ACCOMMODATION TERMS AND CONDITIONS

Yuyado Ichibanchi · Atami Onsen

English translation for reference. In case of discrepancy, the Japanese original shall prevail.

Article 1. Scope

Article 1. Accommodation contracts and related agreements entered into between Yuyado Ichibanchi (the “Inn”) and a guest shall be governed by these Terms and Conditions. Matters not provided for herein shall be governed by applicable laws and regulations or generally established customs.

2. Where the Inn agrees to a special agreement to the extent that it does not conflict with laws, regulations, or customs, that special agreement shall prevail notwithstanding the preceding paragraph.

Article 2. Application for an Accommodation Contract

Article 2. A person seeking to apply for an accommodation contract with the Inn shall provide the following information:

(1) Name of each guest

(2) Date of stay and estimated time of arrival

(3) Accommodation charges (in principle, the Basic Accommodation Charge set forth in Annex 1)

(4) Other information deemed necessary by the Inn, such as address and telephone number

2. If a guest requests an extension beyond the date stated in item (2) of the preceding paragraph, the Inn shall treat the request, when made, as an application for a new accommodation contract.

Article 3. Formation of an Accommodation Contract

Article 3. An accommodation contract shall be formed when the Inn accepts the application under the preceding Article. This shall not apply if the Inn proves that it did not accept the application.

2. Upon formation of a contract, the guest shall pay, by the date specified by the Inn, a deposit determined by the Inn, up to the Basic Accommodation Charge for the accommodation period (or three days if the period exceeds three days).

3. The deposit shall first be applied to the accommodation charges ultimately payable. If circumstances arise under Articles 6 or 18, it shall be applied first to any cancellation charge and then to damages. Any remaining balance shall be refunded when charges under Article 12 are paid.

4. If the deposit is not paid by the specified date, the accommodation contract shall cease to be effective. This applies only if the Inn informed the guest of the payment deadline when specifying it.

Article 3-2. Prohibition on Resale and Changes to Guests

Article 3-2. Resale or other transfer to a third party, for the purpose of resale or other commercial gain, of an accommodation reservation or contractual status under an accommodation contract is prohibited.

2. If a person other than the reservation applicant will stay at the Inn, the applicant shall identify the actual guest to the Inn when applying and obtain the Inn’s prior consent.

3. The applicant shall also notify the Inn before the stay and obtain its prior consent when changing a guest after the reservation is formed or adding a person other than the applicant as a guest.

4. If resale, an unauthorized transfer, or a discrepancy between the reported and actual guests is suspected, the Inn may verify the facts to the extent necessary. Any refusal to enter into an accommodation contract or termination of a formed contract shall be handled in accordance with the Hotel Business Act and other applicable laws and regulations.

Article 4. Special Agreement Not Requiring a Deposit

Article 4. Notwithstanding Article 3, paragraph 2, the Inn may agree, after formation of the contract, to a special agreement not requiring payment of the deposit.

2. If, when accepting an application, the Inn does not request the deposit or does not specify a payment deadline, the Inn shall be deemed to have agreed to the special agreement under the preceding paragraph.

Article 5. Refusal to Enter into an Accommodation Contract

Article 5. The Inn may refuse to enter into an accommodation contract in any of the following cases:

(1) The application does not comply with these Terms and Conditions.

(2) No guest rooms are available because the Inn is fully occupied.

(3) The person seeking accommodation is likely to engage, in connection with the stay, in conduct that violates laws or regulations, public order, or good morals.

(4) The person seeking accommodation is clearly recognized as having an infectious disease.

(5) An unreasonable burden beyond a reasonable scope is requested in connection with the stay.

(6) Accommodation cannot be provided due to a natural disaster, facility failure, or other unavoidable circumstances.

(7) The case falls under Article 5 of the Shizuoka Prefectural Ordinance for Enforcement of the Hotel Business Act.

Article 6. Guest's Right to Cancel

Article 6. A guest may cancel an accommodation contract by notifying the Inn.

2. If a guest cancels all or part of a contract for reasons attributable to the guest (excluding cancellation before payment where the Inn specified a deposit deadline and requested payment under Article 3, paragraph 2), the Inn shall charge a cancellation fee as set forth in Annex 2. Where the Inn agreed to the special agreement under Article 4, paragraph 1, a cancellation fee may be charged only if the Inn informed the guest of the payment obligation when agreeing to that special agreement.

3. If a guest does not arrive by 8:00 p.m. on the day of the stay without contacting the Inn (or, if an estimated arrival time was provided, within two hours after that time), the Inn may deem the contract cancelled by the guest.

Article 7. Inn's Right to Terminate

Article 7. The Inn may terminate an accommodation contract in any of the following cases:

(1) The guest is likely to engage in, or is found to have engaged in, conduct connected with the stay that violates laws or regulations, public order, or good morals.

(2) The guest is clearly recognized as having an infectious disease.

(3) An unreasonable burden beyond a reasonable scope is requested in connection with the stay.

(4) Accommodation cannot be provided due to a natural disaster or other force majeure.

(5) The case falls under Article 5 of the Shizuoka Prefectural Ordinance for Enforcement of the Hotel Business Act.

(6) The guest fails to comply with the Inn's rules prohibiting smoking in bed, tampering with fire-prevention equipment, or other conduct necessary for fire prevention.

2. If the Inn terminates a contract under the preceding paragraph, it will not charge for accommodation services not yet provided.

Article 8. Guest Registration

Article 8. On the day of the stay, the guest shall register the following information at the front desk:

(1) Name, age, sex, address, and telephone number of each guest

(2) For a foreign national: nationality, passport number, port of entry, and date of entry into Japan

(3) Departure date and estimated time of departure

(4) Other information deemed necessary by the Inn

2. If a guest intends to pay charges under Article 12 by a method other than cash, such as a traveler's check, accommodation voucher, or credit card, the guest shall present that payment method at registration.

Article 9. Hours of Use of Guest Rooms

Article 9. Guest rooms may be used from 3:00 p.m. until 10:00 a.m. the following day. For consecutive nights, the room may be used throughout the day except on the arrival and departure dates.

2. The Inn may permit use outside those hours. In that case, the following additional charges apply:

(1) 10% of the Basic Accommodation Charge per hour, for up to two hours.

(2) Use beyond two hours is generally not permitted.

Article 10. Compliance with House Rules

Article 10. Guests shall comply with the rules established by the Inn and posted within the premises.

Article 11. Operating Hours

Article 11. The main facilities and services operate as follows. Details for other facilities and services are provided in brochures, notices, or the service directory in guest rooms.

(1) Front desk and cashier services: no curfew; front desk service from 7:30 a.m. to 11:00 p.m. (from 11:00 p.m. to 7:00 a.m., only security staff are on duty).

(2) Dining and other services: breakfast from 7:30 a.m. to 8:30 a.m.; dinner from 6:00 p.m. to 7:00 p.m.; orders for special dishes from 3:00 p.m. to 5:00 p.m.

2. These hours may be changed temporarily when necessary. The Inn will give notice by an appropriate method.

Article 12. Payment of Charges

Article 12. The breakdown of accommodation charges and other amounts payable by a guest is set forth in Annex 1.

2. Charges shall be paid at the front desk, in cash or by another method accepted by the Inn, such as a traveler’s check, accommodation voucher, or credit card, upon departure or whenever requested by the Inn.

3. The accommodation charge remains payable even if a guest voluntarily does not stay after the Inn has made the room available for use.

Article 13. Inn’s Liability

Article 13. The Inn shall compensate a guest for damage caused in performing, or failing to perform, an accommodation contract or related agreement, unless the damage is not attributable to the Inn.

2. The Inn has received a fire safety certification mark from the fire department and carries hotel liability insurance to address the event of fire or a similar incident.

Article 14. When a Contracted Guest Room Cannot Be Provided

Article 14. If the Inn cannot provide the contracted guest room, it shall, with the guest’s consent, arrange another accommodation facility under conditions as similar as possible.

2. If the Inn cannot arrange another facility, it shall pay compensation equivalent to the cancellation charge, which shall be applied toward damages. This does not apply if the inability to provide the room is not attributable to the Inn.

Article 15. Handling of Deposited Articles

Article 15. If articles, cash, or valuables deposited at the front desk are lost or damaged, the Inn shall compensate the guest unless the loss or damage is caused by force majeure. For cash and valuables, if the Inn requests a description and declared value and the guest fails to provide them, liability is limited to ¥150,000.

2. If articles, cash, or valuables brought into the Inn but not deposited at the front desk are lost or damaged through the Inn’s intentional act or negligence, the Inn shall compensate the guest. For items whose type and value were not declared in advance, liability is limited to ¥100,000 unless the Inn acted intentionally or with gross negligence.

Article 16. Safekeeping of Baggage and Personal Effects

Article 16. If a guest’s baggage arrives before the stay, the Inn will keep it responsibly only if it agreed to do so before arrival, and will hand it to the guest at check-in.

2. If baggage or personal effects are left after checkout and the owner is known, the Inn will contact the owner and ask for instructions. If no instructions are given or the owner cannot be identified, the Inn will keep the items for seven days, including the day found. After that, valuables will be delivered to the nearest police station and other items disposed of. Food, beverages, and magazines will be disposed of on the day found.

3. The Inn’s liability for safekeeping under the preceding two paragraphs is governed by Article 15, paragraph 1 for paragraph 1 cases and Article 15, paragraph 2 for paragraph 2 cases.

Article 17. Parking Liability

Article 17. When a guest uses the parking lot, the Inn provides a parking space and does not assume responsibility for managing the vehicle, regardless of whether the vehicle key is deposited. However, the Inn shall compensate for damage caused by its intentional act or negligence in managing the parking lot.

Article 18. Guest’s Liability

Article 18. If the Inn suffers damage due to a guest’s intentional act or negligence, that guest shall compensate the Inn for the damage.

Annex 1. Breakdown of Accommodation Charges
(Related to Article 2, Paragraph 1 and Article 12, Paragraph 1)

Category	Breakdown
Total amount payable Accommodation charge	(1) Basic Accommodation Charge (room charge plus breakfast and dinner) (2) Service charge (included in the Basic Accommodation Charge)
Additional charges	(3) Additional food and beverage charges (other than breakfast and dinner) and other usage fees (4) Service charge (included in usage fees)
Taxes	(a) Consumption tax (b) Bathing tax (c) Accommodation tax

Notes

1. The Basic Accommodation Charge is as stated in the rate schedule posted on the Inn’s website and elsewhere.
2. Child rates apply to children in elementary school and younger: 70% of the adult rate when adult-style meals and bedding are provided; 50% when children’s meals and bedding are provided; and 30% when bedding only is provided.
3. An admission fee applies to infants for whom neither bedding nor meals are provided.

Annex 2. Cancellation Charges
(Related to Article 6, Paragraph 2)

Atami Onsen Yuyado Ichibanchi - Cancellation Charge Rates

Number of rooms	No-show	Day of arrival	1 day before	2-3 days before	4-5 days before	6-10 days before	11-14 days before	15-21 days before	22-30 days before	31-45 days before	46-60 days before	61-90 days before
1-2 rooms	100%	100%	80%	60%	30%							
3 rooms	100%	100%	90%	80%	50%	30%	20%					
4 rooms	100%	100%	90%	90%	60%	50%	30%	20%	10%			
5-6 rooms	100%	100%	90%	90%	90%	70%	50%	40%	30%	20%		
7-10 rooms	100%	100%	90%	90%	90%	80%	60%	60%	50%	30%	20%	
11 rooms or more	100%	100%	90%	90%	90%	80%	70%	70%	60%	50%	40%	30%

● Cancellation amounts shown in yen are fixed regardless of the accommodation charge. Percentages apply to the Basic Accommodation Charge (including service charge and excluding taxes).

Partial cancellation of guests: For a reservation for multiple guests, a decrease in the number of guests is generally handled by adjusting the accommodation charge rather than as a cancellation fee. Please contact the Inn for details.

Requests: Special rates may apply during Obon, Golden Week, the year-end and New Year holidays, and fireworks event dates.

Guests who wish to have dinner and expect to check in after 7:00 p.m. must contact the Inn.

If the guest does not contact the Inn or cannot be reached, dinner may be deemed forfeited and cancelled without refund. The reservation may also be deemed cancelled and resold to another guest. A cancellation charge may be billed afterward.