

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

Article1. Application of Provisions

Accommodation contracts and related contracts to be entered into between guests and this hotel shall be in accordance with these terms and conditions and particulars not provided for here in shall be pursuant to laws and customary practices.

2. Notwithstanding the previous paragraph, this hotel may enter into special agreements to the extent that they will not run counter to the spirit of these terms and conditions, the laws, and customary practices.

Article2. Refusal of Accommodation Requests

This hotel may refuse to provide accommodation in the following circumstances:

- (1) When the accommodation request does not conform to these terms and conditions.
- (2) When this hotel is booked full and no room is available.
- (3) When a person seeking accommodation is deemed liable to conduct him/herself in a manner contrary to that provided in the laws or the maintenance of public peace and good morals through his or her stay in this hotel.
- (4) When a person seeking accommodation can be clearly identified as being afflicted with an infectious disease.
- (5) When a special burden is requested in regards to the accommodation.
- (6) When this hotel is incapable of providing the accommodation due to natural calamities or damage to its facilities and other unavoidable causes.
- (7) When a person seeking accommodation can be clearly identified as a drunken person who is in danger of causing other guests much trouble.
- (8) When a person seeking accommodation behaves in a manner (physical condition, clothes or belongings of the person) which causes disturbance to other guests.
- (9) When a person seeking accommodation has been previously rejected under Article 11 of these terms and conditions.

Article3. Clarification of Name etc.

When this hotel has accepted a request for accommodation in advance of the day of occupancy (hereinafter called "a request for accommodation reservation"), it may request the person making the reservation to clarify the following particulars within a designated period.

- (1) Name, address, telephone number, sex, nationality and occupation of the person(s) occupying the accommodation.
- (2) Other particulars deemed necessary by this hotel.

Article4. Reservation Deposit

When this hotel has accepted a request for reservation, it may request the payment of a deposit up to the amount equal to the room charge for the period of stay (when the period of stay is over 3 days, for 3 days) within a designated period.

2. In the case of cancellation set out in the following article, the deposit in the previous paragraph shall be used to cover the cancellation charge with any remainder refunded.

Article5. Cancellation of Reservation

When the person making the reservation cancels the whole or a part of the reservation, this hotel shall receive in the cancellation charge shown hereunder.

However, this provision shall not apply to group parties (referring to groups with 15 paying members or more; the same shall apply hereafter) for up to 10% of the number of people of the group (rounded up to the nearest whole number) its number as of 10 days prior to occupancy (when this hotel has accepted the reservation later than this date, then the date of acceptance shall apply) when such cancellation was made for a portion of the group.

When the number of days contracted is shortened, cancellation charges for the first day shall be paid by the guest regardless of the number of days shortened.

Payment for Cancellation charges

(1) Individuals

- A. 50% of room charge for 1st night, per person, if the cancellation was made on the day before the day of occupancy.
- B. 80% of room charge for 1st night, per person, if the cancellation was made on the day of occupancy.

(2) Group parties

- A. 10% of room charge for 1st night, per person, if the cancellation was made 3 to 9 days before the day of occupancy.
- B. 50% of room charge for 1st night, per person, if the cancellation was made 2 days before the day of occupancy.
- C. 80% of room charge for 1st night, per person, if the cancellation was made on the day of occupancy.

2. This hotel may consider the reservation for accommodation as having been canceled by the person making the reservation when the guest(s) does not appear by 9:00 p.m. (when the hour of arrival is set, then it shall be 2 hours after that hour) of the day of occupancy and when the guest had not contacted this hotel beforehand.
3. When the reservation has been considered to be canceled in accordance with the previous paragraph, but if the guest is able to show that his or her failure to appear without contact was due to the delay or non-arrival of the train airplane or other public transportation or to another reason that is not attributable to such guest. In this case, this hotel will not receive the cancellation charge.

Date when Cancellation of Contract is Notified	No Show	Accommodation Day	1 Day Prior to Accommodation Day	2 Days Prior to Accommodation Day	9 Days Prior to Accommodation Day
Contracted Number of Guests					
Individual (1 to 14)	100%	80%	50%	—	—
Group (15 or more)	100%	80%	50%	50%	10%

Remarks : The percentages signify the rate of cancellation charge to the basic accommodation charges.

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- Article6.** In addition to that provided for elsewhere, this hotel may cancel the reservation for accommodation in the following circumstances:
- (1) In the cases set out in clauses 3 to 9 of Article 2.
 - (2) When the clarification of particulars in clause 1 of Article 3 has been requested but not complied with within the designated period.
 - (3) When payment of the reservation deposit, stipulated in clauses 1 of Article 4 has been requested but not complied with within the designated period.
2. When this hotel has canceled the reservation for accommodation in accordance with the previous paragraph, it shall refund any deposit received for the reservation.

Article7. Registration

- Guests shall register the following particulars with this hotel at the front desk on the day of their arrival.
- (1) Particulars stated in clause 1 of Article 3.
 - (2) Age, arrived from, next destination, and day and hour of arrival/departure.
 - (3) In the case of a foreigner, his or her passport number.
※ Foreigner is required to submit the photocopies of their passport under the guidance of the relevant public authorities.
 - (4) Other particulars deemed necessary by this hotel.

Article8. Check-Out Time

- Guests can use the room until 11:00am. (checkout time).
2. Notwithstanding the previous paragraph this hotel may, upon request from the guest, extend the use of the room beyond the check-out time. In such a case, there is an additional charge listed hereunder.

ADDITIONAL CHARGE

- (1) Extension: as listed in the house rules.
 - (2) After 3:00pm : full rate applies to extension
- *Including tax

Article9. Payment of Bills

- Please pay in the following manner in Japanese yen or with an acceptable credit card. However, please note that other payment methods may be accepted at the hotel's discretion.
- (1) Guests are requested to pay the room charge at the front desk of this hotel when checking in.
 - (2) For charges incurred during their stay other than those described in the previous paragraph, guests are requested to pay at the time and place instructed by this hotel.
2. If a guest decides not to use a room overnight once he/she has occupied it, this hotel will not refund the room charge.
- *If the room charge is not paid by check-in time, this hotel will refuse to provide accommodations.

Article10. Observance of Rules

Guests shall observe the rules established by and posted within this hotel.

Article11. Rejection of Continued Occupancy

This hotel may reject the continued occupancy of the room, even for the period accepted, in the following circumstances:

- (1) In the cases set out in clauses 3 to 8 of Article 2.
- (2) When the guest does not observe the rules stated in previous Article.

Article12. Responsibility on Accommodation

The responsibility of the hotel concerning this hotel's accommodation shall start from the time the guest is registered at the front desk or when the guest enters his or her room, whichever is earlier and terminates at the time the guest leaves his or her room to depart.

2. When the guest can no longer be accommodated due to reasons for which this hotel is responsible, the hotel shall arrange to secure accommodation of the same or similar standard for the guest at facilities elsewhere, except for cases of natural calamities and other causes making such arrangement difficult.

In such a case, there shall be no charge to the guest for the accommodation at this hotel for the day.

ホテルの公共性とお客さまの安全かつ快適なご宿泊を確保するため、宿泊約款第10条にもとづいて、下記の規則をお守りいただくようお願い申し上げます。

お守りいただけない場合は、ご宿泊のご継続および館内施設のご利用をお断りさせていただくと同時に、発生した事故等については、当ホテルは、責任を負いかねますのでご了承下さい。

- (1) お部屋に入られましたら、非常口をお確かめ下さい。
- (2) チェックアウト時間11:00AMを過ぎてご連絡が取れない場合、入室させて頂く場合があります。また、引き続き客室をご利用の際は、所定の料金を申し受けます。
- (3) 当ホテルの宿泊料金は、前会計でチェックイン時にお支払いいただきます。
- (4) 宿泊日数、又は宿泊人数を変更される場合は、前もってフロントにご連絡下さい。宿泊日数を延長される場合、前もって料金をお支払い下さい。お支払いいただけない場合はお部屋への立入りをお断りする場合がございます。
- (5) 下記の場所でのお預かり品の保管は、特にご指示のない限り、ご出発後30日以内とさせていただきます。30日を過ぎたものについては、不要の物として当ホテルで処理させていただきます。その場合は、一切の責任を負いかねます。
 - イ.お預かりの洗濯物。
 - ロ.フロントでのお預かり物。また、ホテル内での忘れ物のうち、飲食物・新聞・雑誌につきましては、即日処分とさせていただきます。
- (6) 宿泊者の寄託物等のお取扱については、下記のとおりいたします。
 - イ.フロントにお預けになった物品について、滅失、毀損等が生じたときは、それが不可抗力である場合を除き、当ホテルはその損害を賠償します。但し、現金及び貴重品については当ホテルがその種類及び価格の明告を求めた場合で、宿泊客がそれを行わなかったときは当ホテルは当ホテルの付保する旅館賠償責任保険に定める金額を上限として賠償いたします。
 - ロ.フロントにお預けにならなかった物品について、当ホテルの故意過失により滅失、毀損等が生じたときは、当ホテルはその損害を賠償します。但し、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、当ホテルに故意または重大な過失があった場合を除き当ホテルは前項に準ずる賠償をいたします。
- (7) 当ホテルフロントにてご案内した指定駐車場に駐車している間に発生した盗難、破損等については、当ホテルは一切の責任を負いかねます。

Villa Fontaine requests our guests to observe the following rules to maintain the public benefit and safety of the Hotel and to have our guests use the Hotel comfortably. These rules are in accordance with Article 10 of the Terms and conditions for Accommodation Contracts and in case of nonobservance, the Hotel may refuse to provide accommodation and will not be liable for any accidents.

- (1) Please check the locations of the emergency exits.
- (2) Check out time is 11:00am.
In the case where we cannot contact you after 11:00am, hotel staff may enter your room without your permission. Late checkout can be arranged, but will be subject to an additional fee as stated.
- (3) The Hotel requests payment of the room charge upon checking-in.
- (4) Please inform the Hotel in advance of any change of the period of stay or the numbers of guests.
In case of extension, payment of charge is requested at the time of extension. If payment cannot be made, the Hotel reserves the right to refuse room entry.
- (5) We keep your laundry or other belongings left with the front desk for 30 days after your departure.
After this period, we will throw out your belongings. The Hotel will not bear any responsibility for it, in that case. Articles left in the Hotel such as beverage, food, newspaper, and magazines will be disposed of instantly.
- (6) Handling of Deposited Articles
 - (A) The Hotel shall compensate the guest for damage when loss, breakage, or other damage occurs to the goods, deposited at the front desk by the guest, except in the case when this has occurred due to uncontrollable circumstances. However, for cash and valuables, if the guest is required to clearly report to the Hotel the value of such deposited articles but failed to do so, the Hotel shall compensate the guest for damage up to the amount set out in the insurance contract of the Hotel.
 - (B) The Hotel shall compensate the guest for damage when loss, breakage, or other damage is caused through intention or negligence on the part of the Hotel to the goods brought into the premises of the Hotel by the guest but not deposited at the front desk. However, for the goods whose types and values were not clearly reported by the guest in advance, the Hotel shall compensate the guest for damage in accordance with the preceding paragraph, except for the case where the damage is caused through intention or gross negligence on the part of the Hotel.
- (7) The Hotel shall not be liable for robbery of or damage to your vehicle in the parking lot of the Hotel during your stay.

- (1) ベッドの中など、火災の原因となりやすい場所での喫煙。
- (2) ホテル内での暖房用・炊事用等の火器およびアイロン等のご使用。
- (3) ホテル内への下記の物品等のお持ち込み。この事実が判明した場合は、その時点でご利用をお断りいたします。
イ. 動物・鳥類その他ペット類全般。(盲導犬等は可)
ロ. 悪臭・高音を発したり不潔な物。
ハ. 著しく多量な物品。
ニ. 発火又は、引火しやすい火薬類、油類、又は危険性のある物品。
ホ. 法令により所持が許可されていない鉄砲、刀剣類、薬物、および品類。
ヘ. 人を殺傷するおそれのある化学薬品類など。
ト. その他、他の宿泊客の安全性を脅かす物品と認められる物。
- (4) 睡眠薬その他の薬物のご使用により、他のお客さまおよびホテルに迷惑がかかるような行為。
- (5) 外来者を客室内に入れたり、客室内の諸設備、諸物品などを使用させること。また、宿泊登録者以外の者を宿泊させること。
(ご面談はロビーでお願いします。)
- (6) ホテル内の諸設備、諸物品を本来の目的以外の用途にご使用されたり、他の場所に移動、あるいは異物を取り付ける等現状を変更するような行為。
- (7) 備え付けのパジャマ・スリッパなどで客室以外の場所にお出かけになること。
- (8) 館内の宿泊および営業施設以外の場所に許可なしに立ち入ったり、立ち入りを強要すること。(緊急時を除く)
- (9) ホテル内で、賭博や風紀治安を乱すような行為並びに公共の秩序に反するおそれのある行為、および他のお客様に迷惑をおよぼすような言動。
イ. 「暴力団員による不当な行為の防止等に関する法律」による暴力団および暴力団員等の当ホテル利用はご遠慮頂きます。(ご予約後、あるいはご利用中にその事実が判明した場合には、その時点でご利用をお断りいたします。)
ロ. 反社会的団体、および反社会的団体員(暴力団、および過激行動団体など並びにその構成員)の当ホテル利用はご遠慮頂きます。(ご予約後、あるいはご利用中にその事実が判明した場合には、その時点でご利用をお断りいたします。)

- (1) To smoke in bed or any other places where it is liable to create a fire hazard.
- (2) To use such appliances as heating stoves, cooking ranges, or irons in the Hotel.
- (3) To bring the following items into the Hotel. If the possession of such items comes to light, the Hotel reserves the right to refuse entry and accommodation and may ask the guest to leave the premises.
(A) Animals, birds, or any other pets (except guide or service dogs for physically challenged persons)
(B) Unsanitary materials or items that give off a strong offensive odor or a sharp piercing noise.
(C) Items of great bulk.
(D) Items that are dangerous, ignitable, or inflammable such as oil or ammunition.
(E) Illegal guns, swords, drugs, and other items.
(F) Toxic chemicals and substances.
(G) Items that risk other guests' safety.
- (4) To disturb other guests by taking sleeping drug or other medicines.
- (5) To have visitors enter or stay in the room without the Hotel's permission or use facilities or equipment.
(Please use the lobby when meeting with visitors.)
- (6) To use the facilities and equipment in the Hotel for improper purposes, to move them to other places or to install any other objects so as to change the condition of the Hotel.
- (7) To wear Hotel pajamas and slippers in places other than the guest room.
- (8) To enter into the private facilities of the Hotel without permission (except in emergency situations).
- (9) To gamble and engage in conduct that may be considered to be disruptive, disorderly or dangerous in nature. Please avoid the use of language and behavior that may offend or disturb other guests.
(A) The Hotel reserves the right to refuse entry and accommodation to recognized crime groups and crime group members according to the Act on Prevention of Unjust Acts by Organized Crime Group Members.
(If such affiliation comes to light after a reservation has been made or during a guest's stay, the reservation will be cancelled and the guest will be asked to leave the Hotel immediately.)
(B) Crime groups radical groups and their members will be refused entry and accommodation.
(If such affiliation comes to light after a reservation has been made or during a guest's stay, the reservation will be cancelled and the guest will be asked to leave the Hotel immediately.)

ハ、暴力、脅迫、恐喝、威圧的な不当要求およびこれに類する行為が認められる場合、直ちに当ホテル利用をご遠慮いただきます。又、かつて同様な行為をされた方についてもご遠慮いただきます。

ニ、当ホテルをご利用の方が、心身耗弱、薬品等による自己喪失など、ご自身の安全確保が困難であったり、他のお客様に危険や恐怖感、不安感をおよぼすおそれがあると認められるときは、直ちにご利用をお断りいたします。

ホ、館内および客室内で大声、放歌および喧騒な行為、その他他のお客様に嫌悪感を与えたり、迷惑をおよぼしたり又、賭博や公序良俗に反する行為のあった場合には、直ちにご利用をお断りいたします。

ヘ、その他上記事項に類する行為のあるときは、ご利用をお断りいたします。

- (10) ホテル内で、許可なく広告物等の配布・掲示又は物品の展示・販売をすること。
- (11) 当ホテルの許可なく、客室を営業行為などの宿泊以外の目的で使用する。
- (12) 廊下やロビーなどに靴やその他の所持品を放置すること。
(長時間におよぶ物は、場合により保管および中身を調べさせていただきますと同時に遺失物扱いとさせていただきます。)
- (13) 不可抗力以外の事由により建造物・備品その他の物品の損傷・紛失あるいは汚損などをすること。(被害相当額を弁償していただきます。)
- (14) ホテルの外観を損なうような品物を窓にお掛けになったり、窓から投下すること。
- (15) 事前にホテルの書面による許可なく、館内および敷地内で写真・VTR撮影をすること(商業目的を含む)。
- (16) ホテル内の施設、備品を所定の場所、用途以外に使用されること。また、施設、備品の現状を著しく変更して使用されること。
- (17) 長期ご滞在の場合に、客室清掃を拒否されること。
(客室の衛生管理上、少なくとも3日に1度は客室清掃させていただきます。)

※上記諸事項については、ホテルからの制止勧告にもかかわらずお守りいただけない場合は、ホテル内よりの退去、又は宿泊の継続をお断りいたします。

※ホテルご利用のお客さまの故意又は過失により当ホテルが損害を被ったときは、当該利用客は当ホテルに対し、その損害を賠償していただきます。

(C) Guests conducting acts of violence, intimidation, or extortion, or making overbearing undue claims or similar acts shall be asked to leave the Hotel immediately.

(D) Guests who are incapable of taking responsibility for their actions due to substance abuse resulting in a physical or mental breakdown and are likely to causing danger, fear, or anxiety to other guests will be asked to leave the Hotel immediately.

(E) Guests who shout, sing, or behave in a disruptive or obnoxious manner to other guests will be asked to leave the Hotel immediately.

(F) Guests engaging in behavior similar to that written above will be refused entry and accommodation.

- (10) To distribute or post any advertisements or put any items up for sale in the Hotel.
- (11) To use guest rooms for business or any purpose other than accommodation without obtaining permission from the Hotel.
- (12) To leave shoes or any personal belonging in the hallway or lobby. (The Hotel may check the contents of such belongings and handle them as lost item.)
- (13) To damage, lose, or deface any fixtures or articles of the Hotel or to the Hotel itself. (the Hotel will claim compensation for the damages.)
- (14) To hang out the windows any object that alters the appearance of the Hotel or to throw any article from the window.
- (15) To take photographs or videos within the Hotel premises, without prior written permission from the Hotel (including those taken for commercial purposes.)
- (16) To use Hotel facilities and fixtures in places or for purposes other than specified, and to alter the Hotel facilities and fixtures.
- (17) To refuse room-cleaning, even if the guest stays for continuous long periods.
(Room cleaning is required at least once in three days from the viewpoint of sanitation.)

*The Hotel reserves the right to terminate accommodation in the event that any of the above rules are violated.

*The guest shall compensate the Hotel for damage caused through intention or negligence on the part of the guest.

Rules you are requested to follow in the guestroom

You are requested to do the following upon entering the guestroom:

1. As soon as you enter the guestroom, please check the floor map attached to the backside of the door for where the evacuation routes and emergency exits are located in case of an emergency. You should check these locations yourself, as well as where fire-fighting equipment (fire extinguishers) can be found.
2. Please check how to open the windows, confirm the situation outside the windows, the floor where your room is located, and find the emergency flashlight provided and confirm that it works. In case of any uncertainty or doubt, please contact the front desk.

You are requested to observe the following during your stay:

- Please don't smoke in bed. Should you smoke in the guestroom, please open a window or switch on the ventilation.
- Please refrain from smoking in the hallways and elevator lobby on each floor, as well as in the main lobby.
- Please do not use open flames such as a stove or candles.
- When using the bathroom, please be sure to close the bathroom door.
(Steam and heat may inadvertently activate the alarm bell, thus causing trouble to other guests.)
- Please use the shower only within the bathtub.
- Make sure that the bathtub does not overflow.
- Please be careful of hot water in the bathroom and washstand.
- Please do not use shampoo or other chemicals containing hair dye in the bathtub and washstand.
- When using hair spray, please open the windows to ventilate the room.
- Please refrain from using perfume or burning incense. When special deodorization is needed after checkout, or when the room can not be used as a guestroom owing to the smell, the Hotel will claim compensation for the damages.
- Please carefully use the equipment in the room.
- When you watch TV, please keep the volume low.
- Please refrain from singing or talking too loudly, or disturbing your neighbors by moving too much in the evening and late at night.
- If a light or the TV doesn't work, please notify the front desk.
- Please understand that extreme weather conditions such as heavy rain and thunder may prevent you from getting a clear television picture.
- Please remember to carry your card-key with you any time you leave your room. All room doors lock automatically and cannot be opened without the key. When you check out of the Hotel, please return the card-key to the front desk.
- Please make sure your door is locked when you leave your room. Please be sure to lock the door and use the door latch whenever you stay in the guest room, particularly at night. Please identify any visitor through the observation port or by partially opening the door while keeping the door latch engaged. Should you notice any suspicious persons, please contact the front desk immediately.
- If payment has not been made to cover the duration of your stay, the Hotel reserves the right to refuse room entry.

- As soon as you find any damage or defect of the facilities in the guest room, please inform to the front desk. The Hotel shall not be liable for any injury or hurt caused by your attempted repairs.
- In case you lost the room key, you must compensate ¥10,000 for damage and allow us to make a photocopy of your ID .

If the alarm bell rings

1. We will verify whether an actual fire has broken out, so please be ready to evacuate at a moment's notice. Please prepare a wet towel to help you to breathe.
2. If the alarm bell is activated by mistake, we will notify you of a false alarm over the Hotel's public address system.
3. If an actual fire is verified, the alarm bell will continue ringing. We will notify you where the fire has started and direct you to a safe location over the Hotel's public address system. For the floors above where a fire has started, we will knock on each guestroom door and guide you to a safe location, in addition to issuing instructions over the Hotel's public address system. Please evacuate immediately through the emergency exits.
4. If there is a fire near the Hotel, we may ask you to evacuate the building. We appreciate your full cooperation.

If the door is hot

1. Fire may have spread to the hallway outside your door, so please don't open it.
2. Please place a wet sheet along the bottom of the door.
3. Please prepare a wet towel to help you breathe.
4. Please turn off the air conditioner and ventilating fan.
5. Please keep your head down and wait for a rescue team to arrive.
6. Do not panic. Please remain calm and stay in your room.

If a major earthquake occurs

1. Be careful of falling objects and open the door to your room.
2. Please stay in your room until the earthquake is over.
3. Refrain from dashing out of the building. Please wait for further instructions over the Hotel's public address system.
4. Make sure to put on your shoes when evacuating the premises.

If power failure occurs

1. The emergency light in your room will be turned on.
2. Please wait for the power to come back on.
3. Prolonged power failure may interrupt the supply of water, so please use as little water as possible until the power comes back on.

In any case, please remain calm.

Avoid using the elevators in case of emergency.

Thank you for your understanding and cooperation.