

Honke Bankyu Terms and Conditions of Accommodations

Final revision December 1, 2025

(Scope of Application)

Article 1. These Terms and Conditions shall apply to all accommodation contracts and related agreements between the Hotel and its guests. Any matters not provided for herein shall be governed by applicable laws and regulations and any practices established thereunder. Any matters not provided for herein shall be governed by applicable laws and regulations and/or generally accepted practices.

2. In the case where the Hotel has entered into a special agreement with a Guest, such agreement shall take precedence over these Terms and Conditions to the extent that it does not violate applicable laws and regulations or generally accepted practices.

(Application for Accommodation Contract)

Article 2. A guest intending to enter into an accommodation contract with the Hotel shall provide the Hotel with the following particulars:

- (1) Name of the Guest(s).
- (2) Date of accommodation and estimated time of arrival.
- (3) Accommodation charges (based in principle on accommodation plans).
- (4) Other particulars deemed necessary by the Hotel.

2. If a guest requests, during their stay, an extension of their accommodation beyond the date specified in Paragraph 1(2), such request shall be deemed an application for a new accommodation contract at the time the request is made.

(Conclusion of Accommodation Contracts, etc.)

Article 3. An accommodation contract shall be deemed concluded when the Hotel duly accepts the application in accordance with the preceding Article. However, the foregoing shall not apply if it is established that the Hotel did not accept the application.

2. Upon conclusion of an accommodation contract pursuant to the preceding paragraph, the Guest shall pay an accommodation deposit by the date specified by the Hotel. The deposit shall not exceed the basic accommodation charges for the entire stay, or three days' charges where the stay exceeds three days.

3. The deposit shall be applied first to the total accommodation charges payable by the Guest, second to any cancellation charges under Article 6, and third to any damages payable under Article 18, as applicable. Any remaining balance shall be refunded at the time of settlement of the accommodation charges as provided in Article 12.

4. If the Guest fails to pay the deposit by the date specified in Paragraph 2, the accommodation contract shall become void. However, this shall apply only where the Hotel has informed the Guest of such condition when specifying the deadline for payment of the deposit.

(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 agreement under which no accommodation deposit is required after the accommodation contract has been concluded.

2. If, at the time the Hotel accepts an application for an accommodation contract, it neither requests payment of the deposit referred to in Paragraph 2 of the preceding Article nor specifies a payment deadline for such deposit, the Hotel shall be deemed to have accepted the special agreement set forth in the preceding paragraph.

(Requests for Cooperation Regarding Infection Control Measures)

Article 4-2. The Hotel may request the cooperation of guests in accordance with Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

(Refusal of Accommodation Contracts)

Article 5. The Hotel may refuse to enter into an accommodation contract under any of the following circumstances. However, this paragraph shall not be construed as permitting the Hotel to refuse accommodation except in the cases provided for under Article 5 of the Hotel Business Act.

- (1) When the application for accommodation does not comply with the Terms and Conditions.
- (2) When the Hotel is fully booked and no rooms are available.
- (3) When the Guest is likely to engage in conduct that violates laws or regulations or disrupts public order or morals during the stay.
- (4) When the person seeking accommodation is deemed to fall within any of the categories set forth in items (a) through (c) below
 - (a) Organized crime groups, organized crime group members, associate members, affiliated persons, or other antisocial organizations, as defined under the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991).
 - (b) When the Guest is in an organized crime group, or a corporation or other organization whose business activities are controlled by an organized crime group or a member thereof.
 - (c) When the Guest is a juridical entity whose officers include a member of an organized crime group.
- (5) When the Guest engages in conduct that is likely to disturb or inconvenience other guests.
- (6) When the person seeking accommodation is a patient, etc. with a specified infectious disease as defined in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act (hereinafter referred to as a "Patient with a Specified Infectious Disease").
- (7) When violent or coercive demands are made in connection with the accommodation, or when an unreasonable burden is imposed on the Hotel
- (8) When the person seeking accommodation repeatedly makes requests specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act that impose an excessive burden on the Hotel and seriously interfere with services provided to other guests.
- (9) When the Hotel is unable to provide accommodation due to natural disasters, facility failures, or other unavoidable circumstances.
- (10) When the case falls under Article 15, Items 1 or 2, of the Tochigi Prefectural Ordinance.

(Explanation of Refusal of Accommodation Contract)

Article 5-2. A person seeking accommodation may request an explanation from the Hotel regarding its refusal to enter into an accommodation contract under the preceding Article.

(Right to Cancel Accommodation Contracts by the Guest)

Article 6. The Guest may cancel the accommodation contract by notifying the Hotel.

2. If the Guest cancels the accommodation contract, in whole or in part, for reasons attributable to the Guest (except where the Hotel has requested payment of the deposit pursuant to Article 3, Paragraph 2, and the Guest cancels the contract before making such payment), the Guest shall pay cancellation charges as set forth in Attached Table No. 2. However, where a special agreement under Article 4, Paragraph 1 has been concluded, the foregoing shall apply only if the Guest has been informed, in advance, of the obligation to pay cancellation charges in the event of cancellation by the Guest.
3. If the Guest does not arrive by 7:00 pm. on the accommodation date (without advance notice), the Hotel may regard the accommodation contract as having been cancelled by the Guest.

(Right to Cancel Accommodation Contract by the Hotel)

Article 7. The Hotel may cancel the Accommodation Contract under any of the following circumstances. However, nothing in this paragraph shall be construed as permitting the hotel to refuse accommodation on grounds other than those set forth in Article 5 of the Hotel Business Act.

- (1) When the guest is deemed likely to engage in, or has engaged in, conduct that violates laws or is contrary to public order and morals in relation to their accommodation.
 - (2) When the Guest is deemed to fall within any of the categories set forth in items (a) through (c) below.
 - (a) If the guest is part of an organized crime group, connected to one, or involved in any similar antisocial organization.
 - (b) When the Guest is a juridical entity whose officers include a member of an organized crime group.
 - (c) When the guest seeking accommodation is a corporation whose directors include any individual proven to be a member of an organized crime group.
 - (3) When the Guest engages in conduct that is likely to disturb or inconvenience other guests.
 - (4) When the person seeking accommodation is a patient, etc. with a specified infectious disease.
 - (5) Where the guest seeking accommodation engages in violent or coercive demands, or makes requests that impose an unreasonable burden in connection with the accommodation, except where such requests constitute the removal of social barriers as provided in Article 7, paragraph (2) or Article 8, paragraph (2) of the Act on the Elimination of Discrimination against Persons with Disabilities.
 - (6) When the person seeking accommodation repeatedly makes requests specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act that impose an excessive burden on the Hotel and seriously interfere with services provided to other guests.
 - (7) When the Hotel is unable to provide accommodation due to natural disasters, facility failures, or other unavoidable circumstances.
 - (8) When the case falls under Article 15, Items 1 or 2, of the Tochigi Prefectural Ordinance.
 - (9) When the Guest engages in prohibited acts, including smoking in bed, tampering with fire-fighting facilities, or otherwise violates the Hotel Regulations prescribed by the hotel (limited to matters deemed necessary for fire prevention).
2. If the Hotel cancels the Accommodation Contract in accordance with the preceding paragraph, it shall not charge the guest for any services not provided during the contractual period.

(Registration)

Article 8. The Guest shall register the following particulars at the Front Desk of on the day of the accommodation:

- (1) Name, age, sex, address, and contact information of the Guest(s).
- (2) For foreign guests: nationality, passport number, place of entry, and date of entry (a copy of the passport will be taken).
- (3) Date of departure and scheduled departure time
- (4) Other particulars deemed necessary by the Hotel.

2. In cases where the guest intends to pay the charges in accordance with Article 12 by means other than Japanese currency, such as traveler's checks, coupons, or credit cards, such credentials shall be presented in advance at the time of registration in accordance with the preceding paragraph.

(Occupancy Hours of Guest Rooms)

Article 9. The Guest shall be entitled to occupy the contracted guest room from 3:00 p.m. on the day of arrival until 10:00 a.m. on the day of departure. (This may vary depending on the accommodation plan.) However, where the Guest stays continuously for multiple days, the Guest may occupy the guest room throughout the day, except on the days of arrival and departure.

2. Notwithstanding the preceding paragraph, the Hotel may permit the use of guest rooms outside the hours specified therein. In such cases, the following additional charges shall apply. Requests may, however, be declined due to full occupancy or other operational reasons.

- (1) For up to 1 hour of overtime, an additional charge of ¥2,000 per room (excluding tax) will apply.
- (2) Thereafter, extended stays may be permitted until 11:00 a.m. only.
- (3) The amount equivalent to the room charge referred to in the preceding paragraph shall be 70% of the basic room charge.

(Compliance with Rules of Use)

Article 10. Guests shall comply with the Rules of Use established by the Hotel and posted within the premises while staying at the Hotel.

(Business Hours)

Article 11. The business hours of the Hotel's main facilities are as follows. The hours of operation of other facilities shall be provided in brochures, notices displayed throughout the Hotel, the Service Directory in guest rooms, and by other appropriate means.

- (1) Service hours of the Front Desk, Shop, etc.:
 - (a) Closing time 12:00 AM
 - (b) Front service 7:30~20:00
 - (c) Night Front service 20:00~24:00 (We can assist late at night in case of an emergency)

(2) Service hours for food and beverages (facilities):

(a) Breakfast 7:30~9:00

(b) Dinner 18:00~20:00

(3) Other facilities operating hours.

A. Souvenir Shop: 7:30~20:30

B. Public bath: 15:00~24:00 and 5:00~9:30 in the morning

2. The business hours set forth in the preceding paragraph may be subject to temporary changes due to unavoidable circumstances. In such cases, the Guest shall be informed by appropriate means.

(Payment of Accommodation Charges)

Article 12. The accommodation charges and other amounts payable by the Guest shall be as set forth in Attached Table No. 1.

2. Accommodation charges and other fees referred to in the preceding paragraph shall be paid in Japanese currency at the Front Desk upon the Guest's departure or upon request by the Hotel. Other payment methods accepted by the Hotel include traveler's checks, coupons, and credit cards.

3. Accommodation charges shall remain payable even if the Guest voluntarily chooses not to use the accommodation facilities provided by the Hotel.

(Hotel Liability)

Article 13. The Hotel shall be liable for any damage suffered by the Guest arising from the Hotel's performance or non-performance of the accommodation contract or any related agreement. However, the foregoing shall not apply where such damage is caused by reasons not attributable to the Hotel.

2. The Hotel is covered by hotel liability insurance against fires and other unforeseen accidents.

(When the Contracted Guest Room Cannot Be Provided)

Article 14. If the Hotel is unable to provide the contracted guest room, it shall, with the Guest's consent and where practicable, arrange comparable alternative accommodation for the Guest.

2. If the Hotel is unable to arrange alternative accommodation notwithstanding the preceding paragraph, the Hotel shall pay the Guest compensation equivalent to the cancellation charges, and such compensation shall be applied toward any damages payable by the Hotel. However, the Hotel shall not compensate the Guest where accommodation cannot be provided for reasons beyond the Hotel's control.

(Handling of Deposited Articles)

Article 15. The Hotel shall be liable for any loss, damage, or destruction of goods, cash, or valuables deposited by the Guest at the Front Desk, except where such loss or damage results from force majeure. However, in the case of cash and valuables, where the Hotel has requested the Guest to declare their value and the Guest fails to do so, the Hotel shall compensate the Guest only up to a maximum amount of ¥150,000.

2. The Hotel shall be liable for any loss or damage to goods, cash, or valuables brought onto the Hotel premises by the Guest and not deposited at the Front Desk, where such loss or damage results from the Hotel's negligence or willful misconduct. However, where the type and value

of the Guest's property, cash, or valuables have not been disclosed in advance, the Hotel's liability for damages shall be limited to¥150,000, except in cases of willful misconduct or gross negligence on the part of the Hotel.

(Storage of Guests' Luggage or Personal Belongings)

Article 16. The Hotel shall be responsible for storing baggage delivered prior to the Guest's arrival only where the Hotel has agreed in advance to accept such baggage. The baggage shall be handed over to the Guest at the Front Desk upon check-in.

2. When baggage or personal belongings are discovered after the Guest's departure and ownership thereof is confirmed, the Hotel shall notify the owner and request instructions regarding their disposition. If no instructions are received from the owner, or if ownership cannot be confirmed, the Hotel shall keep the property for seven (7) days, including the date of discovery, after which it shall be turned over to the nearest police station.
3. The Hotel's liability for the custody of the Guest's baggage and belongings under the preceding two paragraphs shall be governed by Paragraph 1 of the preceding Article with respect to Paragraph 1 above, and by Paragraph 2 of the same Article with respect to Paragraph 2 above.

(Park site Liability)

Article 17. The Hotel shall not be liable for the custody of a Guest's vehicle when the Guest uses the parking facilities on the Hotel premises, as the Hotel shall be deemed merely to provide parking space, regardless of whether the vehicle keys have been entrusted to the Hotel. However, the Hotel shall compensate the Guest for any damage caused by the Hotel's willful misconduct or negligence in the management of the parking facilities.

(Guest Liability)

Article 18. The Guest shall be liable for any damage caused to the Hotel through the Guest's willful misconduct or negligence.

-

Attached Table No.1 Calculation of Accommodation Charges (Re: Article 2, Paragraph 1 and Article 12, Paragraph 1)

		Contents
Total Amount to be Paid by the Guest	Accommodation Charges	(1) Basic Accommodation Charge (Room charge including breakfast and other food and beverage charges)
	Extra Charges	(2) Additional food and beverages (excluding those included in (1)) (3) Other fees
	Taxes	a. Consumption tax b. Bath tax

Remarks:

- Children's rates apply to elementary school children and younger guests. Elementary school children shall be provided with meals and bedding equivalent to those provided for adults and shall be charged at 70% of the adult rate. Preschool children aged three (3) and older shall be provided with children's meals and bedding and shall be charged at 50% of the adult rate. If only bedding is provided, a fee of ¥2,000 shall apply. For children aged one (1) to two (2) who do not require bedding or meals, a facility usage fee of ¥2,000 shall apply. (Prices are exclusive of taxes)

Attached Table No. 2 Cancellation Charges (Re: Article 6, Paragraph 2) ... for Hotels

Date of Cancellation Notice Number of Contracted Guests	No-Show	Accommodation day	1	2 Days	3 Days	5 Days	6 Days	7 Days	8 Days
			Day Prior to Acc. Day	Prior to Acc. Day	Prior to Acc. Day	Prior to Acc. Day	Prior to Acc. Day	Prior to Acc. Day	Prior to Acc. Day
Up to 14	100 %	100 %	100 %	50 %	30 %	0 %	0 %	0 %	0 %
15 and more	100 %	100 %	100 %	90 %	80 %	70 %	60 %	50 %	0 %

Remarks:

- The percentages represent the cancellation charges applicable to the Basic Accommodation Charges.
- If the number of contracted days is reduced, the Guest shall pay a cancellation charge for the first day of the cancelled portion of the stay, regardless of the number of days reduced.
- In the event of cancellation of part of a group reservation (15 or more guests), no cancellation charge shall apply to up to 10% of the reserved number of guests, calculated as of 10 days prior to the date of stay (or the date of reservation if accepted thereafter). Any fraction shall be rounded up.