

Hotel Policy & Rules

In order to make the visit of our guests a secure and pleasant one, we hotel has set the following rules for the use of our facilities in accordance with Article 10 of the Accommodation Contracts. In the event guests are unwilling to comply with rules, the hotel may refuse to stay or utilize accommodations in accordance with Article 7 of the Accommodation Contract. Additionally be aware that we may ask you to take your responsibility reluctantly.

(Items to observe regarding fire prevention)

1. Please do not bring or use equipment for heating, cooking or ironing in the room.
2. Please do not smoke at spots likely to cause a fire (especially in bed).
3. Please refrain from any other activities likely to cause a fire.

(Items to observe regarding safety)

1. Please be sure to take your room key with you when you leave your room, and to lock your door.
2. Guests are asked to use the 2F Lobby to meet visitors.
3. When in the room or in bed, please lock the door from the inside and fasten the door guard. Please do not admit unknown visitors into the room and when in doubt, please contact the Front desk (Dial 6 on your room telephone.)

(Handling of valuables and deposited articles)

1. We ask that guests deposit large sums of money and valuables at the front desk during their stay. Without doing so, the hotel cannot compensate guests for any damage incurred by destruction, loss, breakage, or theft of cash and valuables.
2. Lost or forgotten articles will be handled according to law.
3. Deposited articles can be kept up to one month.

(Prohibited activities)

1. Please refrain from bringing anything troublesome to other guests especially pets such as dogs and cats (excluding assistance dogs), flammable items, items with bad smell and any other item that is prohibited by Japanese law into the hotel.
2. Please do not engage in gambling, behave in an indecorous manner, disrupt order or commit acts likely to cause annoyance to other guests, within the hotel.
3. Please do not use your room for business activities or for purposes other than to live in, without the approval of the hotel.
4. Please do not use the hotel equipment or fixtures in any locations or for purposes other than that designated for them. Also, please do not change the arrangement of the equipment or fixtures to any great extent.
5. Please do not place items which might impair the hotel's external appearance around the window.
6. Please do not distribute advertising or publicity materials or sell commodities within the hotel, without the approval of the management.

Terms And Conditions For Accommodation Contracts

(Scope of Application)

- Article 1.** 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 where 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.** 1. 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 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);
 - (4) Other particulars deemed necessary by the Hotel.
2. In the case where the Guest requests, during the Guest's 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.** 1. 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 when 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 exceeds 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 Contracts as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel by when the deposit payment is due.
5. In the event that our hotel lists a mistaken accommodation price either by phone or on the Internet, and even if according to said price, and hotel regulations, a contract was made regarding accommodations, the said reservation will be nullified and guest will be notified of the incident; the said accommodation price was significantly lower on dates prior to or following the reserved date, and there is no reason given for the significantly low price except special reason ([limited] or [special]), it will be considered an error according to civil law.

(Special Contracts Requiring No Accommodation Deposit)

- Article 4.** 1. 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 Conclusion of Accommodation Contracts)

- Article 5.** 1. The Hotel may refuse the conclusion of an Accommodation Contract under any of the following cases:
- (1) When the application for accommodation does not conform to the provisions of these Terms and Conditions;
 - (2) When the Hotel is fully booked and no room is available;
 - (3) If there is an emergency or disaster that would require the hotel to give priority to victims and relief workers of such disaster, or other reasons related to preceding issue.
 - (4) 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 the accommodation;
 - (5) When the Guest seeking accommodation can be clearly detected to be carrying an infectious disease;
 - (6) When the Hotel is requested to assume an unreasonable burden in regard to his accommodation.
 - (7) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or other unavoidable causes;
 - (8) When a minor stays overnight without the permission of a parent or guardian.
 - (9) When the provisions of Article 10 of the Ryokan Business Act Ordinance issued by Hokkaido Prefecture are applicable;
①Guests who are drunk, or disrupting the peace, and are a possible danger to other guests.
②If a guest presents a concern to other guests where hygiene or sanitation is concerned, due to health conditions or his/her belongings.
 - (10) When applying for an accommodation with the purpose of assigning the rights of the accommodation to another party.

(Right to Cancel Accommodation Contracts by the Guest)

- Article 6.** 1. The Guest is entitled to cancel the Accommodation Contract by so notifying the 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 Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation fee 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 by the Hotel of the obligation of the payment of the cancellation fee in case of cancellation by the Guest.
3. In the case when the Guest does not appear by 8:00 p.m. of the accommodation date (or 2 hours after the expected time of arrival if the Hotel has been notified of it) without advanced notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

(Right to Cancel Accommodation Contracts by the Hotel)

Article 7. 1. The Hotel may cancel the Accommodation Contract under any of the 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 the Guest's accommodation;
- (2) When the Hotel is requested to assume an unreasonable burden in regard to his accommodation.
- (3) When the Guest can be clearly detected as carrying an infectious disease;
- (4) When the Hotel is unable to provide accommodation due to natural calamities and/or causes of force majeure;
- (5) When a minor stays overnight without the permission of a parent or guardian.
- (6) When the provisions of Article 10 of the Ryokan Business Act Ordinance issued by Hokkaido Prefecture are applicable;
- (7) When the Guest does not observe prohibited actions such as tampering with the fire-fighting facilities and other prohibitions of the Use Regulations stipulated by the Hotel.

2. In the event that the hotel side cancels an accommodation contract due to the preceding articles excluding (3), (4), and (5), guests will be required to pay for accommodations. In the case of articles (3), (4), and (5), if the hotel cancels a guest's accommodations, accommodation fees and fees for services not yet rendered will not be charged.

(Registration)

Article 8. 1. The Guest is requested to 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, place entered and date entered, in the case of a foreign guest;
- (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 the accommodation charges prescribed in Article 12 by any means other than cash, such as traveler's checks, coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

3. For foreigners who do not have a resident status within Japan, name, address, place of work, nationality, and passport number must be taken down. Further, the guest must show his/her passport and a copy must be made for filing.

(Occupancy Hours of Guest Rooms)

Article 9. 1. The Guest is entitled to occupy the contracted guest room of the Hotel from 2:00 p.m. to 11:00 a.m. at the next morning. However, in case the Guest's accommodation is over continuous nights, the Guest may occupy the guest room all day long, except for the days of arrival and departure.

2. The Hotel may, not withstanding the provisions described 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 in excess of the prescribed hours: 30% of the room charge
- (2) Up to 6 hours in excess of the prescribed hours: 50% of the room charge
- (3) 6 hours or more in excess of the prescribed hours: 100% of the room charge

(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 principal facilities in our Hotel shall be as follows.

Details of the service hours of other facilities are explained in the pamphlet provided, displays at major points inside our Hotel, and the service directory provided in each guest room.

- (1) Service Hours of the front desk and cashier, etc. (no curfew)
Front Desk / Exchange Services 24 hours a day
- (2) Service hours of restaurants
[23F] Sky Restaurant Rondo 11:30 am to 11:00 pm
[19F] Japanese Restaurant Kita no Ji
(Breakfast) 6:30 am to 10:00 am
(Weekdays) 11:30 am to 3:00 pm & 5:00 pm to 10:00 pm
(Weekends and holidays) 11:30 am to 3:00 pm & 4:00 pm to 10:00 pm
[2F] Yuuyoo Terrace Sapporo
(Breakfast) 6:30 am to 11:00 am
[2F] Tea Lounge Fontine 8:00 am to 7:00 pm

2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable circumstances experienced by the Hotel. In such a case, the Guest shall be informed by appropriate means.

(Payment of Accommodation Charges)

Article 12. 1. The breakdown and method of calculating 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 in cash or by any means other than cash, such as traveler's checks, coupons or credit cards, recognized by the Hotel at the front desk at the time of the departure of the Guest or upon request by the Hotel.

3. Accommodation Charges shall be paid even if the Guest arbitrarily chooses not to utilize the accommodation facilities provided for him by the Hotel and are at his disposal.

(Liabilities of the Hotel)

Article 13. 1. The Hotel shall compensate the Guest for damages if the Hotel has caused such damage to the Guest in the fulfillment or nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in case when such damage has been caused due to reasons for which the Hotel is not liable.

2. The Hotel has received the "Pass Mark" (Certificate of excellence of Fire Prevention Standards issued by the fire department). Additionally, the Hotel is covered by Hotel Liability Insurance for fire and/or other possible disasters.

3. Our Hotel cannot be held liable whatsoever for damages to equipment, damages to software or damages from being unable to transmit information incurred by the Guest when he/she is using a computer on the Internet in his/her guest room. Our Hotel also cannot be held liable whatsoever for damages incurred because the Internet could not be accessed or data transmission was halted due to system failures or technical problems.

(Handling when unable to provide Contracted Rooms)

Article 14. 1. The Hotel shall, when unable to supply contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.

2. If arrangement of other accommodation cannot be made notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest an accommodation fee equivalent to the cancellation fee and the compensation fee shall be applied to the reparations. However, if the Hotel cannot supply accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

(Handling of Deposited Articles)

Article 15. 1. The Hotel shall compensate the Guest for damages 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 notify the kind and value of cash or valuables but the Guest has failed to do so, the Hotel shall compensate the Guest within the limits of 50,000 yen.

2. The Hotel shall compensate the Guest for 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 for which the kind and value has not been reported in advance by the Guest, the Hotel shall compensate the Guest within the limits of 50,000 yen.

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

Article 16. 1. When the baggage of the Guest arrives at the Hotel before accommodation, 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 check-in.

2. When baggage or belongings of the Guest are founded to be left at the Hotel after your check-out, the Hotel will keep for seven days when includes finding day, and dispose following to the Lost Goods Law. But in case the Hotel decided not to keep such as food and drink, the Hotel dispose optionally.

3. The responsibility of the Hotel regarding the custody of the Guest's baggage and belongings in the case of the preceding two Paragraphs shall be assumed in accordance with the provision of Paragraph 1 of the preceding Article in the case of Paragraph 1, and 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 damages caused through intention or negligence on the part of the Hotel in regards to the management of the parking lot. The above criteria applies to the use of the hotel parking lot as well.

(Liability of the Guest)

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

(Applicable Laws Jurisdiction Court)

Article 19. All disputes or controversy concerning an accommodation contract between the hotel and guest shall be subject to Japanese applicable laws, and settled under exclusive jurisdiction of a local or summary court where the main office of the hotel is based, or location where administration and management of the hotel takes place.

Attached Table No. 1

Calculation method for Accommodation Charges, etc. for Hotels (for accommodation facilities which do not provide breakfast and dinner, or which do not provide dinner) (Ref. Paragraph 1 of Article 2, Paragraph 2 of Article 3 and Paragraph 1 of Article 12)

Contents			Tax Calculation
Total Amount to be paid by the Guest	Accommodation Charges	① Basic Accommodation Charge (Room Charge) ② Service Charge (①×10%) ③ Taxes (Consumption Tax)	Tax (Consumption Tax) of total amount ① and ②
	Extra Charges	④ Meals & Drinks and Other Expenses ⑤ Service Charge (④×10%) ⑥ Taxes (Consumption Tax)	Tax (Consumption Tax) of total amount ④ and ⑤

(Remarks) Those Charges are subject to change to revisions of the Tax Laws concerned.

Attached table No. 2

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

		Date when Cancellation of Contract is Notified					
		No Show	Accommodation Day	1 Day prior to Accommodation Day	3 Days prior to Accommodation Day	7 Days prior to Accommodation Day	14 Days prior to Accommodation Day
Contracted Number of Guest	Individual	1 to 14	100%	100%	80%	50%	20%
	Group	15 and more	100%	100%	80%	50%	20%

Remarks of Attached Table No. 2:

1. The percentage signifies the rate of cancellation fees to the Basic Accommodation Charges.
2. Groups: In the event that (for 15 persons or more) the contracted duration, or necessary number of persons are reduced or changed in part, the hotel will charge a cancellation fee for each person and night applicable according to Article 2 on the appendix.
3. When part of a group booking (for 15 persons or more) is cancelled, the cancellation fee 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.