ACCOMMODATION PROVISIONS

September 1, 2018

ARTICLE 1  SCOPE OF APPLICATION
1. Any accommodation agreement and related agreement to be executed between the hotel (hereinafter referred to as the "Hotel") and the guest(s) (hereinafter referred to as the "Guest(s)") shall be subject to these accommodation provisions (hereinafter referred to as the "Provisions"). Any matter that is not stipulated herein shall be determined pursuant to the applicable law or generally accepted custom.
2. Notwithstanding the provision of the preceding paragraph, if the Hotel has agreed to a special agreement to an extent that does not conflict with the law or custom, the special agreement shall prevail.

ARTICLE 2  APPLICATION FOR ACCOMMODATION AGREEMENT
1. Any party that intends to apply for accommodation agreement with the Hotel shall provide the following information to the Hotel:
   (1) name of the person(s) that will be staying at the Hotel;
   (2) accommodation dates and scheduled time of arrival;
   (3) accommodation charge (The basic accommodation rates as specified in Appendix 1 attached hereto shall be applied in principle); and
   (4) any other types of information that are deemed necessary by the Hotel.
2. If any Guest requests an extension of its stay at the Hotel beyond the accommodation period as set forth in ARTICLE 2.1(2) hereof, the Hotel shall process it as a new application for accommodation agreement at the time the request is made.

ARTICLE 3  EXECUTION OF ACCOMMODATION AGREEMENT, ETC.
1. Each accommodation agreement shall become effective when the Hotel accepts the application as specified in ARTICLE 2 hereof, unless the Hotel presents proof that it has not accepted the application.
2. If the accommodation agreement has become effective pursuant to the provision of the preceding paragraph, the Guest(s) shall pay the application fee by the due date as specified by the Hotel, which shall not exceed the basic accommodation charge for the accommodation period (if the stay will be longer than three (3) days, the accommodation charge for three (3) days shall be paid).
3. The application fee that has been paid shall be first counted towards the accommodation charge that shall be finally paid by the Guest(s). If any circumstance should arise, to which the provisions of ARTICLES 6 and 18 hereof shall be applied, the money shall be used as the penalty charge and then as the compensation charge, in that order. If there is any amount left after deducting these charges, it shall be returned to the Guest(s) at the time of the charge payment pursuant to ARTICLE 12 hereof.
4. If the application fee as set forth in ARTICLE 3.2 hereof is not paid by the date as specified by the Hotel pursuant to the provision thereof, the accommodation agreement shall become null and void, provided that the Hotel notifies the Guest(s) of this point when specifying the due date for the payment of the application fee.

ARTICLE 4  SPECIAL AGREEMENT WHERE PAYMENT OF APPLICATION FEE IS WAIVED
1. Notwithstanding the provision of ARTICLE 3.2 hereof, the Hotel may accept a special agreement in some cases where the application fee does not have to be paid by the Guest(s) after the accommodation agreement becomes effective.
2. When accepting an application for accommodation agreement, if the Hotel does not request the payment of the application fee as specified in ARTICLE 3.2 hereof or if the Hotel does not specify the payment due date for the application fee, it is deemed to have accepted the special agreement as set forth in the preceding paragraph.
ARTICLE 5  REFUSAL TO EXECUTE ACCOMMODATION AGREEMENT
The Hotel may cancel the accommodation. The Hotel reserves its right not to enter into the accommodation agreement with the Guest(s) in any of the following circumstances:

(1) if the application to stay at the Hotel does not conform to any of these Provisions;
(2) if there is no vacancy due to all rooms already being booked at the Hotel;
(3) if there is a likelihood that the party that has applied to stay at the Hotel might commit an act that could violate any law, public order, or standard of decency in regard to its stay at the Hotel;
(4) if the party that has applied to stay at the Hotel fits any of the following descriptions:
   a. if the party is a member (hereinafter referred to as "Organized Crime Group Member") of any organized crime group (hereinafter referred to as "Organized Crime Group") as specified in Articles 26 and 22 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77, 1991), respectively, associate member or affiliate thereof, or any other type of anti-social force;
   b. if the party is a corporation or any other type of organization, the operation of which is controlled by any Organized Crime Group or Organized Crime Group Member; or
   c. if the party is a corporation where any of the directors or officers is an Organized Crime Group Member.
(5) if the party that has applied to stay at the Hotel has made any speech or committed any act that caused significant trouble to another guest staying at the Hotel;
(6) if the party that has applied to stay at the Hotel apparently has a communicable disease;
(7) if any violent act has been committed to make a demand to the Hotel or if a request has been made for the Hotel to bear any unreasonable burden in regard to the stay at the Hotel;
(8) if the Hotel is unable to accept the application to stay at the Hotel due to a natural disaster, failure of any of its facilities, or any other unavoidable reason;
(9) ① if there is a likelihood that the party that has applied to stay at the Hotel might cause trouble to other guests staying at the Hotel due to its drunkenness or any other reason;
   ② if the party has actually committed an act during its stay at the Hotel that caused trouble to another guest;
   ③ if the party refuses to provide any of the required information that must be recorded in the guest roster despite the Hotel's request; or
   (pursuant to items 1 through 3, Article 5 of the Oita Prefectural Ordinance for the Enforcement of the Inns and Hotels Act)
(10) if the party has made an improper demand to the accommodation facility or any of the staff members (employees) thereof with the use of violence, intimidation, blackmailing, or coercion; requested the Hotel to bear any unreasonable burden; or is deemed to have committed any equivalent act in the past.

ARTICLE 6  GUESTS’ RIGHT TO CANCEL AGREEMENT
1. The Guests are entitled to cancel the accommodation agreement by providing a notification to the Hotel;
2. If any Guest has canceled the accommodation agreement, in whole or in part, due to a reason that is attributable to the Guest (excluding a case where the Hotel specified the payment due date for the application fee and requested the Guest to make the payment pursuant to ARTICLE 3.2 hereof but the Guest cancelled the accommodation agreement before making the payment), the Hotel shall receive the penalty charge from the Guest as specified in Appendix 2 attached hereto. This shall only be applied to a case where the Hotel agreed to accept the special agreement as specified in ARTICLE 4.1 hereof and notified the Guest about its obligation to pay the penalty charge to the Hotel if it cancels the accommodation agreement as a condition to the Hotel accepting the special agreement.
3. If any Guest fails to arrive at the Hotel by 8 p.m. (or 2 hours after the scheduled time of arrival that it has clearly indicated to the Hotel) on the check-in date without notifying the Hotel, the Hotel may deem that the accommodation agreement has been canceled by the Guest and process the case accordingly.
ARTICLE 7  HOTEL’S RIGHT TO CANCEL AGREEMENT

1. The Hotel may cancel the accommodation agreement with any Guest under any of the following circumstances:
   (1) if there is a likelihood that the Guest might commit an act that violates any law, public order, or standard of decency or if the Guest is deemed to have committed any such act;
   (2) if the Guest is deemed to fit any of the following descriptions:
      a. an Organized Crime Group, Organized Crime Group Member, associate member or affiliate of any Organized Crime Group, or any other type of anti-social force;
      b. if the Guest is a corporation or other type of organization, the operation of which is controlled by an Organized Crime Group or Organized Crime Group Member;
      c. if the party is a corporation where any of the directors or officers is an Organized Crime Group Member.
   (3) if the Guest has made any speech or committed any act that caused significant trouble to another guest staying at the Hotel;
   (4) if the Guest apparently has a communicable disease;
   (5) if any violent act has been committed by the Guest to make a demand to the Hotel or if a request has been made for the Hotel to bear any unreasonable burden in regard to its stay at the Hotel;
   (6) if the Hotel cannot allow the Guest(s) to stay at the Hotel due to a natural disaster or other force majeure event;
   (7) ① if there is a likelihood that the Guest might cause trouble to other guests staying at the Hotel due to its drunkenness or any other reason;
        ② if the Guest has actually committed an act during its stay at the Hotel that caused trouble to another guest;
        ③ if the Guest refuses to provide any of the required information that must be recorded in the guest roster despite the Hotel's request;
        (pursuant to items 1 through 3, Article 5 of the Oita Prefectural Ordinance for the Enforcement of the Inns and Hotels Act)
   (8) if the Guest commits any of the prohibited acts (i.e., only those that are necessary for fire prevention purposes) such as smoking a cigarette in a bed room, tampering with fire prevention facility, etc. as set forth in the usage rules that are specified by the Hotel;
   (9) if the Guest has made an improper demand to the accommodation facility or any of the staff members (employees) thereof with the use of violence, intimidation, blackmailing, or coercion; requested the Hotel to bear any unreasonable burden; or is deemed to have committed any equivalent act in the past; or
   (10) if allowing the Guest to stay at the Hotel is deemed to benefit any organization that is likely engaged in violent and unlawful acts in an organized and regular manner.

2. If the Hotel has canceled the accommodation agreement pursuant to any of the provisions of the preceding paragraphs, the Hotel shall not charge any fee for the accommodation service, etc. that are yet to be provided to the Guest.

ARTICLE 8  GUEST REGISTRATION

1. Each Guest is required to register the following information at the front desk of the Hotel on the check-in date:
   (1) Guest’s name, age, gender, address, phone number, and occupation;
   (2) if the Guest is a foreign national, its nationality, passport number, port of entry, and entry date, with a copy of the passport;
   (3) departure date and scheduled time of departure; and
   (4) any other information that is deemed necessary by the Hotel.

2. If the Guest intends to pay the charges as specified in ARTICLE 12 hereof by traveler’s cheque, hotel voucher, credit card, or any other non-cash means, it is requested to present the traveler’s cheque, hotel voucher, credit card, etc. in advance when registering the information as specified in the preceding paragraph.
ARTICLE 9  GUEST ROOM USAGE HOURS
1. Each Guest is allowed to use the guest room that is assigned to it at the Hotel from 2:30 p.m. on the check-in date until 11 a.m. on the following day. Notwithstanding, however, the Guest is allowed to use the guest room all day every day except for the check-in and check-out dates if it is staying at the Hotel for consecutive days.
2. Notwithstanding the provision of the preceding paragraph, the Hotel may permit the Guests to use their guest rooms outside those hours as set forth in the preceding paragraph.
   In such event, the Hotel shall bill the following additional charge.
   (1) if the room is used until 13:00, 30% of the prescribed room rate
   (2) if the room is used until 16:00, 60% of the prescribed room rate
   (3) if the room is used past 16:00, 100% of the prescribed room rate

ARTICLE 10  COMPLIANCE WITH USAGE RULES
All Guests are required to abide by the usage rules that are stipulated by the Hotel and are posted at the Hotel as long as they are staying within the premises of the Hotel.

ARTICLE 11  OPERATING HOURS
1. The operating hours of the main facilities at the Hotel are as stated below. Detailed information on the operating hours of other facilities, etc. are provided in the available pamphlets, posting in various locations, service directory provided in each guest room, etc.
   (1) Service hours of the front desk, cashier, etc.:
   a. Gate closing time  None.
      (front entrance on the floor where the lobby is located)
   b. Front desk service  7:00 - 23:00
   c. Cashier  7:00 - 23:00
   (2) Food and beverage (facility) service hours:
   a. Buffet restaurant 'Seeds' (on the 1st basement floor of the main building)
      Breakfast 6:30 - 10:00  Dinner 17:00 - 21:30
   b. World Dining 'Ceada Palace' (on the 2nd floor of the Suginoi Palace)
      Breakfast 7:00 - 10:00  Dinner 17:00 - 21:30
   c. Others  Information is provided in flyers, etc.
   (3) Operating hours of ancillary service facilities:
   a. 'Tanayu' - open-air bath  Summer season 5:00 - 24:00  Winter season 5:30 - 24:00
      with a magnificent view
   b. The Aqua Garden  11:00 - 23:00
   c. Other ancillary service facilities  Information is provided in flyers, etc.
2. The operating hours stated above are subject to change on a temporary basis in case of any unavoidable circumstances. Information on any change being made shall be communicated through proper means.

ARTICLE 12  PAYMENT OF CHARGES
1. The breakdown of the accommodation charge, etc. that are payable to the Hotel by the Guests is as specified in Appendix 1 attached hereto.
2. The Guests are required to pay the accommodation charge, etc. as set forth in the preceding paragraph to the Hotel with cash or by any traveler's cheque, hotel voucher, credit card, etc. as approved by the Hotel at the front desk when departing the Hotel or when requested by the Hotel, as the case may be.
3. If the Hotel has provided a guest room to the Guest but the Guest has chosen not stay in it after it became available for use at its own discretion, the Guest is still required to pay the accommodation charge to the Hotel.

ARTICLE 13  RESPONSIBILITIES OF HOTEL
1. If the Hotel has caused damage to any Guest during the performance of the accommodation agreement or any agreement related thereto or as a result of the Hotel's failure to perform any of its duties thereunder, it shall compensate the Guest for the damage. Notwithstanding, however, if the damage has been caused due to a reason not attributable to the Hotel, the Hotel shall not be responsible for compensating for the damage.
2. The Hotel has received the fire safety certification mark from the fire department. However, to prepare for a possible fire and other disaster, the Hotel is also covered by hotel liability insurance.
ARTICLE 14  HANDLING OF CASES WHERE GUEST ROOMS CANNOT BE PROVIDED PURSUANT TO AGREEMENT

1. In cases where the Hotel is unable to provide guest rooms to any Guests pursuant to the accommodation agreement, the Hotel shall act as an intermediary to have the Guests stay at other hotels on the same terms and conditions as much as possible, with the permission of the Guests. However, the Hotel shall be exempted from such responsibility if doing so becomes difficult due to a natural disaster or any other reason.

2. Notwithstanding, however, if the Hotel is unable to successfully act as an intermediary to have the Guests stay at other hotels, it shall financially compensate the Guests by paying them money in the amount that is equivalent to the penalty charge, which shall be counted towards the compensation for the damage suffered by the Guests. However, the Hotel shall not be responsible for financially compensating the Guests if its inability to provide guest rooms to them was caused by a reason that is not attributable to the Hotel.

ARTICLE 15  HANDLING OF DEPOSITED ITEMS, ETC.

1. In regard to any physical items, cash, or articles of value that are deposited at the front desk by the Guests, if they are lost, destroyed, damaged, or otherwise harmed, the Hotel shall compensate the Guests unless it has been caused due to a force majeure event. However, as far as any cash or articles of value are concerned, if the Guests have been requested by the Hotel to specify their type(s) and value but failed to provide the information to the Hotel, the Hotel shall be responsible for compensating the Guests up to the amount of JPY 200,000.

2. If any physical items, cash, or articles of value that the Guests have brought to the Hotel but have not deposited at the front desk are lost, destroyed, damaged, or otherwise harmed intentionally by the Hotel or through the negligence of the Hotel, the Hotel shall compensate the Guests. However, as far as any cash or articles of value are concerned, if the Guests failed to specify their type(s) and value with the Hotel in advance, the Hotel shall be responsible for compensating the Guests up to the amount of JPY 200,000, unless there has been any intentional misconduct or gross negligence on the part of the Hotel.

ARTICLE 16  STORAGE OF GUESTS’ LUGGAGE AND PERSONAL EFFECTS

1. If any pieces of the Guests’ luggage have reached the Hotel before the scheduled check-in date, the Hotel shall be obliged to store them in a responsible manner and hand them over to the Guests at the time of check-in, provided that the Hotel has agreed to storing them before their arrival.

2. If any pieces of luggage or personal effects have been left behind at the Hotel by the Guests after their check-out and if the Hotel has been able to identify who their owners are, the Hotel shall notify those owners and request their instruction on how to handle the pieces of luggage or personal effects. However, if no instruction has been provided by the owners or if the Hotel has been unable to identify who their owners are, it shall store them for a period of seven (7) days inclusive of the day on which they were found and subsequently report them to the nearest police department. For items such as umbrellas, clothes, etc. that are typically left behind in large quantities and relatively low in value or require an undue amount of cost to store them, the Hotel shall handle them pursuant to the Lost Property Act.

3. The Hotel’s responsibilities to store the Guests’ luggage or personal effects as set forth in ARTICLES 16.1 and 16.2 hereof shall be fulfilled pursuant to the provisions of ARTICLES 15.1 and 15.2, respectively.

ARTICLE 17  RESPONSIBILITY FOR PARKING VEHICLES

In regard to the use of any parking space at the Hotel by the Guests, the Hotel merely provides a space for parking their vehicles and shall not be responsible for the management of those vehicles, regardless of whether the keys to the vehicles are left with the Hotel or not.

Notwithstanding, however, if the Hotel has intentionally or through negligence caused any damage to the vehicles while managing the parking space, it shall be responsible for compensating for the damage.

ARTICLE 18  RESPONSIBILITY OF GUESTS

If any damage has been caused to the Hotel intentionally by or through the negligence of any Guest, the Guest shall be responsible for compensating the Hotel for the damage.

ARTICLE 19  MEASURE AGAINST DISASTERS

The Guests are requested to cooperate with the Hotel to prevent any disaster such as a fire, earthquake, etc. and, in case of emergency, follow the instructions of the Hotel staff and deal with the situation at hand in a composed manner.

In addition, the Guests are requested to check in advance where the emergency exits, fire-extinguishing facilities, etc. are located as well as the evacuation method, etc. to prepare for any emergency situation.
### Appendix 1  Breakdown of the Accommodation Charge (ARTICLES 2.1 and 12.1)

<table>
<thead>
<tr>
<th>Total amount payable by Guests</th>
<th>Breakdown</th>
</tr>
</thead>
</table>
| **Accommodation charge**      | ① Basic accommodation charge (room rate+dinner and breakfast charge)  
                              | ② Service fee (①×10%)  |
| **Additional charge**         | ③ Additional food and beverages  
                              | (charge for any food and beverages not included in the dinner or breakfast)  
                              | ④ Service fee (③×10%)  |
| **Tax**                       | a. Consumption tax  
                              | b. Bath tax  |

Remarks:
1. The basic charges shall be as specified in the price list that is available at the front desk and also in each guest room.
2. As for the charge to be paid for any child staying at the Hotel,  
   50% and 70% of the basic accommodation charge shall be paid for a toddler (from 3 years old to pre-schooler) and a school-age child (elementary schooler), respectively.
3. If any Guest is not having the dinner and breakfast as part of its accommodation arrangement,  
   ② and ④ above shall be construed accordingly;
4. In case of if any tax reform, amended taxation shall be followed.

### Appendix 2-① Penalty charge (ARTICLE 6.2) *excluding the special periods as specified below.

<table>
<thead>
<tr>
<th>No. of guests applied for booking</th>
<th>Agreement notification date</th>
<th>No show</th>
<th>Day of check-in</th>
<th>1 day before the check-in date</th>
<th>2 days before the check-in date</th>
<th>3 days before the check-in date</th>
<th>4 days before the check-in date</th>
<th>5 days before the check-in date</th>
<th>6 day before the check-in date</th>
<th>7 day before the check-in date</th>
</tr>
</thead>
<tbody>
<tr>
<td>General booking</td>
<td>up to 14 persons</td>
<td>100%</td>
<td>100%</td>
<td>50%</td>
<td>30%</td>
<td>30%</td>
<td>20%</td>
<td>20%</td>
<td>20%</td>
<td>10%</td>
</tr>
<tr>
<td></td>
<td>15-30 persons</td>
<td>100%</td>
<td>100%</td>
<td>50%</td>
<td>30%</td>
<td>30%</td>
<td>30%</td>
<td>30%</td>
<td>30%</td>
<td>20%</td>
</tr>
<tr>
<td></td>
<td>31-70 persons</td>
<td>100%</td>
<td>100%</td>
<td>80%</td>
<td>50%</td>
<td>30%</td>
<td>30%</td>
<td>30%</td>
<td>20%</td>
<td></td>
</tr>
<tr>
<td></td>
<td>71 or more</td>
<td>100%</td>
<td>100%</td>
<td>80%</td>
<td>50%</td>
<td>50%</td>
<td>40%</td>
<td>40%</td>
<td>30%</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Appendix 2-② Penalty charge (ARTICLE 6.2)
*Special periods (*April 27th-May 5th, Aug. 10th-20th, Dec. 30th-Jan. 3rd*)

<table>
<thead>
<tr>
<th>No. of guests applied for booking</th>
<th>Agreement notification date</th>
<th>No show</th>
<th>Day of check-in</th>
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</thead>
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<td>20%</td>
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<tr>
<td></td>
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<td>100%</td>
<td>100%</td>
<td>50%</td>
<td>50%</td>
<td>40%</td>
<td>30%</td>
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<td>20%</td>
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<tr>
<td></td>
<td>31 or more</td>
<td>100%</td>
<td>100%</td>
<td>80%</td>
<td>80%</td>
<td>50%</td>
<td>40%</td>
<td>40%</td>
<td>30%</td>
<td>30%</td>
</tr>
</tbody>
</table>

### Appendix 2-③ Penalty charge (ARTICLE 6.2)

NOTE: 1. '% above signifies the ratio of the penalty charge to the basic accommodation charge.
2. If the number of days of stay at the Hotel has already been agreed to is to be reduced,  
   the penalty charge for one (1) day (1st day) shall be paid to the Hotel regardless of how many days  
   by which the stay has been cut short.
3. If a part of any group accommodation agreement (for 15 or more people) has been canceled,  
   the Hotel shall not request the penalty charge be paid for the number of persons that equals 10% of the persons  
   (round up any fraction) that are scheduled to stay at the Hotel ten (10) days before the check-in date  
   (or, if the Hotel accepted the application later than that, as of the day of the Hotel’s acceptance of the application).
USAGE RULES

As the hotel (hereinafter referred to as the "Hotel") has stipulated the following usage rules (hereinafter referred to as the "Rules") pursuant to Article 10 of the Accommodation Provisions in order to ensure safe and comfortable stay by its guests, the guests are requested to abide by these Rules.
If any guest fails to abide by the Rules, it shall be denied the use of any of the 'Hotel Facilities (as defined in SECTION 1 hereof).'
In addition, as the Hotel may request the guests to take responsibility for any accident that occurs as a result of the guests not abiding by the Rules, all guests are requested to pay extra attention to following these Rules.

1. SCOPE OF APPLICATION
   These Rules shall be applied to all guests that visit the Hotel to use any of the facilities that are located within the premises of the Hotel (including the accommodation facilities, banquet facilities, restaurants, lobbies, parking space, other areas; hereinafter collectively referred to as the "Hotel Facilities").
   Please note that the accommodation provisions that are stipulated by the Hotel (hereinafter referred to as the "Accommodation Provisions") shall be also applied to the guests that are staying at the Hotel (hereinafter referred to as the "Accommodation Guests") in addition to these Rules.

2. PRECAUTIONS TO BE FOLLOWED FOR SAFETY AND SECURITY REASONS
   ① As the 'evacuation route map' indicating how to evacuate outside from the guest rooms is displayed on the inner side of the door at each guest room, please be sure to review it beforehand.
   ② When leaving the room temporarily during the stay at the Hotel, please make sure that the door is locked.
   ③ When staying inside the room and especially when going to sleep, please be sure to lock the door from inside and also put the door hook on. If anyone visits the room, please open the door with the door hook still on or use the door scope for safety.
      If there is anything suspicious, please report it to the front desk.
   ④ Please refrain from allowing anyone that is not a registered Accommodation Guest to stay in the guest room overnight or meeting with an outside visitor inside the guest room.
   ⑤ All visitors are requested to leave the Hotel after 11 p.m.
   ⑥ Smoking is prohibited throughout the Hotel. As there are smoking booths set up, please ask our front desk staff for more information.
   ⑦ The guests are prohibited to bring in or use any fire or fire-burning equipment, etc. inside their guest rooms.
      As for the use of any iron, heating equipment, etc., please consult the front desk staff for more information.
   ⑧ Please refrain from engaging in any act that could potentially cause a fire.
   ⑨ Please do not enter into any facilities that are not intended for the guests such as the backyard, emergency stairways, machine rooms, etc.
3. HANDLING OF ARTICLES OF VALUE AND DEPOSITED ITEMS

1. Please deposit any cash and other articles of value at the front desk as needed. The Hotel shall not be held responsible for any theft, loss, etc. of the guests’ articles of value that occur at any other place. The guests may also use the safe provided in each guest room on their own responsibility.

2. Any lost articles that are left with the Hotel shall be stored at the Hotel for a period of seven (7) days from the date on which they were left with (or found at) the Hotel unless otherwise specified and shall be handled in accordance with the statutorily required procedure thereafter.

(Notwithstanding, however, Articles 16.2 and 16.3 of the Accommodation Provisions shall be applied to the Accommodation Guests.)

4. PAYMENT

1. The Hotel may request any guest to pay a deposit upon arrival at the Hotel at the Hotel’s sole discretion.

2. The Hotel cannot accept any payment by cheque unless it is a traveler’s cheque, nor can it offer any money exchange service.

3. The Hotel cannot make any temporary payment for the guests’ airplane, train, or bus ticket, taxi fare, or any other transportation cost.

4. When using any restaurant, lounge, etc. inside the Hotel by the provision of signature, please be sure to also present the card key to the guest room to the staff.

5. Please be aware that a charge will be added for any phone call (external) made from the phone inside the guest room.

6. Any charge payable to the Hotel may be paid with cash or by any traveler’s cheque or credit card that is approved by the Hotel. Notwithstanding, however, if the total amount of the charges payable to the Hotel by any guest exceeds JPY 100,000, the guest is requested to settle the payment at the time.

7. Please note that the Hotel charges 10% of the total bill as the service fee in addition to the tax. Any tip or other gratuity payment to any Hotel employee is respectfully declined.

8. If any guest intends to change its accommodation period, it must notify the front desk in advance. In case of extending the accommodation period, the guest must settle the payment that has accrued for the number of nights that have already been stayed at the Hotel by the guest at that point.

5. PROHIBITION OF USE OF FACILITIES BY ANTI-SOCIAL FORCES, ETC.

Any of the following organizations or individuals described below is prohibited from using the Hotel Facilities. In addition, if any guest is found to be any of these organizations or individuals after the booking has been made or during its use of the Hotel, it shall be prohibited from using the Hotel in any way from that point onward.

a. an organized crime group (hereinafter referred to as "Organized Crime Group") as specified in Article 2.2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77, 1991), a member of any Organized Crime Group as specified in Article 2.6 of said Act (hereinafter referred to as "Organized Crime Group Member"), associate member or affiliate thereof, or any other type of anti-social force;

b. a corporation or any other type of organization, the operation of which is controlled by any Organized Crime Group or Organized Crime Group Member;

c. a corporation where any of the directors or officers is an Organized Crime Group Member; or

d. if the guest has apparently committed any act of violence, injuring another person, intimidation, blackmailing, making an improper demand with the use of force, or any equivalent act.
6. PROHIBITED ACTS

1. The guests are requested not to bring into the Hotel Facilities any of the following items that could cause trouble or annoyance to other people:
   a. dogs, cats, birds, or any other types of animals and pets (except for guide dogs for visually impaired people, service dogs for disabled people, and the like);
   b. gunpowder, volatile oils that are easy to cause or catch fire or any other types of hazardous products;
   c. items that emit a bad or strong smell;
   d. firearms, knives, swords, drugs or other types of chemicals that are prohibited by law;
   e. a significantly large amount of luggage and goods; or
   f. any other types of items, the possession of which is prohibited by law.

2. The guests are not permitted to use any of the guest rooms or lobbies for commercial purposes.

3. Any unauthorized sales of goods or distribution of advertisements and the like within the Hotel Facilities are prohibited.

4. Please refrain from using any photo taken within the Hotel Facilities for commercial purposes without the permission of the Hotel, as it may be punishable by law.

5. Please do not leave any personal belongings unattended in the hallway or lobby.
   (The Hotel may store them or inspect their contents if they are left unattended for an extended period of time.)

6. Please refrain from engaging in any gambling or act that could disturb public morals, compromise security, or cause trouble or annoyance to other people within the Hotel Facilities.

7. Please do not speak or sing loudly or make noise that could disturb other people at the Hotel Facilities.

8. The guests are prohibited to order any food or beverage from outside the Hotel Facilities.

9. The guests are requested not to engage in any act that might not be aesthetically pleasing to others such as hanging items from the windows, putting up items by the windows, etc.

10. The guests are requested not to walk around outside their guest rooms in nightwear, pajamas, gown, underwear, etc.

11. Any persons that are not registered Accommodation Guests are prohibited from staying at the Hotel.

12. Smoking is prohibited except in the designated smoking areas.

13. Any minors (high school students or older) are not permitted to stay at the Hotel alone unless they have the permission from their parent or other guardian.

   In such case, they will be requested to present a written permission to stay at the Hotel that is handwritten by their parent or guardian at the front desk when checking into the Hotel.

   Any minors (junior high school students or younger) are not permitted to stay at the Hotel alone.

14. If any person that is mentally or physically broken down or not aware of itself due to the use of chemical substance, etc., and unable to ensure its own safety, or if it is deemed to possibly invoke a sense of danger, fear, or insecurity in other people, the person shall not be permitted to use any of the Hotel Facilities.

15. When using any facility or equipment that is located inside the Hotel, the guests are requested to only use it within the designated area for its originally intended purpose.

16. If any guest has damaged, soiled, or lost any of the structures, fixtures, or any other items belonging to the Hotel, regardless of whether it is intentional or not, the Hotel may request the guest to compensate for it by making an appropriate amount of payment to the Hotel.

17. If any guest has damaged, soiled, or lost any of the structures, fixtures, or any other items belonging to the Hotel due to a reason that is not a force majeure event, the Hotel may request the guest to compensate for it by making an appropriate amount of payment to the Hotel.

18. Unless it is an emergency, no entry to any of the emergency stairways, rooftops, towers, machine rooms, etc. is allowed.

19. Any other acts that are deemed inappropriate by the Hotel shall be prohibited.
PRIVACY POLICY

Suginoi Hotel (hereinafter referred to as the "Company") recognizes that protecting the privacy and personal information (hereinafter referred to as the "Personal Information") of its guests is one of its social responsibilities and accordingly has stipulated its privacy policy in order to properly handle and protect the Personal Information.

■ DEFINITION OF PERSONAL INFORMATION

"Personal Information" that is to be handled by the Company shall refer to any information that can be used to identify the individuals to whom the information pertains, including the names, addresses, phone numbers, email addresses, birthdays, etc. of the guests that are provided when they use any of the Company's facilities or services for accommodation purposes, etc.

■ NOTIFICATION OF PURPOSE OF USE, PROHIBITION OF USE FOR UNINTENDED PURPOSES

When requesting the Personal Information from the guests, the Company shall notify them of the purposes for which it intends to use the Personal Information. The Company shall also limit the use of the Personal Information to those purposes.

■ PROPER MANAGEMENT

The Company shall stipulate rules for handling the Personal Information and manage the Personal Information properly.

■ PROVISION OF EMPLOYEE TRAINING

The Company shall train its employees on a regular basis in order to thoroughly educate them on the proper handling of the Personal Information.

■ MANAGEMENT OF OUTSIDE CONTRACTORS

If the Company chooses to outsource the handling of the Personal Information to an outside contractor, it shall manage the outside contractor in a proper manner.

■ LEGAL COMPLIANCE

In regard to the handling of the Personal Information, the Company shall comply with the Act on the Protection of Personal Information as well as with any applicable guidelines concerning the protection of the Personal Information as stipulated by the Ministry of Land, Infrastructure, Transport and Tourism, etc.

■ OTHER

The Company may revise this Privacy Policy from time to time in order to handle the Personal Information in a more appropriate manner.
SAFETY GUIDELINES

These are the safety guidelines to be followed in case of an emergency. The guests are asked to review these guidelines as precautions while the hotel is thoroughly committed to ensuring their safety.

■ UPON ARRIVAL AT THE ROOM
Please review the evacuation route map being posted on the inner side of the guest room door and also actually walk to at least two of the exits shown to make sure where they are located.
Please check the location of the emergency flashlight provided.
If any guest is physically challenged and has any concern about being able to evacuate on its own if required, please notify the front desk of the concern beforehand.

■ SMOKING-RELATED CAUTIONS
Smoking is prohibited throughout this hotel including the guest rooms, front lobby, etc.
Please refrain from smoking except in any of the designated smoking booths.

■ IN CASE OF A FIRE
If a fire is detected, please notify the front desk immediately.
Please raise a voice or make a loud noise to alert the people around to the fire.
If there is any slight amount of smoke, smell, etc. that could be possibly caused by a fire, please notify the front desk.

■ WHEN THE FIRE ALARM IS SOUNDED
The hotel staff will run an emergency broadcast and also report the status of the fire and provide evacuation instructions. Please follow the instructions and act in a composed manner.
Please do not use any of the elevators under any circumstances.
Put a wet towel over the mouth and nose to prevent from inhaling smoke.
Keep a low posture, move in the opposite direction from where the smoke is coming from along the wall, and evacuate using one of the emergency stairways.

■ WHEN EXITING THE ROOM
Be sure to close the door behind to prevent the fire and smoke from spreading.
Be sure to completely put out any cigarette that has been lit.
If any person is seen left behind or injured, please notify the staff immediately.

■ WHEN UNABLE TO EXIT THE ROOM DUE TO FIRE OR SMOKE
Please use the phone to notify the front desk.
If the phone line is out of service, wave any towel or bed sheet available, or a flashlight if it is at night, to get the attention of people outside.
Stuff any space around the door with wet towels and bed sheets and wait for people to come to rescue.

■ IN CASE OF AN EARTHQUAKE
Please follow the emergency broadcast and instructions provided by the staff and act in a composed manner.
Please keep away from any glass windows as they could be shattered into pieces and cause danger.
Please put out any cigarette that is being lit immediately.
Please stay low under a desk, etc. to protect the head.
Please do not use any of the elevators under any circumstances.