

# 宿 泊 約 款

TERMS AND CONDITIONS FOR  
ACCOMMODATION CONTRACTS

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# 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す。

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す。

## (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。

- (1) 宿泊者名
- (2) 宿泊日及び到着予定時刻
- (3) 宿泊料金（原則として別表第 1 の基本宿泊料による）
- (4) 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す。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 7 条及び第 19 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 13 条の規定により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す。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す。

## (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。

## (インターネットならびに電子メールでの宿泊契約に関する特約)

第 5 条 インターネット上の当館ホームページならびにこれに準ずるページをご覧の上、電子メール又はインターネット上の予約システムにて予約申し込みを行った場合、本約款が適用されることとします。

## (宿泊契約締結の拒否)

第 6 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。

- (1) 宿泊の申込みが、この約款によらないとき。
- (2) 満室（員）により客室の余裕がないとき。
- (3) 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。
- (4) 宿泊しようとする者が、伝染病患者であると明らかに認められるとき。
- (5) 宿泊に関し合理的な範囲を超える負担を求められたとき。
- (6) 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。
- (7) 岩手県旅館業法施行条例 12 条の規定する場合に該当するとき。
- (8) 宿泊しようとする者又は同伴者が暴力団、暴力団員、暴力関係団体又は関係者、その他反社会的勢力であることが判明したとき。

## (宿泊客の契約解除権)

第 7 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す。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って、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す。

3 当館は、宿泊客が連絡をしないで宿泊日当日の午後 6 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）になっ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 8 条 当館は、次に掲げる場合において、宿泊契約を解除することがあります。

- (1) 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。
- (2) 宿泊客が伝染病患者であると明らかに認められるとき。
  - (3) 宿泊に関し合理的な範囲を超える負担を求められたとき。
  - (4) 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。
  - (5) 岩手県旅館業法施行条例12条の規定する場合に該当するとき。
  - (6) 寝室での寝たばこ、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。
  - (7) 宿泊客又は同伴者が暴力団、暴力団員、暴力関係団体又は関係者、その他反社会的勢力であることが判明したとき。
- 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ん。

#### (宿泊の登録)

第 9 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。

- (1) 宿泊客の氏名・年齢・性別・住所及び職業
  - (2) 外国人にあっては、国籍・旅券番号・旅券の写し・入国地及び入国年月日
  - (3) 出発日及び出発予定時刻
  - (4) その他当館が必要と認める事項
- 2 宿泊客が第13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 10 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す。
- (1) 超過3時間までは、室料相当額の 30%
  - (2) 超過6時間までは、室料相当額の 60%
  - (3) 超過6時間以上は、室料相当額の 100%
- 3 前項の室料相当額は、基本宿泊料の70%とします。

#### (利用規定の遵守)

第 11 条 宿泊客は、当館内においては、当館が定めて館内に掲示した利用規則に従っていただきます。

#### (営業時間)

第 12 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等でご案内いたします。

- |   |                 |
|---|-----------------|
| (1) フロント・キャッシャー等サービス時間：                       | (3) 附帯サービス施設時間： |
| イ 門 限 午後11時                                   | 売店 午前7時～午後10時   |
| ロ フロントサービス 午前7時～午後11時                         |                 |
| (2) 飲食等（施設）サービス時間：                            |                 |
| イ 朝 食 午前7時～午前9時                               |                 |
| ロ 昼 食 午前11時～午後2時                              |                 |
| ハ 夕 食 午後6時～午後8時30分                            |                 |
| ニ その他の飲食等                                     |                 |
| コーヒラウンジ 午前8時～午後5時、レストラン 午前11時～午後2時・午後6時～午前0時、 |                 |
| バー 午後8時～午後11時、カラオケルーム 午後8時～午前0時               |                 |

- 2 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 13 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。

- 2 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。
- 3 当館が宿泊客に客室を提供し、使用が可能になったのち、宿泊客が任意に宿泊しなかった場合においても、宿泊料金は申し受けます。

#### (当館の責任)

第 14 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、消防機関から防火優良認定証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できないときの取扱い)

第 15 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っ旋するものとします。

- 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16条** 宿泊客がフロントにお預けになっ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格の明告を求めた場合であって、宿泊客がそれを行わなかったときは、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った物品又は現金並びに貴重品であってフロントにお預けにならなかったものについて、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格の明告のなかったものについては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17条** 宿泊客の手荷物が、宿泊に先立っ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っ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、その所有者が判明したときは、当館は、当該所有者に連絡をするとともにその指示を求めるものとします。ただし、所有者の指示がない場合又は所有者が判明しないときは、発見日を含め7日間保管し、その後最寄りの警察署に届けます。

- 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す。

**(駐車場の責任)**

**第18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19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13条第1項関係）**

		内 訳
宿泊客が 支払うべき 総額	宿泊料金	①基本宿泊料（室料+朝・夕食料）
	追加料金	②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

- 備考 1. 子供料金は3歳から小学生までに適用し、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。  
2. 基本宿泊料はフロントに掲示する料金表によります。

**別表第2 違約金（第7条第2項関係）**

契約申込人数	契約解除の通知をうけた日												
	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%								
15～30名まで	100%	100%	50%	30%	30%	30%							
31～100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、その短縮日数にかかわらず、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）における宿泊人員の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ん。

# 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 stated herein shall be subject to 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 7 and thirdly for the reparations under Article 19 if applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 13.
- 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.

## **(Special Contract Regarding Accommodation Contracts Applied through Internet and/or E-Mail)**

- Article 5** When the Guest visited the web site of the Ryokan/Hotel or an equivalent web site on the internet, and has made an application for an Accommodation Contract through the Online Reservation System on Internet and/or E-Mail, the same Accommodation Contracts shall be applied.

## **(Refusal of Accommodation Contracts)**

- Article 6** 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 Guest seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or act against the public order or good morals in regard to his accommodation;
  - (4) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease;
  - (5) When the Ryokan/Hotel is requested to assume an unreasonable burden in regard to his accommodation;
  - (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 12 of Iwate Prefectural Ordinance are applicable.

(8) When the Guest seeking accommodation and/or his companion can be detected as a member of or be linked to a crime syndicate, organized crime groups or any antisocial organizations.

**(Right to Cancel Accommodation Contracts by the Guest)**

**Article 7** 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 6 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 8** The Ryokan/Hotel may cancel the Accommodation Contract under any of the following cases;

(1) When the Guest is deemed liable to conduct and/or have conducted himself in a manner that will contravene the laws or act against the public order or good morals in regard to his accommodation;

(2) When the Guest can be clearly detected as carrying an infectious disease;

(3) When the Ryokan/Hotel is requested to assume an unreasonable burden in regard to his accommodation;

(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 12 of Iwate Prefectural Ordinance are applicable;

(6) When the Guest does not observe prohibited actions such as smoking in bed, mischief to the firefighting facilities and other prohibitions of the Use Regulations stipulated by the Ryokan/Hotel (restricted to particulars deemed necessary in order to avoid the causing of fires).

(7) When the Guest and/or his companion can be detected as a member of or be linked to a crime syndicate, organized crime groups or any antisocial organizations.

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 9** The Guest shall provide the following particulars at the front desk of the Ryokan/Hotel on the day of accommodation:

(1) Name, age, sex, address and occupation of the Guest(s);

(2) For non-Japanese: nationality, passport number, a copy of passport, 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 10** The Guest is entitled to occupy the contracted guest room of the Ryokan/Hotel from 3 p.m. to 10 am. 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:

(or 30% of the equivalent in the sum to the room charge)

(2) Up to 6 hours:

(or 60% of the equivalent in the sum to the room charge)

(3) More than 6 hours:

(or 100% of the equivalent in the sum 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 11** The Guest shall observe the Use Regulations established by the Ryokan/Hotel, which are posted within the premises of the Ryokan/Hotel.

**(Business Hours)**

**Article 12** 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 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 11 p.m.
  - B Front service 7 a.m. to 11 p.m.
- (2) Service hours(at facilities)for dining, drinking etc.
  - A Breakfast 7 a.m. to 9 a.m.
  - B Lunch 11 a.m. to 2 p.m.
  - C Dinner 6 p.m. to 8:30 p.m.
  - D Other meals, drink, etc.
    - Coffee Lounge 8 a.m. to 5 p.m.
    - Restaurant 11 a.m. to 2 p.m. 6 p.m. to 0 a.m.
    - Bar 8 p.m. to 11 p.m.
    - Room of "KARAOKE" 8 p.m. to 0 a.m.
- (3) Service hours of auxiliary facilities.
  - Souvenir shop 7 a.m. to 10 p.m.

- 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 13** The breakdown of Accommodation Charges,etc. that the Guest shall pay is as listed in the attached Table No1.
- 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 14** 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 15** 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 16** 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 150,000 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 150,000 yen.

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

- Article 17** When the baggage of the Guest is brought into the Ryokan/Hotel before his arrival, the Ryokan/Hotel is liable for the custody of such baggage only if the Ryokan/Hotel has agreed to accept it before its arrival. The baggage shall be handed over to the Guest at the front desk at the time of his check-in.
- 2 When the baggage or belongings of the Guest is found left after his check-out, and the ownership of the article is confirmed, the Ryokan/Hotel shall inform the owner of the article left and ask for further instructions. When no instruction is given to the Ryokan/Hotel by the owner or when the ownership is not confirmed, the Ryokan/Hotel shall keep the article for 7 days including the day it is found, and after this period, the Ryokan/Hotel shall turn it over to the nearest police station.
  - 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 18** 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 19** The Guest shall compensate the Ryokan/Hotel for 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 13)

		Contents
Total Amount to be paid by the Guest.	Accommodation Charges	(1) Basic Accommodation Charge (Room Charge + Breakfast & Dinner)
	Extra Charges	(2) Extra Meals & Drinks (other than Breakfast and Dinner) and other Expenses
	Taxes	a. Consumption Tax b. Hot Spring Tax

Remarks

- Children under 3 years old is free.  
50% of the adult charge shall be required to those from age 3 to 11.
- The Basic Accommodation Charge is based on the tariffs, posted at the front desk.

**Attached Table No. 2**

Cancellation Charge for Ryokan (Ref. Paragraph 2 of Article 7)

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 Days Prior to Accommodation Day	30%	30%	50%	50%
3 Days Prior to Accommodation Day	30%	30%	30%	50%
5 Days Prior to Accommodation Day		30%	30%	30%
6 Days Prior to Accommodation Day			20%	30%
7 Days Prior to Accommodation Day			20%	30%
8 Days Prior to Accommodation Day			10%	15%
14 Days Prior to Accommodation Day			10%	15%
15 Days Prior to Accommodation Day				10%
30 Days Prior to Accommodation Day				10%

Remarks;

- The percentages signify the rate of cancellation charge to the Basic Accommodation charges.
- 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.
- 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.