

## TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

(Scope of Application)

Article1 Contracts for Accommodation and related agreements to be entered into between this Ryokan/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 Ryokan/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 Teams and Conditions.

(Application for Accommodation Contracts)

Article2 A Guest who intends to make an application for an Accommodation Contract with the Ryokan/Hotel shall notify the Ryokan/Hotel of the following particulars;

(1)Name of Guest(s);

(2)Date of accommodation and estimated time of arrival;

(3)Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in the attached Table No.1); and

(4)Other particulars deemed necessary by the Ryokan/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.

(Regarding food allergy)

We will do everything we can to make sure you have a safe meal. But some of processed foods such as eggs, milk, wheat, shrimp, crab, buckwheat and peanuts are not obligated to be labeled and we can not be confirmed.

Therefore, please note that we may not be able to prepare meals.

(Conclusion of Accommodation Contracts, etc.)

Article3 A Contract for Accommodation shall be deemed to have been concluded when the Ryokan/Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply when it has been proved that the Ryokan/Hotel has not accepted the application.

2. If the hotel presents an incorrect accommodation amount on the Internet site, or indicates an incorrect accommodation charge by phone and when you apply for an accommodation contract and the hotel accepts it, If the hotel charge is significantly lower than the room rates for the days before and after that date and unless it is indicated or informed about the reason for the low rate such as “limited”, “special”, or “campaign”, Because it is an agreement by mistake under the Civil Code, we will invalidate the accommodation fee and will promptly notify you to that effect.

3. The Ryokan/Hotel may give a confirmation phone to the contact information provided by the guest before expected date of accommodation.

4. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph 1, The guest is requested to pay an accommodation deposit fixed by the Ryokan/Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Ryokan/Hotel.

5. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest. then secondly for the cancellation charges under Article6 and thirdly for the reparations under Article18 if applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article12.

6. When the Guest has failed to pay the deposit by the date as stipulated in Paragraph 2 the Ryokan/Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case when the Guest is thus informed by the Ryokan/Hotel when the period of payment of the deposit is specified.

7. When the Guest has failed to pay the cancellation charges claimed in the past, the accommodation deposit equivalent to the next accommodation charges and the unpaid cancellation charges shall be paid when conclusion of the next reservation. Payment due date is within 3 days after conclusion of the next reservation. In case when the fee remains unpaid after the due date, the reservation shall be cancelled automatically.

(Special Contracts Requiring No Accommodation Deposit)

Article4 Notwithstanding the provisions of Paragraph2 of the preceding Article, the Ryokan/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 Ryokan/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 construed as that the Ryokan/Hotel has accepted a special contract prescribed in the preceding Paragraph.

(Request guests to provide cooperation to prevent the spread of infection in the facility)

Article 4 (2) This Ryokan/Hotel is entitled to request the cooperation as stated in article 4, paragraph 1 Hotel Business Act (Act No. 138 of 1948) to the Guest seeking accommodation.

(Refusal of Accommodation Contracts)

Article5 The Ryokan/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 Teams and Conditions;

(2)When the Ryokan/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 Ryokan/Hotel recognized that the guest who claim complaints without reasonable reasons and who will be risk of disturbing the peaceful order in our Ryokan/Hotel.

(5)When the Guest seeking accommodation is a group of a public corporation or others that a gang or a gangster influences operation

When the Guest seeking accommodation is a member of public corporation that includes any gangstar or falls under gang.

(6)When the Guest seeking accommodation does a behavior to give a remarkable nuisance to other hotel guests

(7)When the Guest seeking accommodation is a specified infectious disease patient etc. as stated in article 4-(2), paragraph 1(ii) Hotel Business Act (hereinafter referred to as “a specified infectious disease patient etc.”).

(8)When the Guest seeking accommodation perform a violent demand act or request any unreasonable burden more than rational ranges.

When the Ryokan/Hotel is requested to assume an unreasonable burden in regard to his accommodation;

However the case must be excluded when the Guest seeking accommodation requests ‘Eliminate the social barrier as stated in article 7, paragraph 2 or article 8, paragraph 2 in Act for Eliminating Discrimination against Persons with Disabilities (Act No. 65 of 2013)’.

Herein after referred to as ‘Act for Eliminating Discrimination against Persons with Disabilities’.

(9)When the Guest seeking accommodation repeatedly makes demands that have been specified by article 5 paragraph (6) The Enforcement Regulation of Hotel Business Act having the risk of imposing an excessive burden on the Ryokan/Hotel and making it extremely difficult to offer accommodation services to other guest.

(10)When the Ryokan/Hotel is unable to provide accommodation due to natural calamities, disfunction of the facilities and/or other unavoidable causes;

(11)When the provisions of Article7 of Shiga Prefectural Ordinance are applicable.

(12)When the person who applied for accommodation has applied for the purpose of own commercial purpose and did not inform to the Hotel/Ryokan.

( Explanation to Refusal of Accommodation Contracts )

Article 5 (2) The Guest seeking accommodation is entitled to request the Explanation of legitimate reasons for refusing lodging when the Ryokan/Hotel may not accept the conclusion of an Accommodation Contract in accordance with the provisions of the preceding Article.

(Right to Cancel Accommodation Contracts by the Guest)

Article6 The Guest is entitled to cancel the Accommodation Contract by so notifying the Ryokan/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 Ryokan/Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and Guest has cancelled 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 Article4 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 8p.m. of the accommodation date (2 hours after the expected time of arrival if the Ryokan/Hotel is notified of it) without an advance notice, the Ryokan/Hotel may regard the Accommodation Contract as being cancelled by the Guest.

(Right to Cancel Accommodation Contracts by the Ryokan/Hotel)

Article7 The Ryokan/Hotel may cancel the Accommodation Contract under any of the following cases;

he following cases: However, this paragraph does not mean the Ryokan/Hotel may refuse accommodation in other cases not in Article 5 of the Hotel Business Act.

(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 or good moral s in regard to his accommodation;

(2) When the Ryokan/Hotel recognized that the guest who claim complaints without reasonable reasons and who will be risk of disturbing the peaceful order in our Ryokan/Hotel.

(3) A group of a public corporation or others that a gang or a gangster influences operation

Member of public corporation that includes any gangstar or falls under gang

(4)When the guest perform a behavior to give a remarkable nuisance to other hotel guests

(5)When the guest does not obey verboten of the use rule that this building establishes

(6)When the Guest is a specified infectious disease patient etc.

(7)When the Ryokan/hotel or their stuff is performed a violent demand act or requested any unreasonable burden more than rational ranges

When the Ryokan/Hotel is requested to assume an unreasonable burden in regard to his accommodation;

(8)When the Ryokan/Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure;

(11)When the provisions of Article 7 of Shiga Prefectural Ordinance are applicable;

(12)When the Guest does not observe prohibited actions such as smoking in bed, mischief to the firefighting facilities and other prohibitions of the Use Regulations stipulated by the Ryokan/Hotel (restricted to particulars deemed necessary in order to avoid the causing of fires).

(13)When it becomes clear that Article 5 (11) will be established after the accommodation contract is concluded.

2. When the hotel cancels the accommodation rules in accordance with the provisions of the preceding paragraph(8) or (9), there is no charge for accommodation services that have not yet been provided. If the cancellation is due to other reasons, charges such as accommodation services that have not yet been provided will also need pay as a penalty fee.

( Explanation of Cancel of Accommodation Contracts )

Article 7 (2) The Guest seeking accommodation is entitled to request the Explanation of legitimate reasons for cancellation lodging when the Ryokan/Hotel may cancel accommodation in accordance with the provisions of the preceding Article. (Registration)

Article8 The Guest shall register the following particulars at the front desk of the Ryokan/Hotel on the day of accommodation:

(1)Name, age, sex, address and occupation of the Guest(s);

(2)For non-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 Ryokan/Hotel.

2. In the case when the Guest intends to pay his Accommodation Charges prescribed in Article12 by any means other than Japanese currency, such as travelers 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 the Guest Rooms)

Article9 The Guest is entitled to occupy the contracted guest room of the Ryokan/Hotel from 3p.m. to 10a.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 Ryokan/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: 30% of the equivalent in the sum to the room charge;

(2)Up to 6 hours: 60% of the equivalent in the sum to the room charge;

(3)More than 6 hours: 100% of the equivalent in the sum to the room charge.

3. The equivalent in the sum to the room charge prescribed in the preceding Paragraph shall be 70% of the Basic Accommodation Charges.

(Observance of Use Regulations)

Article10 The Guest shall observe the Use Regulations established by the Ryokan/Hotel.

(Business Hours)

Article11 The business hours of the main facilities, etc. of the Ryokan/Hotel are as follows, and those of other facilities, etc. shall be notified in 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 Nothing

B Front service 7:00A.M. to 10:00P.M.

(2)Service hours(at facilities) for dining, drinking, etc.

A Breakfast 7:30A.M. to 9:00A.M.

B Lunch 11:30A.M. to 2:30P.M.

C Dinner 6:00P.M. to 8:00P.M.

D Other meals, drinks etc.

Cafe-terrace『Hanaunsui』 7:00A.M. to 10:00P.M.

Night Lounge 『Amrre』 8:00P.M. to 0:00A.M.

Sake&Nodles 『Senimarutei』 8:00P.M. to 0:00A.M.

(3)Service hours of auxiliary facilities

A Souvenir Shop『Rakuichi』 7:00A.M. to 10:00P.M.

B Game center 3:00P.M. to 0:00A.M.

2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable causes of the Ryokan/Hotel.

In such a case, the Guest shall be informed by appropriate means.

(Payment of Accommodation Charges)

Article12 The breakdown 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 Ryokan/Hotel at the front desk at the time of the departure of the Guest or upon request by the Ryokan/Hotel.

3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities which have been provided for him by the Ryokan/Hotel and are at his disposal.

(Liabilities of the Ryokan/Hotel)

Article13 The Ryokan/Hotel shall compensate the Guest for the damage if the Ryokan/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 when such damage has been caused due to reasons for which the Ryokan/Hotel is not liable.

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

(Handing When Unable to Provide Contracted Rooms)

Article14 The Ryokan/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 Ryokan/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 Ryokan/Hotel cannot provide accommodation due to the causes for which the Ryokan/Hotel is not liable, the Ryokan/Hotel shall not compensate the Guest.

(Handing of Deposited Articles)

Article15 The Ryokan/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 Ryokan/Hotel has requested the Guest to report its kind and value but the Guest has failed to do so, the Ryokan/Hotel shall compensate the Guest within the limit of 150,000 yen.

2. We cannot keep cash of 150,000 yen more or items of 150,000 yen or more.

3. The Ryokan/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 Ryokan/Hotel, to the goods, cash or valuables which are brought into the premises of the Ryokan/Hotel by the Guest but are not deposited at the front desk. However, for articles of which the kind and value have not been reported in advance by the Guest, except in case of the damage caused through intention or gross negligence on the part of the Ryokan/Hotel shall compensate the Guest within the limit of 150,000 yen.

4. Even if there is a liability for damages under paragraphs 1 and 3, the Ryokan/Hotel will not be liable for the goods to be determined below.

(1) A manuscript, a design document, a design, a account book and something similar to these. (Information devices such as magnetic tapes, magnetic disks, CD ROMs, optical disks, computer and recorded on storage media that can be directly processed by peripheral devices such as computers and their terminal devices included.)

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

Article16 When the baggage of the Guest is brought into the Ryokan/Hotel before his arrival, the Ryokan/Hotel shall be liable to keep it only in the case when such a request has been accepted by the Ryokan/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 Ryokan/Hotel shall inform the owner of the article left and ask for further instructions. When no instruction is given

n to the Ryokan/Hotel by the owner or when the ownership is not confirmed, the Ryokan/Hotel shall keep the article for 7 days including the day it is found, and after this period, the Ryokan/Hotel shall turn it over to the nearest police station.

3. The Ryokan/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 Ryokan/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 Ryokan/Hotel, as it shall be regarded that the Ryokan/Hotel simply offers the space for parking. Whether the key of the vehicle has been deposited with the Ryokan/Hotel or not. However, the Ryokan/Hotel shall compensate the Guest for the damage caused through intention or negligence on the part of the Ryokan/Hotel in regard to the management of the parking lot.

(Liability of the Guest)

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

Attached Table No.1

Calculation method for Accommodation Charges (Ref. Paragraph 1 of Article 2 and

guests shall be governed by the laws of Japan, and shall be the exclusive jurisdiction court with the district court or brief court having jurisdiction over the location of the Ryokan/Hotel.

2 The official text is the terms and conditions for accommodation contracts in Japanese.

Additional clauses

Article 1 The Ryokan/Hotel will be the same as the model accommodation provision announced by the Ministry of Land, Infrastructure, Transport and Tourism on March 3, 2019 as the accommodation provision of our Ryokan/Hotel and will be enforced on the same day.

Article 2 On March 3, 2019, the terms and conditions of accommodation Article 3. paragraph 2, 3, Article 5. (4), (11), Article 7. (2), (11), 2, Article 15. 2, 4 and Article 19. are each new establishment, Article 3 paragraph 1, Article 6. paragraph 2, Article 7. (10), Article 14. (2) are each part is revised and takes effect on the same day.

Article 3 On February 11, 2022, Cancellation Charge for Ryokan are partially revised and takes effect on the same day.

Article 4 On May 5, 2022, the terms and conditions of accommodation Article 3. Paragraph 7 and Cancellation Charge for Ryokan are partially revised and takes effect on the same day.

Article 5 On January 4, 20, the terms and conditions for accommodation contracts are partially revised and takes effect on the same day.

Paragraph 1 of Article 12)

Total Amount to be paid by the Guest	
□ Accommodation Charges	Basic Accommodation Charge (Room Charge + Breakfast & Dinner)
□ Extra Charges	Extra Meals & Drinks (other than Breakfast & Dinner) and Other Expenses
□ Taxes	a. Consumption Tax      b. Hot spring Tax

Remarks

1. Basic Accommodation Charge is based on the tariffs, which are posted at the front desk

2. A child's charge applies to children attending elementary school of ages (up to 12 years of age) and under. 70% of the adult charge shall be required when meals and bedding comparable to those for the adult are provided to such children, 50% shall be required when meals and bedding for children are provided and 30% when only bedding for children is provided. For an infant to whom meals and bedding are not provided, 3,000yen+tax shall be charged.

Attached Table No.2

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

Date when Cancellation of Contract is Notified	Contracted Number of Guests		
	1 to 30	31 to 100	101 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 day Prior to Accommodation Day	50%	80%	80%
3 day Prior to Accommodation Day	30%	30%	50%
5 day Prior to Accommodation Day	20%	30%	30%
7 day Prior to Accommodation Day	20%	20%	30%
14 day Prior to Accommodation Day	10%	10%	15%
30 day Prior to Accommodation Day		10%	10%

※ However, for stays from 4/29 to 5/5, 8/12 to 8/15, and 12/29 to 1/5, the following penalty applies regardless of the number of applicants.

[Date When Cancellation of Contract is Notified]

No Show    •••100%  
1 Day Prior to Accommodation Day •••50%  
7 Day Prior to Accommodation Day •••30%  
30 Day Prior to Accommodation Day •••20%

Remarks;

1. The percentages signify the rate of cancellation charge to the Basic Accommodation Charges.

2. When the number of days contracted is shortened, the 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 cancelled, 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.

4. The Guest shall pay cancellation charges within a maximum of 14 days from the date of invoice.

••• This terms and conditions for accommodation contracts apply to day's users such as a banquet, a meeting, and bathing    •••

(Court of jurisdiction and applicable law)

Article 19 Disputes concerning accommodation contracts between the hotel and its

