

Accommodation Agreement

Article 1 (Scope of Application) This agreement applies to accommodation contracts and related agreements concluded between the Hotel and the guest. Matters not stipulated in this agreement shall be governed by laws and ordinances or generally established customs. The Hotel may agree to special terms that differ from this agreement. In such cases, those special terms shall take precedence, provided that they do not contravene applicable laws or established customs.

Article 2 (Conclusion of Accommodation Contract) An accommodation contract is deemed concluded when the Hotel accepts the guest's application and sends a confirmation document or confirmation email. However, the Hotel may refuse to accept the application. In such cases, the absence of a reply from the Hotel shall not be deemed as acceptance.

Article 3 (Refusal of Accommodation Contract) The Hotel may refuse to accept an application for accommodation in the following cases: (1) When the application is not in accordance with this agreement. (2) When no rooms are available due to full occupancy. (3) When it is recognized that the guest may engage in acts against laws, public order, or good morals. (4) When the guest is clearly recognized as having a contagious disease. (5) When the guest requests unreasonable burdens for accommodation. (6) When accommodation is not possible due to natural disasters, facility malfunctions, or other unavoidable reasons. (7) When it is recognized that the guest is associated with organized crime groups. (8) In the case of a minor under the age of 18 staying alone or with other minors, the Hotel may require a written consent form signed by a parent or legal guardian. If such consent cannot be provided, the Hotel reserves the right to refuse accommodation.

Article 4 (Notification of Guest Information) On the day of check-in, the guest shall provide the Hotel with the following information: (1) Name, age, gender, address, and occupation of the guest (2) For foreign nationals: nationality, passport number, port and date of entry into Japan (3) Departure date and scheduled departure time (4) Other information deemed necessary by the Hotel

Article 5 (Change of Accommodation Date or Number of Guests) Guests must notify the Hotel in advance if they wish to change the date of stay or the number of guests and obtain approval.

Article 6 (Cancellation of Accommodation Contract)

1. The guest may cancel the accommodation contract by notifying the Hotel. In such cases, the Hotel may charge a cancellation fee in accordance with the following table:

Cancellation Policy (Individual Guests)

| Date of Cancellation Notice | Cancellation Fee (% of Room Charge) |
|-----------------------------|-------------------------------------|
| 2 or more days prior | Free |
| 1 day prior to arrival | 80% |
| On the day of arrival | 100% |
| No-show (without contact) | 100% |

Cancellation Policy (Group Guests – 15 guests or more)

| Date of Cancellation Notice | Cancellation Fee (% of Room Charge) |
|----------------------------------|-------------------------------------|
| 15 to 8 days prior to arrival | 10% |
| 7 to 2 days prior to arrival | 20% |
| 1 day prior to arrival | 80% |
| On the day of arrival or no-show | 100% |

Notes:

1. A "group" refers to a reservation of 15 guests or more.
2. The percentages shown are based on the basic room rate (excluding meals and other services).
3. In the event of a shortened stay, a cancellation fee equivalent to one night's room charge shall be charged, regardless of the number of days shortened.
4. For group reservations, cancellation charges shall not apply to up to 10% of the number of guests reserved as of 10 days prior to the stay (excluding reservations made after that date).
5. For specific plans (e.g., non-refundable or early booking) or reservations made through travel agencies or online booking sites, different cancellation policies may apply. In such cases, the terms of the specific plan shall prevail over this agreement.
6. The Hotel may cancel the accommodation contract if the guest: (1) Engages or is likely to engage in acts against laws or public order. (2) Commits serious

nuisance or customer harassment toward other guests or hotel staff. (3) Is determined to be affiliated with organized crime groups or similar entities.

7. If the guest does not arrive by 8:00 p.m. on the day of stay (or by the scheduled arrival time if specified) without prior contact, the Hotel may deem the reservation cancelled.
8. The above does not apply if the Hotel has been notified in advance of the guest's late arrival.
9. No cancellation fee will be charged if the guest is unable to stay due to force majeure such as natural disasters or transportation disruptions not attributable to the Hotel.

Article 7 (Accommodation Registration) On the day of stay, the guest must register the items listed in Article 4 and other information required by the Hotel.

Article 8 (Hours of Guest Room Use and Entry for Safety Confirmation) Guests may use the guest room from the check-in time (3:00 p.m.) until the check-out time (10:00 a.m.) on the following day.

Notwithstanding the foregoing, the Hotel may, at its discretion, permit use of the room outside of the above hours. In such cases, an additional fee as separately determined by the Hotel shall apply.

If the Hotel is unable to contact the guest after the check-out time and cannot confirm whether the guest has vacated the room, Hotel staff may enter the room to verify the guest's health and safety. This measure is taken in accordance with the Ryokan Business Act and as part of the Hotel's internal safety management procedures.

Article 9 (Refusal of Accommodation) The Hotel may refuse accommodation in the following cases: (1) When the application is not in accordance with this agreement. (2) When no rooms are available due to full occupancy. (3) When it is recognized that the guest may violate laws or public order. (4) When the guest is clearly recognized as having a contagious disease. (5) When the guest requests an unreasonable burden. (6) When accommodation is not possible due to natural disasters or facility malfunctions. (7) When the guest is associated with organized crime. (8) When the guest causes serious nuisance or customer harassment.

Article 10 (Obligations of the Hotel) The Hotel shall provide proper facilities and make every effort to ensure the safety of the life, body, and property of the guest.

Article 11 (Management of Room Keys) The guest shall manage the room key properly during the stay. In the event of loss or damage, the guest shall bear the actual cost.

Article 12 (Payment) The guest shall pay the accommodation fees upon check-in or at the time designated by the Hotel using cash or credit card accepted by the Hotel.

Article 13 (Liability of the Hotel) The Hotel shall compensate the guest for damages resulting from the non-fulfillment of the accommodation contract, unless caused by reasons not attributable to the Hotel.

Article 14 (Liability of the Guest) The guest shall compensate the Hotel for any damages caused intentionally or negligently.

Article 15 (Damage to Facilities and Equipment) If the guest damages facilities or equipment intentionally or negligently, the guest shall compensate for all resulting damages.

Article 16 (Handling of Belongings and Lost Items) Guests shall manage their belongings under their own responsibility. Lost items will be handled in accordance with laws and regulations.

Article 17 (Hotel Rules of Use) Guests must comply with the Hotel's rules and regulations. Violation of such rules may result in termination of the accommodation contract.

Article 18 (Accommodation Charges) Accommodation charges include room charge, service charge, consumption tax, and Tokyo Accommodation Tax. The Tokyo Accommodation Tax is charged as follows: 100 yen per person per night for room charges of 10,000 yen or more; 200 yen for 15,000 yen or more. Tax may be collected separately at the Hotel.

Article 19 (Handling of Personal Information) The Hotel shall handle guests' personal information appropriately in accordance with applicable laws and regulations and the Hotel's Privacy Policy. Please refer to the Privacy Policy for details on purposes of use, management, third-party provision, and guests' rights. For guests residing in the European Economic Area (EEA), the Hotel shall comply with the General Data Protection Regulation (GDPR) in handling personal information.

Article 20 (Governing Law and Jurisdiction) This agreement shall be governed by the laws of Japan. Any disputes arising out of or in connection with this agreement shall be subject to the exclusive jurisdiction of the court having jurisdiction over the location of the Hotel.

Last revised: Jul 1, 2025