

宿泊約款・規約 - STORYLINE 瀬長島

Terms & Conditions - THE SENAGAJIMA STORYLINE

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利用規則

ストーリーライン瀬長島（以下、「当ホテル」という。）では、宿泊客（以下、「お客様」という。）に安全かつ快適にお過ごしいただくため、宿泊約款第10条に基づき下記の通り利用規則を定めております。この利用規則をお守りいただけない場合は宿泊約款第7条により、宿泊または当ホテル内の諸施設のご利用をお断り申し上げます。また、この利用規則をお守りいただけないことにより生じた事故については、お客様に損害のご負担をいただくことがございますので、特にご留意くださいますようお願い申し上げます。

第1条 安全・保安事項

1. お部屋からの「避難経路図」は各客室ドア内側に表示してありますのでご確認ください。
2. お部屋への暖房用、炊事用等の火器及びその他火災の原因となる物品の持ち込みはご遠慮ください。
3. 喫煙スペースを除き、当ホテル内での喫煙(電子タバコ等含む)は固くお断りいたします。
その他火災の原因になるような行為はなさらないでください。なお、禁煙客室内で喫煙(電子タバコ等含む)、および吸い殻等の持ち込みが確認された場合は、寝具・カーテン・壁紙等のクリーニング費用その他補修等にかかる費用を請求させていただくこともございますのでご了承ください。
4. バスタブへの湯張り中、または洗面台に水を溜める際、仮眠その他の事由により開栓を放置しますと湯や水があふれ、重大な漏水事故となりますのでご注意ください。

第2条 客室のご利用について

1. ご宿泊登録者以外の方のご宿泊は固くお断りいたします。
2. 長期のご宿泊利用により居住に関する法律上の権利が発生することはないことをご了承ください。
3. 当ホテルの許可なく、客室を営業行為・事務所・パーティ等、宿泊以外の目的で使用しないでください。
4. 当ホテルの許可なく、客室内の備品を移動したり、客室内に造作を施したり、あるいは改造したりしないでください。
5. 客室内の備品は、客室外に持ち出さないでください。
但し、バスケット、プールバッグは客室外での使用後は元の位置にお戻しください。
6. 当ホテルの外観を損なう物を窓側に置かないでください。
7. 当ホテルの許可なく18歳未満の方の単独のご宿泊は、お断りさせていただきます。

第3条 ルーム（カード）キー

1. ご滞在中、お部屋から出られる際は、客室のカードキーをお持ちになり、必ず施錠をご確認ください。

2. 特にご就寝中は内鍵、および掛け金をおかけください。ドアをロックされても不用意に開扉なさらず、ドアスコープでご確認ください。万一、不審者と思われる場合はフロントまでご連絡ください。
3. 客室のルーム（カード）キーを紛失された場合には、フロントまでお申しつけください。
4. お部屋のカードキーは、当ホテル出発の時必ずフロントへご返却ください。

第4条 来訪者

外来のお客様と客室内でのご面会をご遠慮いただいております。

第5条 貴重品のお取り扱いについて

1. 貴重品や高価な物は、必ずご自身で管理されるようお願いいたします。
2. 室内金庫のご利用にあたっては、ご自身で扉の施錠設定をお願いいたします。
上記手続きをおとりにならず、現金、貴重品の滅失、紛失、毀損、盗難等によって生じた損害については賠償いたしかねますのでご了承ください。

第6条 遺失物のお取り扱いについて

1. 遺失物は、法令に基づいて対応させていただきます。
2. お客様のチェックアウト後、お客様の手荷物または携帯品が当ホテルに置き忘れられていた場合においては、発見した日を含め7日間当ホテルにて保管し、その後、最寄りの警察署へ届けます。
但し、軽微な物（日常生活品等）等で、お客様がその所有を放棄したと認められるものについては、取得日を含め3ヶ月間保管の後に処分させていただきます。
また、お忘れ物が食品や保管管理が困難な場合は、廃棄させていただくことがございます。

第7条 駐車場の利用

1. 駐車場のご利用に際しては、所定の駐車場に駐車をお願いいたします。
2. 当ホテル利用客が駐車場を利用になる場合、車両のキーの寄託の如何にかかわらず、車両の管理責任は、負わないものとします。

第8条 お会計

1. ご利用代金のお支払いは、現金、または当ホテルが認めたご利用券、宿泊券、クレジットカード等、もしくは当ホテルが認めたそれに代わるもので行っていただきます。また、ご宿泊者以外の両替には応じかねますのでご了承ください。
2. 予定の宿泊日数を変更なさる場合は、予めフロント係員にご連絡ください。
ご延長の場合はそれまでの費用や追加の予定明細のお支払いをお願いいたします
3. 到着時にお預かり金を申し受けることがございますのでご了承ください。
また、ご滞在中、フロントからお勘定書の提示がございましたら、その都度フロントでのご精算をお願い申し上げます。
4. お買物代、切符代、タクシー代、郵便切手代、お荷物送料等のお立替えはお断りさせていただきます。

第9条 朝食券、優待券、割引券

1. ご利用にならなかった朝食券については、返金および払い戻しには応じません。
2. 当ホテルが発行する優待券・割引券等の返金および払い戻しには応じません。

第10条 当ホテル内での迷惑行為

1. 当ホテル内に他のお客様への迷惑になる下記の物品の持ち込み、または行為等をご遠慮ください。
 - (1) 犬・猫・小鳥等の動物・ペット類全般（ただし、法で定める補助犬は除く、また当ホテルが別に定めるペット同伴宿泊同意書に基づき可能とする）
 - (2) 発火または引火しやすい火薬や揮発油類および危険性のある製品
 - (3) 悪臭および強い匂いを発する物
 - (4) 許可証のない鉄砲・刀剣類
 - (5) 著しく多量のお荷物および物品
 - (6) その他法令で所持を禁じられているもの
2. 当ホテル内での賭博や風紀・治安を乱すような行為、他のお客様に迷惑となる行為、不快感を与えるような行為。
3. 当ホテルの外観を損なうようなものをお部屋の窓にかける行為、窓側への陳列行為。
4. 当ホテルに許可なく、お部屋やロビーでの営業行為などのご宿泊以外のご利用。
5. 当ホテル内で許可なく広告・宣伝物の配布や物品の販売。
6. 当ホテル内で施設・備品を所定の場所や用途以外で使用する、現状を著しく損なうようなご利用。
7. 館内および敷地内でお客様にご迷惑になるような撮影行為。
8. 当ホテル内で撮影された写真等を許可なく営業上の目的で公になさる行為。
9. 廊下やロビーへの所持品の放置。

10. 緊急事態、あるいはやむを得ない事情以外での当ホテル従業員エリア・非常階段・屋上・搭屋・機械室等への立ち入り。
11. 当ホテル外部からの飲食物の出前。（ただし、当ホテルが提携した飲食店等は可）
12. 当ホテル建造物・家具・備品・その他物品の損傷・汚染、または紛失された場合には相当額を弁償していただくことがございます。
13. 当ホテルの信用を傷つけ、または当ホテルの不名誉となる内容の情報発信をされる行為。
情報発信における投稿等が法令に違反し、当ホテルが不適切と判断した場合には了解なく削除の手続きをさせていただきます。また、第三者を誹謗中傷するような内容の書き込みはしないようお願いいたします。
14. その他法令で禁じられている行為。

第 11 条 当ホテル利用契約の解除

次に掲げる場合において、ご利用(ご利用に際しての予約・契約を含む)をご遠慮いただいております。また、予約・契約を締結した後において、その事実が判明したときには、その時点で予約・契約を解除いたします。

1. ホテルの利用者が旅館業法第 4 条の 2 第 1 項第 2 号に規定する特定感染症の患者等であるとき
2. 当ホテル利用者に次の事由に該当する者がいる場合
 - (1) 暴力団員による不当な行為の防止等に関する法律（平成 3 年法律第 77 号）第 2 条第 2 号に規定する暴力団（以下「暴力団」という）、同条第 2 条第 6 号に規定する暴力団員（以下「暴力団員」という）、暴力団関係企業・団体の関係者などの反社会勢力
 - (2) 暴力団または暴力団員が事業活動を支配する法人、その他団体
 - (3) 法人でその役員に暴力団等の反社会勢力に該当する者がいるとき
3. ホテル利用者が、宿泊に関し威圧的もしくは暴力的要求行為を行い、または合理的な範囲を超える負担を求めたとき（ただし、宿泊者が障害者差別解消法第 7 条第 2 項又は第 8 条 2 項の規定による社会的障壁の除去を求める場合は除く。）
4. 宿泊客が、当ホテルに対し、その実施に伴う負担が過重であって他の宿泊者に対する宿泊に関するサービスの提供を阻害するおそれのある要求として、旅館業法施行規則第 5 条の 6 で定めるものを繰り返したとき

第 12 条 エコロジー活動

1. 資源を大切に使うため節電・節水にご協力をお願いいたします。

第 13 条 個人情報

1. 当ホテルでは、お客様から提供される個人情報について、当ホテルのプライバシーポリシーに則り、適切に取扱います。

第 14 条 利用規則の変更

1. この利用規則は民法第 548 条の 2 第 1 項に定める定型約款に該当し、会社は次の各号の場合に、会社の裁量によりこの約款を変更することがあります。
 - (1) この利用規則の変更が、宿泊客の一般の利益に適合するとき。
 - (2) この利用規則の変更が、契約をした目的に反せず、かつ、変更の必要性、変更後の内容の相当性その他変更に係る事情に照らして合理的なものであるとき。
2. 前項により、会社がこの利用規則を変更する場合、この利用規則を変更する旨及び変更後の利用規則の内容ならびにその効力発生日について、効力発生日の 1 ヶ月前までに、本施設の専用ホームページ（URL：<https://www.tokyuhotels.co.jp/>）に掲示にて通知します。
3. 変更後のこの利用規則の効力発生日以降に、宿泊客が当ホテルを利用したときは、この利用規則の変更に同意したものとみなします。

宿泊約款

適用範囲

第1条 当ホテルが宿泊客との間で締結する宿泊契約およびこれに関連する契約は、この約款の定めるところによるものとし、この約款に定めのない事項については、法令または一般に確立された慣習によるものとし、

2. 当ホテルが、法令および慣習に反しない範囲で特約に応じたときは、前項の規定にかかわらず、その特約が優先するものとし、

宿泊契約の申込み

第2条 当ホテルに宿泊契約の申込みをしようとする方は、次の事項を当ホテルに申し出ていただきます。

- (1) 宿泊者名および宿泊人数
- (2) 泊日および到着予定時刻
- (3) 宿泊料金（原則として別表第1の基本宿泊料金による。）
- (4) a. 申込者名およびその連絡先
b. 宿泊料金の支払者およびその連絡先
- (5) 18歳未満の単独の宿泊の場合は保護者の同意書
- (6) その他当ホテルが必要と認める事項

2. 宿泊客が宿泊中に前項第2号の宿泊日を超えて宿泊の継続を申し入れた場合、当ホテルは、その申し出がなされた時点で新たな宿泊契約の申込みがあったものとして取り扱いいたします。

宿泊契約の成立等

第3条 宿泊契約は、当ホテルが前条の申込みを承諾したときに成立するものとし、ただし、当ホテルが承諾をしなかったことを証明したときは、この限りではありません。

2. 前項の規定により宿泊契約が成立したときは、宿泊期間（3日を超える時は3日間）の宿泊料金を限度として当ホテルが定める申込金を、当ホテルが指定する期日までに、お支払いいただきます。

3. 申込金は、まず宿泊客が最終的に支払うべき宿泊料金に充当し、第6条および第18条の規定を適用する事態が生じたときは、違約金に次いで賠償金の順序で充当し、残額があれば、第12条の規定による料金の支払いの際に返還します。

4. 第2項の申込金を同項の規定により当ホテルが指定した日までに支払いいただけない場合は、宿泊契約はその効力を失うものとし、ただし、申込金の支払い期日を指定するにあたり、当ホテルがその旨を宿泊客に告知した場合に限ります。

施設における感染防止対策への協力の求め

第4条 当ホテルは、宿泊しようとする者に対し、旅館業法（昭和23年法律大138号）第4条の2第1項の規定による協力を求めることができます。

申込金の支払いを要しないこととする特約

第5条 前条第2項の規定にかかわらず、当ホテルは、契約成立後同項の申込金の支払いを要しないこととする特約に応じることがあります。

2. 宿泊契約の申込みを承諾するにあたり、当ホテルが前条第2項の申込金の支払いを求めなかった場合および当該申込金の支払い期日を指定しなかった場合は、前項の特約に応じたものとして取り扱いいたします。

宿泊契約締結の拒否

第6条 当ホテルは、次に掲げる場合において、宿泊契約の締結に応じないことがあります。

- (1) 宿泊の申込みが、この約款によらないとき
- (2) 満室により客室の余裕がないとき
- (3) 宿泊客が、宿泊に関し、法令の規定、公の秩序若しくは善良の風俗に反する行為をするおそれがあると認められたとき
- (4) 宿泊しようとする者が、旅館業法第4条の2第1項第2号に規定する特定感染症の患者等（以下、「特定感染症の患者等」という）であるとき
- (5) 宿泊客が暴力団、暴力団員、暴力団関係企業・団体の関係者などの反社会的勢力であるとき
- (6) 宿泊客が暴力団、または暴力団員が事業活動を支配する法人、その他の団体であるとき
- (7) 宿泊客が法人で、その役員に暴力団等の反社会勢力に該当する者がいるとき
- (8) 宿泊しようとする者が、宿泊に関し威圧的もしくは暴力的要求行為を行い、または合理的な範囲を超える負担を求めたとき（ただし、宿泊しようとする者が障害を理由とする差別の解消の推進に関する法律（平成28年法律第65号。以下「障害者差別解消法」という。）第7条第2項又は第8条2項の規定による社会的障壁の除去を求める場合は除く。）
- (9) 宿泊しようとする者が、当ホテルに対し、その実施に伴う負担が過重であって他の宿泊者に対する宿泊に関するサービスの提供を著しく阻害するおそれのある要求として、旅館業法施行規則第5条の6で定めるものを繰り返したとき
- (10) 天災、施設の故障、その他やむを得ない事由により宿泊させることができないとき
- (11) 宿泊客が泥酔等で、他の宿泊者に著しく迷惑を及ぼすおそれがあるとき、および宿泊者に著しく迷惑を及ぼす言動をしたとき（都道府県等の規定にもとづく）
- (12) 各都道府県が定める条例に該当するとき

宿泊契約締結の拒否の説明

第 7 条 宿泊しようとする者は、当ホテルに対し、当ホテルが前条に基づいて宿泊契約の締結に応じない場合、その理由の説明を求めることができます

宿泊客の契約解除権

第 8 条 宿泊客は、当ホテルに申し出て、宿泊契約を解除することができます。

2. 当ホテルは、宿泊客がその責めに帰すべき事由により宿泊契約を全部または、一部を解除した場合（第 3 条第 2 項の規定により当ホテルが申込金の支払期日を指定してその支払いを求めた場合であつてその支払いにより前に宿泊客が宿泊契約を解除したときを除きます）は、別表第 2 項に掲げるところにより、違約金を申し受けます。ただし、当ホテルが第 4 条第 1 項の特約に応じた場合にあっては、その特約に応じるにあたって、宿泊客が宿泊契約を解除したときの違約金支払義務について、当ホテルが宿泊客に告知したときに限ります。

3. 当ホテルは、宿泊客が連絡をしないで宿泊日当日の午後 8 時（あらかじめ、到着予定時刻が明かされている場合は、その時刻を 2 時間経過した時刻）になっても到着しないときは、その宿泊契約は宿泊客により解除されたものとみなし処理することがございます。

当ホテルの契約解除権

第 9 条 当ホテルは、次に掲げる場合においては、宿泊契約を解除することがございます。

- (1) 宿泊客が宿泊に関し、この約款（別途に定める「利用規則およびその他諸規則」を含む。）、法令の規定、公の秩序若しくは善良の風俗に反する行為をするおそれがあると認められるとき、または同行為をしたと認められるとき
- (2) 宿泊客が特定感染症の患者であるとき
- (3) 天災、施設の故障等、その他やむを得ない事由により宿泊させることができないとき
- (4) 宿泊客が泥酔などにより他の宿泊者に影響を及ぼすおそれがあると認められるときあるいは宿泊客が他の宿泊者に著しく迷惑を及ぼす言動をしたとき
- (5) 当ホテルが定める利用規則およびその他諸規則の禁止事項に従わないとき
- (6) 指定された喫煙室・喫煙場以外で喫煙したとき
- (7) 寝室での寝たばこ、消防用設備等に対するいたづら、その他当ホテルが定める利用規則の禁止事項（火災予防上必要なものに限る。）に従わないとき
- (8) 宿泊客が暴力団、暴力団員、暴力団関係企業・団体の関係者などの、反社会的勢力と判明したとき
- (9) 宿泊客が暴力団、または暴力団員が事業活動を支配する法人、その他の団体であるとき
- (10) 宿泊客が法人で、その役員に暴力団員に該当する者がいるとき
- (11) 宿泊客が、宿泊に関し威圧的もしくは暴力的要求行為を行い、または合理的な範囲を超える負担を求めたとき（ただし、宿泊客が障害者差別解消法第 7 条第 2 項又は第 8 条 2 項の規定による社

会的障壁の除去を求める場合は除く。)

(12) その実施に伴う負担が過重であって他の宿泊者に対する宿泊に関するサービスの提供を著しく阻害するおそれのある要求として、旅館業法施行規則第 5 条の 6 で定めるものを繰り返したとき

2. 当ホテルが前項の規定に基づいて宿泊契約を解除したときは、宿泊客がいまだ提供を受けていない宿泊サービス等の料金はいただきません。

宿泊契約解除の説明

第 10 条 宿泊客は、当ホテルに対し、当ホテルが前条に基づいて宿泊契約を解除した場合、その理由の説明を求めることができます。

宿泊の登録

第 11 条 宿泊客は、宿泊日当日、当ホテルのフロントにおいて、次の事項を登録していただきます。

- (1) 宿泊客の氏名、住所および連絡先
- (2) 日本国内に住所を持たない外国人にあっては、国籍、旅券番号、入国地および入国年月日（パスポートのコピーまたはスキャナーによる複写）
- (3) 出発日および出発予定時間
- (4) その他当ホテルが必要と認める事項

2. 宿泊客が第 12 条の料金の支払いを、当ホテルが認めたご利用券、宿泊券、クレジットカード等通貨に代わり得る方法により行おうとするときは、あらかじめ、前項の登録時にそれらを提示していただきます。

客室の使用時間

第 12 条 宿泊客が当ホテルの客室を使用できる時間は、フロントにご確認ください。

2. 当ホテルは、前項の規定にかかわらず、同項に定める時間外の客室の使用に応じることがあります。

この場合には次の掲げる追加料金を申し受けます。

- (1) 超過午後 3 時までは、基本宿泊料金の 25%
- (2) 午後 6 時までは、基本宿泊料金の 50%
- (3) 午後 6 時以降は、基本宿泊料金の 100%

利用規則等の遵守

第 13 条 宿泊客は、当ホテル内においては、当ホテルが別に定める利用規則およびその他諸規則に従っていただきます。

営業時間

第 14 条 当ホテルの主な施設等の営業時間は次のとおりとし、その他の施設等の詳しい営業時間はウェブサイト、各所等でご案内いたします。

(1) フロント、キャッシャー等サービス時間

イ) 門限……………なし

夜間は正面玄関等の施錠を行っておりますが、ご入館に関しては設置されたインターホンをご利用下さい。

ロ) フロントサービス……………24 時間

(2) 飲食等（施設）サービス時間：ウェブサイト、TV インフォメーション、各所でご案内いたします。

(3) 前項の時間は、必要やむを得ない場合には臨時に変更する事があります。その場合には、適切な方法をもってお知らせいたします。

料金の支払い

第 15 条 宿泊客が支払うべき宿泊料金等の内訳は、別表第 1 に掲げるところによります。

2. 前項の宿泊料金等の支払いは、通貨または当ホテルが認めたご利用券、宿泊券、クレジットカード等これに代わり得る方法により宿泊客の到着もしくは出発の際または当ホテルが請求した時、フロントにおいて行っていただきます。

3. 当ホテルが宿泊客に客室を提供し、使用が可能になったのち、宿泊客が宿泊しなかった場合においても、宿泊料金は申し受けます。

当ホテルの責任

第 16 条 当ホテルは、宿泊契約およびこれに関する契約の履行にあたり、またはそれらの不履行により宿泊客に損害を与えたときは、当ホテルに故意または重大な過失がある場合を除き、15 万円を限度としてその損害を賠償します。ただし、それが当ホテルの責めに帰すべき事由によるものでないときは、この限りではありません。

2. 当ホテルは、万一の火災等に対処するため、旅館賠償責任保険に加入しております。

契約した客室の提供ができないときの取扱い

第 17 条 当ホテルは、宿泊客に契約した客室を提供できないときは、宿泊客の了解を得て、できる限りの同一の条件による他の宿泊施設を斡旋するものといたします。

2. 当ホテルは、前項の規定にかかわらず他の宿泊施設の斡旋ができないときは、違約金相当額の補償料を宿泊客に支払い、その補償料をもって損害賠償額とさせていただきます。ただし、客室が提供できないことについて、当ホテルの責めに帰すべき理由がないときは、補償料を支払いません。

寄託物等の取扱い

第 18 条 宿泊客がフロントにお預けになった物品または、現金並びに貴重品について、滅失、毀損等の損害が生じたときは、それが、不可抗力である場合を除き当ホテルは、その損害を賠償いたします。ただし、現金および貴重品については、当ホテルがその種類および価額の申告を求めた場合であって、宿泊客がそれを行わなかったときは、当ホテルは 15 万円を限度としてその損害を賠償いたします。

2. 宿泊客が、当ホテルにお持込みになった物品または、現金並びに貴重品であってフロントにお預けにならなかったものについて、当ホテルの故意または過失により滅失、毀損等の損害が生じたときは、当ホテルは、その損害を賠償します。ただし、宿泊客からあらかじめ種類および価額の申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る場合を除き、15 万円を限度として当ホテルはその損害を賠償いたします。

宿泊客の手荷物または携帯品の保管

第 19 条 宿泊客の手荷物が、宿泊に先立って当ホテルに到着した場合は、その到着前に当ホテルが了解したときに限って責任をもって保管し、宿泊客がフロントにおいてチェックインする際お渡しいたします。

2. 宿泊客がチェックアウトしたのち、宿泊客の手荷物または携帯品が当ホテルに置き忘れられていた場合においては、発見した日を含め 7 日間当ホテルにて保管し、その後、最寄りの警察署へ届けます。但し、軽微な物（日常生活品等）等で、お客様がその所有を放棄したと認められるものについては、取得日を含め 3 ヶ月間保管の後に処分させていただきます。また、お忘れ物が食品や保管管理が困難な場合は、廃棄させていただくことがございます。

3. 前 2 項の場合における宿泊客の手荷物または携帯品の保管についての当ホテルの責任は、第 1 項の場合にあつては前条第 1 項の規定に、前項の場合にあつては同条第 2 項の規定に準じるものといたします。

駐車の責任

第 20 条 宿泊客が当ホテルの駐車場または、契約駐車場をご利用になる場合、車両のキーの寄託の如何にかかわらず、当ホテルは場所をお貸しするものであって、車両の管理責任まで負うものではありません。ただし、駐車場の管理に当たり、当ホテルの故意または過失によって損害を与えたときは、その賠償の責めに応じます。

宿泊客の責任

第 21 条 宿泊客の故意または過失により当ホテルが損害を被ったときは、当該宿泊客は当ホテルに対し、その損害を賠償していただきます。

個人情報

第 22 条 当ホテルでは、お客様から提供される個人情報について、当ホテルのプライバシーポリシーに則り、適切にお取扱いいたします。

約款の変更

第 23 条 本約款は、民法第 548 条の 2 第 1 項に定める定型約款に該当し、会社は次の各号の場合に、会社の裁量によりこの約款を変更することがあります。

(1) この利用規則の変更が、宿泊客の一般の利益に適合するとき。

(2) この利用規則の変更が、契約をした目的に反せず、かつ、変更の必要性、変更後の内容の相当性その他変更に係る事情に照らして合理的なものであるとき。

2. 前項により、会社がこの利用規則を変更する場合、この利用規則を変更する旨及び変更後の利用規則の内容ならびにその効力発生日について、効力発生日の 1 ヶ月前までに、本施設の専用ホームページ (URL : <https://www.tokyuhotels.co.jp/>) 掲示にて通知します。

3. 変更後のこの利用規則の効力発生日以降に、宿泊客が当ホテルを利用したときは、この利用規則の変更に同意したものとみなします。

別表第 1 宿泊料金等の内訳 (第 2 条第 3 項および第 12 条第 1 項関係)

		内 訳
宿泊者が 支払うべき 総額	宿泊料金	1. 基本宿泊料金 2. サービス料金(1.×10%)
	追加料金	3. 料飲料 4. サービス料(3.×10%) 5. その他の利用料
	税金	6. 消費税等 7. 入湯税

別表第 2 違約金 (第 6 条第 2 項関係)

	予約申込人数	契約解除通知を受けた日						
		当日 (不泊含む)	前日	2日前	3日前	7日前	14日前	1ヶ月前
一般	9名まで	100%	50%	30%	20%	0%		
団体	10～60名まで	100%		50%			20%	0%
団体	61名以上	100%		80%			50%	20%

注

- 1.%は、予約時の宿泊料金（サービス料、消費税等を含む）に対する違約金の比率です。
- 2.宿泊パッケージ等、別途違約金を設定している場合は、その公示額を違約金として収受します。
- 3.契約日数が短縮した場合は、その短縮日数にかかわらず、1日分（初日）の違約金を収受いたします。
- 4.団体客（10名以上）の一部について契約の解除があった場合、宿泊の10日前（その日より後に申し込みをお引き受けした場合にはそのお引き受けした日）における宿泊人数の10%（端数が出た場合には切り上げる）にあたる人数については、違約金はいただきません。
- 5.各旅行会社からのお申し込みのキャンセルにつきましては、お申し込みいただきました旅行会社の規定に準じる事といたします。

Rules of Use

To ensure a safe and pleasant stay for our guests, THE SENAGAJIMA STORYLINE (hereinafter referred to as “the Hotel”) has established the following Rules of Use in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts. If a guest fails to comply with the Rules of Use, then he or she may be refused accommodation or use of the Hotel’s facilities in accordance with Article 7 of the Terms and Conditions for Accommodation Contracts. In addition, please note that a guest may be liable to compensate for damages resulting from accidents caused by that guest’s failure to comply with the Rules of Use.

Article 1. Safety and Security

1. Please check the map, displayed on the inside of each room door, that shows the evacuation route from your guestroom.
2. Please refrain from bringing your own heating or cooking devices or other items that may cause a fire into the room.
3. Smoking (including electronic cigarettes, etc.) is strictly prohibited in the Hotel, except in the designated smoking areas.

Furthermore, please do not engage in any other activities that may cause a fire. If smoking (including electronic cigarettes, etc.) or cigarette butts are found in a non-smoking room, the Hotel may charge a guest for the cleaning and repairing of bedding, curtains, wallpaper, etc.

4. Should a stopper be left unattended due to napping or any other reason while the bathtub or bathroom sink is being filled with water, the bathtub or sink will overflow with hot or cold water, resulting in a serious water leak.

Article 2. Use of Guestrooms

1. We strictly prohibit persons other than the registered guest from staying overnight in the room.
2. Please be advised that no legal rights related to residence arise due to long-term use of the guestroom.
3. Please refrain from using your guestroom for purposes other than lodging, such as conducting business activities, establishing an office, holding parties, and so forth, without the prior express permission of the Hotel.
4. Please do not move any guestroom fixtures or fittings, apply fixtures to or refurbish the guestroom without the prior express permission of the Hotel.
5. Do not take any fixtures or fittings out of a guestroom, except for baskets or pool bags, which must be returned to their original location after use outside the guestroom.
6. Please refrain from placing anything near hotel window that will detract from the external appearance of the Hotel.

7. Please note that the Hotel refuses a solitary stay by a person under the age of 18 without the prior express permission of the Hotel.

Article 3. Guestroom Key Cards

1. When leaving your guestroom, please be sure to lock the door and take your key card with you.
2. When inside your guestroom, please be sure to lock the room with the internal key and latch, especially when sleeping. If there is a knock at the door, do not carelessly open it: please be sure to check the door scope. If you suspect a suspicious person may be present at or before the guestroom door, then please be sure to contact the front desk immediately.
3. If you have lost your guestroom card key, please report the loss as soon as possible to the front desk.
4. Please be sure to return your guestroom card key to the front desk upon checkout or departure from the Hotel.

Article 4. Visitors

We ask our guests not to meet with visitors in any guestroom.

Article 5. Handling of Valuables

1. Please take care of and be responsible yourself for any personal valuables or expensive items.
2. When using the guestroom safe, please lock the door by yourself.

Please note that we will not compensate for any damages caused by loss, damage, theft, etc., of any cash or personal valuables unless the above procedures have been strictly followed.

Article 6. Handling of Lost & Found Items

1. Lost & found items will be handled in accordance with the law.
2. Should a guest's baggage and/or personal belongings be left behind after that guest has checked out, the Hotel will keep such items for seven days, including the day they were found, and then deliver them to the nearest police station.

In the case of minor items such as daily household goods, etc., deemed to have been abandoned by a guest, we shall keep them for three months, including the day they were found, and then dispose of them.

In addition, if the items left behind are food or items that are difficult to keep and manage, they may be disposed of.

Article 7. Use of the Parking Lot

1. Please park only in designated parking spaces.
2. When a hotel guest uses the parking lot, the Hotel shall not be responsible for management of the vehicle, regardless of whether or not the key to the vehicle has been deposited with the Hotel.

Article 8. Settlement of Accounts

1. Payment for any costs, including usage fees, guestroom charges, etc., can be made in cash, by coupons, accommodation vouchers, credit cards, etc. accepted by the Hotel, or by any other alternative method accepted by the Hotel. Please note that the Hotel will not accept currency exchange with anyone other than a guest.
2. If you wish to change the number of days of your stay, please contact the front desk staff in advance.

In the case of extending your stay, you will be required to pay for the expenses incurred up to that point as well as for the additional days you plan to stay.

3. Please note that a deposit may be required upon arrival.

Furthermore, please settle your account at the front desk each time you receive a bill from the front desk during your stay.

4. Please note that the Hotel does not provide or offer any advances for purchases, tickets, cab fares, postage stamps, fees for handling or delivery or shipping of luggage, etc.

Article 9. Breakfast, Complimentary or Hospitality, and Discount Coupons

1. Unused breakfast coupons are non-refundable and non-exchangeable.
2. No refunds nor exchanges will be made for any complimentary, **hospitality**, or discount coupons issued by the Hotel.

Article 10. Disturbing Behavior on or Around the Hotel Premises

1. Please refrain from doing any of the following acts or bringing any of the following items into the Hotel that may annoy other hotel guests:
 - (1) All animals and pets, including dogs, cats, birds, etc. (except for service dogs as defined by law, which are allowed based on the Hotel's separate accommodation agreement with pet-owning guests);
 - (2) Explosives, volatile oils, or potentially hazardous products that may ignite or catch fire;
 - (3) Items that emit foul or strong odors;
 - (4) Unauthorized firearms and swords;
 - (5) Exceptionally large quantities of luggage, baggage, and/or articles; and
 - (6) Other items prohibited by law.
2. Please refrain from gambling or doing any act that disturbs public morals or security, any act that may annoy or cause discomfort to our guests.
3. Hanging or displaying any object on or near hotel window that may detract from the external appearance of the Hotel.
4. Using the guestroom or lobby for any purpose other than accommodation, including such usage as sales activities, without the prior express permission of the Hotel.
5. Distributing advertising materials or selling goods in the Hotel without the prior express permission of the Hotel.

6. Using the Hotel facilities or equipment in a place or for a purpose other than that specified by the Hotel or by the Rules of Use, or using the Hotel facilities or equipment in a manner that seriously impairs their current condition.
7. Filming or photographing in the Hotel or on the premises in a manner that disrupts or annoys our guests.
8. Publicly displaying photographs, etc., taken in the Hotel for business purposes without the prior express permission of the Hotel.
9. Leaving personal belongings in the hallways or lobby.
10. Entering the Hotel employee areas, emergency stairs, rooftops, boarders, machinery rooms, etc., except in an emergency or under unavoidable circumstances.
11. Delivery of food and beverages from outside the Hotel. (However, restaurants and other establishments affiliated with the Hotel are permitted.)
12. Damage, contamination, or loss of the Hotel facilities, furniture, fixtures, or other items, for which the Hotel reserves the right to charge an equivalent amount of compensation.
13. Posting or transmitting any information that may damage the reputation of the Hotel or bring the Hotel into disrepute.
If the posting of information violates laws or legal regulations and is deemed inappropriate by the Hotel, we will delete the postings without prior consent. Please do not post any content that slanders a third party.
14. Any other acts prohibited by laws or legal regulations.

Article 11. Cancellation of Hotel Use Contracts

In the following cases, the Hotel asks guests to refrain from using the Hotel, including reservations or contracts for use of the Hotel.

In addition, if such case has occurred after a reservation or contract has been made, the reservation or contract will be cancelled from the time it had been made.

1. The user of the Hotel is a patient of a specified infectious disease, as stipulated in Paragraph 1, Item (2) of Article 4-2 of the Hotel Business Act.

2. When it is deemed that any of the following persons, groups of persons, or actions are among or done by the guests:

(1) Antisocial forces, such as an organized crime group listed under Article 2, Item (2) of the Act on Prevention of Unfair Acts by Organized Crime Group Members (Act 77, 1991)

(hereinafter referred to as an "Organized Crime Group"), a member of such a group under Article 2, Item (6) of the same Act (hereinafter referred to as "Organized Crime Group Member"), or an individual related to a company or a group connected to an Organized Crime Group.

(2) A juridical person or any other organization whose business activities are controlled by an organized crime group or an organized crime group member; or

(3) A juridical person having a board member who is deemed an antisocial force, such as an organized crime group.

3. The user of the Hotel makes coercive or violent demands, or demands an unreasonable burden in connection with an accommodation (provided, however, that this shall not apply if the guest requests removal of a social barrier in accordance with Paragraph 2 of Article 7 or Paragraph 2 of Article 8 of the Act for Eliminating Discrimination against Persons with Disabilities.).

4. The user of the Hotel repeats carrying out an act listed under the provisions of Articles 5-6 of the Enforcement Regulations of the Hotel Business Act in the form of a request to the Hotel for which the burden involved in the implementation thereof is too onerous and which may significantly impede the provision of accommodation services to other guests.

Article 12. Ecological Activities

1. We ask for your cooperation in saving electricity and water in order to use resources carefully and ecologically.

Article 13. Personal Information

1. The Hotel will handle personal information provided by guests appropriately and in accordance with the Hotel's privacy policy.

Article 14. Revisions to Rules of Use

1. These Rules of Use fall under the standardized terms and conditions stipulated in Article 548-2, Paragraph 1, of the Civil Code, and the Hotel may revise these Rules of Use at the Hotel's own discretion in the following cases.

(1) When any revision to these Rules of Use is in the general interest of our guests.

(2) When any revision to these Rules of Use is not contrary to the purpose for which the agreement was made and is reasonable in light of the necessity of the revision, the reasonableness of the content after the revision, and other circumstances pertaining to such revision.

2. When the Hotel intends to revise these Rules of Use in accordance with the preceding Paragraph, the fact that such revision will be made, the content of these Rules of Use after such revision, and the date on which such revision takes effect, will be posted on the Hotel's website

(<https://www.tokyuhotels.co.jp/>) by no later than one month prior to the date on which such revision is due to take effect.

3. Guests will be deemed to have agreed to any revision to the Rules of Use when using the Hotel on or after the effective date of said revision to the Rules of Use.

Terms and Conditions for Accommodation Contracts

Scope of Application

Article 1.

1. Contracts for accommodation and related agreements to be entered into between the Hotel and the Guest to be accommodated shall be subject to the following Terms and Conditions for Accommodation Contracts. Any particulars not provided for herein shall be governed by applicable laws and legal regulations and/or generally accepted practices.

2. Notwithstanding the preceding Paragraph, in cases when the Hotel has entered into a special contract with a Guest, the special contract shall take precedence over the provisions of these Terms and Conditions insofar as such special contract does not violate applicable laws and legal regulations and/or generally accepted practices.

Application for Accommodation Contracts

Article 2.

1. A person wishing to apply for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:

- (1) Name and number of the Guest(s);
- (2) Date of accommodation and estimated time of arrival;
- (3) Accommodation charges (in principle, based on the basic room charges in Attached Table No.1);
- (4)
 - a. Applicant's name and contact information;
 - b. Payer of accommodation charges and his or her contact information;
- (5) Written consent of a parent or guardian in cases when accommodation is for Guests under 18 years of age; and
- (6) Other particular requirements deemed necessary by the Hotel.

2. In cases when the Guest makes a request, during his or her stay, for an extension of the accommodation beyond the date in Item (2) of the preceding Paragraph, such request will be regarded as an application for a new Accommodation Contract at the time such request has been made.

Execution of Accommodation Contracts, Etc.

Article 3.

1. An Accommodation Contract shall be deemed as executed when the Hotel has duly accepted the application as stipulated in the preceding Article, provided, however, the same shall not apply in cases where it has been proven the Hotel has not accepted the application.

2. When an Accommodation Contract has been executed in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit set by the Hotel within the limits of the total amount payable covering the Guest's period of stay (three days in the case of

stays exceeding three days) stipulated in the executed Accommodation Contract by the date specified by the Hotel.

3. The deposit shall first be used for the total amount payable to be paid by the Guest, secondly for the cancellation charges under Article 6, and thirdly for the compensation payable under Article 18, as applicable, and the remainder, if any, shall be refunded at the time of paying the charges as stated in Article 12.

4. Should the Guest fail to pay the deposit by the date stipulated in Paragraph 2, then the Hotel shall treat the Accommodation Contract as void; provided, however, that the same shall only apply in the cases when the Guest is duly informed by the Hotel when the period for payment of the deposit is specified.

Request for cooperation in infection prevention measures in facilities

Article 4.

The Hotel may request the cooperation of a Guest seeking accommodation at the Hotel, in accordance with the provisions of Paragraph 1 of Article 4-2 of the Hotel Business Act (Act No. 138, 1948).

Special Contracts Requiring No Accommodation Deposit

Article 5.

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit after the Accommodation Contract has been executed as stipulated in such Paragraph.

2. In the case where the Hotel has not requested the payment of a deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date for payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be deemed that the Hotel has accepted a special contract as prescribed in the preceding Paragraph.

Refusal of Accommodation Contracts

Article 6.

1. The Hotel may refuse to honor an Accommodation Contract under any of the following cases:

(1) When the application for accommodation does not conform to the provisions of these Terms and Conditions;

(2) When the Hotel is fully booked and no room is available;

(3) When it is deemed that the Guest is liable to conduct himself or herself in a manner that will contravene the laws or act against the public order or good morals in regard to his or her accommodation;

(4) A Guest seeking accommodation is a patient etc. with a specified infectious disease prescribed in Paragraph 1, Item (2) of Article 4-2, of the Hotel Business Act (hereinafter referred to as “Patients etc. with Specified Infectious Diseases”).

(5) When the Guest is an organized crime group, a member of an organized crime group, a person related to a company or organization affiliated with an organized crime group, or any other antisocial forces;

(6) When the Guest is a juridical person or any other organization whose business activities are controlled by an organized crime group or an organized crime group member;

(7) When the Guest is a juridical person having a board member who is deemed an antisocial force, such as an organized crime group;

(8) A Guest seeking accommodation makes coercive or violent demands, or places an unreasonable burden on the Hotel in connection with the accommodation (provided, however, that this shall not apply to cases where the Guest seeking accommodation requests the removal of a social barrier in accordance with Paragraph 2 of Article 7 or Paragraph 2 of Article 8 of Act for Eliminating Discrimination against Persons with Disabilities (Act No. 65, 2016.

Hereinafter referred to as the " Act for Eliminating Discrimination against Persons with Disabilities")

(9) The Guest seeking accommodation carries out acts listed under the provisions of Article 5-6 of the Enforcement Regulations of the Hotel Business Act in the form of a request to the Hotel for which the burden involved in the implementation thereof is onerous and which may significantly impede the provision of accommodation services to other guests.

(10) When the Hotel is unable to provide accommodation due to natural disasters, facility malfunctions, and/or other unavoidable causes;

(11) When it is deemed that the Guest is liable to cause significant annoyance to other guests due to his or her being intoxicated, etc., or when the Guest says or does something that causes significant annoyance to other guests (based on the regulations of each prefecture); or

(12) When any particulars fall under the ordinances established by each prefecture.

Explanation of Refusal to Execute Accommodation Contract

Article 7.

A Guest seeking accommodation may request that the Hotel explain the reason(s) for a refusal by the Hotel to enter into an Accommodation Contract pursuant to the preceding article.

Right of Guest to Cancel Accommodation Contract

Article 8.

1. The Guest is entitled to cancel an Accommodation Contract by so notifying the Hotel.
2. In cases where the Guest has cancelled an Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in cases where the Hotel has requested payment of a deposit during the specified period as prescribed in the Paragraph 2 of Article 3 and the Guest has

cancelled before making such payment), the Guest shall pay cancellation charges as listed in Attached Table 2; provided, however, that in the case where a special contract as prescribed in Paragraph 1 of Article 4 has been executed, the same shall apply only when the Guest has been informed of the obligation to pay cancellation charges when the Guest makes a cancellation.

3. In the case where the Guest does not appear by 8:00 PM of the accommodation date (or by two hours after the expected time of arrival if the Hotel is notified thereof), without an advance notice, the Hotel may regard the Accommodation Contract as having been cancelled by the Guest.

Right of the Hotel to Cancel Accommodation Contract

Article 9.

1. The Hotel may cancel an Accommodation Contract under any of the following cases:

(1) When it is deemed that the Guest is liable to conduct and/or has conducted himself or herself in a manner that will contravene the provisions of these Terms and Conditions (including the “Rules of Use and Other Regulations” provided separately) or the laws, the public order, or good morals in regard to his or her accommodation;

(2) A Guest seeking accommodation may request that the Hotel explain the reason(s) for a refusal by the Hotel to enter into an Accommodation Contract pursuant to the preceding article.

(3) When the Hotel is unable to provide accommodation due to natural disasters, facility malfunctions, and/or other force majeure events;

(4) When it is deemed that the Guest is liable to cause significant annoyance to other guests due to his or her being intoxicated, etc., or when the Guest says or does something that causes significant inconvenience to other hotel guests;

(5) When the Guest does not comply with the prohibitions in the Rules of Use and Other Regulations stipulated by the Hotel;

(6) When the Guest smokes in a place other than the designated smoking room or smoking areas;

(7) When the Guest engages in prohibited actions, such as smoking in bed, causing mischief to the firefighting facilities or other prohibitions under the Rules of Use stipulated by the Hotel;

(8) When the Guest is recognized to be an antisocial force, such as an organized crime group, a member of an organized crime group, or a person related to a company or organization affiliated with an organized crime;

(9) When the Guest is a juridical person or any other organization whose business activities are controlled by an organized crime group or an organized crime group member;

(10) When the Guest is a juridical person having a board member who is deemed a member of an organized crime group; or

(11) The Guest makes coercive violent demands, or demands an unreasonable burden in connection with the accommodation (provided, however, that this shall not apply if the Guest requests removal of a social barrier in accordance with Paragraph 2 of Article 7 or Paragraph 2 of Article 8 of the Act for Eliminating Discrimination against Persons with Disabilities.).

(12) The user of the Hotel carries out an act listed under the provisions of Article 5-6 of the Enforcement Regulations of the Hotel Business Act in the form of a request to the Hotel for which the burden involved in the implementation thereof is onerous and which may significantly impede the provision of accommodation services to other guests.

2. In the case when the Hotel has cancelled an Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not be entitled to charge the Guest for any of the services in the future during the contractual period which he or she has not received.

Explanation of Termination of Accommodation Contract

Article 10.

The Guest may request the Hotel to explain the reason(s) when the Hotel has cancelled the Accommodation Contract pursuant to the preceding article.

Article 11.

1. The Guest shall register the following particulars at the front desk of the Hotel on the day of his or her accommodation:

(1) Name, address and contact information of the Guest(s).

(2) In the case of a foreigner who does not have a domicile in Japan, his or her nationality, passport number, port and date of entry in Japan (passport copy or scanned copy);

(3) Date and estimated time of departure; and

(4) Other particulars deemed necessary by the Hotel.

2. In the case where the Guest intends to pay his or her charges prescribed in Article 12 by any means other than Japanese currency, such as coupons, accommodation vouchers, or credit cards, accepted by the Hotel, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

Occupancy Hours of Guestroom

Article 12.

1. Guests are requested to confirm with the front desk the hours during which they may occupy the guestrooms.

2. Notwithstanding the provisions prescribed in the preceding Paragraph, the Hotel may permit the Guest to occupy the contracted guestroom beyond the occupancy hours. In this case, the following extra charges must be paid:

(1) Extended until 3:00 PM: 25% of the basic room charge;

(2) Until 6:00 PM: 50% of the basic room charge;

(3) After 6:00 PM: 100% of the basic room charge.

Observance of Hotel Rules of Use, Etc.

Article 13.

The Guest shall observe the Rules of Use and Other Regulations separately stipulated by the Hotel when in the Hotel.

Business Hours

Article 14.

The business hours for the Hotel's main facilities are as follows, and detailed business hours of other facilities shall be notified on the website, and at subject locations, etc.:

(1) Business hours of front desk, cashier, etc.

(a) Curfew: No curfew;

The main entrance is locked at night, so if necessary, please use the intercom to enter the building;

(b) Front desk service: 24 hours.

(2) Business hours for food and beverages (facilities): Information will be posted on the website, TV information, and at subject locations.

(3) Business hours in the preceding Items are subject to temporary changes due to unavoidable causes on the Hotel's part. In such cases, the Guest shall be informed by appropriate means.

Payment of Charges

Article 15.

1. The breakdown of the total amount payable by the Guest is as listed in Attached Table No.1.

2. The total amount payable as stated in the preceding Paragraph shall be paid with Japanese currency or by any means other than Japanese currency, such as coupons, accommodation vouchers, or credit cards recognized by the Hotel, at the front desk at the time of the Guest's arrival or departure, or upon request by the Hotel.

3. The total amount payable shall be paid even if the Guest voluntarily chooses not to utilize the accommodation facilities that are provided for him or her by the Hotel and are at his or her disposal.

Liability of the Hotel

Article 16.

1. The Hotel shall compensate the Guest for damages up to the amount of ¥150,000, if the Hotel has caused such damage to the Guest in the fulfilling or failing to fulfill the Accommodation Contract and/or related agreements, except in the case of willful misconduct or gross negligence on the part of the Hotel, provided, however, that the same shall not apply in cases where such damage has been caused due to reasons for which the Hotel is not liable.

2. The Hotel is covered by hotel liability insurance for fire and/or other possible disasters.

Handling When Unable to Provide Contracted Rooms

Article 17.

1. When the Hotel is unable to provide the contracted rooms, it shall arrange accommodation of the same standard elsewhere for the Guest, insofar as practicable and with the Guest's consent.
2. Notwithstanding the provisions of the preceding Paragraph, if it is not possible to arrange other accommodation, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges, and such compensation fee shall be applied to the compensation payable. However, the Hotel shall not pay a compensation fee to the Guest, if the Hotel is unable to provide accommodation due to causes for which the Hotel is not liable.

Handling of Deposited Articles, Etc.

Article 18.

1. The Hotel shall compensate the Guest for damages suffered in the event of any loss, breakage, or other damage being caused to the goods, cash, or valuables deposited by the Guest at the front desk, except in the cases where such damage, etc., has occurred due to force majeure events, provided, however, that for cash and valuables, when the Guest has failed to report their kind and value despite the Hotel's request for them, the Hotel shall compensate the Guest up to the limit of ¥150,000.
2. The Hotel shall compensate the Guest for damages suffered in the event of any loss, breakage, or other damage being caused, through willful intention or negligence on the Hotel's part, to the goods, cash, or valuables which are brought onto the premises of the Hotel by the Guest but are not deposited at the front desk; provided, however, that for articles whose kind and value have not been reported in advance by the Guest, the Hotel shall compensate the Guest up to the limit of ¥150,000, except in the cases where such damage has occurred due to the willful intention or by gross negligence on the Hotel's part.

Custody of Baggage and/or Belongings of the Guest

Article 19.

1. When the Guest's baggage is brought into the Hotel before arrival, the Hotel shall be liable to keep it only in the case where such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the front desk at the time of check-in.
2. When the baggage and/or belongings of the Guest are found left behind after his or her checkout, the Hotel shall keep such items for seven days, including the day they are found, and then deliver them to the nearest police station.

In the case of minor items (daily household goods, etc.) deemed to have been abandoned by the Guest, the Hotel shall keep them for three months, including the day they were found, and then dispose of them. In the case when the articles left behind are food or items that are difficult to keep and manage, they may be disposed of.

3. The Hotel's liability in regard to the custody of the Guest's baggage and/or belongings in the case of the preceding two Paragraphs shall be assumed to 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 preceding Article in the case of the preceding Paragraph.

Liability Related to Parking

Article 20.

The Hotel shall not be liable for the custody of the Guest's vehicle when he or she utilizes the parking facilities within the premises of the Hotel or a contracted parking space, as it shall be regarded that the Hotel simply offers the space for parking, regardless of whether or not the key to the vehicle has been deposited with the Hotel; provided, however, that the Hotel shall compensate the Guest for any damage caused through any willful intention or negligence on the Hotel's part in regard to the management of the parking facilities.

Liability of the Guest

Article 21.

The Guest shall compensate the Hotel for any damage caused through any willful intention or negligence on the Guest's part.

Personal Information

Article 22.

The Hotel will handle personal information provided by the Guest appropriately in accordance with the Hotel's privacy policy.

Revisions to Terms and Conditions

Article 23.

1. These Terms and Conditions fall under the standardized terms and conditions stipulated in Article 548-2, Paragraph 1 of the Civil Code, and the Hotel may revise these Terms and Conditions at the Hotel's own discretion in the following cases:

- (1) When a revision in these Terms and Conditions is in the general interest of the Guest.
- (2) When a revision in these Terms and Conditions is not contrary to the purpose for which the agreement was made and is reasonable in light of the necessity of the revision, the reasonableness of the content after the revision, and other circumstances pertaining to the revision.

2. When the Hotel changes these Terms and Conditions in accordance with the preceding Paragraph, the Hotel shall notify the fact that these Terms and Conditions are being revised, the content of the new General Terms and Conditions and the effective date of the revision by posting a notice on the Hotel's dedicated website (<https://www.tokyuhotels.co.jp/>) at least one month prior to the effective date of the revision.

3. The Guest shall be deemed to have agreed to the revised Terms and Conditions when using the Hotel on or after the effective date of the revised Terms and Conditions.

Attached Table No. 1

Breakdown of Total Amount Payable

(Please see Article 2, Paragraph 3 and Article 12, Paragraph 1)

		Breakdown
Total amount payable by the Guest	Accommodation charges	1. Basic room charges 2. Service charges (1.0 x 10%)
	Additional charges	3. Food and beverage charges 4. Service charges (3.0 x 10%) 5. Other usage fees
	Taxes	6. Consumption tax, etc. 7. Tax on admission to the bath

Attached Table No. 2

Cancellation Charge Payable to Hotel

(Please see Article 6, Paragraph 2)

	Number of guests applied for	Date When Contract Cancellation Is Notified						
		day of arrival (Including No show)	1 day prior to arrival	2 days prior to accommodation	3 days prior to accommodation	7 days prior to accommodation	14 days prior to accommodation	1 month prior to accommodation
General	1 to 9	100%	50%	30%	20%	0%		
Groups	10 to 60	100%		50%			20%	0%
	61 or more	100%		80%			50%	20%

Note:

1. The percentage signifies the rate of cancellation charge to be multiplied by the accommodation charges (including service charges, consumption tax, etc.) at the time of reservation.
2. In case of cancellation of an accommodation package, for which a separate penalty fee has been set, the cancellation charge will be calculated based on the displayed amount.
3. When the number of days contracted is shortened, a cancellation charge for the first day shall be paid by the Guest, regardless of the number of days shortened.
4. When part of a booking for a group of ten or more guests is cancelled, the cancellation charge shall not be charged for the number of guests equivalent to 10% of the total number of guests as of 10 days prior to the occupancy (when accepted less than 10 days prior to the occupancy, as of the date) with any fractions to be counted as a whole number.
5. Cancellation of an Accommodation Contract made through travel agencies shall be in accordance with the regulations of the travel agencies.