

EN HOTEL Shibuya – Hotel Rules and Regulations

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

Article 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.

Article 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 vacated the room or gone out, hotel staff may enter the room to check on the guest's health and safety.

This measure is taken in accordance with the Hotel Business Act and as part of our internal safety management procedures. We appreciate your understanding.

Article 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.

Article 4 (Nighttime Locking of the Entrance)

For security reasons, the main entrance of the hotel is locked between 12:00 a.m. and 5:00 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.

Article 5 (Use of Fire and Smoking Policy)

Smoking is prohibited throughout the hotel premises, including guest rooms, in accordance with legal regulations. Please refrain from smoking (including electronic cigarettes) outside of designated smoking areas, and from using open flames such as candles or mosquito coils.

Article 6 (Non-Guest Access to Guest Rooms)

Entry of non-registered guests into guest rooms is not permitted. Please use public areas such as the lobby for any meetings.

Article 7 (Handling of Facilities and Equipment)

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

Article 8 (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.

Article 9 (Consideration for Noise Levels)

During nighttime and early morning hours, please keep noise to a minimum, including the volume of TV, music, and conversations, to avoid disturbing other guests.

Article 10 (Valuables Management)

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

Article 11 (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.

Article 12 (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.

Article 13 (Compliance with Laws and Regulations)

This hotel is operated in accordance with the Ryokan Business Act and Kyoto City 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: July 1, 2025