

宿泊約款

（適用範囲）

- 第 1 条** 当館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せう。
- 2 当館が、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せう。

（宿泊契約の申込み）

- 第 2 条** 当館に宿泊契約の申込みをしようとする者は、次の事項を当館に申し出ていただきます。
- 宿泊者名
 - 宿泊日及び到着予定時刻
 - 宿泊料金（原則として別表第 1 の基本宿泊料による。）
 - その他当館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、当館は、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、当館が前条の申込みを承諾したときに成立するものとしませう。ただし、当館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 日を超えるときは3 日間）の基本宿泊料を限度として当館が定める申込金を、当館が指定する日までに、お支払いいただきます。
- 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館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せう。ただし、申込金の支払期日を指定するに当たり、当館がその旨を宿泊客に告知した場合に限りませう。

（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、当館は、契約の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当たり、当館が前条第 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** 当館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。
- 宿泊の申込みが、この約款によらないとき。
 - 満室により客室の余裕がないとき。
 - 宿泊しようとする者が、宿泊に関し、法令の規定、公の秩序も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。
 - なかんずく、次に掲げる (イ) から (ハ) に該当するとき。
 - 暴力団、暴力団員、暴力団関係者、その他反社会的勢力であるとき。
 - 暴力団又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。
 - 法人でその役員のうち暴力団員に該当する者がいるとき。
 - 宿泊しようとする者が、特定感染症の患者等であるとき。
 - 宿泊しようとする者が、当館又は従業員に対し、旅館業法第 5 条 1 項 2 号または同項 3 号で規定する行為（カスタマーハラスメント）に該当する場合、又は過去においてカスタマーハラスメントを行ったと認められるとき。尚、カスタマーハラスメントには、顧客等からのクレーム・言動のうち、当該クレーム・言動の要求の内容の妥当性に照らして、当該要求を実現するための手段・態様が社会通念上不相当なものであって、当該手段・態様により、従業員の就業環境が害されるもの、当館の提供する商品・サービスに瑕疵・過失が認められない場合、要求の内容が当館の提供する商品・サービスとは関係がない場合、身体的な攻撃（暴行、傷害）、精神的な攻撃（脅迫、中傷、名誉棄損、

- 侮辱、暴言）、上下座の要求、継続的・執拗な言動、拘束的（不退出、居座り、監禁）な行動、差別的な言動、性的な言動、社会通念上過大なサービスの要求等を含むが、これに限らない。
- 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。
- 福島県旅館業法施行条例10条の規定する場合に該当するとき。

（宿泊客の契約解除権）

- 第 6 条** 宿泊客は、当館に申し出て、宿泊契約を解除することができます。
- 2 当館は、宿泊客がその責めに帰すべき事由により宿泊契約の全部又は一部を解除した場合（第 3 条第 2 項の規定により当館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 に掲げるところにより、違約金を申し受けませう。ただし、当館が第 4 条第 1 項の特約に応じた場合にあつては、その特約に応じるに当たつて、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、当館が宿泊客に告知したときに限りませう。
- 3 当館は、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）になつ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。

（当館の契約解除権）

- 第 7 条** 当館は、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。
- 宿泊客が宿泊に関し、法令の規定、公の秩序も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、又は同行為をしたと認められるとき。
 - なかんずく、第 5 条の (3) の (イ) (ロ) (ハ) に規定する個人、団体であることが判明したとき。
 - 宿泊者が、特定感染症の患者等であるとき。
 - 宿泊者が、当館又は従業員に対し、旅館業法第 5 条 1 項 2 号または同項 3 号の規定する場合に該当する行為（カスタマーハラスメント）を行ったとき。
 - 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。
 - 福島県旅館業法施行条例10条の規定する場合に該当するとき。
 - 館内および敷地内の指定喫煙場所以外での喫煙、消防用設備等に対するいたずら、その他当館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。
- 2 当館が前項の規定に基づいて宿泊契約を解除したときは、宿泊客がい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う。

（宿泊の登録）

- 第 8 条** 宿泊客は、宿泊日当日、当館のフロントにおいて、次の事項を登録していただきます。
- 宿泊者の氏名・年齢・性別・住所及び連絡先
 - 外国人にあつては、国籍・旅券番号・入国地及び入国年月日
 - 出発日及び出発予定時刻
 - その他当館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呈示していただきます。

（客室の使用時間）

- 第 9 条** 宿泊客が当館の客室を使用できる時間は、午後 3 時から翌朝 10 時までとします。ただし、連続して宿泊する場合においては、到着日及び出発日を除き、終日使用することができます。
- 2 当館は、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。この場合には次に掲げる追加料金を申し受けませう。
- 超過 3 時間までは、室料相当額の 30%
 - 超過 6 時間までは、室料相当額の 50%
 - 超過 6 時間以上は、室料相当額の 100%
 - 前項の室料相当額は、基本宿泊料の 70% とします。

（利用規則の遵守）

- 第 10 条** 宿泊客は、当館内においては、当館が定めた利用規則に従っていただきます。

（営業時間）

- 第 11 条** 当館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ターイー等で御案内いたします。
- フロント・キャッシャー等サービス時間：

イ 門 限	無し
ロ フロントサービス	22時00分まで
ハ エクスチェンジサービス	22時00分まで
 - 飲食等（施設）サービス時間：

イ 朝 食	午前 7 時00分～午前 8 時30分
ロ 昼 食	午前11時30分～午後 1 時30分（不定休日あり）
ハ 夕 食	午後 5 時30分～午後 9 時00分
ニ その他の飲食等	
 - 附帯サービス施設時間：
 - 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ことがあります。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。
- 前項の宿泊料金等の支払いは、通貨又は当館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、宿泊客の出発の際又は当館が請求した時、フロントにおいて行っていただきます。
 - 当館が宿泊客に客室を提供し、使用が可能になつたのち、宿泊客が任意に宿泊しなかつた場合においても、宿泊料金は申し受けませう。

（当館の責任）

- 第 13 条** 当館は、宿泊契約及びこれに関連する契約の履行に当たり、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、それが当館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 当館は、消防機関から適マーク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** 当館は、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、できる限り同一の条件による他の宿泊施設をあつ旋するものとしませう。
- 2 当館は、前項の規定にかかわらず他の宿泊施設のあつ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、当館の責めに帰すべき事由がないときは、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つ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、当館は、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、当館がその種類及び価額の明告を求めた場合であつて、宿泊客がそれを行わなかつたときは、当館は 15 万円を限度としてその損害を賠償します。
- 2 宿泊客が、当館内にお持込みになつた物品又は現金並びに貴重品であつてフロントにお預けにならなかつたものについて、当館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、当館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明告のなかつたものについては、15 万円を限度として当館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）

- 第 16 条** 宿泊客の手荷物が、宿泊に先立つて当館に到着した場合は、その到着前に当館が了解したときに限つ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館に置き忘れられていた場合において、一定期間お預かりし、その後遺失物法に基づき処理いたします。
- 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館の責任は、第 1 項の場合にあつては前条第 1 項の規定に、前項の場合にあつては同条第 2 項の規定に準じるものとしませう。

（駐車 の責任）

- 第 17 条** 宿泊客が当館の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、当館は場所をお貸しするものであつて、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、当館の故意又は過失によって損害を与えたときは、その賠償の責めに任じます。

（宿泊客の責任）

- 第 18 条** 宿泊客の故意又は過失により当館が損害を被つたときは、当該宿泊客は当館に対し、その損害を賠償していただきます。

別表第 1 　宿泊料金の算定方法（第 2 条第 1 項及び第 12 条第 1 項関係）

		内 訳
宿泊客が支払うべき総額	宿泊料金	基本宿泊料（室料+朝・夕食料）
	追加料金	追加飲食（朝・夕食以外の飲食料）及びその他の利用料金
	税 金	イ 消費税 ロ 入湯税（温泉地のみ）

備考 1．基本宿泊料は掲示する料金表によります。

- 子供料金は小学生以下に適用し、大人に準じる食事と寝具を提供したときは大人料金の 70%、子供用食事と寝具を提供したときは 50%、寝具のみを提供したときは 30% をいただきます。

別表第 2 　違約金（第 6 条第 2 項関係）

契約申込人数	契約解除の通知を受けた日	不泊	当日	前日	2 日前	3 日前	5 日前	6 日前	7 日前	8 日前	14 日前	15 日前	30 日前
14 名まで		100%	100%	50%	30%	30%							
15 名～30 名まで		100%	100%	50%	30%	30%	30%						
31 名～100 名まで		100%	100%	80%	50%	30%	30%	20%	20%	10%	10%		
101 名以上		100%	100%	80%	50%	50%	30%	30%	30%	15%	15%	10%	10%

(注) 1．％は、基本宿泊料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、その短縮日数にかわりなく、1 日分（初日）の違約金を収受します。

3．団体客（15 名以上）の一部について契約の解除があつた場合、宿泊の 10 日前（その日より後に申込をお引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う。

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

(Scope of Application)

Article 1 Contracts for Accommodation and related agreements to be entered into between this Ryokan/Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions. And any particulars not provided for herein shall be governed by laws and regulations and/or generally accepted practices.

2 In the case when the Ryokan/Hotel has entered into a special contract with the Guest 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 over the provisions of these Terms and Conditions.

(Application for Accommodation Contracts)

Article 2 A Guest who intends to make an application for an Accommodation Contract with the Ryokan/Hotel shall notify the Ryokan/Hotel of the following particulars:

- (1) Name of the Guest (s);
- (2) Date of accommodation and estimated time of arrival;
- (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in the attached Table No.1); and
- (4) Other particulars deemed necessary by the Ryokan/Hotel.

2 In the case when 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 request is made.

(Conclusion of Accommodation Contracts, etc.)

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

2 When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit fixed by the Ryokan/Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Ryokan/Hotel.

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 if 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 Ryokan/Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case when the Guest is thus informed by the Ryokan/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 Ryokan/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 Ryokan/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 construed as that the Ryokan/Hotel has accepted a special contract prescribed in the preceding Paragraph.

(Refusal of Accommodation Contracts)

Article 5 The Ryokan/Hotel may not accept 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 Ryokan/Hotel is fully booked and no room is available;
- (3) When the person who is seeking accommodation is deemed liable to conduct these lives in a manner that will contravene the laws or act against the public order or good morales in regard to their accommodation.

In particular, in the case of circumstances that fall within the parameters of the condition outlined in the following (a) to (c) the facilitation of accommodation will be refused.

- (a) In the case of criminal organizations, their members, associated groups or associated individuals, or any other antisocial influences seeking accommodations.
 - (b) In the case business activities run by criminal organizations or their members or any other groups seeking accommodations
 - (c) In the case a business which has a member of a criminal organization as an executive seeking accommodation.
- (4) When the Guest seeking accommodation is a patient, etc. with a specified infectious disease;
 - (5) When the Guest seeking accommodation is deemed to have committed an act that falls under the provisions of Article 5, paragraph 1, items (ii) or (iii), of the Hotel Business Act ("customer harassment") or has committed customer harassment in the past, against the Ryokan/Hotel or our employees; Customer harassment

includes, but is not limited to, complaints or behavior from customers, etc. in which, in light of the reasonableness of the demands made through such complaints or behavior, the means or manner for achieving such demands are considered inappropriate under social conventions and such means or manner harm the working environment of our employees, in which no defect or negligence is found in the products or services provided by the Ryokan/Hotel, or in which the demands are not related to the products or services provided by the Ryokan/Hotel, physical attacks (assault and injury), mental attacks (threats, slander, defamation, insults, verbal abuse), demands to kneel down on the floor or ground, continuous and persistent words and actions, restrictive behavior (refusing to leave, staying put, confinement), discriminatory words and actions, sexual words and actions, demands for services that are considered excessive under social conventions, etc.

- (6) When the Ryokan/Hotel is unable to provide accommodation due to natural calamities, disfunction of the facilities and/or other unavoidable causes;
- or
- (7) When the provisions of Article 10 Fukushima Prefectural Ordinance are applicable.

(Right to Cancel Accommodation Contracts by the Guest)

Article 6 The Guest is entitled to cancel the Accommodation Contract by so notifying the Ryokan/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 Ryokan/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 p.m. of the accommodation date (2 hours after the expected time of arrival if the Ryokan/Hotel is notified of it) without an advance notice, the Ryokan/Hotel may regard the Accommodation Contract as being cancelled by the Guest.

(Right to Cancel Accommodation Contracts by the Ryokan/Hotel)

Article 7 The Ryokan/Hotel may cancel the Accommodation Contract under any of the following cases:

- (1) When the person who is seeking accommodation is deemed liable to conduct themselves in a manner that will contravene the laws or act against the public order or good morales in regard to their accommodation.
- In particular, an accommodation contract may be cancelled if an individual or group can be ascertained to fall within the parameters of the conditions outlined in Article 5, Section 3 (a), (b) and (c).
- (2) When the Guest is a patient, etc. with a specified infectious disease;
- (3) When the Guest commits an act that falls under the provisions of Article 5, paragraph 1, Items (ii) or (iii), of the Hotel Business Act ("customer harassment") against the Ryokan/Hotel or our employees.
- (4) When the Ryokan/Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure;
- (5) When the provisions of Article 10 Fukushima Prefectural Ordinance are applicable;
- (6) When the Guest does not observe prohibited actions such as smoking in any area other than the designated smoking areas on the premises of the Ryokan/Hotel, tampers with firefighting equipment and violates other prohibitions of the Use Regulations stipulated by the Ryokan/Hotel (restricted to those deemed necessary for fire prevention).

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

(Registration)

Article 8 The Guest shall register the following particulars at the front desk of the Ryokan/Hotel on the day of accommodation:

- (1) Name, age, gender, address and contact information of the Guest (s);
- (2) For non-Japanese: nationality, passport number, port and date of entry in Japan;
- (3) Date and estimated time of departure; and
- (4) Other particulars deemed necessary by the Ryokan/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 cheques, 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 The Guest is entitled to occupy the contracted guest room of the Ryokan/Hotel from 3 p.m. to 10 a.m. the next morning. However, in the case when the Guest is accommodated continuously, the Guest may occupy it all day long, except for the days of arrival and departure.

2 The Ryokan/Hotel may, notwithstanding 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 hours in excess of the prescribed hours: 30% of the amount equivalent to the room charge
- (2) Up to 6 hours in excess of the prescribed hours: 50% of the amount equivalent to the room charge
- (3) 6 hours or more in excess of the prescribed hours: 100%/Full amount equivalent to the room charge

3 The equivalent in the sum to the room charge prescribed in the preceding Paragraph shall be 70% of the Basic Accommodation Charges.

(Observance of Use Regulations)

Article 10 The Guest shall observe the Use Regulations established by the Ryokan/Hotel.

(Business Hours)

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

- (1) Service hours of front desk, cashier's desk, etc.

A Closing time	None
B Front service	22:00
C Exchange service	22:00
- (2) Service hours (at facilities) for dining, drinking, etc.

A Breakfast	AM 7:00~AM 8:30
B Lunch	AM 11:30~PM 1:30 (Closing the business irregularly)
C Dinner	PM 5:30~PM 9:00
D Other meals, drinks, etc.	

- (3) Service hours of auxiliary facilities

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

(Payment of Accommodation Charges)

Article 12 The breakdown of the 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 by any means other than Japanese currency such as traveler's cheques, coupons or credit cards recognized by the Ryokan/Hotel at the front desk at the time of the departure of the Guest or upon request by the Ryokan/Hotel.

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

(Liabilities of the Ryokan/Hotel)

Article 13 The Ryokan/Hotel shall compensate the Guest for the damage if the ryokan/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 cases when such damage has been caused due to reasons for which the Ryokan/Hotel is not liable.

2 Even though the Ryokan/Hotel has received the "PASS MARK" (Certificate of Excellence of Fire Prevention Standard issued by the fire station), furthermore, the Ryokan/Hotel is covered by the Ryokan/Hotel Liability Insurance in order to deal with unexpected fire and/or other disasters.

(Handling When Unable to Provide Contracted Rooms)

Article 14 The Ryokan/Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.

2 When arrangement of other accommodation can not be made notwithstanding the provisions of the preceding Paragraph, the Ryokan/Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Ryokan/Hotel cannot provide accommodation due to the causes for which the Ryokan/Hotel is not liable, the Ryokan/Hotel shall not compensate the Guest.

(Handling of Deposited Articles)

Article 15 The Ryokan/Hotel shall compensate the Guest for the damage 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 force majeure. However, for cash and valuables, when the Ryokan/Hotel has requested the Guest to report its kind and value but the Guest has failed to do so, the Ryokan/Hotel shall compensate the Guest within the limit of one hundred fifty thousand yen.

2 The Ryokan/Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused, through intention or negligence on the part of the Ryokan/Hotel, to the goods, cash or valuables which are brought into the premises of the Ryokan/Hotel by the Guest but are not deposited at the front desk. However, for articles of which the kind and value have not been reported in advance by the Guest, the Ryokan/Hotel shall compensate the Guest within the limit of one hundred fifty thousand yen.

(Custody of Baggage and/or Belongings of the Guest)

Article 16 When the baggage of the Guest is brought into the Ryokan/Hotel before his arrival, the Ryokan/Hotel shall be liable to keep it only in the case when such a request has been accepted by the Ryokan/Hotel. The baggage shall be handed over to the Guest at the front desk at the time of his check-in.

2 If, when a guest left baggage and/or belongings behind after check out, the Ryokan/Hotel shall keep it in custody. However, when there are no instructions from the owner or the owner has not been identified, under the Lost Goods Act, the Ryokan/Hotel shall keep for a certain period and dispose them.

3 The Ryokan/Hotel's 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 Ryokan/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 Ryokan/Hotel, as it shall be regarded that the Ryokan/Hotel simply offers the space for parking, whether the key of the vehicle has been deposited with the Ryokan/Hotel or not. However, the Ryokan/Hotel shall compensate the Guest for the damage caused through intention or negligence on the part of the Hotel/Ryokan in regard to the management of the parking lot.

(Liability of the Guest)

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

Attached Table No. 1

Calculation method for Accommodation Charges (Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

		Contents
Total Amount to be paid by the Guest	Accommodation Charges	Basic Accommodation Charge (Room Charge + Breakfast & Dinner)
	Extra Charges	Extra Meals & Drinks (other than Breakfast and Dinner) and Other Expenses
	Taxes	a. Consumption Tax b. Hot Spring Tax (only in spa districts)

Remarks

1. Basic Accommodation Charge is based on the tariffs, which are posted at the
2. A child's charge applies to children attending elementary school of ages (up to 12 years of age) and under. 70% of the adult charge shall be required when meals and bedding comparable to those for the adult are provided to such children, 50% shall be required when meals and bedding for children are provided and 30% when only bedding for children is provided.

Attached Table No. 2

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

Date when Cancellation of Contract is Notified	Contracted Number of Guests			
	1 to 14	15 to 30	31 to 100	101 and more
No Show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	50%	80%	80%
2 Day Prior to Accommodation Day	30%	30%	50%	50%
3 Day Prior to Accommodation Day	30%	30%	30%	50%
5 Day Prior to Accommodation Day		30%	30%	30%
6 Day Prior to Accommodation Day			20%	30%
7 Day Prior to Accommodation Day			20%	30%
8 Day Prior to Accommodation Day			10%	15%
14 Day Prior to Accommodation Day			10%	15%
15 Day Prior to Accommodation Day				10%
30 Day Prior to Accommodation Day				10%

Remarks:

1. The percentages signify the rate of cancellation charge to the Basic Accommodation Charges.
2. When the number of days contracted is shortened, the cancellation charge for its first day shall be paid by the Guest regardless of the number of days shortened.
3. When part of a group booking (for 15 persons or more) is cancelled, the cancellation charge shall not be charged for the number of persons equivalent to 10% of the number of persons booked as of 10 days prior to the occupancy (when accepted less than 10 days prior to the occupancy, as of the date) with fractions counted as a whole number.