

# Terms and Conditions for Hotel Guests

By proceeding with the reservation or stay,  
you agree to comply with these terms and conditions.

## 1. Reservations and Check-In

1. Guests must present valid identification and a reservation confirmation upon check-in.
2. Check-in time is from 3:00PM ~10:00PM, and check-out time is by 11:00AM. Early check-in or late check-out is subject to availability and may incur additional charges.
3. Payment for the stay, including any additional services, must be settled upon check-in unless otherwise agreed.

## 2. Cancellation and Refund Policy

1. Cancellations made 8 days prior to the check-in date will not incur a charge.
2. Cancellations made on the day of your arrival or no-shows will be charged 100% of the fee. (A day before : 50%, ~7days before : 10%)
3. Refunds will only be provided if requested by the guest at least 24 hours in advance due to a change in their schedule. (Same-day refunds are not available.)

## 3. Refusal of Accommodation

We may decline accommodation for following guests:

1. Guests without prior reservations
2. Guests who are inebriated
3. Guests with a contagious disease or in noticeably poor health

As our facility is operated by a small team, we may not be able to accommodate walk-in guests due to a inability to prepare rooms on short notice.

#### **4. Guest Conduct**

1. Guests are expected to behave respectfully toward other guests and hotel staff.
2. Noise levels should be kept to a minimum, especially during quiet hours from 10:00PM~8:00AM.
3. Illegal activities or misconduct may result in immediate eviction without refund.

#### **5. Use of Hotel Facilities**

1. Hotel amenities, such as the shower, bath, or rooms, are for registered guests only.
2. Guests must adhere to posted rules for the use of facilities.
3. The hotel is not responsible for injuries or accidents occurring during the use of facilities.

#### **6. Liability**

1. The hotel is not liable for loss, theft, or damage to personal belongings.
2. Any damage to hotel property caused by a guest will result in a charge equivalent to the repair or replacement cost.

#### **7. Special Requests**

1. The hotel will endeavor to accommodate special requests (e.g. room preferences) but cannot guarantee them.

#### **8. Smoking and Pets**

1. Smoking is permitted only in designated areas. Violations may result in a cleaning fee of ¥50,000~¥200,000 (depending on the damages).
2. Pets are not allowed.

## **9. Strong Odors**

1. Please refrain from using strong-smelling substances such as aroma oils or perfumes in the guest rooms.
2. Strong food odors, such as garlic, may linger for several days and render the room unusable.
3. In such cases, guests will be charged for the period during which the room cannot be used.

## **10. Governing Law**

1. These terms and conditions are governed by Japanese law.
2. Any disputes shall be resolved in the courts of Japan.

## **11. Contact Information**

For any inquiries or concerns, please contact the hotel.