

Terms and Conditions for Accommodation Contracts

(Scope of Application)

Article1.

Contract for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided for herein shall be governed by laws and regulations and / or generally accepted practices.

2. In the case when the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, notwithstanding the preceding paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

(Application for Accommodation Contracts)

Article2.

A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:

- (1) Name of the Guest (s);
 - (2) Date of accommodation and estimated time of arrival;
 - (3) Accommodation Charges
 - (4) Other particulars deemed necessary by the Hotel.
2. In the case when the Guest requests, during his stay, extension of the accommodation beyond the date in subparagraph (2) of the preceding paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

(Conclusion of Accommodation Contracts, etc.)

Article3.

A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article.

2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding paragraph, there is some possibility that the Guest is requested to pay an accommodation deposit fixed by the Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (an equivalent of three-day Accommodation Charges) by date specified by the Hotel.
3. The deposit shall be first used for the Total Accommodation Charges to paid by the Guest, then secondly for the cancellation charges, under Article 6 and thirdly for the reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12.

(Special Contracts Requiring No Accommodation Deposit)

Article4.

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

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

(Refusal of Accommodation Contracts)

Article5.

The Hotel may not accept the conclusion of an Accommodation Contract under any of the following cases:

- (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions;
- (2) When the Hotel is fully booked and no room is available;
- (3) When the Guest seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or act against the public order or good morals in regard to his accommodation;
- (4) When the Guest seeking accommodation is a member of an organized crime group designated under "the Law on the Prevention of Irregularities by Gangsters" or any person related to such a gang or any other anti-social forces;
- (5) When the Guest seeking accommodation is a corporate entity or other group, the business activities of which are controlled by an organized crime group or such a gang;
- (6) When the Guest seeking accommodation is a corporate entity, any director of which is regarded to be a member of a gang;
- (7) When the Guest seeking accommodation has conducted himself / herself in a manner which would cause significant inconveniences to other accommodating guests;
- (8) When the Guest seeking accommodation has demanded, to accommodation facilities or accommodation facilities staff (employees), overbearing unjust acts such as violence, threat or blackmail, or has requested the Hotel to assume an unreasonable burden, or proven to have conducted himself / herself in a similar manner in the past;
- (9) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease;
- (10) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and / or other unavoidable causes.

(Right to Cancel Accommodation Contracts by the Guest)

Article6.

The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.

2. In the case when the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the Attached Table. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the Guest.
3. In the case when the Guest does not appear by 8 p.m. of the accommodation date (2 hours after the expected time of arrival if the Hotel is notified of it) without an advance notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

(Right to Cancel Accommodation Contract by the Hotel)

Article7.

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

- (1) When the Guest is deemed liable to conduct and / or has conducted himself in a manner that will contravene the laws or act against the public order and good morals in regard to his accommodation;
 - (2) When the Guest can be clearly detected as carrying an infectious disease;
 - (3) When the Hotel is unable to provide accommodation due to natural calamities and / or other causes of major force;
 - (4) When the Guest has proven to be a member of an organized crime group designated under "the Law on the Prevention of Irregularities by Gangsters" or any person related to such a gang or any other anti-social forces;
 - (5) When the Guest has proven to be a member of corporate entity or other group the business activities of which are controlled by an organized crime group or such a gang;
 - (6) When the Guest has proven to be a member of corporate entity, any director of which is regarded to be a member of a gang;
 - (7) When the Guest has made any conduct which would cause significant inconveniences to other accommodating guest;
 - (8) When the Guest has demanded, to accommodation facilities or accommodation facilities staff (employees), overbearing unjust acts such as violence, threat or blackmail, or has requested the Hotel to assume an unreasonable burden, or has proven to have made a similar conducted in the past;
 - (9) When the Guest has not followed "the Terms and Conditions for Accommodation Contracts" provided by the Hotel;
 - (10) When the Guest does not observe prohibited actions such as smoking in bed, mischief to the fire-fighting facilities and other prohibitions of the House Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid the causing of fires).
2. In the case when the Hotel has cancelled the 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 has not received.

(Registration)

Article8.

The Guest shall register the following particulars at the front desk of the Hotel on the day of accommodation:

- (1) Name, age, sex, address and occupation of the Guest (s);
 - (2) Except Japanese, nationality, passport number, port and date of entry in Japan;
 - (3) Date and estimated time of departure; and
 - (4) Other particulars deemed necessary by the Hotel.
2. In the case when the Guest intends to pay his Accommodation Charges prescribed in Article 12 by any means other than Japanese currency, such as, coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding paragraph.

(Occupancy Hours of Guest Rooms)

Article9.

The Guest is entitled to occupy the contracted guest room of the Hotel from 3:00 p.m. to Noon the next day. However, in the case when the Guest is accommodated consecutively, the Guest may occupy it all day long, except for the days of arrival and departure.

2. The Hotel may, notwithstanding the provisions prescribed in the preceding paragraph, permit the Guest to occupy the room beyond the time prescribed in the same paragraph. In this case, extra charges shall be paid as follows:
 - (1) Up to 4 hours: one third of the room charge
 - (2) Up to 6 hours: one half of the room charge
 - (3) More than 6 hours: room charge in full

(Observance of House Regulations)

Article10.

The Guest shall observe the House Regulations established by the Hotel, which are posted within the premises of the Hotel.

(Business Hours)

Article11.

The business hours of the main facilities, etc. shall be notified in detail by brochures as provided, notices displayed in each place, service directories in guest rooms and others.

(Payment of Accommodation Charges)

Article 12.

The breakdown and method of calculation of the Accommodation Charges, etc. that the Guest shall pay is as listed in the Hotel tariff and <http://www.kajimanomori.co.jp/guestroom/index.html>.

2. Accommodation Charges, etc. as stated in the preceding paragraph shall be paid with Japanese currency or by any means other than Japanese currency such as coupons or credit cards recognized by the Hotel at the front cashier's desk at the time of the departure of the Guest or upon request by the Hotel.
3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provide for him by the Hotel and are at his disposal.

(Liabilities of the Hotel)

Article13.

The Hotel shall compensate the Guest for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and / or related agreements. However, 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 in order to deal with unexpected fire and / or other disasters.

(Handling When Unable to Provide Contracted Rooms)

Article14.

The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard else-where for the Guest insofar as practicable with the consent of the Guest.

2. When arrangement of other accommodation cannot be made notwithstanding the provisions of the preceding paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

(Handling of Deposited Articles)

Article15.

The Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused to the goods, cash or valuables deposited at the front cashier's desk by the Guest, except in the case when this has occurred due to causes of major force.

2. The Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused, through intention or negligence on the part of the Hotel, to the goods, cash or valuables which are brought into the premises of the Hotel by the Guest but are not deposited at the front cashier's desk. However, for articles of which the kind and value has not been reported in advance by the Guest, the Hotel shall compensate the Guest within the limits of 100,000 yen, except in case where loss or damage was caused intentionally or by gross negligence on the part of the Hotel.

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

Article 16.

When the baggage of the Guest is brought into the Hotel before his arrival, the Hotel shall be liable to keep it only in the case when 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 his check-in.

2. When the baggage or belongings of the Guest is found left after his / her check-out, the Hotel shall wait the inquiry of the Guest about the articles and follow the instruction of the Guest. The Hotel shall keep the articles left for six months when no instruction is given to the Hotel by the owner or when the ownership is not confirmed.
3. The Hotel shall conform laws and regulations about the articles left of the Guest.

(Liability in Regard to Parking)

Article17.

The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot within the premises of the Hotel, as is shall be regarded that the Hotel simply offers the space for parking, whether the key of the vehicle has been deposited to the Hotel or not. However, the Hotel shall compensate the Guest for the damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

(Liability of the Guest)

Article18.

The Guest shall compensate the Hotel for the damage caused through intention or negligence on the part of the Guest.

(Waiver for Computer Communication Service)

Article19.

Please be informed that we are not responsible for any possible damage that may be caused by a system failure or for other reasons while the computer communication services are being used. In addition, the guest may be required to compensate the Hotel and a third party for any possible damage caused by acts that we judge to be an inappropriate use of our computer communication system.

Attached Table

Cancellation Charge for Hotels (Ref. Paragraph 2 of Article 6)

	Individual 1 to 15	Individual 16 and more
No Show	100%	100%
Accommodation day	80%	80%
1 Day Prior to Accommodation Day	50%	50%
2 Days Prior to Accommodation Day	20%	20%
7 Days Prior to Accommodation Day	20%	20%
14 Days Prior to Accommodation Day	20%	20%
21 Days Prior to Accommodation Day		20%

1. The percentage signifies the rate of cancellation charge to the Basic Accommodation Charges.
2. When the number of the days contracted is shortened, cancellation charge for its first day shall be paid by the Guest regardless of the number of days shortened.

House Regulations

To ensure our Guests a safe and pleasant stay, Hotel Kajima no Mori has established the following House Regulations in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts. In the event a Guest fails to observe these House Regulations, Hotel Kajima no Mori may choose not to permit further use by the Guest of the Guest's Hotel room and other facilities in the Hotel, pursuant to Article 7 of the Terms and Conditions for Accommodation Contracts. Guests may be held liable for damage in the event of an accident arising from neglect of these regulations.

1. USE OF GUEST ROOMS AND OTHER HOTEL FACILITIES

- (1) Please see the map of emergency escape routes from your room on the room desk.
- (2) Persons not registered for accommodation must refrain from staying overnight in the Guest's Hotel room.
- (3) The Hotel may refuse accommodations to minors unaccompanied by parents, relatives or other legal guardians, or unless written permission is received from parents or guardians permitting such stays. The Hotel may also refuse accommodation to persons who lack the capacity to reason due to mental impairment or temporary disturbance, or who are deemed to potentially affect the safety and comfort of other Guests in the Hotel.

2. GUEST ROOM KEYS

- (1) When leaving your room, please make sure the door is locked.
- (2) When signing for bills at the Hotel restaurants and bars, please show your Key Holder.
- (3) Please use the door latch whenever you are in your room.
- (4) When checking out of the Hotel, please be sure to return your room key to the Front Desk.

3. VISITORS

- (1) Please receive your visitors in the Lobby during night time.
- (2) Please answer a knock at the door with the door latch attached or after checking through the peephole. Notify the Front Desk (Dial 7) of any suspicious persons.

4. GUEST ROOMS

- (1) Please do not use inflammables for cooking or the like, candles, etc., in the guest room or the corridors without the consent of the Hotel. Cooking in the guest rooms is strictly prohibited.
- (2) Please refrain from smoking in places that may easily catch fire, especially in bed.
- (3) Please do not use guest rooms for business activities or private parties, as offices or for any purposes other than accommodation use, without the consent of the Hotel.
- (4) Please do not rearrange guest room furnishings, or install or remodel the room's fixtures, without the consent of the Hotel.
- (5) Please do not remove small furnishings or items from the guest rooms.
- (6) Please do not place the items in the window that may detract from the appearance of the Hotel.

5. VALUABLES

Please deposit your cash, securities, jewelry and other valuables in a safety deposit box available at the Front Desk.

6. UNCLAIMED ARTICLES

Unclaimed articles, unless otherwise specified, shall be held for the periods detailed below. Articles which remain unclaimed after these periods shall be treated, in accordance with the law, as items the owner has no interest in receiving.

- (1) Items left at the Front Desk by non-staying guests: 1 month
- (2) Items left in the Cloakroom: 1 month

7. LOST AND FOUND

Any item that is found shall be kept at the Hotel for 6 months and the Hotel shall conform laws and regulations about the articles left of the Guest.

8. USE OF THE PARKING LOT

- (1) Please do not leave any valuables or other items inside your car while it is parked. The Hotel cannot accept responsibility for the loss or theft of any such articles while your car is parked.
- (2) Staying guests may use the Hotel parking lot free of charge.
- (3) Please understand that the Hotel staff may not move your car on your behalf.

9. PAYMENT

- (1) Payment of charges incurred in during use of the Hotel shall be settled with cash, coupons, accommodation certificates, credit cards or a means accepted by the Hotel in place of such.
- (2) Please understand that a deposit may be requested upon your arrival at the Hotel.
- (3) You may be requested to settle your account at some point during your stay. If so, please make payment at that time. A Guest failing to make payment when requested by the Hotel may be required to vacate his or her room.
- (4) In circumstances where a party other than the staying guest is to make payment for charges incurred by the Guest and payment is not made by determined date, the Hotel

shall request payment directly from the Guest.

- (5) Since, a 10% service charge is added to your bill in addition to taxes required by law, it is our policy to decline tips and other gratuities.

10. Please refrain from such activity as described below that may cause a nuisance to other guests of the Hotel.

- (1) Bringing dogs, cats, birds or other animals or pets into the Hotel.
- (2) Bringing explosives or inflammable substances into the Hotel.
- (3) Bringing potentially noxious or harmful substances into the Hotel.
- (4) Bringing into the Hotel any other items which possession of is prohibited by law.
- (5) Gambling, coercive, speech or conduct, behavior corrupting of public morals, or behavior, speech or conduct (including loud noises) that other guests may find abhorrent or that may cause a nuisance to other guests.
- (6) Leaving your guest room attired in yukata (the Japanese dressing gown), slippers and the like.
- (7) Rearrangement of hotel furnishing or their use for other than their intended purpose.
- (8) Distribution of advertising or publicity literature, sales of goods, soliciting or other such activity within the Hotel.

11. Please cooperate with economies of electricity and water for the preservation of natural resources.