

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

(Scope of Application)

- Article 1. Contracts 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. And 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)

- Article 2. 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 (based, in principal, on the Basic Accommodation Charges listed in the Attached Table No.1) ; and
 - (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.)

- Article 3. 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. However, the same shall not apply where it has been proved that the Hotel has not accepted the application.
2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, 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 (3 days when the period of stay exceed 3 days) by the date specified by the Hotel.
 3. The deposit shall be first used for the Total Accommodation Charges to be 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.
 4. When the Guest has failed to pay the deposit by the date as stipulated in Paragraph 2. the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.

(Special Contracts Requiring No Accommodation Deposit)

- Article 4. 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 at 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)

- Article 5. 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 can be clearly detected as carrying an infectious disease;
 - (5) When the Hotel is requested to assume an unreasonable burden in regard to his accommodation;
 - (6) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and or other unavoidable causes ;
- or
- (7) When the provisions of Article 5 of the Shizuoka Prefectural Ordinance concerning of the "Ryokan" Business Law are applicable

(Right to Cancel Accommodation Contracts by the Guest)

- Article 6. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
2. In the case when the Guest has canceled 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 canceled before the payment) , the Guest shall pay cancellation charges as listed in the Attached Table No.2. 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 canceled by the Guest.

(Right to Cancel Accommodation Contracts by the Hotel)

Article 7. The Hotel may cancel the Accommodation Contract under any of following cases:

- (1) When the Guest is deemed liable to conduct and or have 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 requested to assume an unreasonable burden in regard to his accommodation;
 - (4) When the Hotel is unable to provide accommodation due to natural calamities and or other causes of force majeure;
 - (5) When the provisions of Article 5 of the Shizuoka Prefectural Ordinance; Concerning the enforcement of the "Ryokan" Business Law are applicable.
 - (6) When the Guest does not observe prohibited actions such as smoking in bed, mischief to the fire-fighting facilities and other prohibitions of the Use 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 canceled 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)

Article 8. 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 traveler's cheques, 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)

Article 9. The Guest is entitled to occupy the contracted guest room of the Hotel from 3 p.m. to 11 a.m. the next morning. However, in the case when the Guest is accommodated continuously. 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 3 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 Use Regulations)

Article 10. The Guest shall observe the Use Regulation established by the Hotel, which are posted within the premises of the Hotel.

(Business Hours)

Article 11. The business hours of the main facilities, etc. of the Hotel are as follows, and those of other facilities, etc. shall be notified detail by brochures as provided, notices displayed in each place, service directories in guest rooms and others.

- (1) Service hours of front desk, cashier's desk, etc.
 - A. Closing time.....None
 - B. Front service.....any time
 - (2) Service hours (at facilities) for dining, drinking, etc.
 - A. WING (Breakfast 7:00 ~ 10:00) , (Last Order 9:30) , (Lunch 11:30 ~ 14:00) , (Last Order 13:30) , (Dinner 17:00 ~ 21:30) , (Last Order 20:30)
 - B. INANBA (Lunch 11:30 ~ 14:00) , (Last Order 13:30) , (Dinner 17:00 ~ 21:30) , (Last Order 20:30)
2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable causes of the Hotel. In such a case, the Guest shall be informed by appropriate means.

(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 Attached Table No.1.

- 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 traveler's cheques, coupons or credit cards recognized by the Hotel at the front desk at the time of the arrival 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 provided for him by the Hotel and are at him disposal.

(Liabilities of the Hotel)

Article 13. The Hotel shall compensate the Guests for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the non fulfillment of the Accommodation Contract and or related agreements. However, the same shall not apply in case where such damage has been caused due to reasons for which the Hotel is not liable.

- 2. Even though the Hotel has received the "PASS MARK" (Certificate of excellence of Fire Prevention Standard issued by the fire station) , furthermore, the Hotel is covered by the Hotel Liability Insurance in order to deal with unexpected fire and / or other disasters.

(Handing When unable to provide Contracted Rooms)

Article 14. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.

2. When arrangement of other accommodation can not 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.

(Handing of Deposited Articles)

Article 15. 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 desk by the Guest, except in the case when this has occurred due to causes of force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report its kind and value but the Guest has failed to do so, the Hotel shall compensate the Guest within the limits of 150,000yen.

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 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 150,000yen.

(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 check-out, and the ownership of the article is confirmed, the Hotel shall inform the owner of the article left and ask for further instructions. When no instruction is given to the Hotel by the owner or when the ownership is not confirmed, the Hotel shall keep the article for 7 days including the day it is found, and after this period, the Hotel shall turn it over to the nearest police station.
3. The Hotel's liability in regard to the custody of the Guest's baggage and belongings in the case of the preceding two Paragraphs shall be assumed 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 same Article in the case of Paragraph 2.

(Liability in regard to Parking)

Article 17. 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 it 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)

Article 18. The Guest shall compensate the Hotel for the damage caused through intention or negligence on the part to the Guest.

Rules of conduct.

IWATA GRAND HOTEL takes this opportunity to welcome you and to invite you to make full use of our facilities. Our accommodation and facilities are operated under rules similar to those of other hotels with international standards. The management requests that hotel guests kindly observe these rules and hopes that your stay with us will be enjoyable one. Hotel rules are outlined in Article 10 of Provision Governing Accommodations and are clarified for your convenience.

Guests are requested to kindly observe the following rules:

- (1) Not to use the guest room for purposes other than sleeping, eating and drinking.
 - (2) Not to order meals or drinks from outside the hotel, or bring in food or beverage, unless authorized.
 - (3) Not to use the guest room or hallway for cooking, ironing or heating.
 - (4) Not to attempt to open windows.
 - (5) Not to let your visitors use the facilities of your room and not to invite visitors to your room after 10:00 p.m.
 - (6) Not to move furniture from fixed positions within the hotel.
 - (7) Not to alter or rearrange the fixtures in the room without permission of hotel officials.
 - (8) Not to bring into the hotel items such as animals and birds, offensive smelling items, illegally-owned guns and swords, gasoline, explosives, inflammable items or bulky objects.
 - (9) Not to annoy other guests by making loud noises in your room or in the hallways.
 - (10) Not to gamble in the hotel and not to commit any offense against public decency or public order.
 - (11) Not to use hotel for soliciting business of any type unless specially authorized.
 - (12) Not to leave your belongings in the lobby or the hallway at any time.
 - (13) Minors are not allowed to stay at this hotel without the consent of their parents or guardians.
 - (14) The custody period of things received in the cloakroom and laundry will be two months from the date of receipt.
- The management wishes to thank you for your cooperation in the above matter and hopes that your stay with us will be pleasant.

Remarks of Attached Table No.1

Total amount to be paid by the guest is as follows.

		Contents	Consumption Tax
Total Amount to be paid by the Guest	Accommodation charges	(1) Accommodation Charge (Room Charge) (2) Service Charge (1) × 10% (3) Tax	(1 + 2) × 10%
	Meal Charges	(4) Meals & Drinks (or Extra Meals & Drinks) (5) Service Charge (4) × 10% (6) Tax	(4 + 5) × 10%
	Other Charges	(7) Telephone, Facsimile (8) Laundry (9) Other charges made during the guest's stay (10) Tax	(7)、(8)、(9) × 10%

Remarks of Attached Table No.1:

1. Tax charges will be clearly indicated and itemized.

Attached Table No.2

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

Contracted Number of Guests	Individual	Group	
	1 to 14	15 to 99	100 and more
Date when Cancellation of Contract Notified			
No Show	100%	100%	100%
Accommodation Day	80%	80%	100%
1 Days Prior to Accommodation Day	20%	20%	80%
9 Days Prior to Accommodation Day		10%	20%
20 Days Prior to Accommodation Day			10%

Remarks:

1. The percentages signifies the rate of cancellation charge to the Basic Accommodation Charges.
2. When the number of days contracted is shortened, cancellation charge for its first day shall be paid by the Guest regardless of the number of days shortened.
3. When part of a group booking (for 15 persons or more) is canceled, the cancellation charge shall not be charged for the number of persons equivalent to 10% of the number of persons booked as of 10 days prior to the occupancy (When accepted less than 10 days prior to the occupancy, as of the date) with fractions counted as a whole number.