

Rules of using our facility

In order to ensure safety and a pleasant experience to our guests staying at the hotel, we ask all guests to follow the below rules as according to accommodation clause no. 10. If any guest is unable to follow the below rules, we may refuse our service and cancel any agreement regarding his or her stay, according to accommodation clause no. 7.

1. All guest rooms are non-smoking only (East wing since July 1st,2018, West wing since June 1st, 2019).

When smoking is found out in a guest room, 30,000Yen fine will be charged to the guests. Also, if any furniture, bedding, or any other items in the guest room is found to be damaged or harmed due to smoking, the guest of the said room will be charged a damage fee no matter the intention, even if it were accidental.

2. Please refrain from smoking outside the hotel's smoking area, especially in hallways, the lobby, as well as places with many inflammables.

3. Please do not use any kind of fire/gas equipment inside the hotel for either cooking or heating purposes.

4. All guest room doors are manually-operated. Always check the lock on the door when leaving the guest room to ensure it's locked.

5. All lost items and articles will be disposed of after 3-month keeping period. Valuables such as cash, securities, and jewelry will be handled according to their corresponding laws.

6. For storing valuables such as cash and jewelry, please use the private safe installed in every guest room. Please note that the hotel is not responsible for the loss or damage of valuables that were not stored in the private safe.

7. We do not accept advancing of money of any kind for any reason (such as money for grocery shopping, purchasing tickets, taxi fare, postage, and so on).

8. If you are reserving a room on the day of your arrival, we may charge a room deposit fee the same day.

9. If you are staying over 5 nights, we may ask you to pay before you check out.

10. If you are paying for your purchases at the hotel's shop, restaurant, or the massage, please make sure to show your room key to us.
11. As for payments, please pay at the front desk using cash, coupons, or credit card. We do not accept checks or traveler's checks and do not offer money changing.
12. Please do not bring any of the following inside the hotel:
 - (1) Any kind of pet or animals (except small-size dogs, cats, the mammals, reptiles, birds, etc.)

Regardless of the above statement, helper dogs that accompany visibly or acoustically handicapped people are allowed inside the hotel. Items that may cause stench or bad odor
 - (2) Items in particularly large quantities
 - (3) Gunpowder, gasoline, and other highly inflammable items
 - (4) Guns, swords
 - (5) And other items that may pose a threat to other guests' safety
13. Please do not move facilities and furniture inside the hotel without notifying the staff first.
14. Damaging or harming any of the hotel's items, facilities, or furniture may result in a damage charge, unless caused by an accident.
15. Please do not use the hotel's guest room for any purpose other than lodging.
16. Do not enter the areas (or ask entrance to areas) that are off-limits or are not open for business inside the hotel without authorization.
17. We do not allow guests bringing their own food to the hotel's restaurant, banquet hall, and cafeteria (this includes foods bought inside the hotel as well). Guests will be charged an extra fee if found to have brought in his or her own food items.
18. We ask people with tattoos to refrain from using the hotel's public bath.

19. Please do not solicit, advertise, or hand out items inside the hotel.
20. Please do not leave your belongings in the hotel's lobby or hallway.
21. Please do not display anything that would harm the hotel's outside appearance on your windows.
22. Please do not invite private guests to the hotel. If you must do so, please see your guest in the hotel's lobby located on the first floor exclusively.
23. We do not allow minors to stay at the hotel without the permission of their parents.
24. Photos taken inside the hotel may not be used for commercial purposes, and may be subject to legal action if found being used for such purposes.
25. We will refuse service to guests under sections 3 and 5 of accommodation clause no. 5, and sections 1, and 4 under accommodation clause no. 7, if found to be the following:
 - (1) If the person is found to be involved with or associated to any anti-governmental organizations (including gang members, radical anti-government groups and the associates thereof).
 - (2) If the person demands unreasonable services by means of violence, threats, intimidation, and more (any previous perpetrators will be refused service in the same manner).
 - (3) If the person is found to be heavily suffering from disabilities and is subject to fits due to medication or to have any other condition that may cause anxiety or fear in other guests.
 - (4) If the person is found to be loud in the guest room and to be causing displeasure to other guests in any way.
 - (5) If the person is found to be engaging in gambling inside the hotel or doing anything that is not acceptable by law or by public order and standards of decency.
 - (6) If the person is found to be doing anything that would mount to or match the above conditions.
26. If the guest is found to be part of a gang, criminal organization, or associated with any kind of anti-governmental activities that may disrupt the peace of society, we may immediately evict the guest from his or her room even after we've received payment.

27. Although this list of rules is available in both Japanese and English (translated), the Japanese edition will be followed when there is any difference in content between the two editions.

28. Any dispute regarding this list of rules is to follow the municipal laws of Japan that specialize in the region in which the hotel is located.