

Accommodation Terms and Conditions

Article 1. Scope of Application

1. Accommodation agreements and any related agreements entered into between Katsuraya Ryokan (hereinafter referred to as “the Facility”) and guests shall be governed by these Terms and Conditions. Matters not stipulated herein shall be governed by applicable laws and regulations or generally established practices.
 2. Notwithstanding the preceding paragraph, where the Facility agrees to special provisions that do not violate applicable laws, regulations, or generally accepted practices, such special provisions shall take precedence over these Terms and Conditions.
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Article 2. Application for Accommodation

1. Any person wishing to apply for an accommodation agreement with the Facility shall provide the following information:
 - (1) Name of the guest
 - (2) Date of stay and estimated arrival time
 - (3) Mobile telephone number and email address at which the guest can be contacted on the day of arrival
 - (4) Accommodation fees
 - (5) Any other information deemed necessary by the Facility
 2. If a guest requests an extension of their stay beyond the originally agreed departure date during their stay, the Facility shall treat such request as a new application for an accommodation agreement made at the time of the request.
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Article 3. Formation of the Accommodation Agreement

1. An accommodation agreement shall be deemed to have been concluded when the Facility accepts the application referred to in the preceding Article. However, this shall not apply if the Facility can demonstrate that it did not accept the application.
2. Once an accommodation agreement has been concluded pursuant to the preceding paragraph, the guest shall pay the accommodation fee, cleaning fee, and applicable

accommodation tax by the date specified by the Facility, regardless of the length of the stay.

3. Any deposit or advance payment made by the guest shall first be applied toward the accommodation fees ultimately payable by the guest. If circumstances arise requiring the application of Articles 6 or 18, such payment shall be applied first to any cancellation charges and then to compensation for damages. Any remaining balance shall be refunded when payment under Article 12 is made.
 4. If the guest fails to pay the deposit or advance payment by the date specified by the Facility, the accommodation agreement shall cease to be effective.
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Article 4. Special Provision Waiving the Requirement for an Advance Payment

1. Notwithstanding Article 3, Paragraph 2, the Facility may agree, after conclusion of an accommodation agreement, to waive the requirement for an advance payment.
 2. If, when accepting an accommodation application, the Facility does not request an advance payment or does not specify a payment deadline for such advance payment, the Facility shall be deemed to have agreed to the special provision described in the preceding paragraph.
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Article 5. Refusal to Conclude an Accommodation Agreement

The Facility may refuse to conclude an accommodation agreement in any of the following circumstances:

1. The application for accommodation does not comply with these Terms and Conditions.
2. The applicant refuses to complete the advance online registration required for the guest register.
3. No room is available due to full occupancy.
4. The Facility determines that the applicant is likely to engage in conduct relating to their stay that violates laws or regulations, public order, or generally accepted standards of decency.
5. The Facility determines that the applicant falls under any of the following categories:
 - (a) An organized crime group as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), a member of such an organization, an associate member, a person associated with such an organization, or any other antisocial force;

- (b) A corporation or other organization whose business activities are controlled by an organized crime group or its members;
 - (c) A corporation whose officers include a member of an organized crime group.
6. The applicant has engaged in conduct that causes significant disturbance or inconvenience to neighboring residents or other persons.
 7. The applicant is clearly recognized as suffering from a communicable disease.
 8. The applicant makes violent demands in connection with accommodation or requests an unreasonable level of burden or service beyond what is reasonably required.
 9. Accommodation cannot be provided due to a natural disaster, facility malfunction, or other unavoidable circumstances.
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Article 6. Cancellation by the Guest

1. A guest may cancel the accommodation agreement by notifying the Facility.
 2. If a guest cancels all or part of the accommodation agreement for reasons attributable to the guest, the Facility may charge a cancellation fee in accordance with Appendix 2. However, where the Facility has agreed to the special provision under Article 4, Paragraph 1, a cancellation fee may be charged only if the Facility has informed the guest, when agreeing to such special provision, of the guest's obligation to pay a cancellation fee.
 3. If a guest does not arrive by 8:00 p.m. on the scheduled arrival date without contacting the Facility, or, where an estimated arrival time has been provided in advance, within two hours after that time, the Facility may deem the accommodation agreement to have been cancelled by the guest.
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Article 7. Cancellation by the Facility

1. Even where an accommodation agreement has been concluded pursuant to Article 3, Paragraph 1, the Facility may cancel the accommodation agreement if any of the following circumstances apply:
 - (1) The Facility determines that any of the circumstances set forth in Article 5, Items 2 through 9 applies.
 - (2) The guest has violated, or the Facility determines is likely to violate, the Rules of Use stipulated in Article 10.

(3) The guest refuses to register for the online guest register required by the Facility or is found to have provided false information.

(4) There is any other legitimate reason for cancellation.

2. If the Facility cancels an accommodation agreement pursuant to the preceding paragraph, the guest will not be charged for accommodation services or other services that have not yet been provided.

Article 8. Guest Registration

1. By 4:00 p.m. on the day of arrival, guests shall register the following information through the online guest registration system:

(1) Guest's name, age, address, and occupation;

(2) For foreign nationals: nationality, passport number, port/place of entry into Japan, date of entry into Japan, and an image of the guest's passport;

(3) Date of stay and estimated arrival time;

(4) Any other information deemed necessary by the Facility.

2. If a guest intends to pay the charges referred to in Article 12 using traveler's checks, accommodation vouchers, credit cards, or other non-cash payment methods accepted by the Facility, such payment method must be presented or registered in advance at the time of guest registration.

Article 9. Room Usage Hours

1. Guests may use their rooms from 4:00 p.m. on the day of arrival until 10:00 a.m. the following day.

However, for consecutive stays, rooms may be used throughout the day on days other than the arrival and departure dates.

2. Notwithstanding the preceding paragraph, the Facility may permit use of the room outside the specified hours. In such cases, an additional fee designated by the Facility will apply.

Article 10. Compliance with the Rules of Use

1. Guests shall comply with the Rules of Use established and displayed by the Facility while on the premises.

2. Guests shall use the buildings, guest rooms, furniture, fixtures, equipment, and other facilities of the Facility with due care.
3. If any building, guest room, furniture, fixture, equipment, or other property is damaged, soiled, or lost due to the intentional or negligent actions of a guest, the Facility may charge the guest the actual costs incurred, including repair costs, replacement costs, special cleaning costs, and any other related expenses.

Dirt, odors, damage, or other conditions that cannot be removed through ordinary cleaning may be subject to special cleaning or repair charges.

4. If, as a result of the circumstances described in the preceding paragraph, the room cannot be offered for sale for a certain period, the Facility may charge reasonable compensation for the resulting loss.
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Article 11. Business Hours

The Facility's business hours are as follows. These hours may be temporarily changed when necessary. In such cases, guests will be notified by an appropriate method.

- Business Hours: 3:00 p.m. –
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Article 12. Payment of Charges

1. The breakdown and calculation method of accommodation fees and other charges payable by guests are set forth in Appendix 1.
 2. Payment of the accommodation fees and other charges shall generally be made online or by bank transfer, either at the time of booking or when requested by the Facility. Payment may also be made in cash or by traveler's checks, accommodation vouchers, credit cards, or other payment methods approved by the Facility.
 3. Once the Facility has made the guest room available for use, the accommodation fee remains payable even if the guest voluntarily chooses not to stay in the room.
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Article 13. Responsibility of the Facility

1. If the Facility causes damage to a guest through the performance of, or failure to perform, the accommodation agreement or any related agreement, the Facility shall compensate the guest for such damage. However, this shall not apply where the damage is caused by circumstances not attributable to the Facility.

2. The Facility maintains liability insurance for accommodation facilities in order to respond to unforeseen incidents such as fire.
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Article 14. Handling When the Contracted Room Cannot Be Provided

1. If the Facility is unable to provide the room reserved by the guest, the Facility shall, with the guest's consent, arrange alternative accommodation at another facility under conditions as similar as reasonably possible.
 2. If the Facility is unable to arrange alternative accommodation notwithstanding the preceding paragraph, the Facility shall pay the guest compensation equivalent to the applicable cancellation charge. Such compensation shall be applied toward compensation for damages. However, if the inability to provide the room is due to circumstances not attributable to the Facility, no compensation shall be payable.
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Article 15. Handling of Property, Cash, and Valuables

Guests shall be responsible for the management of any belongings, cash, and valuables brought onto the premises. The Facility shall not be liable for any loss, damage, or other harm to such property.

However, where the Facility is found to have acted intentionally or with gross negligence, the Facility shall compensate the guest for the resulting damage up to a maximum amount of JPY 150,000.

Article 16. Handling of Guest Luggage and Personal Belongings

1. If a guest sends luggage to the Facility by courier or other delivery service, the Facility will not accept or receive such luggage on behalf of the guest. The Facility shall not be responsible for shipping costs incurred as a result of returned or forwarded luggage that could not be received.
2. If a guest's luggage or personal belongings are left behind at the Facility after checkout, the Facility will, in principle, wait for the owner to contact the Facility and provide instructions regarding the handling of such items. If the owner does not contact the Facility or provide instructions, the items will be disposed of one month after they are found. Food and beverages, tobacco, magazines, damp fabric items, and similar items will be disposed of on the day following discovery.

3. The Facility's liability regarding the custody of guest luggage or personal belongings under the preceding two paragraphs shall be governed by Article 15 for cases under Paragraph 1 and by Paragraph 2 of Article 15 for cases under Paragraph 2, respectively.
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Article 17. Responsibility for Parking

When a guest uses the Facility's parking area, the Facility is providing a parking space only and does not assume responsibility for the management or security of the vehicle.

However, if damage occurs due to the intentional or negligent actions of the Facility in managing the parking area, the Facility shall be liable for such damage.

Article 18. Guest Responsibility

If the Facility suffers damage due to the intentional or negligent actions of a guest, the guest shall compensate the Facility for such damage.

Article 19. Disclaimer

Guests use internet communication services provided at the Facility at their own responsibility.

The Facility shall not be liable for any damage suffered by a guest as a result of an interruption of internet services caused by system failure or any other reason.

If the Facility or a third party suffers damage as a result of any act relating to the use of internet communication services that the Facility considers inappropriate, the guest shall be responsible for compensating such damage.

Article 20. Handling of Personal Information

The Facility shall strictly comply with all applicable laws, regulations, contracts, and other standards concerning the protection of personal information.

As a general rule, the Facility shall not disclose or provide personal information to third parties.

Where disclosure or provision is required or permitted, it shall be carried out appropriately in accordance with applicable laws and regulations.

Article 21. Jurisdiction and Governing Law

Any and all disputes arising from or relating to an accommodation agreement governed by these Terms and Conditions or any related agreement shall be resolved in accordance with the laws of Japan by a court in Japan having jurisdiction over the location of the company operating the Facility.

Appendix 1

Breakdown of Accommodation Charges

(Related to Article 2, Paragraph 1; Article 3, Paragraph 2; and Article 12, Paragraph 1)

Total Amount Payable by the Guest

Accommodation Fee

1. Accommodation fee: The rate displayed on each applicable booking website.

Additional Charges

2. Cleaning fees and other usage fees not included in the accommodation fee.

Taxes

3. Consumption tax.

Note: If tax laws or regulations are amended, the amended provisions shall apply.

Appendix 2

Cancellation Charges

(Related to Article 6, Paragraph 2)

Notice of Cancellation No-show / No Contact On the Day One Day Before

Cancellation Charge	100%	100%	20%
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1. The percentage (%) represents the cancellation charge as a percentage of the basic accommodation fee.
 2. If the number of contracted nights is reduced, the cancellation charge equivalent to one night's accommodation fee (the first night) shall be collected, regardless of the number of nights reduced.
 3. Where separate arrangements have been made for certain accommodation packages organized by the Facility, group bookings, or other special arrangements, those arrangements shall apply.
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RULES OF USE

To ensure safety and provide all guests with a comfortable stay, the Facility has established the following Rules of Use pursuant to Article 10 of the Accommodation Terms and Conditions. If these Rules of Use are not observed, the Facility may refuse accommodation or other use of the Facility pursuant to Article 7 of the Accommodation Terms and Conditions. The Facility shall not be liable for any accident, trouble, or other incident arising from a guest's failure to comply with these Rules of Use.

1. Use of Fire, Fireworks, and Electrical Appliances Generating High Heat

Except for equipment and appliances provided by the Facility, guests may not use portable heating or cooking equipment, irons, or other appliances brought onto the premises that use fire or generate high heat.

Guests must also refrain from any other activities that may cause a fire, including the use of fireworks.

2. Smoking

Smoking is strictly prohibited inside the building.

Smoking is permitted only in designated outdoor smoking areas.

If a guest smokes inside the building, the guest will be charged the actual costs of cleaning bedding and rooms, as well as any repair costs incurred.

3. Bringing in Food and Beverages

Guests are free to bring food and beverages purchased at supermarkets, convenience stores, or other establishments into the Facility and consume them in their rooms.

Guests are responsible for the proper management and storage of any food or beverages they bring onto the premises.

4. Prohibited Items

The following items are strictly prohibited from being brought onto the Facility's premises:

- Animals or birds, including pets, except assistance dogs such as guide dogs, service dogs, and hearing dogs.
- Items that emit an extremely strong or offensive odor.
- Explosives, gasoline, or other highly flammable or combustible substances.
- Firearms, swords, or other weapons that are not legally possessed.

5. Prohibited and Disturbing Conduct

Guests must observe the following rules:

- Gambling, acts that disturb public morals, or behavior that causes inconvenience or disturbance to neighbors are prohibited.
- Singing, loud conversations, playing television or speakers at excessive volume, and any other behavior that may disturb neighbors are prohibited.

- Guests must not remove, alter, modify, or otherwise misuse any equipment, fixtures, or furnishings belonging to the Facility. Actual costs will be charged for any damage, soiling, or loss.
- Guests must not take photographs, videos, live streams, or make recordings using any equipment for commercial purposes without prior permission from the Facility.
- Guests arriving by car must use the Facility's designated parking area. Illegal parking on roads in front of or near the Facility, or on property outside the Facility's premises, is prohibited.
- Even photographs or recordings made for private purposes may not be posted on the internet, social media, or other platforms for commercial purposes without prior permission from the Facility.
- Guests must not dispose of bulky waste, electrical appliances, industrial waste, or other items that would not ordinarily arise from a normal stay at the Facility anywhere on the Facility's premises.

6. Use of Guest Rooms

- Guest rooms may not be used for purposes other than accommodation.
- Guest rooms or other facilities may not be used as offices, exhibition spaces, commercial filming locations, or for any other purpose unrelated to accommodation.
- Guests must not distribute advertisements or promotional materials to other guests within the Facility.
- Only registered guests, including registered accompanying persons, may stay at the Facility. Visitors who are not registered guests may not stay overnight. If it is discovered that the number of persons staying exceeds the number registered, the Facility may charge the regular accommodation fee for the additional guests plus an applicable penalty.
- Guests under the age of 18 may not stay at the Facility without the permission of a parent or legal guardian.

7. Locking, Security, and Safety

- When leaving the Facility during your stay, please make sure that all entrance doors, windows, and other openings are securely locked.
- For safety reasons, please turn off electrical and electronic devices that you have brought with you when leaving the Facility. In particular, do not leave mobile batteries, power banks, rechargeable batteries, or devices containing rechargeable batteries unattended while charging, as this may cause a fire.
- Smoking is strictly prohibited inside the building. Smoking is permitted only in designated outdoor areas.

- Guests are responsible for taking sufficient care of their cash, valuables, and other personal belongings during their stay.

8. Lost and Forgotten Items

Lost or forgotten items will be kept by the Facility or its management operator for a certain period in accordance with Article 16 of the Accommodation Terms and Conditions.

After that period, the items will be handled in accordance with Japan's Lost Property Act and other applicable laws.

If a guest requests that a lost item be shipped, all shipping costs shall be borne by the guest.

9. Refusal of Accommodation to Organized Crime Groups and Persons Causing Serious Disturbance

The Facility will refuse accommodation and use of its premises to persons falling under the categories of organized crime groups and related persons specified in Article 5, Paragraph 1, Items 4 and 5 of the Accommodation Terms and Conditions, as well as persons whose conduct may violate public order or standards of decency.

If such circumstances are discovered after a reservation has been confirmed or during a guest's stay, the Facility may immediately terminate the guest's use of the Facility, even if the guest is already staying at the Facility.