

Accommodation contract

宿泊約款(利用規則)
セーフティガイド

Scope of Application 適用範囲

Article1

第1条

1. The accommodation contract and related agreements that this hotel concludes with the guest shall be in accordance with the provisions of these general terms and conditions, and any matters not provided for in these general terms and conditions shall be in accordance with laws and regulations or generally established customs.

当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. In the event that the hotel accepts a special agreement to the extent that it does not contravene laws, regulations, or customs, said special agreement shall prevail notwithstanding the provisions of the preceding paragraph.

当ホテルが、法令及び慣習に反しない範囲で特約に応じたときは、前項の規定に関わらず、その特約が優先するものとします。

Application for Accommodation Contract 宿泊契約の申込み

Article2

第2条

1. A person who wishes to apply for an accommodation contract with this hotel is required to submit the following items to this hotel.

- (1) Name of person staying
- (2) Date of stay and estimated time of arrival
- (3) Accommodation charge

(In principle, the basic accommodation charge shall be in accordance with Appendix 1.)

- (4) Other matters deemed necessary by the hotel

当ホテルに宿泊契約の申し込みをしようとする者は、次の事項を当旅館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) その他当ホテルが必要と認める事項

2. In the event that the Hotel accepts a special agreement to the extent that it does not contravene laws, regulations, or customs, said special agreement shall prevail notwithstanding the provisions of the preceding paragraph.

当ホテルが、法令及び慣習に反しない範囲で特約に応じたときは、前項の規定に関わらず、その特約が優先するものとします。

Formation of Accommodation Contract, etc 宿泊契約の成立等

Article3

第3条

1. The accommodation contract shall be concluded when this hotel accepts the application described in the preceding article. However, this shall not apply when this hotel proves that it did not accept the application.

宿泊契約は、当旅館が前条の申し込みを承諾したときに成立するものとします。ただし、当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. When an accommodation contract has been concluded pursuant to the provisions of the preceding paragraph, an application fee determined by this hotel shall be paid by the date designated by this hotel within the limit of the basic accommodation charge for the period of stay (if exceeding 3 days, for 3 days).

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旅館が定める申込金を、当ホテルが指定する日までに、お支払いいただきます。

3. In the event that the provisions of Article 6 and Article 18 apply, the penalty and compensation will be applied in that order, and the remaining amount will be returned upon payment of the fee under Article 12.

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。第2項の申込金を同項の規定により当ホテルが指定した日までに支払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あたり、当ホテルがその旨を宿泊客に告知した場合に限ります。

That payment of the application fee is not required 申込金の支払いを要しないこととする特約

Article4

第4条

1. Notwithstanding the provisions of paragraph (2) of the preceding article, an inn may accept a special contract that does not require payment of the application fee under the same paragraph after the conclusion of the contract.

前条第2項の規定にかかわらず、当ホテルは、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応じることがあります。

2. When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee pursuant to the provisions of paragraph 2 of the preceding article or does not specify the date of payment of said application fee, it shall be deemed to have complied with the special provisions of the preceding paragraph.

宿泊契約の申し込みを承諾するにあたり、当ホテルが前条第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。

Refusal to enter into an accommodation agreement 宿泊契約締結の拒否

Article5

第5条

1. This hotel may refuse to enter into an accommodation contract in the following cases.
 - (1) If the application for accommodation does not comply with these Terms and Conditions.
 - (2) When there are no vacancies due to full occupancy.
 - (3) When it is recognized that the person who intends to stay is likely to commit an act contrary to the provisions of laws and regulations, public order, or good morals in connection with his/her stay.
 - (4) If the person seeking to stay at the inn has had problems with the inn in the past, such as late payment of bills.
 - (5) If a person who intends to stay at this hotel is wanted, arrested, arraigned, indicted, or convicted.
 - (6) If the person seeking accommodation is involved with any of the various organized crime groups as defined in the "Law Concerning Prevention of Unjustifiable Acts by Organized Crime Groups" Or, if the person seeking accommodation is believed to be involved with a group or organization equivalent to these groups.
 - (7) If the person seeking accommodation commits assault, injury, extortion, threats, fraud, or other similar acts.stay.
 - (8) For the same reasons as (4) through (7) above.
 - (9) When it is clearly recognized that the person who intends to stay is a patient with an infectious disease.
 - (10) When a guest is asked to bear accommodation expenses that exceed a reasonable range.
 - (11) When it is impossible to accommodate guests due to natural disasters, breakdown of facilities, or other unavoidable reasons.
 - (12) When a person who intends to stay at the hotel is likely to cause inconvenience to other guests due to intoxication, etc.
 - (13) When a guest has said or done something that is extremely disturbing to other guests.
(According to Article 4 of the Tokyo Metropolitan Hotel Business Act Enforcement Regulations)

当ホテルは、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) 宿泊の申し込みが、この約款によらないとき。
- (2) 満室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、過去に当ホテルに対して代金支払い遅延などトラブルがあったとき。
- (5) 宿泊しようとする者が、「暴力団による不当な行為の防止等に関する法律」に定める各種暴力団組織に関与しているとき。また、それに準ずる団体や組織に関与していると思われるとき。
- (6) 宿泊しようとする者が、刑事事犯による手配・逮捕・検挙・起訴・有罪判決のあったとき。
- (7) 宿泊しようとする者が、暴行・傷害・強要・脅迫・恐喝・詐欺及びこれに類する行為のあったとき。
- (8) その他、上記(4)～(7)に準ずる事由があるとき。
- (9) 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。
- (10) 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。
- (11) 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。
- (12) 宿泊しようとする者が、泥酔等により他の宿泊客に迷惑を及ぼすおそれのあるとき。
- (13) 他の宿泊客に著しく迷惑を及ぼす言動をしたとき。
(東京都旅館業法施行条例第4条の規定に基づく。)

Guest's right to terminate contract 宿泊客の契約解除権

Article6

第6条

1. The guest may cancel the accommodation contract by making a request to this hotel.
宿泊客は、当旅館に申し出て、宿泊契約を解除することができます。
2. In the event that the guest cancels all or part of the accommodation contract for reasons attributable to the guest (except when this hotel specifies the due date for payment of the application fee and requests payment of the application fee pursuant to Article 3, paragraph 2, and the guest cancels the accommodation contract prior to such payment), this hotel shall charge a penalty fee in accordance with the provisions listed in Appendix 2. A penalty charge shall be assessed as set forth in Appended Table 2. In the event that the guest cancels the accommodation contract without having received payment of the deposit (except when this hotel specifies the date of payment of the deposit and requests payment of the deposit pursuant to Article 3, paragraph 2), this Ryokan shall charge a penalty fee in accordance with the provisions listed in appended table 2. However, in the event that this hotel accepts the special contract stipulated in Article 4, Paragraph 1, and the guest cancels the accommodation contract when accepting the special contract, this Ryokan will charge a penalty fee only when it has notified the guest that a penalty fee is payable. If the guest has not arrived by 11:00 p.m. on the day of the stay (or, if an estimated time of arrival has been specified, two hours after that time), this hotel may treat the accommodation contract as having been cancelled by the guest.

当ホテルは、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に掲げるところにより、違約金を申し受けます。ただし、当ホテルが第4条第1項の特約に応じた場合にあつては、その特約に応じるにあつて、宿泊客が宿泊契約を解除したときの違約金支払い義務について、当ホテルが宿泊客に告知したときに限ります。当ホテルは、宿泊客が連絡をしないで宿泊日当日の午後11時（あらかじめ到着予定時刻が明示されている場合は、その時刻を2時間経過した時刻）になつ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して処理することがあります。

Right to cancel the contract of this hotel 当ホテルの契約解除権

Article 7 第7条

1. This hotel reserves the right to cancel the accommodation contract in the following cases.
 - (1) When a guest does not comply with the hotel's Accommodation Agreement and Rules of Use.
 - (2) When it is recognized that the guest is likely to commit an act contrary to the provisions of the law, public order, or good morals, or when it is recognized that the guest has committed such an act in connection with the accommodation.
 - (3) When the guest is deemed by the hotel to be unfit to stay at the hotel due to poor conduct, etc.
 - (4) When the guest has failed to pay or delayed payment of the accommodation charge to this hotel.
 - (5) When the guest has made a false application at the time of entering into the accommodation contract.
 - (6) When a guest has a criminal record and is deemed to be unsuitable for the hotel.
 - (7) If the guest is wanted, arrested, censured, prosecuted, or convicted by a public authority.
 - (8) If the applicant is recognized as a member of or related to antisocial forces, extremist organizations, or other organizations equivalent to those stipulated in the "Law Concerning Prevention of Unjust Acts by Members of Organized Crime Groups.
 - (9) The guest has been involved in a group or organization that deceives or intimidates a person or organization recognized by the hotel as being equivalent to the person or organization in the preceding paragraph. When a guest commits assault, injury, extortion, fraud, or other similar acts. Other reasons similar to (4) through (10) above.
 - (10) When it is clear that the guest is a patient with an infectious disease.
 - (11) When a guest is asked to bear expenses for accommodation that exceed a reasonable range.
 - (12) When accommodating is impossible due to force majeure such as natural disasters.
 - (13) When it is recognized that the guest is likely to cause trouble to other guests due to drunkenness, etc., or when it is recognized that the guest has said or done something that is extremely disturbing to other guests. (According to Article 4 of the Tokyo Metropolitan Hotel Business Act Enforcement Regulations)
 - (14) When a guest does not comply with the prohibitions (limited to those necessary for fire prevention) of the rules of use established by the Hotel, such as smoking in the guest room, tampering with fire-fighting equipment, etc.
 - (15) In the event of extremely unsanitary use of spa facilities, etc.
2. When this hotel cancels the accommodation contract pursuant to the provisions of the preceding paragraph, no charge for accommodation services, etc. that have not yet been provided to the guest will be made.

当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。

Registration of accommodation 宿泊の登録

Article 8

第8条

1. Guests must register the following items at the front desk of the hotel on the day of their stay.
 - (1) Name, age, sex, and address of the lodger
 - (2) For foreign nationals, nationality, passport number, area of entry, and date of entry
 - (3) Departure date and scheduled departure time
 - (4) Other matters deemed necessary by the hotel

宿泊客は、宿泊日当日、当ホテルの受付において、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
- (2) 外国人にあつては、国籍、旅券番号、入国地域及び入国年月日
- (3) 出発日及び出発予定時刻
- (4) その他当ホテルが必要と認める事項

2. When a guest intends to pay the charges specified in Article 12 (Appendix 1) by a method that can substitute for currency, such as traveler's checks, lodging vouchers, or credit cards, the guest shall present such checks or credit cards at the reception desk in accordance with the provisions of the preceding paragraph.

宿泊客が第12条(別表第1)の料金の支払いは、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提示していただきます。

Room usage time 客室の使用時間

Article 9

第9条

1. Guests may use their rooms from 3:00 p.m. to 11:00 a.m. of the following day. However, in the case of consecutive nights, guests may use the room all day except for the day of arrival and the day of departure.

宿泊客が当ホテルの客室を使用できる時間は、午後3時から翌日11時までとします。

ただし、連続して宿泊する場合には、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. Notwithstanding the provisions of the preceding paragraph, the hotel may accept the use of a guest room outside of the hours stipulated in the preceding paragraph. In such a case, the following additional charges shall apply.
 - (1) 30% of the room charge up to 3 hours after the check-out time specified by the hotel
 - (2) 50% of the room charge up to 6 hours after the check-out time specified by the hotel
 - (3) If the check-out time specified by the hotel is more than 6 hours after the check-out time, the full amount of the room charge will be charged.

当ホテルは、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応じることがあります。

この場合には次に掲げる追加料金を申し受けます。

- (1) 当ホテルの指定するチェックアウト時間後3時間まで室料相当額の30%
- (2) 当ホテルの指定するチェックアウト時間後6時間まで室料相当額の50%
- (3) 当ホテルの指定するチェックアウト時間後6時間以上室料相当額の全額

Compliance with Rules of Use 利用規則の遵守

- Article 10
第10条
1. Guests shall follow by the rules of use established by the hotel while they are in the hotel.
宿泊客は、当館内においては、当館が定めた利用規則に従っていただきます。

Opening Hours 営業時間

- Article 11
第11条
1. The hours of operation of the inn's facilities are listed in the pamphlet provided, on notices posted throughout the inn, and in the inn's directory in the guest room.
当ホテルの施設等の営業時間は備え付けのパンフレット、各所の掲示、客室内のホテルディレクトリー等でご案内いたします。
 2. Opening hours are subject to change without notice. In such cases, we will notify you by appropriate means.
営業時間は、事前の予告なしに変更する場合がございます。その場合には、適当な方法をもってお知らせします。

Fee Payment 料金の支払い

- Article 12
第12条
1. The breakdown of accommodation charges, etc. payable by the guest and the method of calculation thereof shall be as shown in Appendix 1.
1. 宿泊客が支払うべき宿泊料金等の内訳及びその算定方法は、別表第1に掲げるところによります。
 2. Payment of the accommodation charge, etc. set forth in the preceding paragraph shall be made at the front desk at the time of the guest's departure or when requested by this hotel by means of currency or a traveler's check, room voucher, credit card, etc. accepted by this hotel that can substitute for currency. Accommodation charges shall be collected even if the guest voluntarily does not stay overnight after this hotel has provided and allowed the guest to use the room.
前項の宿泊料金等の支払いは、通貨又は当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ホテルが請求したとき、受付において行っていただきます。当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、宿泊料金を申し受けます。

Responsibility of our hotel 当ホテルの責任

Article 13

第13条

1. If this hotel causes damage to a guest due to the performance or non-performance of the accommodation contract and related agreements, this hotel will compensate for the damage. However, this shall not apply if the damage is not caused by reasons attributable to the hotel. The hotel has liability insurance in case of fire or other emergency.

当ホテルは、宿泊契約及びこれに関連する契約の履行にあたり、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、それが当ホテルの責めに帰すべき事由によるものでないときは、この限りではありません。当ホテルは、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。

What to do if the contracted room cannot be provided 利用規則の遵守

1Article 14

第14条

1. If this hotel is unable to provide for the guest with the contracted room, this hotel will, with the consent of the guest, mediate other accommodations under the same conditions as much as possible. If, notwithstanding the provisions of the preceding paragraph, this hotel is unable to mediate other accommodation, this hotel will pay compensation to the guest in an amount equivalent to the penalty charge. However, if this hotel is unable to provide a guest room due to reasons attributable to this hotel, no compensation will be paid.

当ホテルは、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斡旋するものとします。当旅館は、前項の規定にかかわらず、他の宿泊施設の斡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。

Luggage handling, etc 委託物等の取扱い

Article 15

第15条

1. In the event of loss, damage, etc. to articles, cash, or valuables left at the front desk by a guest, this hotel will compensate for such damage, except in cases where such damage is caused by force majeure. However, in the event that this hotel requires the guest to disclose the type and value of cash and valuables, and the guest fails to do so, this hotel will compensate for the damage up to 100,000 yen. In the event that a guest brings into the hotel any articles, cash or valuables that have not been left at the front desk, and if such articles, cash or valuables are lost, damaged or otherwise damaged due to the intentional or negligent act of the hotel, the hotel will compensate for such damages.

However, if the type and value of the items are not specified in advance by the guest, the hotel will compensate for damages up to 100,000 yen, except in the case of willful misconduct or gross negligence on the part of the hotel.

宿泊客が受付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、当ホテルがその種類及び価格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場合、当旅館は10万円を限度としてその損害を賠償します。宿泊客が、当ホテル内にお持ち込みになった物品又は現金並びに貴重品であって受付にお預けにならなかったものについて、当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、当ホテルはその損害を補償します。ただし、宿泊客からあらかじめ種類及び価格の申告のなかったものについては、当ホテルに故意又は重大な過失がある場合を除き、10万円を限度として当旅館はその損害を賠償します。価格の申告のなかったものについては、当ホテルに故意又は重大な過失がある場合を除き、10万円を限度として当ホテルはその損害を賠償します。

Storage of baggages or personal properties 宿泊客の手荷物または携帯品の保管

Article 16

第16条

1. In the event that a guest's baggage arrives at this hotel prior to his/her stay, this hotel will responsibly keep it and hand it over to the guest when the guest checks in at the front desk, provided that the guest understands this prior to his/her arrival.

宿泊客の手荷物が、宿泊に先立って当旅館に到着した場合は、その到着前に当ホテルが了解したときに限って責任をもって保管し、宿泊客が受付においてチェックインする際お渡します。

2. In the event that a guest's luggage or personal belongings are left at the hotel after the guest has checked out, if the owner of the luggage or personal belongings is known, the hotel shall contact the owner and request instructions from him or her. If the owner is identified, the hotel shall contact the owner and seek his/her instructions, unless the hotel deems that the owner's privacy would be seriously compromised. If the owner's instructions are not received, or if the owner cannot be identified, the lost property will be disposed in accordance with the Lost and Found Law.

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旅館に置き忘れられていた場合においては、その所有者が判明したときは、当ホテルは、当該所有者に連絡をするとともにその指示を求めるものとします。ただし、著しくプライバシーに関わると当ホテルが判断した場合はこの限りではありません。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、遺失物法に基づいて処理するものとします。

3. In the case of the preceding two paragraphs, the responsibility of the inn for the custody of the guest's baggage or personal belongings shall conform to the provisions of paragraph 1 of the preceding article in the case of paragraph 1, and to the provisions of paragraph 2 of the same article in the case of the preceding paragraph. The inn will decide on any articles left in the inn (so-called "waste"). Opened food and beverages, items that are expected to spoil or deteriorate, used underwear and towels, and other items that are expected to cause sanitary problems will be disposed of without notification to the police.

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ホテルの責任は、第1項の場合にあつては前条第1項の規定に、前項の場合にあつては同条第2項の規定に準じるものとします。当ホテル内に留置された物品がお忘れ物か遺棄物(いわゆる廃棄物)かの判断は当ホテルが行います。開封された飲食物、腐敗または変質が予想されるもの、使用済みの下着やタオルなど衛生上の問題が生じると予想されるものについては、警察に届けることなく処分させていただきます。

Guest Responsibility 宿泊者の責任

Article 17

第17条

1. If this hotel suffers damage due to the intentional or negligent act of a guest, said guest shall compensate this hotel for such damage

宿泊客の故意又は過失により当ホテルが損害を被ったときは、当該宿泊客は当ホテルに対し、その損害を賠償していただきます。

Terms and Conditions of Validity of Stay 宿泊約款の有効

Article 19 1. This accommodation agreement is effective from November 30, 2023.

第19条 本宿泊約款は、令和5年11月30日より有効といたします。

Appended table No. 1 Method for calculating the basic accommodation fee, etc.
(Related to Article 2, Paragraph 1, Article 3, Paragraph 2 and Article 12, Paragraph 1)

別表第1 基本宿泊料金等の算定方法(第2条第1項、第3条第2項及び第12条第1項関係)

		Breakdown 内訳
(1) Amount to be paid by the guest 宿泊客が支払うべき額	Hotel fee 宿泊料金	① Accommodation fee (room fee + food and drink such as breakfast) 宿泊料(室料+朝食等の飲食料) ② Incidental charges applied in advance 予め申し込まれた付帯料金
(2) Incidental charges payable by the guest 宿泊客が支払うべき付帯料金	Additional fee 追加料金	③ Other usage fees その他利用料
(3) Others その他	Tax 税金	④ Consumption tax on the above 上記にかかる消費税

Remarks

If the tax laws and ordinances are revised, the above accommodation tax and consumption tax will be subject to the revised provisions will do.

備考

上記の宿泊税ならびに消費税は、税法ならびに条例が改定された場合には、その改定された規定によるものとします。

Attached Table 2 Penalties (Cancellation Policy) (Related to Article 6, Paragraph 2)

別表第2 違約金 (キャンセルポリシー) (第6条第2項関係)

Date of receipt of notice of contract cancellation 契約解除の通知を受けた日	No stay 不泊	On the day 当日	The day before 前日	2-9 days ago 2~9日前	10-20 days ago 10~20日前
Normal 一般	100%	80%	20%	-	-
Group of 5 adults or more 大人5名さま以上のグループ	100%	100%	80%	50%	30%

Note

- Penalties shall be calculated from the day on which notice of contract cancellation is received from the guest.
- The percentage is the ratio of the penalty to the basic accommodation charge (room charge).
However, for accommodation packages such as private rooms with private baths, the published amount (hereinafter referred to as the package fee) will be collected as a penalty.
- In the case of a contract where the same guest stays consecutively, the basic accommodation charge (or package charge) for the first day will be collected as a penalty. In addition, if the number of days contracted is shortened, one day's worth (the first day) will be collected as a penalty regardless of the number of days shortened.
- In addition, in accommodation packages planned by the hotel or specific groups, penalties different from the above regulations may be prescribed.
- If the number of days contracted is shortened, a penalty for one day (the first day) will be collected regardless of the number of days shortened.

注意

- 違約金は、宿泊客から契約解除の通知を受けたその日から起算します。
- %は、基本宿泊料(室料)に対する違約金の比率です。
但し、貸切個室風呂付等の宿泊パッケージは、その公示額(以下、パッケージ料金とする)を違約金として收受します。
- 同一の宿泊客が連続して宿泊する契約においては、第1日目の基本宿泊料(またはパッケージ料金)を違約金として收受します。
また、契約日数が短縮された場合は、その短縮日数にかかわらず1日分(初日)を違約金として收受します。
- その他、当ホテルが企画する宿泊パッケージまたは、特定団体において、前述の規定とは異なる違約金を定めることがあります。
- 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)の違約金を收受します。

Safety Guide セーフティガイド

Emergency Prevention Checklist 緊急時に備えたご確認事項	<p>In case of emergency, evacuation route maps are posted in guest rooms. Please check the location of emergency exits and fire extinguishers. Please contact our staff for details.</p> <p>万一の場合に備え、客室内に避難経路図を表示しております。非常口および消火器の位置をご確認ください。詳しくはホテルスタッフまでご連絡ください。</p>
Emergency information 緊急時のご案内	<p>After entering your room, please read the evacuation route in your room carefully and confirm the route to the emergency exit. In case of fire, accident, illness, or other emergency, please contact the front desk.</p> <p>お部屋に入室後は、客室内の避難経路をよくお読みの頂き、非常口までの順路をご確認ください。また、火災、事故、病気など緊急の際は、受付までご連絡ください。</p>
Emergency evacuation routes, etc. 非常時の退避経路など	<p>Emergency exits are located on each floor.</p> <p>非常口は各階にあります。</p>
An event of an earthquake 地震発生時	<p>In the event of a small earthquake, there will be no emergency announcement from the inn. In the event of a major earthquake, please read the following precautions.</p> <ul style="list-style-type: none">○In the event of an earthquake or tsunami, it is generally considered safe to remain inside of the building.○If you feel a strong tremor, secure your own safety by hiding underneath a table or away from falling objects that could break glass on the ceiling or near a window.○Check the fire extinguisher after the tremors have subsided.○In case of fire or building collapse, you may be asked to evacuate outside of the building at the discretion of the general manager. In such cases, please act in calm and follow the guidances of emergency announcements and ryokan staff. <p>小規模な地震が発生した場合、旅館からの非常用アナウンスはありません。大規模な地震が発生した場合に備えて、次の注意事項をお読みください。</p> <ul style="list-style-type: none">○震災時においても原則として館内にとどまることが安全とされております。○強い揺れを感じたら、まずその場でテーブルの下に身を隠すか、天井の落下物やガラスの割れる可能性のある窓際から離れ、身の安全を確保するようお願いいたします。○揺れがおさまったら火元の点検をお願いいたします。○万一、火災や建物倒壊の恐れが生じた場合、総支配人の判断により、皆様にホテル外への避難をお願いすることがございます。その際は非常用アナウンスおよび旅館スタッフの誘導に従って、落ち着いて行動していただきますようお願いいたします。