

EN HOTEL Hiroshia – Hotel Rules and Regulations

These regulations are established to ensure a safe and pleasant stay for all our guests at EN HOTEL Hiroshima. We appreciate your understanding and cooperation.

1. Check-in and Check-out Time

Check-in: From 3:00 PM

Check-out: By 10:00 AM

For inquiries regarding luggage storage before check-in or after check-out, please contact the front desk.

2. Safety Check After Check-out Time

If we are unable to contact a guest after the check-out time (10:00 AM), and it cannot be confirmed whether they have left or are out, hotel staff may enter the room to confirm the guest's health and safety.

This action is taken as a risk management measure based on the Ryokan Business Act. We appreciate your understanding in advance.

3. Identification at Check-in

Guests may be requested to present a valid government-issued photo identification (such as a driver's license, passport, Individual Number Card, or residence card) at check-in for identification purposes.

Foreign nationals who do not have a registered address in Japan will be asked to present their passport, and a copy will be taken and retained.

Please note that failure to comply with this requirement may result in refusal of accommodation.

4. Nighttime Locking of the Entrance

For security reasons, the main entrance of the hotel is locked between 12:00 a.m. and 6:00 a.m. Guests entering the hotel during this time are kindly requested to follow the procedures below:

1. Guests who have already checked in may enter using their room key card.
2. Guests who have not yet checked in are asked to use the intercom at the entrance to contact the front desk staff, who will unlock the door.

5. Smoking

Smoking, including the use of electronic cigarettes and heated tobacco products, is strictly prohibited throughout the premises, including guest rooms, except in designated smoking areas. If smoking or any evidence thereof, such as cigarette butts or odor, is found in a non-smoking room, the actual costs of deodorization, cleaning of bedding, curtains, wallpaper, and any other expenses required to restore the room to its original condition will be charged to the guest.

6. Use of Fire

The use of candles, mosquito coils, fireworks, or any other items involving fire, as well as any acts that may cause a fire, are strictly prohibited throughout the premises.

7. Non-Guest Access to Guest Rooms

Entry of non-registered guests into guest rooms is strictly prohibited. Please use the shared space in the first-floor lobby for any meetings or visits.

8. Handling of Facilities and Equipment

In case of damage to or loss of hotel property, compensation may be requested based on actual costs.

9. Prohibition of Cooking in Guest Rooms

Cooking in guest rooms using appliances such as hot plates is not allowed due to fire safety and hygiene concerns.

10. Consideration for Noise Levels

During nighttime and early morning hours (10:00 PM – 7:00 AM), please keep noise to a minimum, including the volume of TV, music, and conversations, to avoid disturbing other guests.

11. Valuables Management

Please use the in-room safe to store your valuables. The hotel is not responsible for loss or theft of personal belongings.

12. Prohibited Behavior and Harassment

Any aggressive or inappropriate behavior toward other guests or staff may result in cancellation of your stay. We do not tolerate any form of customer harassment.

13. Emergency Situations

In case of fire, earthquake, or other emergencies, please refer to the evacuation route posted inside the room door and follow the staff's instructions promptly.

14. Compliance with Laws and Regulations

This hotel is operated in accordance with the Ryokan Business Act and other applicable laws and regulations. We kindly ask all guests to comply with these rules and related laws during their stay.

These rules may be revised or updated as necessary.

Last updated: October 1, 2025