

UCHIWA STAY Accommodation Terms and Conditions
Terms and Conditions for Accommodation Contracts

Article 1 Applicable Scope

1. Lodging and related agreements entered into by the Hotel with guests shall be in accordance with the provisions of these Terms and Conditions, and any matters not provided for in these Terms and Conditions shall be governed by laws and regulations (meaning laws and regulations or based on laws and regulations; the same shall apply hereinafter) or generally established practice.
2. Notwithstanding the provisions of the preceding paragraph, in the event that the Hotel enters into a special agreement, insofar as such special agreement does not violate laws and regulations and generally accepted practices, this special agreement shall take precedence over the provisions of the preceding paragraph.

Article 2 Application to Enter into a Lodging Agreement

1. A person who wishes to apply to enter into an agreement for lodging at the Hotel shall provide the following information to the Hotel.
 1. Name of the guest
 2. Date of stay and estimated time of arrival
 3. Lodging charges (In principle, based on the basic lodging charge provided in Appended Table 1.)
 4. Other matters deemed necessary by the Hotel
2. In the event that a guest requests to continue his/her stay beyond the date of stay stipulated in the preceding clause ii. during his/her stay, the Hotel shall treat such request as an application to enter into a new lodging agreement at the time such request is made.

Article 3 Establishment of Lodging Agreement

1. The lodging agreement shall be concluded when the Hotel accepts the application as stipulated in the preceding article. However, this shall not apply if the Hotel can prove that it did not provide its consent.
2. When a lodging agreement has been concluded pursuant to the provisions of the preceding paragraph, an application fee set by the Hotel, limited to the basic lodging charges for the period of stay shall be paid by the date designated by the Hotel.
3. The deposit shall first be applied to the room charge ultimately payable by the Guest, and if a situation arises in which the provisions of Articles 6 and 16 apply, the deposit shall be applied in the order of penalty charges and compensation, and any remaining amount shall be refunded at the time of payment of charges as provided for in Article 12.
4. In the event that the application fee stipulated in Paragraph 2 is not paid by the date designated by the Hotel in accordance with the provisions of the same paragraph, the lodging agreement shall cease to be effective. However, this shall only apply in the event that the Hotel has notified the Guest to that effect when specifying the date for payment of the application fee.

Article 4 Special Agreement not Requiring Payment of Application Fee

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special agreement where no application fee need be paid upon conclusion of the agreement.

2. In the event that the Hotel does not request payment of the application fee as specified in Paragraph 2 of the preceding Article or does not specify the date of payment of said application fee when accepting the application for lodging agreement, it shall be deemed to have entered into a special agreement as stipulated in the preceding paragraph.

Article 4-2 Request for cooperation in infection prevention measures at the facility

The Hotel reserves the right to request that persons intending to stay at the Hotel report the results of doctor's examination, remain in their guest room, provide health updates and take similar precautions.

Article 5 Refusal to Enter into an Agreement for Accommodations

The Hotel may refuse to enter into a lodging agreement in the situations described below. However, this paragraph does not mean that the Hotel may refuse lodging in cases other than those listed in Article 5 of the Hotel Business Act.

1. When the lodging application is not in accordance with these terms and conditions.
2. When there is no room available due to full occupancy.
3. When the person seeking lodging is deemed likely to engage in conduct that would violate the provisions of the law, public order or good morals in connection with their stay.
4. When the person seeking lodging is deemed to fall under any of the following i. through iii.
 1. An Organized Crime Group as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Law No. 77, 1991) (hereinafter referred to as "Organized Crime Group"), an Organized Crime Group member as defined in Article 2, Item 6 of the same law (hereinafter referred to as "Organized Crime Group Member"), a quasi-Organized Crime Group Member or persons related to an Organized Crime Group or other anti-social forces
 2. When a corporation or other organization whose business activities are controlled by an Organized Crime Group or Organized Crime Group Member
 3. A corporation in which any of its officials are considered to be a member of an Organized Crime Group
5. When the person seeking lodging has said or done something that causes significant inconvenience to other guests.
6. When the person seeking lodging suffers from a specific infectious disease.
7. When violent demands are made with regard to lodging, or when services beyond those deemed reasonable are demanded (this will not include cases where the person seeking lodging requests the removal of social barriers).
8. When the person seeking lodging repeatedly makes requests that are difficult to fulfill and which are likely to impose an excessive burden on the Hotel and significantly impede the provision of lodging-related services to other guests, or uses abusive language or behavior or engages in other behavior that is physically or mentally taxing on the Hotel's employees.
9. When it is impossible to provide lodging due to natural disasters, facility failure, or other unavoidable reasons.
10. Other cases where lodging can be refused as stipulated by various laws and regulations or prefectural ordinances, etc.
11. When the person seeking lodging is recognized to have committed any of the acts described in any of the

clauses of Article 7 or any act that is not in accordance with these terms and conditions during a previous stay at the Hotel Group.

Article 5-2 Explanation for Refusal to Enter into an Agreement for Lodging

If the Hotel does not comply with the request to enter into a lodging agreement in accordance with the preceding Article, the person seeking lodging may request an explanation from the Hotel.

Article 6 Guest's Right to Cancel the Agreement

1. The Guest may cancel the lodging agreement by notifying the Hotel.
2. If the Guest cancels the lodging agreement in whole or in part for reasons attributable to the Guest, the Hotel will charge a penalty as specified in Appended Tables 2 and 3. However, this does not apply if the Guest cancels the agreement before the due date specified by the Hotel for the application fee under Article 3, Paragraph 2. Additionally, if the Hotel has entered into a special agreement under Article 4, Paragraph 1, the penalty will only be charged if the Hotel has informed the Guest of this obligation when the special agreement was made.
3. 3. If the Guest does not arrive at the Hotel by midnight (12:00 AM) on the day of stay without prior notice, the Hotel may treat the lodging agreement as canceled by the Guest.

Article 7 Hotel's Right to Cancel Agreement

The Hotel may cancel the lodging agreement in the following situations. However, this paragraph does not mean that the Hotel may refuse lodging in cases other than those listed in Article 5 of the Hotel Business Act.

1. When it is recognized that the Guest is likely to commit an act contrary to the provisions of the law, public order, or good morals in connection with their stay, or when it is recognized that the Guest has committed such an act.
2. When it is recognized that the Guest falls under any of the following i. through iii.
 1. Organized Crime Groups, Organized Crime Group Members, quasi-organized crime groups, or persons related to Organized Crime Groups, or other antisocial forces
 2. Organized Crime Groups or corporations or other organizations in which Organized Crime Group Members control business activities
 3. A corporation in which any of its officials are considered to be a member of an Organized Crime Group
3. When the Guest has said or done something that causes significant inconvenience to other guests.
4. When it is clearly recognized that the Guest suffers from a specific infectious disease.
5. When violent demands are made with regard to the lodging, or when services beyond those deemed reasonable are demanded (this will not include cases where the person seeking lodging requests the removal of social barriers).
6. When a Guest repeatedly makes requests that are difficult to fulfill and which are likely to impose an excessive burden on the Hotel and significantly impede the provision of lodging-related services to other guests, or uses abusive language or behavior or engages in other behavior that is physically or mentally taxing on the Hotel's employees.
7. When it is impossible to provide lodging due to natural disasters, facility failure, or other unavoidable reasons.

8. In situations where lodging can be refused as stipulated by various laws and regulations or prefectural ordinances, etc.
9. When the Guest smokes in the Hotel, tampers with fire-fighting equipment, or otherwise fails to refrain from any other activities prohibited by the Hotel (limited to those necessary for fire prevention).
10. When it is clear that the Guest has taken photographs or engaged in similar activity for commercial purposes without permission from the Hotel.

In the event that the Hotel cancels the lodging agreement pursuant to the provisions of this Article, a penalty charge will be assessed in accordance with the provisions of Appended Tables 2 and 3.

Article 7-2 Explanation of Cancellation of Agreement for Lodging

In the event that the Hotel cancels the lodging agreement in accordance with the preceding Article, the person seeking lodging may request an explanation from the Hotel.

Article 8 Registering for Accommodations

On the day of the stay, the Guest will be required to register the following particulars at the front desk of the Hotel in accordance with laws and regulations pertaining to the hotel industry.

1. Guest's name, age, gender, address and contact information
2. For non-Japanese who do not have a domicile in Japan, nationality, passport number, dates of entry into Japan
3. Other matters deemed necessary by the Hotel

When the Guest intends to pay charges in accordance with Article 12 by any other means besides currency, such as a room voucher or credit card, these shall be presented in advance at the time of registration stipulated in the preceding Paragraph.

Article 9 Time of Room Occupancy

1. The Guest may occupy the Hotel's guest room from the check-in time to the check-out time specified by the Hotel. However, when the Guest stays consecutive nights, the Guest may occupy the room for the entire day except for the day of arrival and the day of departure.
2. Notwithstanding the provisions of the preceding paragraph, the Hotel may accept occupancy of a guest room outside the hours specified in the preceding paragraph. In such cases, the Hotel will charge an additional fee (to include consumption tax) as determined by the Hotel.

Article 10 Compliance with Rules of Use

1. Guests are required to follow the Hotel Policies established and posted by the Hotel within its premises.
2. Outside visitors are not allowed to stay on the premises. If a visitor is found staying on the premises, a penalty specified by the Hotel will be charged, even if the total number of registered guests is below the maximum occupancy. If the Guest engages in activities outside the intended purposes of the Hotel, or in conduct contrary to public order and morals, which may harm the Hotel's reputation, the Guest shall comply with the Hotel's request to cease such activities or conduct immediately.

Article 11 Business Hours

1. The hours of operation of the Hotel's main facilities are as follows. Detailed hours of operation of other

facilities are provided in the brochures, notices posted in various locations, and in the service directory in the guest rooms.

Various Inquiry Support Desks Hours	9:00 AM – 9:00 PM
Check-in	4:00 PM – 12:00 PM
Check-out	5:00 AM – 11:00 AM

- Some hotels may have different service hours. Please refer to each hotel’s website for details.
2. The hours mentioned above may be subject to change on a temporary basis. In such cases, the Guest will be notified by an appropriate method.

Article 12 Payment of Charges

1. Breakdown of lodging charges, etc. to be paid by the Guest are as shown in Appended Table 1.
2. Payment of the room charge, etc. set forth in the preceding paragraph shall be made in currency or by credit card or other suitable means determined by the Hotel.
3. Room charges shall apply even if the Guest voluntarily does not utilize the guest room after the Hotel has provided it to the Guest and made it available for use.

Article 13 Liability of the Hotel

1. In the event that the Hotel causes damage to the Guest pursuant to the performance or non-performance of the lodging agreement and/or related agreements, the Hotel shall compensate the Guest up to 50,000 yen (except in the case of intentional or gross negligence on the part of the Hotel). However, this shall not apply if the cause is not attributable to the Hotel.
2. The Hotel has Hotel Liability Insurance to protect against the unlikely event of a fire or other emergency.

Article 14 Handling When the Contracted Rooms Cannot be Provided

1. In the event that the Hotel is unable to provide the Guest with the contracted room, the Hotel shall, to the extent possible and with the consent of the Guest, arrange for other lodging of similar standards.
2. If, notwithstanding the provisions of the preceding paragraph, the Hotel is unable to find other lodging, it will pay the Guest compensation equivalent to the breach of contract charges, which will be applied to the amount of compensation for damages. However, if the inability to provide a room is due to reasons beyond the control of the hotel, no compensation fee will be paid.

Article 15 Custody of Luggage or Personal Effects of Guests

1. The in-room safe is provided for the Guest’s use at their own risk. The Hotel accepts no responsibility whatsoever for theft, loss, or other incidents involving valuables.
2. If the Guest’s baggage or personal belongings are found after check-out, the Hotel will, in principle, not attempt to contact the owner. The Hotel will only take action based on contact and instructions from the owner. Cash and precious metals will be kept for seven days, including the day they are found, after which they will be handed over to the nearest police station. Other items will also be kept for seven days before being disposed of. However, food items will be stored for only one day to preserve quality, and will be

discarded at the Hotel's discretion if not claimed within that period.

3. In the cases referred to in the preceding two paragraphs, in the event that the Guest's baggage or personal belongings are lost or damaged as a result of an intentional or negligent act by the Hotel, the Hotel shall provide compensation for such damage. However, for items for which the Guest has not previously reported the type and value, the Hotel will provide compensation for damages up to 50,000 yen, except in the case of willful misconduct or gross negligence on the part of the Hotel.

Article 16 Liability of Guests

In the event that the Hotel suffers damages due to the intentional or negligent act of the Guest, the Guest shall compensate the Hotel for such damages.

Article 17 Revisions to Terms and Conditions

These Lodging Terms and Conditions may be revised by the Hotel at its discretion. Any changes to these Lodging Terms and Conditions will be published on the designated website and will apply beginning the effective date specified at the time of publication. These Lodging Terms and Conditions will be made available for viewing in the guest rooms at all times.

Article 18 Disclaimer

The Guest shall assume all risk for any use of the Internet within the Hotel. The Hotel shall not be liable for any damage incurred by the Guest as a result of interruption of Internet communication due to system failure or any other reason. Furthermore, if the Guest causes any damage to the Hotel or a third party as a result of the Guest's use of Internet communications, the Guest shall compensate the Hotel or the third party for such damage.

Article 19 Dispute Resolution and Governing Law

Any and all disputes between the Guest and the Hotel regarding the lodging agreement shall be governed by the laws of Japan, and the Tokyo District Court shall be the court of exclusive jurisdiction of the first instance.

Appended Table 1 Breakdown of Accommodation and Other Charges (Re: Article 2, Paragraph 1 and Article 12, Paragraph 1)

Total amount to be paid by the Guest	
Lodging fees	(1) Basic lodging fee (room charge (and room charge + room cleaning fee))
Additional fees	(2) Additional cleaning (excluding the cleaning included in (1))
Taxes	<ul style="list-style-type: none">• Consumption tax• Lodging Lodging tax based on the tax system of each local government will be collected separately on site. Please check the website of the local government where your lodgings are located.• Other taxes as required by law

Note: If the tax law is revised, the revised provisions shall apply.

Appended Table 2: Penalty Charges (related to Article 6, Paragraph 2)

Date of receipt of notice of cancellation of agreement	Cancellation charge
No-show	100%

Date of receipt of notice of cancellation of agreement	Cancellation charge
Seven days prior to the reservation date	100%

- % is the ratio of the penalty charge to the base room charge.
- If the contracted number of days is shortened, a penalty charge that corresponds to the number of days by which the stay was shortened will be collected.
- Please note that the penalty charges noted above may be changed for special periods such as the end of the year, the beginning of the New Year, Christmas, etc.