

## Terms and Conditions of Accommodation

Revised on October 1, Reiwa 5

### Article 1 (Scope of Application)

The hotel is a guest (including day use guests and shower guests). The same applies hereinafter. Accommodation contracts and related contracts (including day-use use contracts) The same applies hereinafter. ) shall be in accordance with the provisions of these Terms and Conditions, and matters not stipulated in these Terms and Conditions shall be governed by laws and regulations or generally established customs.

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.

### Article 2 (Application for Accommodation Contract)

The Guest who intends to apply for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:

- (1) Name of Guest(s)?
- (2) Date of accommodation and estimated time of arrival
- (3) Guest's contact information
- (4) Other information deemed necessary by the Hotel

2. In the case when the Guest requests, during his stay, extension of the accommodation beyond the date as prescribed in (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

3. When the Hotel requests the submission of a list of guests containing the name, address, telephone number, etc. of the Guest, the person who has applied for accommodation shall submit it immediately, even after the Accommodation Contract has been concluded.

### Article 3 (Conclusion of Accommodation Contract, etc.)

A Contract for Accommodation shall be deemed to have been concluded when the Hotel has accepted the application as stipulated in the preceding Article. However, the same shall not apply when it has been proved that the Hotel has not accepted the request.

2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay the Accommodation Charges for

the entire period of stay pertaining to the Accommodation Contract before the commencement of accommodation or by the date specified by the Hotel.

3. When the Guest has failed to pay the Accommodation Charges prescribed in the preceding Paragraph before the commencement of accommodation or by the date as specified by the Hotel, the Hotel shall treat the Accommodation Contract as invalid.

4. If the Hotel presents an incorrect Accommodation Charge on the Internet site or provides an incorrect Accommodation Charge by telephone, and an application for an Accommodation Contract is made based on the Accommodation Charges, and the Hotel accepts, the Hotel shall pay the same. If the accommodation fee is significantly lower than the accommodation fee on the previous or subsequent due date, the accommodation contract will be deemed invalid because it is an agreement due to mistake under the Civil Code, unless the reason for the low price is indicated or informed, such as "limited", "special", "campaign", etc., and notification to that effect will be given promptly.

#### Article 4 (Refusal of Accommodation Contract)

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

- (1) When the application for accommodation does not conform to these Terms and Conditions;
- (2) When there is no room available due to full occupancy.
- (3) When there are reasons equivalent to the preceding item, such as when it is actually planned that guest rooms should be provided preferentially for disaster victims, disaster recovery personnel, etc. due to the occurrence of a disaster or other emergency.
- (4) When the person applying for accommodation or the person seeking accommodation is a member of an organized crime group, an organized crime group-related organization, or any other antisocial force as stipulated in the Act on Prevention of Unjust Acts by Organized Crime Group Members and prefectural ordinances concerning the elimination of organized crime groups, or related thereto.
- (5) 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/her accommodation;
- (6) When the Guest seeking accommodation is permitted to take photographs, sound recordings, etc. with cameras, videos, or any other equipment for business purposes without permission;
- (7) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease;

- (8) When the Guest is requested to provide services or other burdens that exceed the socially accepted scope in relation to accommodation.
- (9) When the Hotel is unable to provide accommodation due to natural disasters, malfunction of facilities, or other unavoidable reasons;
- (10) When the person seeking accommodation is a drunk person, etc., and is likely to cause trouble to other guests or interfere with the operation of the Hotel, or when he or she behaves in a manner that causes trouble to other guests or employees of the Hotel;
- (11) When only minors without parental permission are accommodating.
- (12) When the Guest has applied for accommodation for the purpose of transferring the right to stay to another person;
- (13) When other prefectural ordinances apply.

#### Article 5 (Guest's Right to Cancel Contract)

The Guest may cancel the Accommodation Contract by notifying the Hotel.

2. In the case when the Guest has cancelled the Accommodation Contract in whole or in part as pursuant to the preceding Paragraph, the Hotel is required to pay cancellation charges as listed in the attached Table No.2.

3. In the case when the Guest does not arrive at the scheduled time of arrival on the accommodation date without prior notice, the Hotel may regard the Accommodation Contract as having been cancelled by the Guest.

#### Article 6 (Right to Cancel the Hotel's Contract)

The Hotel may cancel the Accommodation Contract in the following cases:

- (1) When the Guest is a member of an organized crime group, an organized crime group-related organization, or any other antisocial force as stipulated in the Act on Prevention of Unjust Acts by Organized Crime Group Members and prefectural ordinances concerning the elimination of organized crime groups, or a related party thereof;
- (2) When the Guest engages in or is likely to engage in acts of violence, intimidation, blackmail, unreasonable demands, gambling, possession or use of drugs, firearms, swords or similar items not permitted by law, acts that cause trouble to other guests, or other acts that are offensive to laws and regulations or public order and morals;
- (3) When the Guest can be clearly detected as carrying an infectious disease;
- (4) When the Guest is requested to provide services or other burdens beyond a reasonable range in relation to the Accommodation;
- (5) When the Hotel is unable to provide accommodation due to natural disasters,

malfunction of facilities, or other unavoidable reasons;

- (6) When the Guest engages in a manner that interferes with fire prevention or fire prevention, such as smoking in bed, mischief on firefighting equipment, etc.
- (7) When taking photographs or recording in the hotel or on the premises in a manner that may cause inconvenience to commercial purposes or other guests.
- (8) When the right to stay is transferred or attempted to be transferred;
- (9) When the Accommodation Contract has been concluded through a travel agency and payment of the accommodation fee has not been confirmed by the travel agency; In addition, the case where payment of the accommodation fee has not been confirmed includes cases where the fact of payment is not confirmed on the day of payment because the next day is a holiday of the financial institution, although the payment was made by bank transfer method just before the end of the business hours of the financial institution, or by the method of bank transaction via the Internet regardless of the business hours of the financial institution.
- (10) When the User violates the Hotel's Terms of Use.
- (11) When other prefectural ordinances apply.
- (12) When the person who applied for accommodation has not immediately responded to the request of the Hotel pursuant to Paragraph 3 of Article 2;

2. In the case when the Hotel has cancelled the Accommodation Contract in accordance with the provisions of the preceding Paragraph, the Accommodation Charges shall not be refunded, except in the cases stipulated in (3) and (5) of the preceding Paragraph.

#### Article 7 (Registration of Accommodation)

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) For foreigners, nationality, passport number, port and date of entry
- (3) Date and estimated time of departure
- (4) Prior accommodation and destination
- (5) Other information deemed necessary by the Hotel

#### Article 8 (Guest Room Usage Hours)

The Guest may occupy the guest room of the Hotel from check-in time to check-out time as determined by the Hotel. If the time is separately determined by the accommodation plan, etc., it shall be in accordance with that. However, in the case when the Guest is accommodated continuously, the Guest may occupy it all day long, except for the days of arrival, departure,

and room cleaning time.

2. The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room other than the time prescribed in the same Paragraph.

In this case, the following additional charges will be charged.

(1) Every 30 minutes in excess of 1,000 yen (tax included)

(2) Over 3 hours: 100% of the full room rate

3. The Hotel may enter the guest room and take necessary measures for safety and hygiene management even during the time when the Guest is able to use the guest room as stipulated in the preceding two paragraphs.

4. Extension may be refused due to the reservation status of the hotel.

#### Article 9 (Compliance with Usage Rules)

The Guest shall observe the Rules of Use of the Hotel within the Hotel.

#### Article 10 (Business Hours)

The business hours of various facilities in the hotel will be announced through pamphlets provided in the hotel, notices in various places, information books in guest rooms, etc.

2. The business hours of the facilities, etc. set forth in the preceding paragraph may be temporarily changed if necessary. In that case, we will inform you accordingly.

#### Article 11 (Payment of Fees)

The breakdown of the Accommodation Charges, etc. to be paid by the Guest is as listed in the attached Table No.1.

2. Accommodation Charges, etc. as stated in the preceding Paragraph shall be paid at the front desk or at a place designated by the Hotel at the time of the arrival of the Guest or upon request by the Hotel, by Japan yen, coupons, credit card or payment methods approved by the Hotel.

#### Article 12 (Responsibility of the Hotel)

In the case when the Guest is caused damage due to breach of the Accommodation Contract or related contracts, or in tort, the Hotel shall compensate the Guest up to one night's accommodation charges, except as otherwise provided in these Terms and Conditions or in cases of willful misconduct or gross negligence on the part of the Hotel.

2. The Hotel has taken out the Ryokan Liability Insurance to deal with the damage referred to in the preceding paragraph, but the Guest's damage may not be compensated when the exemption under the insurance contract applies.

#### Article 13 (Handling when contracted rooms cannot be provided)

When the Hotel is unable to provide the contracted rooms, the Hotel shall treat the Accommodation Contract as invalid. However, the Hotel shall, insofar as possible, arrange accommodation of the same conditions.

2. Notwithstanding the provisions of the preceding paragraph, when arrangement of other accommodation cannot be made, the Hotel shall pay the Guest a compensation fee and use the compensation fee as listed in the attached Table No.3. However, when the Hotel is unable to provide accommodation due to reasons not attributable to the Hotel, the Hotel shall not pay the compensation fee.

#### Article 14 (Handling of Deposited Articles, etc.)

The Hotel shall compensate the Guest for damages when loss, breakage or other damage is caused to goods, valuables or cash deposited at the front desk by the Guest, except in the case when this has occurred due to force majeure. However, for items for which the type and value have not been notified in advance by the Guest, the Hotel shall compensate the Guest up to a maximum of one night's accommodation charge (or one use in the case of a day-use plan), except in cases of willful misconduct or gross negligence on the part of the Hotel.

2. The Hotel shall not be liable for any items brought into the premises of the Hotel by the Guest that have not been deposited at the front desk, even if they are lost, broken or otherwise incurred unless there is willful misconduct or gross negligence on the part of the Hotel.

#### Article 15 (Storage of Baggage and Personal belongings of the Guest)

When the baggage of the Guest arrives at the Hotel prior to his/her stay, the Hotel shall keep it only when the Hotel has been informed and acknowledged prior to his/her arrival.

2. In the event that the baggage or belongings of the Guest are found to have been left behind at the Hotel after the Guest has checked out, the Hotel shall, in principle, keep them for a period of three months including the date of discovery. Valuables must be delivered to the nearest police station after the storage period has passed. In addition, if you do not contact us by the day after check-out, the hotel will voluntarily dispose of food, drinks, magazines, etc.

3. In order to properly dispose of misplaced baggage or belongings in accordance with the nature of the contents, the Hotel may voluntarily inspect the contents of the baggage and belongings and return them to the lost person or dispose of them in accordance with the preceding paragraph as necessary, and the Guest may not object to such items. (Complies with the Lost Goods Act and the Waste Management and Public Cleansing Act)

4. The Hotel's liability for the custody of the Guest's baggage and belongings in the case of

Paragraphs 1 and 2 shall not be liable for loss, breakage or other damage incurred, except in cases of willful misconduct or gross negligence on the part of the Hotel.

#### Article 16 (Responsibility for Parking)

When the Guest uses the parking lot of the Hotel, the Hotel merely lends a parking space and shall not be liable for the custody of the vehicle, regardless of whether or not the vehicle key has been deposited. However, if the Hotel intentionally or negligently causes damage in the management of the parking lot, the Hotel shall be liable for compensation.

#### Article 17 (Responsibility of the Guest)

When the Hotel suffers damage due to the intention or negligence of the Guest, the Guest shall compensate the Hotel for the damage.

#### Article 18 (Cleaning of Guest Rooms)

1. When a guest stays in the same room for two or more consecutive nights, the guest room shall, in principle, be cleaned every three nights, except in accordance with the accommodation plan.
2. Even if the Guest requests that cleaning is not required, the Guest shall clean the guest room at least once every three nights in consideration of laws and regulations and prefectural ordinances. However, if the Hotel deems it necessary, the Guest may clean the guest room at any time.
3. The Guest shall not be able to refuse to clean the guest rooms as prescribed in the preceding paragraph.

#### Article 19 (Governing Law and Jurisdiction)

Any dispute arising out of or in connection with the Accommodation Contract between the Hotel and the Guest shall be governed by Japan Law and shall be submitted to the exclusive jurisdiction of the district court or summary court having jurisdiction over the location of the Hotel.

Attached Table No.1 Method of calculating accommodation charges (related to Article 11)

	breakdown	
Accommodation Charges	Basic Accommodation Charge	Room and service charges
	Incidental Charges	Food and beverage charges and

		other usage charges
	tax	Consumption tax, etc. Bathing tax

Note:

1. Accommodation charges are based on the price list posted in the store, pamphlets, websites, etc.

2. Only elementary school students and younger can stay in excess of the maximum number of rooms. However, the number of people may be limited depending on the size of the room.

The following extra fees will be charged.

- (1) Elementary school students in the fourth grade and above      Same as adult price
- (2) Elementary school students in the third grade and younger      1 person per bed is free of charge

(3) Preschoolers      free

3. The breakfast charge for use in accordance with the preceding paragraph will be charged as follows.

- (1) Elementary school students in the fourth grade and above      Full Price
- (2) Elementary school students in the third grade and younger      Free (however, there may be a charge depending on the store)

Attached Table No.2      Penalty (related to Article 5)

Notice of Termination Date of receipt		No-show without contact	Day	Day	2 days ago
Number of contract applicants					
general	Up to 3 people	100%	100%	20%	—

Note:

1. The percentage is the ratio of the cancellation charge to the total amount of the affiliated accommodation plan with other businesses included in the basic accommodation fee and incidental charges.

In addition, if the amount calculated in accordance with the cancellation policy established by the partner business operator exceeds the amount of the penalty calculated in accordance with the above, the amount will be collected as a penalty.

2. If the number of days contracted is shortened, regardless of the number of days shortened, a penalty will be charged only for the first day when the hotel does not stay at the hotel due to



the shortening.

3. In the event of cancellation of the contract for a part of the number of guests, a penalty calculated based on the accommodation fee for the number of persons who have canceled the contract will be charged.

Attached Table No.3 Compensation fee (related to Article 13)

Number	Day	Day	2 days ago
Up to 3 people	100%	20%	—

Note:

1. % is the ratio of the compensation fee to the base room charge.

## Hotel La Fontaine Rules of Use

In order to ensure a safe and comfortable stay for our guests, we have established the following usage rules based on Article 9 of the Accommodation Agreement, so we ask for your cooperation.

If you do not comply, we will be forced to refuse your stay or use of the various facilities in the hotel, and you may be asked to take responsibility, so please be especially careful.

### ■ Matters to be observed for fire prevention

1. Please do not bring or use firearms for heating, cooking, etc. into the hotel.
2. Do not smoke in bed, or other places that can easily cause fire.
3. Do not engage in any other actions that may cause a fire.
4. Do not touch firefighting equipment except in an emergency.
5. Matters to be observed for security purposes
6. Please make sure the door is locked when leaving the room during your stay.
7. During your stay, especially when you go to bed, please lock the door and guard the door. If there are visitors, please do not open the door carelessly. If you think you are a suspicious person, please contact the front desk immediately.
8. Please refrain from meeting visitors in your room.

### ■ About acts that you would like to stop

1. Please do not bring anything into the hotel that may disturb other guests.
2. Dogs (except assistance dogs for the disabled, such as guide dogs, hearing dogs, and service dogs), cats, small birds, and other pet animals
3. Filthy or foul-smelling items
4. Items that are easily ignited or flammable, such as gunpowder and volatile oil
5. Guns and swords that are not legally permitted to be possessed
6. Please refrain from gambling, disturbing morals or public order, or speaking or doing anything that may cause trouble to other guests in the hotel.
7. Please do not use the facilities and equipment in the hotel for any purpose other than the designated place or purpose.
8. Please do not attach foreign objects to buildings or equipment in the hotel or make any processing that changes the current situation.

9. Please do not open the windows of your room except in an emergency.
10. Please do not display items by the window that may spoil the appearance of the hotel.
11. Please do not use the guest room or lobby for any purpose other than lodging, such as an office or sales office.
12. Please do not distribute advertisements or promotional materials to other guests or sell goods in the hotel.
13. Please do not deliver or order food and beverages other than our partner stores from outside the hotel.
14. Please do not leave your belongings in the hallway or lobby.
15. Please do not leave your room with nightwear, slippers, etc.