

Regulations

① (Application)

1. Accommodation contract and related contract are concluded by the customer and us. In accordance with the provisions of this agreement, and any matters not stipulated in this agreement. It shall be in accordance with established practice.
2. If this facility responds to the special agreement within the scope of the law and practice, regardless of the provisions of the preceding paragraph, that special agreement shall prevail.

② (Booking)

1. The person who'd like to book required.
 - (1) Name
 - (2) Phone number, email address
 - (3) The staying date and the estimated time of arrival
 - (4) Number of guests
 - (5) Fee
 - (6) Other things the facility recognizes you need
2. The facility will process as if a new accommodation contract had been submitted when the offer was made when the guest applies for the continuation of the accommodation beyond the accommodation date of the previous paragraph 3 during the accommodation.

③ (Conclusion of accommodation contract, etc)

1. The accommodation contract will be concluded when our facility accepts the application of the preceding article. But it is not this limit if we prove that. We do not give consent.
2. When accommodation contract is concluded by rule of the foregoing paragraph, the application fee which we establishes (when you exceed 3 days of accommodation period) payment for 3 days is required by the date specified by the property.
3. The application fee is first applied to the room charge to be finally paid by the guest, and in the event that the provisions of Articles 6 and 18 apply, the application fee is applied in the order of compensation followed by the penalty fee, If there is a balance, it will be refunded upon payment of the fee under Article 12.
4. The accommodation contract will not be effective if the application fee of paragraph 2 are not paid by the day specified by the facility according to the same paragraph. However, when specifying the payment date of the application fee, this facility is limited to the case where the property is notified to the guest.
5. The advance payment for the accommodation fee will be made by transfer to a bank account designated by the facility or by credit card. However, in the case of application from the travel agency or the accommodation reservation website on the Internet, the method shall be specified by each travel agency or the accommodation reservation website on the Internet.

④ (Special contract that does not require payment of application fee)

1. Notwithstanding the provision of paragraph 2 of the preceding article, our facility may comply with the special agreement that does not require payment of the application fee of the same clause after the conclusion of the contract.
2. In the case our facility does not require payment of the application fee described in paragraph 2 of the preceding Article and when the facility does not specify the payment date of the application fee in accepting the application for the accommodation contract. It will be treated as the one according to the special agreement in the preceding paragraph.

⑤ (Rejection for accommodation contract)

1. The facility may not accept the conclusion of the accommodation contract in the following cases.
 - (1) When application for accommodation does not depend on this agreement.
 - (2) When you cannot afford your room due to full occupancy.
 - (3) When there are possibilities if the person who is going to stay acts against the provision of laws and regulations or public order or good manners regarding accommodation.
 - (4) The person who is going to stay has made a behavior or behavior that has caused considerable inconvenience to other guests. Or the person who has done these before.
 - (5) When it is clearly recognized that the person who wants to stay is a contagious person.
 - (6) When there is violent behavior for accommodation and when excessive demand is required.
 - (7) When we cannot let you stay by natural disaster, malfunction of facilities, or other unavoidable reasons.

(8) When the person who is going to stay is not a Japanese nationality holder, and you cannot present your residence card or passport by the date of your stay and you cannot prove it. However, unless the travel agency or the hotel reservation website on the Internet knows the passport number in advance.

⑥ (Right to cancel contract)

1. Guests can cancel the accommodation contract by contacting the property.
2. If the property cancels all or part of the accommodation contract on the grounds that the guest should return to his fault, (excluding the case where the facility specifies the payment date of the application fee and asks for payment according to the provisions of Article 3, Paragraph 2, and the guest cancels the accommodation contract prior to the payment.) the facility will charge a penalty fee as described in the separate table second. However, if the facility responds to the special agreement set forth in Article 4, paragraph 1, only when the facility will notify the guest of the obligation to pay the penalty when the guest cancels the accommodation contract in response to the special agreement.
3. If the guest does not contact the property and does not arrive even after 6 p.m of the accommodation day, (when the estimated arrival time is specified in advance, the time when that time has passed) the accommodation contract may be regarded as canceled by the guest and processed.

	7 days before	The day before	The day
Penalty	30%	50%	100%

⑦ (Right of contract cancellation of our facility)

1. This facility may cancel the accommodation contract in the following cases.
 - (1) When it is recognized that the hotel guest is likely to act against the provision of laws and regulations, public order or good manners regarding accommodation, or when it is recognized that he performs the same act.
 - (2) When the guests say that they cause significant inconvenience to other guests.
 - (3) When it is clearly recognized that the guest is an epidemic.
 - (4) When there is a violent behavior for accommodation and when excessive demand is required.
 - (5) When we cannot let you stay by reason caused by force majeure such as natural disaster.
 - (6) Smoking act in place where you cannot smoke, mischief for firefighting equipment and when we do not obey the prohibition matters of the use rule (limited to what is necessary for fire prevention).
 - (7) When we judged that our facility is not available.
2. When the facility cancels the accommodation contract in accordance with the preceding paragraph, there is no charge for accommodation services that the guest has not received. However, the remaining amount after deducting the commission and the actual expenses, etc. for cancellation of the contract shall be refunded.

⑧ (Registration of accommodation)

1. Guests should register the following matters at the front desk of the facility on the day of stay.
 - (1) Guest's name, age, gender, address, contact information, occupation.
 - (2) For foreigners, nationality, passport number, place of entry and date of entry.
 - (3) Departure date and estimated time of departure.
 - (4) Other matters deemed necessary by our facility.
2. In the case of on-site payment at the front desk (Waikaru), the guest shall pay the charge of Article 12 by cash or credit card.

⑨ (Room usage time)

1. Guests can use the hotel's rooms from 3 pm to 10 am the next morning. However, when staying overnight, it can be used all day except for arrival and departure dates.
2. This facility may respond to the use of rooms outside the hours specified in the same paragraph regardless of the preceding paragraph.

In this case, the following additional fees will be charged for extended use of guest rooms. ※See attachment

⑩ (Comply with usage rules)

Guests are required to follow the usage rules defined by the facility and posted in the facility within the facility.

⑪ (Opening hours)

1. Opening hours and regular holidays of this facility and related facilities will be as follows, and detailed opening hours of other facilities are announced by the provided brochures and notices of each place.
 - (1) Front desk (Waikaru) Opening hour (9am-6pm) Closing day (Wednesday)
 - (2) Related facilities
 - A. 和 CAFÉ 布穀菌 (Fukokuen) Opening hour (10am~4pm) Closing day (Wednesday)
 - B. Felice Piccione (10:00am~9:00pm) Closing day (Thursday)
2. The time given in the preceding paragraph may be changed temporarily. In that case, we will notify you in an appropriate way.

⑫ (Payment)

1. Payment of accommodation will be made at the time of arrival of the hotel guests at the reception desk or when this facility charges, depending on the currency or credit card accepted by the facility.
2. Once the property offers guest rooms and is available for use, room rates will be charged even if the guest does not stay at will.

⑬ (Responsibility of our facility)

1. This facility will compensate for any damages incurred to the hotel guests due to the performance of the accommodation contract and the related contracts or their failure to do so. However, this is not the case unless it is due to reasons that should be attributed to our facility.
2. Our facility has got Ryokan liability insurance to deal with fires and other incidents.

⑭ (Dealing with when we cannot offer contracted rooms)

1. If the property cannot offer a room contracted to the guest. With the consent of the guest, we will arrange other accommodation under the same conditions as much as possible.
2. When arrangement of other accommodation cannot be made, notwithstanding the provisions of the preceding Paragraph, the facility shall pay the guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to reparations. However, when the facility cannot provide accommodation due to causes for which the facility is not liable, the facility will not compensate the guest.

⑮ (Handling of deposited articles)

1. The facility shall compensate the guest for damages when loss, breakage or other damage is caused to 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 facility has requested the guest for an appraisal of the value and the guest has failed to do so, the facility shall compensate the guest up to a maximum of 100,000 yen.
2. When damage, such as loss or damage, occurs due to the intention or negligence of the facility, regarding the goods or cash and valuables brought into the facility and valuables that the guest did not deposit at the front desk. The facility will compensate for the damage. However, for facilities for which there was no prior notification of the type and value from the guest, the facility will compensate for the damage up to a maximum of 100,000 yen unless there is a deliberate or serious negligence in the facility.

⑯ (Custody of Baggage and/or Belongings of Guest)

1. If the guest's baggage arrives at the facility prior to the accommodation, it will be stored responsibly only when the facility approves it and will be handed over when the guest checks in at the reception.
2. If, after the guest has checked out, the property of the guest is left behind in the facility and the owner is found, the facility will contact the owner and ask for the instruction. However, if there is no instruction from the owner or if the owner is unknown, keep it for 7 days including the date of discovery and then send it to the nearest police station.
3. The facility's liability regards to the custody of the guest's baggage and belongings in the case of the preceding two paragraphs shall be 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.

⑰ (Responsibility of parking)

If guests use the facility's parking lot, the facility lends its place regardless of the deposit of the vehicle's key and does not assume any responsibility for managing the vehicle.

⑱ (Prohibition of bringing in).

Guests may not, for any reason, bring into the property any of the following items.

- (1) Animals, birds and other pets.
- (2) Gunpowder, volatile oil or other ignitable or inflammable substances
- (3) Objects that emit a foul odour.
- (4) Guns, swords and stimulants whose possession is prohibited by law.

⑱ (Responsibility of the guest)

If the facility suffers damage as a result of the intention or negligence of the guest, the guest must compensate the facility for the damage.

Accommodation charges

		Contents
Total price to be paid by guests	Hotel fee	① Weekday accommodation fee 15,400yen / 1 night (Up to 2 people)
		② Friday, Saturday and the day before holiday accommodation fee 19,800yen / 1 night (Up to 2 people)
		③ Extra day accommodation fee 22,000yen / 1 night (Up to 2 people)
		※ Extra day is the day designated by our facility (The Bon festival · Golden week, etc)
	Additi onal fee	① Additional accommodation fee 6,600 yen per person
		② Extra night charge Add the first night's room charge per night
		③ Towel set replacement fee Once per person 200yen
		④ Bed sheets exchange fee Once per bed 800yen
		⑤ Simple cleaning (Optional) Once 1,000yen

※All prices shown include VAT.