

# Accommodation policy

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## Article 1 (Scope of Application)

1. Accommodation agreements and related agreements made by this hotel with guests shall be governed by the provisions of these terms and conditions, and matters not stipulated in these terms shall be governed by laws and regulations or generally established customs.
2. In the event that our hotel complies with a special agreement to the extent that it does not violate laws and customs, the special agreement shall take precedence regardless of the provisions of the preceding paragraph.

## Article 2 (Application for Accommodation Contract)

1. If you wish to apply for an accommodation contract at our hotel, please submit the following information to our hotel.
  - (1) Guest Name
  - (2) Date of Accommodation and Estimated Time
  - (3) Accommodation fee (in principle, the basic accommodation fee in Appended Table 1)
  - (4) Other matters deemed necessary by our hotel
2. If a guest requests to continue his stay beyond the date set forth in item 2 of the preceding paragraph, our hotel will assume that he has applied for a new accommodation contract when the offer is made.

## Article 3 (Establishment of Accommodation Contract, etc.)

1. The accommodation contract shall be established when our hotel accepts the offer set forth in the preceding Article. However, this is not the case when we prove that our hotel did not accept it.
2. If the accommodation contract is concluded pursuant to the provisions of the preceding paragraph, the period of stay ( If it is more than 5 days, you will have to pay the application fee that our hotel determines up to the basic accommodation fee of 5 days by the date designated by our hotel.
3. The application fee shall be applied to the final accommodation fee paid by the guest, and in the event that Articles 6 and 18 apply, it shall be applied in the order of compensation after penalty.
4. If the application fee under paragraph 2 is not paid by the date designated by our hotel according to that paragraph, the accommodation contract shall cease to be effective.

However, this is limited to the case where our hotel informs guests of the date of payment of the application fee.
5. If our hotel offers the wrong rate on this site and accepts the contract based on the rate, we will immediately notify you that it is invalid as long as there is no indication of the reason why it is cheap, such as "Limited", "Special" or "Campaign."

## Article 4 (Special provisions that do not require payment of application fees)

1. Notwithstanding the provisions of paragraph 2 of the preceding Article, our hotel may comply with a special agreement that stipulates that payment of the application fee under that paragraph is not required after the contract is concluded.
2. If the hotel does not request payment of the application fee under paragraph 2 of the preceding Article or specify a payment date for the application fee, we will treat it as in accordance with the special agreement set forth in the preceding paragraph.

## Article 5 (Refusal of Conclusion of Accommodation Contract)

Our hotel may not agree to a lodging contract in the following cases.

1. When the application for accommodation is not in accordance with these terms and conditions.
2. When there is no room available due to full capacity.
3. When it is found that a person who intends to stay is likely to commit an act against the provisions of laws and regulations, public order or morality in relation to accommodation.
4. When the person who wants to stay is suspected of being infected with an infectious disease or infection (norovirus, etc.).
5. In the event of making violent demands or demanding a burden beyond reasonable limits to the hotel or its employees or when he/she is found to have committed a similar act in the past, or when he/she is asked to commit excessive acts of demand as follows.
  - (1) Provision of services not provided by our hotel
  - (2) Provision of services contrary to laws and regulations and public order
  - (3) Request for discount after contract without justifiable grounds
  - (4) Upgrading guest rooms without justifiable grounds, providing meals not included in the contract, etc
  - (5) Other burdens beyond reasonable limits
6. When accommodation is not possible due to natural disasters, facility failures, or other unavoidable reasons.
7. When it is found that a person who intends to stay may cause significant inconvenience to other guests due to drunkenness, etc. Or when a guest makes a remarkably inconvenient statement to another guest.
8. Act on Prevention, etc. of Unjust Acts by Organized Crime Group Members Who Want to Stay (Heisei) Article 77 of the 3-year Act) Article 2, item (vi) of the Criminal Organization, or Article 2, item (ii) of the same Act

When he/she is recognized as a person concerned with an enterprise or organization related to an organized crime group or a person concerned with other anti-social forces.
9. When malicious comments are posted on SNS or bulletin boards, such as false information or slander against our hotel employees and other guests.

## Article 6 (Guest's Right to Cancel Contract)

1. Guests can cancel their accommodation contract by applying to our hotel.
2. This hotel cancels all or part of the accommodation contract for reasons attributable to the guest (unless this hotel requests payment by specifying a payment date for the application fee pursuant to Article 3(2) and the guest cancels the accommodation contract before that payment) is subject to a penalty as listed in Appended Table 2. However, if the hotel agrees to a special agreement under Article 4(1), it will be limited to when the hotel informs the guests of their obligation to pay a penalty if they cancel their accommodation agreement.
3. If the hotel does not arrive at 24:00 on the day of stay (if the estimated arrival time is specified in advance, 2 hours later), it may be considered as terminated by the guest.

#### Article 7 (Right to terminate the contract of this hotel)

Our hotel may terminate our accommodation contract in the following cases.

1. When it is found that a guest is likely to engage in an act contrary to the provisions of laws and regulations, public order or morality, or when it is found that he/she accompanied him/her with regard to accommodation.
2. Guests are suspected of contracting an infectious disease or infection (norovirus, etc.).
3. In the event of making violent demands or demanding a burden beyond reasonable limits to the hotel or its employees, or when a person is required to bear a burden beyond the reasonable scope of the following, including any previous similar acts.

(1) provision of services not provided by our hotel

(2) provision of services that violate laws and regulations

(3) unjustified request for a discount after the contract

(4) Upgrading guest rooms without justifiable grounds, providing meals not included in the contract, etc

(5) In the event of intimidation, extortion or fraud against our hotel staff

(6) When malicious comments such as false information or slander against hotel employees are posted on SNS, bulletin boards, etc

(7) When a person makes an intimidating unreasonable demand and is asked to bear a burden beyond the reasonable scope. Or when it is recognized that a similar act has been carried out in the past at our hotel or a hotel operated by 7garden Co., Ltd.

In the event of an act similar to subsections (1) to (7) above.

4. When accommodation is not possible due to a natural disaster or other cause of force majeure.

5. When it is found that a person who intends to stay may cause inconvenience to other guests due to drunkenness, etc. Or the guest causes great inconvenience to other guests

When you say or do something.

6. Act on Prevention, etc. of Unjust Acts by Organized Crime Group Members Who Want to Stay (Heisei) Article 77 of the 3-year Act) Article 2, item (vi) or item (ii) of the same Act

When he/she is recognized as a person related to an enterprise or organization related to an organized crime group.

7. Failure to comply with the prohibition of smoking in the bedroom, mischief against fire defense equipment, and other rules of use established by this hotel (limited to those necessary for fire prevention).

8. When malicious comments are posted on SNS or bulletin boards, such as false information or slander against our hotel employees and other guests.

If our hotel cancels the accommodation contract based on the provisions of the preceding paragraph, we will not charge you for any accommodation services that your guests have not yet received.

#### Article 8 (Registration of Accommodation)

1. Guests are required to register the following items at the front desk of our hotel on the day of their stay.

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

(2) In the case of an alien, his/her nationality, passport number, place of entry and date of entry

(3) Date and Estimated Time of Departure

(4) Other matters deemed necessary by our hotel

2. Foreigners who do not have an address in Japan will be required to present and copy their passports.

3. If a guest intends to pay the fees under Article 12 by currency such as traveler's checks, accommodation vouchers, credit cards, etc., he/she shall present them at the time of registration under the preceding paragraph and obtain approval from our hotel.

#### Article 9 (Room Hours)

1. Guests can use our hotel rooms from 15:00 on the day of arrival to 10:00 on the day of departure. However, if you stay continuously, you can use it all day except for the arrival and departure dates.

2. Notwithstanding the provisions of the preceding paragraph, our hotel may respond to the use of guest rooms outside the hours specified in that paragraph. Prices vary depending on room type and extended hours, so please contact us during concierge desk business hours.

3. The use of a room in excess of the number of guests at the time the reservation is confirmed is prohibited. In the event that a guest is found to have exceeded the number of guests, he/she will be asked to vacate the room immediately and pay a penalty in accordance with the hotel's rules and regulations. The method of calculating the penalty shall be in accordance with Appendix 4.

4. The hotel strictly refuses to allow unauthorized visitors to enter a guest room unless the hotel has authorized them to do so. If an undeclared guest is found to have entered the room, he/she will be asked to leave the room immediately and will be required to pay a fine in accordance with the hotel's regulations.

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5. Room Type: Mei Penthouse reserves the right to allow unreserved visitors to enter and stay in a guest room only upon prior request. In such cases, the maximum number of visitors allowed in a room is six (6), including the contractor who has made a reservation. A fee of ¥5,000 will be charged for each guest.

6. Late check-out is until 12:00 pm. For any extension of stay until 14:00, an additional fee of ¥1,000 per hour will be charged. If check-out time is after 14:00, an extra night's room charge will be added to the room rate for the same day.

#### Article 10 (Compliance with Rules of Use)

Guests shall abide by the rules of use established by the hotel while in the hotel. The rules of use can be checked by clicking on the QR code on the card installed in the guest room.

#### Article 11 (Business Hours)

1. The main facilities of our hotel are open hours as follows, and detailed business hours of other facilities are provided in the pamphlet, bulletin boards, service directories, etc.

2. Concierge desk from 6:00 to next We are open until 24:00. Options such as late check-out will be available from 15:00 Please contact the concierge desk directly between 24:00.

3. The time set forth in the preceding paragraph may be changed temporarily if it is unavoidable. In that case, we will inform you in an appropriate way.

#### Article 12 (Payment of Fees)

1. The breakdown of accommodation fees, etc. that guests have to pay is as listed in Appended Table 1.
2. Payment of the accommodation fee, etc. set forth in the preceding paragraph shall be made at the front desk when guests leave or when requested by our hotel using a designated currency determined by the Japanese government or alternative methods such as traveler's checks, accommodation vouchers, credit cards, etc.
3. After our hotel provides guests with rooms and they can use them, even if the guests do not stay voluntarily, we will charge you for the accommodation.

#### Article 13 (Responsibility of our hotel)

1. Our hotel will compensate guests for any damages caused by the performance of the accommodation contract and related contracts or failure to comply with respectively. However, this does not apply if it is not due to reasons attributable to our hotel.
2. Our hotel has Ryokan Liability Insurance to deal with any kind of fire.

#### Article 14 (Treatment when Contracted Room Cannot Be Provided)

1. If we are unable to provide our guests with the guest's consent, we will arrange other accommodations under the same conditions as possible.
2. Notwithstanding the provisions of the preceding paragraph, if we are unable to arrange other accommodations, we will pay a compensation fee equivalent to a penalty to our guests and use the compensation fee for damages. However, we will not pay compensation if there is no reason attributable to our hotel for not being able to provide a room.

#### Article 15 (Handling of Deposited Articles, etc.)

1. We do not accept cash, valuables, artworks, antiques, fragile goods, liquids or raw goods.
2. In the event of loss or damage to goods, cash and valuables left by guests at the front desk, our hotel will compensate for the damage unless it is force majeure. However, for cash and valuables, if the hotel requests a declaration of the type and value of the item and the guest fails to do so, the hotel will not be able to provide such information. We will compensate you for the damage up to 50,000 yen.
3. If a guest loses or damages the goods, cash and valuables brought into our hotel that were not deposited at the front desk due to intentional or negligence, our hotel will compensate for the damage. However, if the guest does not disclose the type and value in advance, we will compensate for the damage up to 50,000 yen, except in cases where our hotel is intentionally or grossly negligent.
4. As for scratches and dents on the baggage that guests left at the front desk, it is not covered by the warranty because it is impossible to understand the current situation of scratches and dents every time they are taken care of.

#### Article 16 (Storage of Guests' Baggage or Personal effects)

1. If the guest's baggage arrives at our hotel prior to the stay, we will keep it responsibly only if our hotel agrees before that arrival and give it to you when the guest checks in at the front desk.
2. If a guest's baggage or personal belongings have been left behind in the hotel after he/she has checked out, the hotel will contact the owner and ask for instructions. However, if there is no instruction from the owner or the owner is not known, the following shall be dealt with to the extent permitted by laws and regulations.
  - (1) Cash and valuables: 7 days including the date of discovery at our hotel and then delivered to the nearest police station.
  - (2) Fresh foods: Dispose of the same day on the date of discovery, regardless of price or expiration date.
  - (3) Items that may decay or deteriorate, used underwear, towels, other cloths, contaminated or broken items: We will dispose of them without reporting them to the police station.
  - (4) Other properties: 3 months including the date of discovery will be stored at our hotel and disposed of.
3. In the case of the preceding two paragraphs, our hotel's responsibility for the storage of guests' baggage or personal belongings shall be in accordance with paragraph 1 of the preceding Article and paragraph 2 of the same Article.
4. In order to properly dispose of misplaced baggage or personal belongings according to the nature of the contents, the hotel may arbitrarily check the contents and return them to its owner or handle them as necessary.
5. Luggage storage service is available from 6:00 on the day of check-in to 21:00 on the day of check-out. If you wish to keep your luggage after 21:00 on the check-out day, a fee of 2,000 yen per luggage item per day will be charged. If you wish to send your luggage to the hotel before check-in, please specify the arrival date and time during the front desk hours on the check-in day, and send the luggage by prepaid shipping. Please indicate the name of the representative of the reservation and the date of stay in the remarks column.  
If you wish to store luggage prior to the check-in date, please notify the front desk in advance and a fee of 2,000 yen per piece per day will be charged.  
※If you send luggage without declaring your reservation, or if you send it by cash on delivery, or if we cannot confirm the reservation information in the sender's name, we may refuse to accept your luggage. Please understand this in advance.

#### Article 17 (Liability of Parking)

Our hotel doesn't have a parking lot. Our hotel is not responsible for any disputes or troubles arising from the use of nearby parking lots.

#### Article 18 (Responsibility of Guests)

1. If the hotel is damaged intentionally or by negligence, the guest will compensate the hotel for the damage. The method of calculating the damages that guests have to pay is as listed in attached Table 3.
2. Smoking is prohibited in all of our hotel facilities (except designated smoking areas), so if you find smoking activity or signs of smoking (including odors) in your room or facility, you will be charged room cleaning fee and no-sale damages. The calculation method is as listed in Appended Table 3.
3. In principle, you are not allowed to use more rooms than the number of subscribers. If it is discovered that the number of users exceeds the number of people contracted without an offer, we will immediately leave and decide at our hotel. I'll be charged a penalty. The method of calculating the penalty is as listed in Appended Table 4.

Article 19 (Ruling Language)  
These Terms and Conditions are written in Japanese and English, but any discrepancy or difference between Japanese and English shall be in Japanese.

Article 20 (Jurisdiction and Governing Law)  
All disputes arising out of the accommodation agreement and related agreements under these Terms and Conditions shall be settled in accordance with Japanese laws and regulations, exclusively by the Japanese court having jurisdiction over the location of our hotel.

Appended Table 1  
Breakdown of Accommodation Charges, etc. (Re: Article 2 (1), Article 3 (2) and Article 12 (1))

Breakdown		
The total amount a guest has to pay	Hotel fee	Room charge
	Additional fee	Others
	Tax	Taxes prescribed by laws and regulations such as consumption tax

Note: If the tax law is revised, it shall be in accordance with the revised regulations.

Appended Table 2 Penalties (related to Article 6, paragraph 2)

Number of applicants for contract \ Date of receipt of notice of cancellation of contract		No show	The day supposed to be stay	The day before supposed to be stay	2~3 day before supposed to be stay	4~7 day before supposed to be stay
General	Under 14 people	100%	100%	100%	50%	20%
collective	15 people to 126 people	100%	100%	100%	80%	50%

(Note) 1.% is the ratio of penalty to basic accommodation fee.  
2. If the number of days contracted is shortened, we will accept a penalty for one day (first day) regardless of the number of days contracted.  
3. If the contract is terminated for some of the group guests (more than 15 people), 7 days prior to their stay (if they accept the application after that date) There will be no penalty for 50% of the total number of guests (rounded up if a fraction is obtained) on that day.

Appended Table 3 Cleaning allowance (related to Paragraphs 1 and 2 of Article 18)

Cleaning fee for smoking in facilities	20,000 Yen for each room
Cases where special cleaning or repair is required beyond the normal use of the hotel due to food and drink, vomiting, blood, body fluids, filth, etc(*1)	20,000 Yen for each room
Compensation for the suspension of cabin sales during the cleaning period	Room suspension of sale days x 30,000 Yen

(Note) The number of days for which the room is not sold is the number of days for which the actual sale has been withheld at our hotel's discretion. However, the upper limit is 10 days.  
(\*1) This shall not apply if the cause is contamination due to poor physical condition

Appended Table 4 Penalties for Exceeding the Number of Contractors (Re: Article 18, Paragraph 3)

Rooms with an exclusive area of less than 15.0 m2	50,000 Yen per session
Rooms with an exclusive area of 15.0 m2 or more and less than 60.0 m2	100,000 Yen per session
Rooms with an exclusive area of more than 60.0m2	100,000 Yen per session