

Accommodation terms and conditions

Amendment April 1, 2026

(Scope of Application)

Article 1. Contracts for accommodation and related agreements to be entered into between "TOMINOWA" (hereinafter "Our Hotel") and the Guest to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations ("laws and regulations," or those based on laws and regulations. The same shall apply hereinafter) and/or generally accepted practices.

2. 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 the special contract shall take precedence over the provisions of these Terms and Conditions, notwithstanding the preceding Paragraph.

(Application for Accommodation Contract)

Article 2. 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 of accommodation and estimated time of arrival.
 - (3) Accommodation charges (The accommodation fee shall be the amount selected by the Guest from among the amounts presented by the Hotel at the time of reservation. Hereinafter referred to as "accommodation fee".)
 - (4) Other particulars deemed necessary by the Hotel.
2. If Guests request to extend their stay, during their stay, 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. 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 where 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 set 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 Charge to be paid by the Guest, secondly for cancellation charges under Article 6 and thirdly for reparations under Article 18 as applicable. The remainder, if any, shall be refunded at the time of payment for accommodation as stated in Article 12.
4. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of Payment of the deposit is specified.

(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 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 payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as though the Hotel has accepted a special contract prescribed in the preceding Paragraph.

(Request for cooperation in infection control measures at facilities)

Article 4-2. The Hotel may request cooperation from the person who intends to stay at the hotel in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

(Refusal of Accommodation Contracts)

Article 5. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.

- (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 there is no vacancy.
- (3) When the Guest seeking accommodation is deemed liable to conduct himself/herself in a manner that will violate laws or act against the public order or good morals in regard to his/her accommodation.
- (4) When the person who intends to stay at this hotel is deemed to fall under any of the following items (a) through (c).
 - (a) Organized Crime Groups as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Groups (Act No. 77 of 1991) (hereinafter referred to as "Organized Crime Groups"), members of organized crime groups as defined in Article 2, Item 6 of the same article (hereinafter referred to as "Members of Organized Crime Groups"), associate members of organized crime groups or persons related to organized crime groups, or other antisocial groups.
 - (b) When the person is a organized crime group or a corporation or other organization whose business activities are controlled by a organized crime group or a member of an organized crime group.
 - (c) A person who is a juridical person and one of its officers falls under the category of an organized crime group member.
- (5) When the person is behaving in such a manner as to be an annoyance to other guests.
- (6) When a person who intends to stay at this hotel is a patient, etc. of a specified infectious disease as defined in Article 4-2, paragraph 1, item 2 of the Hotel Business Act (hereinafter referred to as "patient, etc. of specified infectious disease").
- (7) When a violent act of demand is committed or a burden exceeding a reasonable range is demanded with regard to accommodation (Excluding cases where the person seeking accommodation requests the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act (Act No. 65 of 2013. Hereinafter referred to as the "Act on Elimination of Discrimination against Persons with Disabilities") on Promotion of Elimination of Discrimination on the Basis of Disability).
- (8) When the person who intends to stay in the Hotel has repeatedly made a request to the Hotel as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as a request whose burden is excessive in its implementation and which may seriously impede the provision of accommodation-related services to other guests.
- (9) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes.
- (10) When the case falls under the provisions of Article 5 of the Enforcement Regulations of the Toyama City Hotel Business Act.

(Right to Cancel Accommodation Contracts by the Guest)

Article 6. The Guest is entitled to cancel the Accommodation Contract by notifying the Hotel.

2. If 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 payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before payment), the Guest shall pay cancellation charges 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 of the obligation of payment of cancellation charges in case of cancellation by the Guest.
3. Our hotel's check-in deadline is 8:00 pm If a guest does not arrive by 8:00 pm on the day of their stay (or one hour after the expected arrival time if the guest has stated it in advance) without contacting us, we 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, this paragraph does not mean that this hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.

- (1) When the Guest is deemed liable for conduct and/or has conducted himself/herself in a manner that will violate laws or act against the public order and good morals in regard to his/her accommodation.
- (2) When it is recognized that the Guest falls under any of the following items (a) through (c).
 - (a) When the Guest is a crime group, a member of a crime group, a quasi-constituent of a crime group, or a person related to a crime group, or any other antisocial group.
 - (b) When the Guest is a juridical person or other organization whose business activities are controlled by a crime group or a member of a crime group.
 - (c) when the Guest seeking accommodation is a corporation which any of directors are proven to be a member of an organized crime group.
- (3) When the Guest is behaving in such a manner as to be an annoyance to other guests.
- (4) When the Guest is a patient, etc. of specified infectious disease.
- (5) When the Guest who intends to stay at the accommodation commits a violent demand act or asks for a burden exceeding a reasonable range with regard to the accommodation (except when the guest requests the removal of social barriers as provided in Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on Elimination of Discrimination against Persons with Disabilities).
- (6) When the Guest repeatedly makes a request to this hotel that is so burdensome in its implementation that it may seriously impede the provision of accommodation-related services to other guests, as specified in the Article 5-6 of the Enforcement Regulations of the Hotel Business Act.
- (7) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure.
- (8) When the case falls under the provisions of Article 5 of the Enforcement Regulations of the Toyama City Hotel Business Act.
- (9) When the Guest does not observe prohibited action s such as smoking in bed, tampers with fire-fighting facilities and otherwise breaches Hotel Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid causing fires).

(Registration)

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

- (1) Name, age, sex, address, and contact information of the Guest(s).
 - (2) When the Guest who does not reside in JAPAN, present your passport to confirm your identity and we will make a copy of your passport.
 - (3) Other particulars deemed necessary by the Hotel.
2. In the case when the Guest intends to make payment of the charges in accordance with Article 12 by any means other than Japanese currency, such as traveler's checks, coupons, credit cards, etc., these credentials shall be shown in advance at the time of registration in accordance with the preceding paragraph.

(Occupancy Hours of Guest Rooms)

Article 9. The Guest is entitled to occupy the contracted guest room of the Hotel from 3pm to 10am the next morning. However, in the case when the Guest is accommodated continuously, the Guest may occupy the guest room all day, except for the days of arrival and departure.

2. The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit - 4 - the Guest to occupy the guest room beyond the time prescribed in the same Paragraph, in this case, extra charges shall apply as follows.

- (1) Up to 2 hours overtime: 20% of the day's fee.
- (2) Up to 3 hours overtime: 30% of the day's fee.

We will not accept more than that.

(Observance of Hotel Regulations)

Article 10. The Guest shall observe the Hotel Regulations established by the Hotel. Hotel Regulations are posted within the premises of the Hotel.

(Business Hours)

Article 11. The business hours of the Hotel main facilities are as follows, and those of other facilities, etc. shall be notified in detail by brochures as provided, notices displayed in various places, the Service Directory in guest rooms and other means.

- (1) Service hours of the Front Desk, cashier, etc.:
 - (a) Closing time: midnight
 - (b) Front service: 7 am to 10 pm
 - (c) Souvenir shop: 7 am to 8 pm
- (2) Service hours for food and beverages (facilities):
 - (a) Breakfast: 7 am to 9:15 am (Two shifts starting at 7:00 am and 8:15 am)
 - (b) Dinner: 5:30 pm to 9:00 pm (Two shifts starting at 5:30 pm and 7:30 pm)
- (3) Incidental service facility hours.
 - (a) Large public bath/open-air bath: 5:30 am to 9:30 am, 10:30 am to 12:00 pm
 - (b) Other information will be announced on our website and bulletin boards in various locations.

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

(Payment of Accommodation Charges)

Article 12. The explanation of 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 at Front Desk at the time of the Guest's departure or upon request by the Hotel in Japanese currency. Other means acceptable to the Hotel are traveler's cheques, coupons and credit cards.
3. Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the Hotel.

(Liabilities of the Hotel)

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

2. The Hotel is covered by Hotel Liability Insurance to deal with unexpected fire and/or other disasters.

(Handling when Unable to Provide Contracted Rooms)

Article 14. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable 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 compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel will not compensate the Guest.

(Handling of Deposited Articles)

Article 15. Our hotel does not store cash or valuables. If other items are taken into custody and the hotel requests a declaration of their type and value, but the guest fails to do so, the hotel will compensate the guest for damages up to 100,000 yen.

2. In the event that any goods, cash or valuables brought into the hotel by the guest are lost, damaged or otherwise caused by the hotel's intention or negligence, the hotel will compensate for the damage. However, for items for which the type and value have not been disclosed in advance by the guest, the hotel will compensate for damages up to 50,000 yen, unless there is intentional or gross negligence on the part of the hotel.

(Custody of Baggage and/or Belongings of Guest)

Article 16. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to store it only in the case when such a request has been accepted from the Hotel. The baggage shall be handed over to the Guest at the Front Desk at the time of his/her check-in.

2. When the baggage or belongings of the Guest are found after check-out and ownership of the article is confirmed, the Hotel shall inform the owner of the article left and ask for further instructions. When no such instructions are given to the Hotel by the owner or when ownership is not confirmed, the hotel will keep the property for 7 days, including the day of discovery, after which it will be reported to the nearest police station.

3. The Hotel's liability in regards to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be 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.

(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 damage caused through intent or negligence on the part of the Hotel in regards to the management of the parking lot.

(Liability of the Guest)

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

(Language)

Article 19 Terms of Use are written in Japanese and English. In the event of any conflict or discrepancy, the Japanese version shall prevail.

Attached Table No.1 Calculation Method for Accommodation Charges (Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

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

Remarks:

Children aged 7 to 12 (school age children) 70% of adult price, children aged 3 to 6 (preschoolers) are charged 50% of the adult price.

Infants under 3 years old are charged 20% of the adult price (50% if a meal is provided)

I'll have it.

Attached Table No. 2 Cancellation Charge for Hotel (Ref. Paragraph 2 of Article 6) ---for Hotel

Contracted Number of Guests	Date when Cancellation of Contract is Noticed	No Show	Accommodation day	1 Day	2 Days	3 Days	5 Days	6 Days	7 Days	8 Days	14 Days	15 Days	20 Days	30 Days
				Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day	Prior to A. Day
1 to 14		100 %	100 %	50 %	30 %	30 %	/	/	/	/	/	/	/	/
15 to 30		100 %	100 %	80 %	50 %	30 %	30 %	20 %	20 %	10 %	10 %	/	/	/
31 to 100		100 %	100 %	80 %	50 %	50 %	30 %	30 %	30 %	15 %	15 %	10 %	10 %	10 %

Remarks:

1. The percentages signifies the cancellation charge to the Basic Accommodation Charges.

2. When the number of days contracted is shortened, the cancellation charge for the first day of the cancelled period shall be paid by Guest regardless of the number of days shortened.

3. In the event of cancellation of a contract for a part of a group (15 or more persons), 10% of the number of persons staying at the hotel 10 days prior to the date of stay (or the date of acceptance if the application is accepted after that date) (any fractional number will be rounded up) will not be subject to a penalty.

4. Different penalties may apply for reservations made through travel agencies.

