

宿泊約款 TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

利用規則 USE REGULATION

宿 泊 約 款

(適用範囲)

- 第1条** 1. 当館（ホテル）が宿泊客との間で締結する宿泊契約及びこれに関連する契約は、この約款の定めるところによるものとし、この約款に定めのない事項については、法令又は一般に確立された慣習によるものとします。
2. 当館（ホテル）が、法令及び慣習に反しない範囲で特約に応じたときは、前項の規定にかかわらず、その特約が優先するものとします。

(宿泊契約の申込み)

- 第2条** 1. 当館（ホテル）に宿泊契約の申込みをしようとする者は、次の事項を当館（ホテル）に申し出ていただきます。
- (1) 宿泊者名
 - (2) 宿泊日及び到着予定時刻
 - (3) 宿泊料金（原則として別表第1の基本宿泊料による。）
 - (4) その他当館（ホテル）が必要と認める事項
2. 宿泊客が、宿泊中に前項第2号の宿泊日を超えて宿泊の継続を申し入れた場合、当館（ホテル）は、その申し出がなされた時点で新たな宿泊契約の申込みがあったものとして処理します。

(宿泊契約の成立等)

- 第3条** 1. 宿泊契約は、当館（ホテル）が前条の申込みを承諾したときに成立するものとします。ただし、当館（ホテル）が承諾をしなかったことを証明したときは、この限りではありません。
2. 前項の規定により宿泊契約が成立したときは、宿泊期間（3日を超えるときは3日間）の基本宿泊料を限度として当館（ホテル）が定める申込金を、当館（ホテル）が指定する日までに、お支払いいただきます。
3. 申込金は、まず、宿泊客が最終的に支払うべき宿泊料金に充当し、第6条及び第18条の規定を適用する事態が生じたときは、違約金に次いで賠償金の順序で充当し、残額があれば、第12条の規定による料金の支払いの際に返還します。
4. 第2項の申込金を同項の規定により当館（ホテル）が指定した日までにお支払いいただけない場合は、宿泊契約はその効力を失うものとします。ただし、申込金の支払期日を指定するに当たり、当館（ホテル）がその旨を宿泊客に告知した場合に限ります。

(申込金の支払いを要しないこととする特約)

- 第4条** 1. 前条第2項の規定にかかわらず、当館（ホテル）は、契約の成立後同項の申込金の支払いを要しないこととする特約に定めることがあります。
2. 宿泊契約の申込みを承諾するに当たり、当館（ホテル）が前条第2項の申込金の支払いを求めなかった場合及び当該申込金の支払期日を指定しなかった場合は、前項の特約に応じたものとして取り扱います。

(宿泊契約締結の拒否)

- 第5条** 当館（ホテル）は、次に掲げる場合において、宿泊契約の締結に応じないことがあります。
- (1) 宿泊申込みが、この約款によらないとき。
 - (2) 満室（員）により客室の余裕がないとき。
 - (3) 宿泊しようとする者が、宿泊に関し、法令の規定、公の秩序もしくは善良の風俗に反する行為をするおそれがあると認められるとき。
 - (4) 宿泊しようとする者が、伝染病者であると明らかに認められるとき。
 - (5) 宿泊に関し合理的な範囲を超える負担を求められたとき。
 - (6) 天災、施設の故障、その他やむを得ない事由により宿泊させることができないとき。
 - (7) 石川県旅館業法施行条例12条の規定する場合に該当するとき。
 - (8) 宿泊しようとする者が暴力団、暴力団員、暴力団関係企業、団体またはその関係者、その他反社会勢力（以下「暴力団等反社会勢力」という。）である場合。
 - (9) 宿泊しようとする者が暴力団、または暴力団員が事業活動を支配する法人その他の団体である場合。
 - (10) 宿泊しようとする者が法人で、その役員のうち暴力団に該当するものがあるもの。
 - (11) 宿泊しようとする者が、他の宿泊者に著しい迷惑を及ぼす言動をした場合。
 - (12) 宿泊しようとする者が、当ホテルもしくはその従業員に対し暴力的要求行為を行い、または合理的範囲を超える負担を要求した場合。

(宿泊客の契約解除権)

- 第6条** 1. 宿泊客は、当館（ホテル）に申し出て、宿泊契約を解除することができます。
2. 当館（ホテル）は、宿泊客がその責めに帰すべき事由により宿泊契約の全部又は一部を解除した場合（第3条第2項の規定により当館（ホテル）が申込金の支払期日を指定してその支払いを求めた場合であって、その支払いより前に宿泊客が宿泊契約を解除したときを除きます。）は、別表第2に掲げる場所により、違約金を申し受けます。ただし、当館（ホテル）が第4条第1項の特約に応じた場合にあっては、その特約に応じるに当たって、宿泊客が宿泊契約を解除したときの違約金支払義務について、当館（ホテル）が宿泊客に告知したときに限ります。
3. 当館（ホテル）は、宿泊客が連絡をしないで宿泊日当日の午後8時（あら

じめ到着予定時刻が明示されている場合は、その時刻2時間経過した時刻）になっても到着しないときは、その宿泊契約は宿泊客により解除されたものとみなし処理することがあります。

(当館（ホテル）の契約解除権)

- 第7条** 1. 当館（ホテル）は、次に掲げる場合においては、宿泊契約を解除することができます。
- (1) 宿泊客が宿泊に関し、法令の規定、公の秩序もしくは善良の風俗に反する行為をするおそれがあると認められるとき、又は同行をしたと認められるとき。
 - (2) 宿泊客が伝染病者であると明らかに認められるとき。
 - (3) 宿泊に関し合理的な範囲を超える負担を求められたとき。
 - (4) 天災等不可抗力によって起因する事由により宿泊させることができないとき。
 - (5) 宿泊客が石川県旅館業法施行条例11条の規定する場合に該当すると判断したとき。
 - (6) 宿泊客が寝室で寝たばこ、消防用設備等に対するいたずら、その他当館（ホテル）が定める利用規則の禁止事項（火災予防必要なものに限る。）に従わないとき。
 - (7) 宿泊客が暴力団等反社会的勢力に属すると認められるとき。
 - (8) 宿泊客が暴力団または暴力団員が事業活動を支配する法人、その他の団体に属すると認められるとき。
 - (9) 宿泊契約の当事者が法人でその役員のうちに暴力団に該当する者があるものと認められるとき。
 - (10) 宿泊客が他の宿泊者に著しい迷惑を及ぼす言動をしたとき。
 - (11) 宿泊客が当館（ホテル）もしくはその従業員に対し、暴力的要求行為を行い、または合理的範囲を超える負担を要求したとき。
2. 当館（ホテル）が前項の規定に基づいて宿泊契約を解除したときは、宿泊客がまだ提供を受けていない宿泊サービス等の料金はいただきません。

(宿泊の登録)

- 第8条** 1. 宿泊客は、宿泊日当日、当館（ホテル）のフロントにおいて、次の事項を登録していただきます。
- (1) 宿泊客の氏名・年齢・性別・住所及び職業
 - (2) 外国人にあっては、国籍・旅券番号・入国地及び入国年月日
 - (3) 出発日及び出発予定時刻
 - (4) その他当館（ホテル）が必要と認める事項
2. 宿泊客が第12条の料金の支払いを、旅行小切手、宿泊券、クレジットカード等通貨に代わり得る方法により行おうとするときは、あらかじめ、前項の登録時にそれらを呈示していただきます。

(客室の使用時間)

- 第9条** 1. 宿泊客が当館（ホテル）の客室を使用できる時間は、午後3時から翌朝10時までとします。ただし、連続して宿泊する場合においては、到着日及び出発日を除き、終日使用することができます。
2. 当館（ホテル）は、前項の規定にかかわらず、同項に定める時間外の客室の使用に定めることがあります。この場合には次に掲げる追加料金を申し受けます。
- (1) 超過3時間までは、室料相当額の30%
 - (2) 超過3時間以上は、室料相当額の100%
3. 前項の室料相当額は、基本宿泊料の70%とします。

(利用規則の遵守)

- 第10条** 宿泊客は、当館（ホテル）内においては、当館（ホテル）が定めて館内（ホテル）に掲示した利用規則に従っていただきます。

(営業時間)

- 第11条** 1. 当館（ホテル）の主な施設等の営業時間は次のとおりとし、その他の施設等の詳しい営業時間は備付けパンフレット、各所の掲示、客室内のサービスディレクター等で案内いたします。
- (1) フロント・キャッシャー等サービス時間：
イ 門 限 なし
ロ フロントサービス 24時間（終日）
 - (2) 飲食等（施設）サービス時間：
イ 朝 食 午前7時00分～午前9時00分
ロ 昼 食 午前11時00分～午後2時00分
ハ 夕 食 午後5時00分～午後9時00分
ニ その他の飲食等
 コーヒーショップ 午前7時00分～午後10時00分
 バー 午後8時30分～午前0時00分
 - (3) 附帯サービス時間：
イ 売 店 午前7時00分～午前11時00分
 午後5時00分～午後10時00分
ロ ゲームコーナー 午前7時00分～午前11時00分
 午後4時00分～午前0時00分
2. 前項の時間は、必要やむを得ない場合には臨時に変更することがあります。その場合には、適当な方法をもってお知らせします。

(料金の支払い)

- 第12条** 1. 宿泊客が支払うべき宿泊料金等の内訳は、別表第1に掲げるところによります。
2. 前項の宿泊料金等の支払いは、通貨又は当館（ホテル）が認めた旅行小切手、宿泊券、クレジットカード等これに代わり得る方法により、宿泊客の出発の際又は当館（ホテル）が請求した時、フロントにおいて行っていただきます。
3. 当館（ホテル）が宿泊客に客室を提供し、使用が可能になったのち、宿泊客が任意に宿泊しなかった場合においても、宿泊料金は申し受けます。

(当館（ホテル）の責任)

- 第13条** 1. 当館（ホテル）は、宿泊契約及びこれに関連する契約の履行に当たり、又はそれらの不履行により宿泊客に損害を与えたときは、その損害を賠償します。ただし、それが当館（ホテル）の責めに帰すべき事由によるものではないときは、この限りではありません。
2. 当館（ホテル）は、防災につとめておりますが、万一の火災等に対処するため、旅館賠償責任保険に加入しております。

(契約した客室の提供ができないときの取扱い)

- 第14条** 1. 当館（ホテル）は、宿泊客に契約した客室を提供できないときは、宿泊客の了解を得て、できる限り同一の条件による他の宿泊施設をあっ旋するものとします。
2. 当館（ホテル）は、前項の規定にかかわらず他の宿泊施設のあっ旋ができないときは、違約金相当額の補償料を宿泊客に支払い、その補償料は損害賠償額に充当します。ただし、客室が提供できないことについて、当館（ホテル）の責めに帰すべき事由がないときは、補償料を支払いません。

(寄託物等の取扱い)

- 第15条** 1. 宿泊客がフロントにお預けになった物品又は現金並びに貴重品について、滅失、毀損等の損害が生じたときは、それが不可抗力である場合を除き、当館（ホテル）は、その損害を賠償します。ただし、現金及び貴重品については、当館（ホテル）がその種類及び価額の申告を求めた場合であって、宿泊客がそれを行わなかったときは、当館（ホテル）は15万円を限度としてその損害を賠償します。
2. 宿泊客が、当館（ホテル）内にお持込みになった物品又は現金並びに貴重品であってフロントにお預けにならなかったものについては、当館（ホテル）の故意又は過失により滅失、毀損等の損害が生じたときは、当館（ホテル）はその損害を賠償します。ただし、宿泊客からあらかじめ種類及び価額の申告のなかったものについては、15万円を限度として当館（ホテル）はその損害を賠償します。

(宿泊客の手荷物又は携帯品の保管)

- 第16条** 1. 宿泊客の手荷物が、宿泊に先立って当館（ホテル）に到着した場合は、その到着前に当館（ホテル）が了解したときに限って責任をもって保管し、宿泊客がフロントにおいてチェックインする際お渡します。
2. 宿泊客がチェックアウトしたのち、宿泊客の手荷物又は携帯品が当館（ホテル）に置き忘れられていた場合において、その所有者が判明したときは、当館（ホテル）は、当該所有者に連絡をするとともにその指示を求めるとします。ただし、所有者の指示がない場合又は所有者が判明しないときは、発見日を含め7日間保管し、その後最寄りの警察署に届けます。
3. 前2項の場合における宿泊客の手荷物又は携帯品の保管についての当館（ホテル）の責任は、第1項の場合にあっては前条第1項の規定に、前項の場合にあっては同条第2項の規定に準じるものとします。

(駐車場の責任)

- 第17条** 宿泊客が当館（ホテル）の駐車場をご利用になる場合、車両のキーの寄託の如何にかかわらず、当館（ホテル）は場所をお貸しするものであって、車両の管理責任まで負うものではありません。ただし、駐車場の管理に当たり、当館（ホテル）の故意又は過失によって損害を与えたときは、その賠償の責めに任じます。

(宿泊客の責任)

- 第18条** 宿泊客の故意又は過失により当館が損害を被ったときは、当該宿泊客は当館（ホテル）に対し、その損害を賠償していただきます。

別表第1 宿泊料金の算定方法（第2条第1項及び第12条第1項関係）

		内 訳
宿泊客が支払うべき総額	宿泊料金	①基本宿泊料（室料+朝・夕食料） ②サービス料（①×15%）
	追加料金	③追加飲食（朝・夕食以外の飲食料）及びその他の利用料金 ④サービス料（③×20%）
	税金	イ 消費税 ロ 入湯税（温泉地のみ）

- 備考 1. 基本宿泊料はフロントに掲示する料金表によります。
2. 子供料金は小学生以下に適用し、大人に準じる食事と寝具を提供したときは大人料金の70%、子供用食事と寝具を提供したときは50%、寝具のみを提供したときは30%をいただきます。

別表第2 違約金（第6条第2項関係）

契約解除の通知を受けた日	不泊	当日	前日	2日前	3日前	5日前
契約申込人数						
14名まで	100%	100%	50%	30%	30%	
15名～30名まで	100%	100%	50%	30%	30%	30%
31名～100名まで	100%	100%	80%	50%	30%	30%
101名以上	100%	100%	80%	50%	50%	30%

契約解除の通知を受けた日	6日前	7日前	8日前	14日前	15日前	30日前
契約申込人数						
14名まで						
15名～30名まで						
31名～100名まで	20%	20%	10%	10%		
101名以上	30%	30%	15%	15%	10%	10%

- (注) 1. %は、基本宿泊料に対する違約金の比率です。
2. 契約日数が短縮した場合は、その短縮日数にかかわらず、1日分（初日）の違約金を収受します。
3. 団体客（15名以上）の一部について契約の解除があった場合、宿泊の10日前（その日より後に申込みをお引受けした場合にはそのお引受けした日）における宿泊人数の10%（端数が出た場合には切り上げる。）にあたる人数については、違約金はいただきません。
4. 上記、違約金に該当しないプランも一部ございますのでご注意ください。
例：WEBプランの事前カード決済限定の早期申込プラン等

TERMS AND CONDITIONS FOR ACCOMMODATION

Article 1 — Scope of Application

- 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. Any particulars not provided for herein shall be governed by laws and regulations and/or generally accepted practices.
- 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 Condition.

Article 2 — Application for Accommodation Contracts

- 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 and Days of accommodation and expected 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 Hotel
- In the case when the Guest requests, during his or her stay, extension of the accommodation beyond the date in Sub-Paragraph (2) of the preceding Paragraph, the request shall be regarded as an application for a new Accommodation Contract at the time that the request is made.

Article 3 — Establishment of Accommodation Contracts, Etc.

- A Contract for Accommodation shall be deemed to have been established when the Hotel has duly accepted the application as stipulated in the preceding Article. However, this shall not be the case where it has been proven that the Hotel has not accepted the application.
- When a Contract for Accommodation has been established in accordance with the provision of the preceding Paragraph, the Guest is requested to pay, by the date specified by the Hotel, an accommodation deposit established by the Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (three days when the period of stay exceeds three days).
- The accommodation 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 accommodation deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Contract for Accommodation as invalid. However, this shall be the case only in the case where the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.

Article 4 — Special Contracts Requiring No Accommodation Deposit

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract not requiring the accommodation deposit after the Contract has been established as stipulated in the same Paragraph.

2. In a case in which the Hotel has not requested the payment of an accommodation deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of the payment of the accommodation deposit at the time the application for an Accommodation Contract has been accepted, said case shall be treated as a case wherein the Hotel has accepted a special contract as stipulated in the preceding Paragraph.

Article 5 — Refusal of Accommodation Contracts

In any of the following cases, the Hotel may refuse to accept the establishment of an Accommodation Contract:

- (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 guest room is available;
- (3) When the Guest seeking accommodation is deemed likely to conduct himself or herself in a manner that will contravene the laws or act against the public order or good morals with respect to his or her accommodation;
- (4) When the Guest seeking accommodation can be clearly discerned to be carrying an infectious disease;
- (5) When the Hotel is requested to assume an unreasonable burden with respect to the Guest's accommodation;
- (6) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities, and/or other unavoidable cause; or
- (7) When the provisions of article 12 of the Ishikawa Prefecture Hotel Business Law enforcement ordinance are applicable.
- (8) When the Guest seeking accommodation is part of an organized crime group, a member of an organized crime group, part of or related to a company or an organization associated with an organized crime group, or part of any other antisocial group (hereafter, an "Antisocial Force such as a Gang");
- (9) When the Guest seeking accommodation is part of a corporate body or any other organization whose business activities are controlled by an organized crime group or a member of an organized crime group;
- (10) When the Guest seeking accommodation is part of a corporate body whose officers include a person that is a member of or has a connection with an organized crime group;
- (11) When the behavior of the Guest seeking accommodation has caused significant annoyance to other guests; or
- (12) When the Guest seeking accommodation has made a violent demand on this Hotel or its employee(s), or has made an unreasonably excessive demand.

Article 6 — Right of Guests to Cancel Accommodation Contracts

1. 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 stipulated in Paragraph 2 of Article 3 and the Guest has canceled before the payment), the Guest shall pay cancellation charges listed in the Attached Table No. 2. However, in the case when a special contract as stipulated in Paragraph 1 of Article 4 has been established, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in the event of cancellation by the Guest.

3. In the case when, without providing advance notice, the Guest does not appear by 8:00 p.m. of the accommodation date (or by two hours

after the expected time of arrival, if the Hotel has been notified thereof), the Hotel may regard the accommodation contract as having been canceled by the Guest.

4. An Antisocial Force such as a Gang

5. Part of a corporate body or any other organization whose business activities are controlled by an organized crime group or a member of an organized crime group

6. Part of a corporate body whose officers include a person that is a member of or has a connection with an organized crime group

7. When the behavior of the Guest has caused significant annoyance to other guests

8. When the Guest has made a violent demand on this Hotel or its employee(s), or has made an unreasonably excessive demand.

Article 7 — Right of the Hotel to Cancel Accommodation Contracts

1. The Hotel may cancel the Accommodation Contract in any of the following cases:

- (1) When the Guest is deemed likely to conduct himself or herself in a manner that will contravene the laws or act against the public order or good morals with respect to his or her accommodation, or is deemed to have conducted himself or herself in such a manner;
- (2) When the Guest can be clearly discerned to be carrying an infectious disease;
- (3) When the Hotel is requested to assume an unreasonable burden with respect to the Guest's accommodation;
- (4) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities, and/or other unavoidable cause; or
- (5) When the provisions of article 11 of the Ishikawa Prefecture Hotel Business Law enforcement ordinance are applicable.
- (6) When the Guest has failed to abide by a prohibition of an action such as smoking in bed, tampering with firefighting equipment, or any other prohibition set forth in the Rules of Use stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid causing fire).
- (7) When the guest is deemed to belong to an antisocial force such as a gang.
- (8) When the guest is deemed to belong to a corporation or other organization in which a gangster or a gangster controls business activities.
- (9) When the guest is a corporation and its executive is deemed to belong to an antisocial force such as a gang.
- (10) When the guest makes a behavior that causes significant inconvenience to another guest.
- (11) When the guest makes a violent demand for the hotel or employees, or requests a burden beyond the reasonable range.

2. In the case when the Hotel has canceled the Accommodation Contract in accordance with the provisions of preceding Paragraph, the Hotel shall not be entitled to make any future claim against the Guest for any of the services during the contractual period which he or she has not received.

Article 8 — Registration

1. 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) Nationality, passport number, and port and date of entry to Japan (when nationality is other than Japanese);
- (3) Date and expected time of departure; and
- (4) Other particulars deemed necessary by the Hotel

2. In the case when the Guest intends to pay his or her Accommodation Charges as stipulated in Article 12 by any instrument other than Japanese currency, such as travelers checks, lodging coupons, or credit cards, the instrument shall be presented in advance at the time of registration stipulated in the preceding Paragraph.

Article 9 — Occupancy Hours for Guest Rooms

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 3:00 p.m. to 10:00 a.m. the next morning. However, in a case of continuous accommodation, the Guest may occupy the room throughout the day, except for the days of arrival and departure.

2. The Hotel may, notwithstanding the provisions stipulated in the preceding Paragraph, permit the Guest to occupy the room beyond the time stipulated in said Paragraph. In this case, extra charges

shall be levied as follows:

- (1) Up to three (3) hours beyond the stipulated time: 30% of the room-charge equivalence amount;
 - (2) More than three (3) hours beyond the stipulated time: 100% of the room-charge equivalence amount.
3. The room-charge equivalence amount of the preceding Paragraph shall be 70% of the Basic Accommodation Charge.

Article 10 — Observance of the Rules of Use

While on the premises of the Hotel, the Guest shall observe the Rules of Use established by the Hotel and posted on the premises.

Article 11 — Business Hours

1. The business hours of the main facilities and the like of the Hotel are as stated hereinafter, and detailed hours of operation of other facilities and the like shall be announced by means of furnished brochures, notices displayed throughout the premises, service directories in guest rooms, and so on.

- (1) Service hours for the front desk, cashier, and the like
 - A. Curfew None
 - B. Front-desk services Available 24 hours a day
- (2) Service hours for dining, drinking, and the like (facilities)
 - A. Breakfast 7:00 a.m. to 9:00 a.m.
 - B. Lunch 11:00 a.m. to 2:00 p.m.
 - C. Dinner 5:00 p.m. to 9:00 p.m.
 - D. Service hours for other dining, drinking, and the like
 - Coffee shop 7:00 a.m. to 10:00 p.m.
 - Bar 8:30 p.m. to 0:00 a.m.
- (3) Service hours for other facilities
 - A. Gift shop 7:00 a.m. to 11:00 a.m.
5:00 p.m. to 10:00 p.m.
 - B. Game center 7:00 a.m. to 11:00 a.m.
4:00 p.m. to 0:00 a.m.

2. The business hours specified in the preceding Paragraph are subject to change on a provisional basis due to unavoidable circumstances. In such cases, the Guest shall be informed by appropriate means.

Article 12 — Payment of Accommodation Charges

1. An itemized list of the Accommodation Charges and the like to be paid by the Guest is set forth in the Attached Table No. 1.
2. Payment of the Accommodation Charges and the like as stipulated in the preceding Paragraph shall be made at the front desk at the time of the departure of the Guest or upon request by the Hotel, by means of Japanese currency or any means other than Japanese currency recognized by the Hotel, including travelers checks, lodging coupons, or credit cards.
3. Accommodation Charges shall be paid even in the event that the Guest voluntarily forgoes use of the accommodation facilities which have been provided for him or her and made available for use by the Hotel.

Article 13 — Liability of the Hotel

1. The Hotel shall compensate the Guest for damages in the event that the Hotel has imparted such damages to the Guest through the fulfillment or nonfulfillment of the Accommodation Contract or any related agreement. However, this shall not apply in a case in which such damages have accrued due to circumstances for which the Hotel is not liable.
2. The Hotel makes every effort in its duties related to fire prevention. The Hotel is also subscribed to hotel liability insurance as a precautionary measure in the event of a fire or other accident.

Article 14 — Disposition in the Event That the Hotel Is Unable to Provide a Contracted Guest Room

1. The Hotel shall, when unable to provide a contracted guest room, arrange accommodation of the same standard elsewhere for the Guest insofar as is practicable and with the consent of the Guest.
2. When arrangement of other accommodation cannot be made, notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensatory fee equivalent to the cancellation charges, and the compensatory 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.

Article 15 — Disposition for Deposited Articles

1. The Hotel shall compensate the Guest for damages when loss,

breakage, or other damage is caused to any goods, cash, or other valuables deposited at the front desk by the Guest, except in the case when this has occurred due to force majeure. With respect to cash or valuables, however, in the event that the Hotel has requested the Guest to specify the type and monetary value of any such loss and the Guest has failed to comply with this request, compensation to the Guest shall be no more than 150,000 yen.

2. The Hotel shall compensate the Guest for damages when loss, breakage, or other damage is caused, either intentionally or through negligence on the part of the Hotel, to any goods, cash, or valuables brought onto the premises of the Hotel by the Guest but not deposited at front desk. However, compensation from the Hotel to the Guest for articles for which the type and monetary value thereof has not been reported in advance by the Guest shall not exceed 150,000 yen.

Article 16 — Custody of Baggage and/or Personal Effects of the Guest

1. When any baggage of the Guest is brought into the Hotel before his or her arrival, the Hotel shall be responsible for holding it only in the case when such a request has been agreed to by the Hotel prior to arrival of the baggage. The baggage shall be handed over to the Guest at the front desk at the time of his or her check-in.
2. In the event that, after check-out by the Guest, any baggage or personal effect of the Guest is discovered to have been left behind, and ownership of the article has been confirmed, the Hotel shall inform the owner of the article left behind and request further instructions. In the event that no such instructions are received or ownership is not confirmed, the Hotel shall keep the article for seven (7) days, including the day the article is found, and thereafter the Hotel shall transfer the article to the local police authorities.
3. The Hotel's liability with respect to the storage of the Guest's baggage or personal effects as 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.

Article 17 — Liability with Respect to Parking

In the event that the Guest has elected to make use of the Hotel's parking facilities, the Hotel's responsibility shall be construed as being solely to provide space for parking and shall not extend to responsibility for the Guest's vehicle, regardless of whether the vehicle key has been deposited with the Hotel. However, the Hotel shall compensate the Guest for any damages incurred either intentionally or through negligence on the part of the Hotel with respect to management of the parking facilities.

Article 18 — Liability of the Guest

The Guest shall compensate the Hotel for any damage to the Hotel incurred either intentionally or through negligence on the part of the Guest.

Attached Table No.1

Itemized Accommodation Charges, Etc. (Relating to Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

		Item
Total amount to be paid by Guest	Accommodation charge	1) Basic accommodation charge (room charge + breakfast/dinner charge) 2) Service charge (amount of 1 x 15%)
	Additional charge	3) Additional dining charges (dining charges for other than breakfast/dinner and other usage charges) 4) Service charge (amount of 3 x 20%)
	Taxes	A. Consumption tax B. Bathing tax (in hot-spring areas only)

Remarks

1. The Basic Accommodation Charge is based on the rate schedule posted at the front desk.
2. Child rates apply to children in elementary school or younger, and are 70% of adult rates when adult-size meals and bedding are provided, 50% when child-size meals and bedding are provided, and 30% when bedding only is provided.

Attached Table No.2

Cancellation Charges for the Hotel (Relating to Paragraph 2 of Article 6)

Day on which notification of contract cancellation is received	Number of persons applying for accommodation contract			
	14 persons or fewer	15 to 30 persons	31 to 100 persons	101 persons or more
No show	100%	100%	100%	100%
Same day	100%	100%	100%	100%
Previous day	50%	50%	80%	80%
2 days in advance	30%	30%	50%	50%
3 days in advance	30%	30%	30%	50%
5 days in advance		30%	30%	30%
6 days in advance			20%	30%
7 days in advance			20%	30%
8 days in advance			10%	15%
14 days in advance			10%	15%
15 days in advance				10%
30 days in advance				10%

Notes :

1. The percentages stated represent the ratio of the cancellation charge to the Basic Accommodation Charge.
2. When the number of days contracted has been reduced, the cancellation charge for the first (initial) day thereof shall be paid by the Guest regardless of the number of days of the reduction.
3. When a portion of a group booking (for 15 persons or more) is canceled 10 or more days in advance, no cancellation charge will be imposed for a number of persons corresponding to 10% of the number of persons booked as of 10 days prior to the occupancy (or as of the date, when accepted less than 10 days prior to the occupancy), with any fractional portion rounded upward to the nearest whole number.
4. Some plans do not correspond to the above penalties.
Example: Early application plan limited to advance card payment of the WEB plan.

加賀屋の考えるプライバシーポリシー

株式会社加賀屋（以下「当社」という）は、お客様を始めお取引先様、採用応募者（以下「お客様」といいます）からの信頼を第一とし、お客様個人に係わる情報を正確かつ、適正、機密に取り扱うことが『おもてなし』の基本であると考えております。それを役員及び全社員が認識し徹底した推進をはかるため、個人情報に関する法律等を遵守するとともに、以下のように定め個人情報保護に努めます。

1. 個人情報の取得、利用、提供など、適切な個人情報の取り扱いについての規則や規定を定め、役員及び全社員がこれを遵守いたします。
2. 個人情報の取得に際しては、適法・公正な手段によって収集し、目的の範囲内で利用、提供等を行います。
3. 個人情報の正確性及び安全性を確保するために、個人情報保護を推進する組織を設置し、技術面及び組織面において安全管理措置を講じ、漏えい、紛失、改ざんなどの防止に努めます。
4. 個人情報保護に関する国内法令、規制、その他の規範を遵守いたします。
5. 本方針、関連諸規則を含む個人情報保護体制の評価と見直しを定期的・継続的にを行い、その改善に努めます。

KAGAYA'S PRIVACY POLICY

Kagaya Co., Ltd. (hereinafter "Kagaya") places top importance on the privacy of guests, business partners, and job-seekers (hereinafter "Guests"), and considers accurate, proper, and confidential handling of information associated with individual Guests to be the basis of service. To promote awareness and thorough implementation of this among the our executives and all employees, we maintain strict compliance with legislation and the like relating to personal information, together with working to protect personal information by establishing the following measures:

1. We have established rules and regulations regarding the acquisition, use, provision, and the like of personal information, and our executives and all employees comply with these.
2. When acquiring personal information, we collect it in compliance with applicable laws and using fair methods, and carry out use, provision, and the like within the scope of objectives.
3. To ensure the accuracy and safety of personal information, we have established an organization to promote protection of personal information, and we are taking technical and organizational steps to manage safety and working to prevent leakage, loss, tampering, and the like.
4. We comply with national laws, regulations, and other norms concerning the protection of personal information.
5. We conduct periodic and ongoing revisions of our systems for protecting personal information, including this policy and related regulations, thereby working to improve them.

利用規則

当館では、お客様に安全かつ快適にご利用いただくため、利用規則を定めておりますので、宿泊約款第10条に定めのあるとおり、その遵守にご協力下さいますようお願い申し上げます。

遵守いただけない場合は、やむを得ず、ご宿泊又は館内諸施設のご利用をお断り申し上げます。又場合によっては損害をご負担頂くこともございますので、特にご留意下さいますようお願い申し上げます。

火災予防上お守りいただきたい事項

1. 火災の原因となりやすい場所での喫煙（寝たばこ、館内の歩行中）はおやめください。
2. 客室内には暖房用、炊事用等の火器及びアイロン等を持ち込み、ご使用はおやめください。
3. その他の火災の原因となるような行為はおやめください。
4. 消防用設備等のいたずらは、安全の維持に支障が生じますのでおやめください。

保安上お守りいただきたい事項

1. ご滞在中のお部屋からお出になられる際には施錠をご確認ください。
2. 館外へお出掛けの際は、フロントに鍵をお預けになれますようお願い申し上げます。
3. ご訪問客と客室内でのご面会はご遠慮願います。ご面会はロビー又はラウンジをご利用ください。

貴重品、お預かり品及び遺失物のお取扱について

1. 客室に備付の保管庫は、お客様が自由にお使い頂けるよう便宜備えつけてありますが、簡易なものですから、現金・貴重品については事故防止のため、その種類及び価格を明示して必ずフロント（帳場）にお預けください。
2. ご滞在中の現金、貴重品等をフロントにお預けにならず、滅失、毀損等によって生じた損害については、一定の限度額の範囲内でしか賠償致しかねますので、ご了承のほどお願い申し上げます。
3. 宿泊約款第16条、第2項第3項の規定及び関連の法令に該当する遺失物についてはお取り扱いいたします。

お支払いについて

1. 料金支払いは、通貨又は当館が認めた旅行小切手、宿泊券若しくはクレジットカードに依り、ご出発時又は当館が請求した時フロントでお支払いいただきますので、ご了承ください。
なお、旅行小切手、宿泊券、クレジットカード等通貨に代り得る方法によりお支払いいただくときは、事前にご呈示ください。
2. 旅行小切手以外の小切手でのお支払いはお受け出来ませんので、ご了承ください。
3. 館内のバーなどをサインにてご利用される場合は、お手数ですが、客室鍵をご提示ください。
4. 都合により、ご到着時にお預かり金を申し受ける場合がございますので、ご了承ください。

その他お守りいただきたい事項

1. 館内にて他のお客様の迷惑となるようなもの、犬、猫、小鳥、その他の動物、発火又は引火性のもの、悪臭を発するもの、その他法令で所持を禁じられている物のお持ち込みはおやめください。
2. 館内で、高声、放歌、喧騒な行為、とばく、風紀、治安を乱すような行為、他のお客様の迷惑になるような言動はなさないようお願い申し上げます。
3. 当館の許可なく、客室、ロビー等を営業行為（展示、広告、宣伝、販売等）などの他の目的にご使用にならないようお願い申し上げます。
4. 館内の施設、備品の現状を著しく変更したり、用途以外にご使用になることはおやめください。
5. 客室の窓簾、ベランダ、廊下又はロビーなどに物品を陳列したり、放置しないようお願い申し上げます。
6. 風呂及び洗面所のご使用後は必ず給湯水を止めてください。もし流し放しであふれさせますと隣室、階下室に被害が及ぶ場合がございますのでご注意ください。
7. 入墨の方の大浴場の入浴はお断り申し上げます。
8. 下駄、ゴム長靴等での入館はご遠慮願います。
9. 未成年のみのご宿泊は、保護者の許可がない限りお断りさせていただきますのでご了承ください。
10. エネルギーを大切に使う為、節電、節水にご協力の程をお願い申し上げます。
11. 客室内よりお電話をご利用の際は、施設利用料が加算されますのでご了承ください。

USE REGULATION

(RULES TO BE OBSERVED BY THE GUEST)

The Management has established the following use regulation (herein after called "rules") in order to make our guests' stay safe and comfortable, and requests to observe the rules as provided in Article 10 of the "Terms and Conditions for Accommodation Contracts." Your cooperation will be highly appreciated. Please bear in mind especially that in case when these rules are not observed we may refuse to offer accommodation and / or other facilities within premises; or in some cases we may charge you for losses which have incurred.

TO AVOID THE CAUSING OF FIRES

1. Please refrain from smoking in bed, in the hallways or in other places where fires may be easily caused.
2. Please do not bring any heating utensils for warming or cooking, irons, etc. into the guest room and use them
3. Please refrain from other actions which may cause fires.
4. Please do not meddle with fire-prevention facilities, as it can disturb the maintenance of security.

TO MAINTAIN PUBLIC PEACE AND SECURITY

1. Please make sure that your room is locked when you leave your room while staying.
2. Please deposit the key of your room at the Front Desk when you go out of the Ryokan / Hotel.
3. Only registered guests are permitted to use the guest room. Please do not invite your visitors into your room. The Lobby and the Lounge are open to visitors who come to see you.

HANDLING OF VALUABLES, DEPOSITED AND LOST ARTICLES

1. Please deposit cash and other valuables with notification of its kind and value in the Safety Box at the Front desk, since the safe installed in your room is not of solid structure.
2. Please bear in mind that we shall compensate you within the limit of some amount for loss or breakage; or other damage caused by thievery or destruction of cash and valuables which are not deposited at the Front Desk.
3. We shall handle lost and left articles in accordance with the provisions of article 16, paragraph 2 and 3 of the accommodation contract, and the Law concerned.

PAYMENT

1. Please Pay accommodation and other charges with Japanese currency at the time of your departure or upon request of the Management; or by any means other than Japanese currency such as travelers cheques, coupons or credit cards that are recognized by the Management at the Front Desk. In such a case, these credentials shall be shown in advance at the time of the registration in check-in time.
2. Personal checks are not accepted.
3. Please show the key to your room when you sign a bill at the bar, restaurants and other facilities in the Ryokan / Hotel.
4. We may ask you to deposit in some cases your accommodation charges at the time of your arrival.

OTHER RULES

1. Please do not bring into the hotel such articles that may annoy other guests; dogs, cats, birds or other animals; articles which are liable to cause combustion or ignition; molodrats or articles in your possession prohibited by the Law.
2. Please refrain from loud shouting, singing or other uproarious actions; gambling or other actions; which may contravene the maintenance of public morals, or other actions which may annoy other guests.
3. Please do not use guest rooms, the Lobby or other facilities for business purposes (exhibition, advertisement, publicity, sales and others) without permission of the Management.
4. Please do not tamper with facilities and equipment in the Ryokan / Hotel. Please use them for their rightful purposes.
5. Please do not display or leave articles (of clothing, flags, etc.) in the window or the veranda of your room, in the hallways or in the Lobby.
6. Please make sure that water has stopped running after you use the tub or basin. If water is left overflowing, it may damage rooms next to yours or on the floor below.
7. Persons with tattoos will be refused entrance to the main bathing area.
8. Please do not enter the hotel wearing geta (wooden sandals) or long rubber boots.
9. We shall refuse to offer accommodation to persons under age without permission of their guardians.
10. Please conserve energy. please save electricity and water.
11. Please note that when you make a telephone call from your room, Facilities Utility Charges are added to your bill.