not do it.
5. Do not engage in any behavior which could result in fire.
6. When leaving your room, please make sure that the door is properly locked.
7. Please lock the door and secure the inside chain, particularly when you are sleeping. Should there be a knock at the door, confirm who it is by using the viewer scope in the door before opening the door. In the event it is a suspicious person, please call the Front Desk to report it.
8. When filling the bathtub, take care not to doze off and inadvertently let the tub overflow. This can cause serious water damage to the room and those below.
9. It is prohibited to receive any visitor at your room.
10. Anyone other than those registered as a staying guest is not entitled to use the Hotel room.

Article 2. Valuables and Items Deposited with the Hotel

1. During your stay, please secure your money and valuables in the safe provided in your room or deposit them at the Front Desk. The Hotel is not responsible for any damage, theft, or loss of money or valuables not deposited at the Front Desk or in the safe provided in your room.
 2. In the event Guest luggage or belongings are forgotten or left behind on the Hotel premises after the Guest has checked out, the Hotel shall be responsible for custody of the same for seven days including the day they are found. Thereafter, the Hotel shall turn these items over to the nearest police station.
- When it comes to forgotten or left-behind items that are considered to be of minimal importance (such as articles for daily use, etc.) and whose ownership is considered to have been abandoned, the Hotel shall dispose of the same after a period of three months (including the day they are found).

Article 3. Payment of Bills

1. The Guest is requested to pay for accommodations and other charges in cash or other means approved in advance by the Hotel, such as traveler's checks, Hotel coupon or credit card. Please also note that the Hotel cannot comply with a request for currency exchange by persons other than registered Guests.
2. Should there be a change in the number of days you plan to stay, please notify the Front Desk immediately. Should you extend your stay, please pay your bill calculated up to that point.
3. Please show your room key card when you charge a restaurant or bar bill in the Hotel to your account.
4. A deposit may be required for checking into the Hotel. If you are presented with any bills from the Front Desk at any time during your stay, please settle each payment at the Front Desk upon receiving the bills.
5. The Hotel will not make payment on behalf of the Guest for shopping, tickets, taxi fares, postal stamps or shipping fees.
6. Room charges and food and beverage charges are subject to a 10% service charge, which will be added to your bill. Please do not give tips to the staff.
7. When using the telephone from your room, a facilities use fee will be added to your bill.

第4条 おやめいただきたい事項

1. ホテル内に他のお客様の迷惑になるようなものをお持込にならないでください。
 - (1) 犬・猫・小鳥等の動物・ペット類全般（但し、盲導犬、介助犬は除く）
 - (2) 発火または引火しやすい火薬や揮発油類および危険性のある製品
 - (3) 悪臭および強い匂いを発する物
 - (4) 許可証のない銃砲・刀剣類
 - (5) 著しく多量のお荷物および物品
 - (6) その他法令で所持を禁じられているもの
2. ホテル内での賭博や風紀・治安を乱すような行為、他のお客様に迷惑となったり不快感を与えるような行為。
3. ホテルの外観を損なうようなものをお部屋の窓にかけたり、窓側への陳列行為。
4. 当ホテルに許可なく、お部屋やロビーでの営業行為などのご宿泊以外のご利用。
5. ホテル内で許可なく広告・宣伝物の配布や物品の販売。
6. ホテル内で施設・備品を所定の場所や用途以外で使用したり、現状を著しく損なうようなご利用。
7. ホテル内で撮影された写真等を許可なく営業上の目的で公にさせる行為。
8. 廊下やロビーへの所持品の放置。
9. ナイティー・パジャマ・浴衣・スリッパ等で営業施設に出ること。（温泉は除きます）
10. 緊急事態、あるいはやむを得ない事情以外でのホテル従業員エリア・非常階段・屋上・搭屋・機械室等への立ち入り。
11. ホテル外部からの飲食物の出前。
12. ホテル建造物・家具・備品・その他物品の損傷・汚染、または紛失。

第5条 宿泊契約の解除

1. 宿泊しようとする方が暴力団、暴力団員、暴力団関係団体、または関係者その他反社会的勢力である場合は当ホテルのご利用はお断りいたします。（ご予約後、あるいはご利用中にその事実が判明した場合には、その時点で、ご利用をお断りさせていただくことがございます。）
2. 宿泊しようとする方が暴力団、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とき、また宿泊しようとする方が法人でその役員のうち暴力団員に該当する場合のご利用をお断りいたします。（ご予約後、あるいはご利用中にその事実が判明した場合には、その時点で、ご利用をお断りさせていただくことがございます。）
3. 宿泊しようとする方が宿泊施設、もしくは宿泊施設従業員に対し、暴力、脅迫、恐喝等、威圧的な不当要求を行い、あるいは合理的な範囲を超える負担を要求したとき、またはかつて同様な行為を当ホテル、もしくは他のホテルで行ったと認められるときは、ご利用をお断りさせていただくことがございます。

第6条 エコ活動

資源を大切に使うため、節電・節水にご協力をお願いいたします。

第7条 個人情報

当ホテルでは、お客様から提供される個人情報について、当ホテルのプライバシーポリシーに則り、適切に取扱います。

Article 4. Prohibited Activities

1. To avoid inconveniencing other guests and patrons of this Hotel, we ask that you not to bring in the following items.
 - 1) Dogs, cats, small birds and other pets (except seeing-eye dogs and guide dogs).
 - 2) Items which give off sparks or are easily inflammable such as explosives, volatile oils and other dangerous products.
 - 3) Items that give off strong odors or foul-smelling odors.
 - 4) Unlicensed firearms or swords.
 - 5) Unusually large volumes of luggage or other items.
 - 6) Other belongings normally prohibited by other regulations.
2. Gambling or conduct which may disturb the moral order inside the Hotel, or behavior which may make other guests feel uneasy or disturb them in any way.
3. Hanging something outside of the window, or any display from the Hotel windows which may adversely affect the external appearance of the Hotel.
4. Conducting sales or business activities in Hotel rooms or the lobby, or any activity apart from lodging.
5. Advertising, distribution of promotional items, or sales of goods inside the Hotel without express permission.
6. Changing the position or location of equipment and furniture inside the Hotel, or using it for purposes apart from what is intended, or use which will greatly alter its current condition.
7. Using photography or video recordings taken inside the Hotel for business purposes without express permission.
8. Leaving personal possessions in the hallways or lobby.
9. Entering the business areas of the Hotel wearing nightgowns, pajamas, yukata robes or slippers. (except Hot Spring)
10. Entry into areas for employees, emergency stairwells, roof areas, boarding rooms or machine rooms except when unavoidable or in cases of emergency.
11. Ordering food and beverages for delivery from outside of the Hotel.
12. Loss, soiling or theft of the Hotel structure, furniture, equipment or other related items.

Article 5. Right to Cancel Accommodation by the Hotel

1. The party who applies for lodging is a "syndicate organization," a member of a syndicate organization, an organization connected to a syndicate organization, or an individual who is socially affiliated in any way. After the reservation is made, or at any time during the period of lodging, should the above situation be determined, the right to lodging and use of the facilities may be immediately terminated.
2. The party who applies for lodging is a syndicate organization, or a member of a syndicate organization, an organization that directs the operations of a syndicate organization, or any type of syndicate. Or, the party that applies for lodging is a syndicate organization or a member of a syndicate who falls under the definition of director. After the reservation is made, or at any time during the period of lodging, should the above situation be determined, the right to lodging and use of the facilities may be immediately terminated.
3. The lodging guest engages in any act of violence, threat of blackmail or any type of blackmail, or any kind of coercive unreasonable demand, or making any demand that goes beyond the scope of what is considered a reasonable burden on this lodging facility or an employee of this lodging facility, or is confirmed to engage in any similar activity in this Hotel, or any other Hotel, should the above situation be determined, the right to lodging and use of the facilities may be immediately terminated.

Article 6. Environmental Protection Activities

In order to use resources carefully, we request that you cooperate with activities to save water and electricity.

Article 7. Privacy Policy

In this Hotel, personal information provided by the guest is only used for appropriate purposes, and is treated as private information.

宿泊約款

適用範囲

第1条 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ます。

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ます。

宿泊契約の申込み

第2条 当ホテルに宿泊契約の申込みをしようとする方は、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の基本宿泊料金による。）
- (4) a. 申込者名及びその連絡先
b. 宿泊料金の支払者及びその連絡先
- (5) その他当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込みがあったものとして処理します。

宿泊契約の成立等

第3条 宿泊契約は、当ホテルが前条の申込みを承諾したときに成立するものとします。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. 前項の規定により宿泊契約が成立したときは、宿泊期間（3日を超える時は3日間）の宿泊料金を限度として当ホテルが定める申込金を、当ホテルが指定する期日までに、お支払いいただけます。

3. 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。

4. 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ます。

ただし、申込金の支払い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。

申込金の支払いを要しないこととする特約

第4条 前条第2項の規定にかかわらず、当ホテルは、契約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. 宿泊契約の申込みを承諾するにあたり、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い期日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。

宿泊契約締結の拒否

第5条 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) 宿泊しようとする方が、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たとき。
- (4) 宿泊しようとする方が、伝染病者であると明らかに認められるとき。
- (5) 宿泊しようとする方が暴力団、暴力団員、暴力団関係団体、または関係者その他反社会的勢力であるとき。
- (6) 宿泊しようとする方が暴力団、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とき。
- (7) 宿泊しようとする方が法人で、その役員のうち暴力団員に該当するとき。
- (8) 宿泊しようとする方が宿泊施設、もしくは宿泊施設従業員に対し、暴力、脅迫、恐喝等、威圧的な不当要求を行い、あるいは合理的な範囲を超える負担を要求したとき、またはかつて同様な行為を当ホテル、もしくは他ホテルで行ったと認められるとき。
- (9) 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。
- (10) 宿泊しようとする方が泥酔等で、他の宿泊者に著しく迷惑を及ぼすおそれがあるとき、及び宿泊者に著しく迷惑を及ぼす言動をしたとき。（都道府県等の規定にもとづく）

Terms and Conditions for Accommodation Contracts Scope of Application

Article 1. 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. Any particulars not provided for herein shall be governed by laws and regulations and /or generally accepted practices.

2. In the case that the Hotel has entered into a special contract 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.

Application for Accommodation Contracts

Article 2. 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 of the Guests and number of the Guests.
- (2) Date of accommodation and estimated time of arrival .
- (3) Accommodation Charges (based, in principle, on the basic room rate listed in the Attached Table No.1) .
- (4) a. Applicant and Contact.
b. Payer of lodging fee and contact.
- (5) And other particulars deemed necessary by the Hotel.

2. In the case where the Guest requests, during his stay, extension of the accommodation beyond the date in subparagraph (2) of the preceding paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such a request is made.

Conclusion of Accommodation Contracts, etc.

Article 3. A Contract for Accommodation shall be deemed concluded when the Hotel has duly accepted the application as stipulated in the preceding article. However, the same shall not apply were it has been proved that the Hotel has not accepted the application.

2. When a Contract for Accommodation becomes effective in accordance with the provisions of the preceding paragraph, the Guest shall pay, by a Hotel-specified date, a specified deposit not exceeding the accommodation charges for the expected period of stay (three days worth in the case the stay exceeds three days) .

3. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest, then 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.

4. When the Guest has failed 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.

Special Contracts Requiring No Accommodation Deposit

Article 4. 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.

2. 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 that the Hotel has accepted a special contract prescribed in the preceding Paragraph.

Refusal of Accommodation Contracts

Article 5. The Hotel may refuse 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 in a manner that will contravene the laws or act against the public order or good morals in regard to his accommodation.
- (4) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease.
- (5) The party who applies for lodging is a "syndicate organization," a member of a syndicate organization, an organization connected to a syndicate organization, or an individual who is socially affiliated in any way.
- (6) The party who applies for lodging is a syndicate organization, or a member of a syndicate organization, an organization that directs the operations of a syndicate organization, or any type of syndicate.
- (7) The party that applies for lodging is a syndicate organization or a member of a syndicate who falls under the definition of director.
- (8) The party who applies for lodging engages in any act of violence, threat of blackmail or any type of blackmail, or any kind of coercive unreasonable demand, or making any demand that goes beyond the scope of what is considered a reasonable burden on this lodging facility or an employee of this lodging facility, or is confirmed to engage in any similar activity in this Hotel, or any other Hotel.
- (9) When the Hotel is unable to provide accommodation due to natural calamities, disfunction of the facilities and / or other unavoidable causes.
- (10) When the Guest is deemed liable to conduct and/or have conducted himself in a manner that will create a disturbance which annoys other guests, such as a dead drunk and disorderly behavior (When Prefectural Ordinance is applicable) .

宿泊客の契約解除権

第6条 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を全部又は、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、その支払いに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項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っては、その特約に応じるにあたって、宿泊客が宿泊契約を解除したときの違約金支払義務について、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（あらかじめ到着予定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。

当ホテルの契約解除権

第7条 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) 宿泊客が宿泊に関し、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、又は同行をしたと認められるとき。

(2) 宿泊客が伝染病患者であると明らかに認められるとき。もしくはそのほか、感染により罹患する恐れのある疾病にかかっているとき。

(3) 天災等不可抗力に起因する事由により宿泊させることができないとき。

(4) 宿泊客が泥酔などにより他の宿泊者に影響を及ぼすおそれがあると認められるとき。あるいは宿泊客が他の宿泊者に著しく迷惑を及ぼす言動をしたとき。

(5) 当ホテルが定める利用規則の禁止事項に従わないとき。

(6) 寝室での寝たばこ、消防用設備等に対するいたずら、その他当ホテルが定める利用規則の禁止事項（火災予防上必要なものに限る。）に従わないとき。

(7) 宿泊客が暴力団、暴力団員、暴力団関係団体、または関係者その他反社会的勢力と判明したとき。

(8) 宿泊客が暴力団、暴力団員が事業活動を支配する法人その他団体と判明したとき。

(9) 宿泊客が法人でその役員のうち、暴力団員に該当する者と判明したとき。

(10) 宿泊客が宿泊施設、もしくは宿泊施設従業員に対し、暴力、脅迫、恐喝等、威圧的な不当要求を行い、あるいは合理的な範囲を超える負担を要求したとき、またはかつて同様な行為を当ホテル、もしくは他のホテルで行ったことが判明したとき。

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。

宿泊の登録

第8条 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。

(1) 宿泊客の氏名、年齢、性別、住所及び職業

(2) 日本国内に住所を持たない外国人にあっては、国籍、旅券番号、入国地及び入国年月日(パスポートのコピー)

(3) 出発日及び出発予定時間

(4) 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提示していただきます。

客室の使用時間

第9条 宿泊客が当ホテルの客室を使用できる時間は、室内インフォメーションの館内サービスのご案内「チェックアウト」をご覧ください。

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。この場合には次の掲げる追加料金を申し受けます。

(1) 超過午後3時までは、基本宿泊料金の25%

(2) 午後6時までは、基本宿泊料金の50%

(3) 午後6時以降は、基本宿泊料金の全額

Right to Cancel Accommodation Contracts by the Guest

Article 6. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.

2. In the case when 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 the 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 the payment of the cancellation charges in case of cancellation by the Guest.

3. In the case when the Guest does not appear by 8:00p.m. of the accommodation date (2 hours after the expected time of arrival if the Hotel is notified) without an advance notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

Right to Cancel Accommodation Contracts by the the Hotel

Article 7. The Hotel may cancel the Accommodation Contract under any of the following cases.

(1) When the Guest is deemed liable to conduct and / or have conducted himself in a manner that will contravene the laws or act against the public order and good morals in regard to his accommodation;

(2) A lodging Guest who has been determined to have been infected with a communicable disease. Or, one who is considered at the risk of having contracted a communicable disease.

(3) When the Hotel is unable to provide accommodation due to natural calamities and / or other causes of force measures.

(4) When the Guest is deemed liable to conduct and/or have conducted himself in a manner that will create a disturbance which annoys other guests, such as a dead drunk and disorderly behavior

(5) When activities defined as prohibited at this Hotel are willfully engaged in.

(6) When the Guest does not refrain from prohibited actions such as smoking in bed, vandalism of the fire equipment the fire-fighting facilities and other prohibitions of the Use Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid the causing of fires) .

(7) The lodging Guest is a syndicate organization, an employee of a syndicate organization, an organization affiliated with a syndicate organization or a person affiliated with such an organization or who has been determined to be socially affiliated with such organizations or individuals.

(8) The lodging Guest is a syndicate organization, an organization directing the activities of the members of the syndicate organization, or who has been determined to be type of syndicate organization.

(9) The lodging Guest is an organization in which it has been determined that one of the directors falls in the category of a member of a syndicate organization.

(10) The lodging Guest engages in any act of violence, threat of blackmail or any type of blackmail, or any kind of coercive unreasonable demand, or making any demand that goes beyond the scope of what is considered a reasonable burden on this lodging facility or an employee of this lodging facility, or is confirmed to engage in any similar activity in this Hotel, or any other Hotel.

2. In the case when the Hotel has cancelled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not be entitled to charge the Guest for any of the services in the future of the contractual period which he has not received.

Registration

Article 8. The Guest shall register the following particulars at the Front Desk of the Hotel on the day of accommodation.

(1) Name, age, sex, address and occupation of Guest (s) .

(2) Except Japanese nationality, passport number, port and date of entry in Japan. (The copy of Passport) .

(3) Date and estimated time of departure.

(4) Other particulars deemed necessary by the Hotel.

2. In the case when the Guest intends to pay his Accommodation Charges prescribed in Article 12 by any means other than Japanese currency, such as traveler's check, coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

Occupancy Hours of Guest Rooms

Article 9. As for hours of guest room use, please refer to "Check-out time" as specified in the Guest Room Information Directory which details our Hotel's services.

2. The Hotel may, not with standing the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, extra charges shall be paid as follows.

(1) Up to 3:00p.m. : 25% of the basic room rate

(2) Up to 6:00p.m. : 50% of the basic room rate

(3) After 6:00p.m. : the basic room rate in full

利用規則の遵守

第10条 宿泊客は、当ホテル内においては、当ホテルが定めてホテル内に掲示した利用規則に従っていただきます。

営業時間

第11条 当ホテルの主な施設等の営業時間は次のとおりとし、その他の施設等の詳しい営業時間は備え付けパンフレット、各所の掲示、客室内のサービスディレクトリー等でご案内いたします。

- (1) フロント、キャッシャー等サービス時間
 - イ) 門限……………なし
 - ロ) フロントサービス……………24時間
- (2) 飲食等サービス時間
 - レストラン「メレシー」(1階)
 - ・朝食／7:00～10:00
 - ・昼食／12:00～14:00
 - ・夕食／17:00～21:00(ご予約制)
 - 日本料理「七滝」(1階)
 - ・朝食／7:00～10:00(季節により営業)
 - ・昼食／営業いたしておりません
 - ・夕食／17:00～21:00(ご予約制)
 - 鉄板焼「潮砂亭」(1階)
 - ・夕食／17:00～21:00(ご予約制)
 - バー「エル・ロカ」(1階)
 - ・19:00～23:00
 - ティーラウンジ「フローラ」(1階)
 - ・10:00～17:00

※季節により営業時間の変更がございます。

2.施設サービス時間:インフォメーションをご覧ください。

3.前項の時間は、必要やむを得ない場合には臨時に変更する事があります。その場合には、適当な方法をもってお知らせします。

料金の支払い

第12条 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、通貨又は当ホテルが認めた旅行小切手、宿泊券、クレジットカード等これに代わり得る方法により宿泊客の到着もしくは出発の際又は当ホテルが請求した時、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。

当ホテルの責任

第13条 当ホテルは、宿泊契約及びこれに関する契約の履行にあたり、又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.当ホテルは消防機関から防火優良認定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。

契約した客室の提供ができないときの取扱い

第14条 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、できる限りの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理由がないときは、補償料を支払いません。

寄託物等の取扱い

第15条 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申告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15万円を限度としてその損害を賠償します。

2.宿泊客が、当ホテルにお持込みになった物品又は、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、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。ただし、宿泊客からあらかじめ種類及び価額の申告のなかったものについては、当ホテルに故意又は重大な過失がある場合を除き、15万円を限度として当ホテルはその損害を賠償します。

宿泊客の手荷物又は携帯品の保管

Observance of Use Regulations

Article 10. The Guest shall observe the Use Regulation established by the Hotel which are posted within the premises of the Hotel.

Service Hours

Article 11. The business hours of the main facilities, etc. of the Hotel are as follows, and those of other facilities, etc. shall be notified in detail by the brochures provided, notices displayed in each facility, service directories in guest rooms, and others.

- (1) Service hours of Front Desk, Cashier's Desk, etc.
 - A. Closing curfew……………Unsettled
 - B. Front service……………24hours
- (2) Service hours for dining, drinking, etc.
 - Restaurant「Melesea」(1F)
 - ・Breakfast/7:00～10:00
 - ・Lunch/12:00～14:00
 - ・Dinner/17:00～21:00(Reservation system)
 - Japanese Restaurant「nanadaru」(1F)
 - ・Breakfast/7:00～10:00(In business according to season)
 - ・Lunch/Closed
 - ・Dinner/17:00～21:00(Reservation system)
 - Teppanyaki「SHIOSATEI」(1F)
 - ・Dinner/17:00～21:00(Reservation system)
 - Bar「EL・ROCA」(1F)
 - ・19:00～23:00
 - Tea Lounge「FLORE」(1F)
 - ・10:00～17:00

※Business hours may vary according on the season.

2. Other services : See the directory.

3. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable causes of the Hotel. In such a case, the Guest shall be informed by appropriate means.

Payment of Accommodation Charges

Article 12. The breakdown and method of calculation of Accommodation Charges, etc. that the Guest shall pay is as listed in the Attached Table No.1.

2. Accommodation Charges, etc. as stated in the preceding Paragraph shall be paid with Japanese currency or be any means other than Japanese currency such as traveler's check, coupons or credit cards recognized by the Hotel at the Front Desk at the time of the arrival of the Guest or upon request by the Hotel.

3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him by the Hotel and are at his disposal.

Liabilities of the Hotel

Article 13. The Hotel shall compensate the Guest for the damages if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and / or related agreements. However, the same shall not apply in the case when such damage has been caused due to reasons for which the Hotel is not liable.

2. The Hotel is insured by Hotel Liability Insurance covering matters arising in case of fire or other emergencies.

Handling When Unable to Provide Contracted Rooms

Article 14. In the event the Hotel cannot provide a Guest with accommodations as contracted for, the Hotel, with the Guest's consent, shall do its very best to find him/her another accommodation that meets the same or similar conditions.

2. Irrespective of the foregoing clause, in the event a suitable alternative accommodation cannot be found, the Hotel shall pay the Guest a monetary penalty as compensation and such compensation shall be considered as full payment for the loss. The Hotel, however, shall not pay the Guest any monetary compensation in the event a guest room as contracted for cannot be provided due to a reason or reasons over which the Hotel is no control.

Handling of Deposited Articles

Article 15. The Hotel shall compensate the Guest for damages 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 natural disasters.

However, for cash and valuables, when the Hotel has requested the Guest to report its kind and value but the Guest has failed to do so, the Hotel shall compensate the Guest within the limits of 150,000 yen.

2. The Hotel shall compensate the Guest for the damage when loss, breakage, or any other damage is caused, through intention or negligence on the part of the Hotel, to 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, for articles of which the kind and value has not been reported in advance by the Guest, except in the case of damage caused through intention or gross negligence on the part of the Hotel, the Hotel shall compensate the Guest within the limits of 150,000 yen.

Custody of Baggage / Belongings of Guest

宿泊客の手荷物又は携帯品の保管

第16条 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においては、発見した日を含め7日間当ホテルにて保管し、その後、最寄りの警察署へ届けます。但し、軽微な物（日常生活品等）等で、お客様がその所有を放棄したとみとめられるものについては、取得日を含め3ヶ月間保管の後に処分させていただきます。

3. 前2項の場合における宿泊客の手荷物又は携帯品の保管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。

駐車場の責任

第17条 宿泊客が当ホテルの駐車場又は、契約駐車場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、駐車場の管理に当たり、当ホテルの故意又は過失によって損害を与えたときは、その賠償の責めに応じます。

宿泊客の責任

第18条 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。

個人情報

第19条 当ホテルでは、お客様から提供される個人情報について、当ホテルのプライバシーポリシーに則り、適切に取扱います。

Custody of Baggage / Belongings of Guest

Article 16. When the baggage of the Guest is brought into the Hotel before his 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 check-in.

2. In the event Guest luggage or belongings are forgotten or left behind on the Hotel premises after the Guest has checked out, the Hotel shall be responsible for custody of the same for seven days including the day they are found. Thereafter, the Hotel shall turn these items over to the nearest police station. When it comes to forgotten or left-behind items that are considered to be of minimal importance (such as articles for daily use, etc.) and whose ownership is considered to have been abandoned, the Hotel shall dispose of the same after a period of three months (including the day they are found).

3. The Hotel liability in regard to the custody of the Guest's baggage and belongings in the case of the preceding two Paragraphs shall be assumed 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.

Liability in Regard to Parking

Article 17. The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the 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 to 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.

Liability of the Guest

Article 18. The Guest shall compensate the Hotel for the damage caused through intention or negligence on the part of the Guest.

Privacy Policy

Article 19. In this Hotel, personal information provided by the Guest is only used for appropriate purposes, and is treated as private information.

別表第1

宿泊料金等の内訳
(第2条第1項及び第12条第1項関係)

		内 訳
宿泊者が 払うべき 総額	宿泊料金	1. 基本宿泊料金 2. サービス料(1.×10%)
	追加料金	3. 飲食料 4. サービス料(3.×10%) 5. 幼児施設使用料 6. その他の利用料金
	税金	7. 消費税等 8. 入湯税

Attached Table No.1

Accommodation Charges, etc.
(Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

		Contents
Total Amount to be paid by the Guest	Accommodation Charges	1. Basic Room Rate 2. Service Charge(1.×10%)
	Extra Charges	3. Meals and Drink Expenses 4. Service Charge (3.×10%) 5. Charges for Use of Little Children's Facilities 6. Other Expenses
	Taxes	7. National Consumption Tax etc. 8. Hot Spring Tax.

別表第2

違約金
(第6条第2項関係)

	予約申込人数	契約解除通知を受けた日						
		当日 (不泊含む)	前日	2日前	3日前	7日前	14日前	1ヶ月前
一般	9名まで	100%	50%	30%	20%	0%		
団体	10～60名まで	100%		50%		20%	0%	
	61名以上	100%		80%		50%	20%	

Attached Table No.2

Cancellation Charge for Hotels
(Ref. Paragraph 2 of Article 6)

	Contracted Number of Guests	Date when Cancellation of Contract is Notified						
		Accommo- dation Day (No show)	1Day Prior to Accommo- dation Day	2Days Prior to Accommo- dation Day	3Days Prior to Accommo- dation Day	7Days Prior to Accommo- dation Day	14Days Prior to Accommo- dation Day	One month Prior to Accommo- dation Day
Individual	1 to 9	100%	50%	30%	20%	0%		
Group	10 to 60	100%		50%		20%	0%	
	61 and more	100%		80%		50%	20%	

注)

- 1.%は、予約時の宿泊料金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)の違約金を收受します。
3. 団体客(10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(その日より後に申し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。

Remarks :

1. The percentages signify the rate of cancellation charge to confirmed room rate.
2. When the number of days contracted is shortened, a cancellation charge for its first day shall be paid by the Guest, regardless of the number of days shortened.
3. If, in the case of a group booking (ten people or more) some of those people cancel their contract, if the cancellation request is received ten days or less before the stay (in the case of bookings received after this time, bookings cancelled on that day), a charge for breach of contract will be incurred. However, if the percentage of people canceling does not exceed 10% of the total number of people in the group (in calculating this, fractions shall be rounded up) a cancellation fee will not be levied.

約款の変更

第20条 本約款は、民法に定める定型約款に該当し、宿泊客の一般の利益に適合する場合、または、変更の必要性及び相当性があると認められた場合には、民法の規定に基づいて、本約款の各条項を変更します。

2. 本約款が変更された場合には、変更後の規定の内容をWebサイトに掲載し、掲載の際に定める効力発生日から変更後の内容が適用されるものとします。尚、本約款を変更する場合には、変更内容等を記載した書面またはテレビ内のインフォメーション等適切な方法にて周知します。

2020年4月1日

Changes to Terms and Conditions for Accommodation Contract

Article 20. This Accommodation Contract corresponds to a standard contract stipulated under the Civil Law of Japan. As such, we may make changes in accordance with the applicable provisions of the Civil Law if such changes in the Terms and Conditions are found to suit the general interests of our hotel guests and are reasonably deemed necessary.

2. In the event changes have been made to this Contract, the Hotel will post the contents of the changed terms and conditions on its website. The newly changed terms and conditions will take effect from the effective date prescribed when they are posted on our website. When changes are made to this Contract, the Hotel will publicize the specifics in a proper manner, such as in writing or via the Information screen on the in-room TV.

April 1, 2020