

Terms and Conditions for Accommodation Agreements

Article 1: Scope of Application

1. Agreements between the Hotel New Otani Nagaoka (hereinafter referred to as “the hotel”) and guest concerning the guest’s accommodations and any other related agreements will be subject to the Terms and Conditions for Accommodation Agreements written herein. 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. Notwithstanding the provisions of the previous clause, a special agreement may take precedence when the hotel accepts it and it does not go against laws or common practices.
3. Words suggesting the singular includes the plural and vice versa.

Article 2: Application for Accommodation Agreement

1. To apply for an accommodation agreement with the hotel, the guest intending to stay is required to provide the hotel with the following information:
 - (1) Name of the guest(s);
 - (2) Date of arrival, estimated time of arrival and date of departure;
 - (3) Accommodation Charges (subject to the listed in Table 1 below)
 - (4) a. Applicant’s name, and contact number
b. Name and address of the individual responsible for paying the accommodation charges; and
 - (5) Other information deemed necessary by the Hotel.
2. In the event that a guest requests to stay beyond the date of departure stipulated in item 2 of the previous clause during his/her stay, the hotel shall treat it as if a new application for accommodation agreement had been made at the time the request is made.

Article 3: Conclusion etc. of Accommodation Agreement

1. An accommodation agreement is recognized as official when the Hotel approves the required application outlined in the previous article. This does not apply if the hotel can show evidence of its disapproval.
2. When an accommodation agreement is finalized according to the provisions of the previous clause, the guest must pay the application fee which shall not exceed the total amount indicated in Table 1 below for the relevant period of stay by the specified date.
3. An application fee will be applied towards the guest's accommodation charges. Any situations covered under Articles 6 and 18 may incur penalties and require damage compensation in that order. The remaining balance, if applicable, will be refunded during payment as outlined in Article 12.
4. If the guest does not pay the application fee outlined in the second clause by the date specified by the hotel, the accommodation agreement with the guest shall be considered no longer valid. This will only apply when the hotel has notified the guest of the payment deadline for the application fee.

Article 4: Special Agreement not requiring the payment of an application fee

1. Notwithstanding the provisions of the second clause of the previous article, the hotel may accept a special agreement that does not require payment of an application fee, outlined in the same clause, after the finalization of the agreement.
2. If the hotel does not require an application fee as stated in the second clause of the previous article, and does not set a deadline for payment of that fee when

accepting an application for accommodation, it may be considered to have accepted the special agreement outlined in the previous clause.

Article 4.-2: Request for cooperation in infectious disease prevention

The hotel may request cooperation in preventing infectious diseases to persons to stay*, as per Article 4-2, Paragraph 1 of the Hotel Business Act (Law No. 138 of 1948).

*“persons to stay” refers to both persons who intend to stay for the first night or who have already stayed for one or more nights (the same shall apply hereinafter).

Article 5: Rights of the Hotel to Reject Accommodation Agreement

The hotel may reject to enter into an accommodation agreement in any of the following situations. However, this clause does not imply that the hotel may refuse to accommodate guests in situations other than those listed in Article 5 of the Hotel Business Act.

- (1) The application does not meet the requirements outlined in these Terms and Conditions;
- (2) Fully occupied and no vacancy available;
- (3) The person intending to stay at the hotel is suspected of violating laws, public order, or morals related to their accommodations;
- (4) The person intending to stay at the hotel falls under any of the following situations:
 - a) Members of organized crime groups as defined in Article 2, Item 2 of the “Law Concerning Prevention of Unjust Acts by Organized Crime Groups (Law No. 77, 1991),” members of organized crime groups as defined in Article 2, Item 6 of the same law, members of quasi-organized crime groups or persons related to organized crime groups, and other antisocial forces (collectively referred to as "antisocial forces") as defined by The New Otani Co., Ltd. and other business locations within the New Otani Group.
 - b) When a business entity or organization is controlled by a member or related party of antisocial forces.
 - c) When a business entity has officers or employees affiliated with antisocial forces.
- (5) When the person intending to stay at the hotel disturbs other guests through verbal or behavioral actions.
- (6) When the person intending to stay at the hotel is deemed to have infectious or contagious diseases as defined in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act;
- (7) If any of the following actions are taken in relation to the accommodation:
 - a) When the person intending to stay at the hotel makes a violent demand;
 - b) When the person intending to stay at the hotel prevents the hotel from exercising its rights or coerces the hotel to do something it is not obliged;
 - c) When the person intending to stay at the hotel requests a burden exceeding a reasonable limit;
 - d) When the person intending to stay at the hotel disrupts the hotel’s operations by deception (including spreading false information, engaging in deceptive and seductive acts, etc.) or force (including abusive language, violent actions, etc.);
- (8) When the person intending to stay at the hotel requests the hotel to take on

a burden exceeding a reasonable limit for their accommodation (except when the person intending to stay at the Hotel requests the removal of social barriers under the provisions of Article 7 paragraph 2 or Article 8 paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities (Act No. 65 of 2013));

- (9) When the person intending to stay at the hotel repeatedly makes excessive demands, as defined in Article 5-6 of the Enforcement Regulations of the Hotel Business Act, that may cause serious hindrance to the hotel's ability to provide service to other guests.
- (10) When the hotel cannot accommodate guests due to a natural disaster, wide-spread disorder, the spread of infectious disease, facility breakdowns, or other unavoidable circumstances.
- (11) When the case falls under the provisions outlined in the Niigata Prefectural Ordinance.

Article 5-2: Rights to request an explanation for the refusal of an accommodation agreement

When the hotel declines to enter into an accommodation agreement as per the previous article, the person intending to stay at the hotel may ask the hotel for an explanation of the hotel's refusal.

Article 6: Rights of the guest to cancel an accommodation agreement and the cancellation policy

1. The guest or their agents may cancel the accommodation agreement by giving prior notice to the hotel.
2. When the guest or their agents have canceled their accommodation agreement in whole or in part due to causes for which a guest or their agents are liable (except in the case where the hotel has requested the payment of the deposit during the specified period as prescribed in the second clause of Article 4 and a guest or their agents have canceled before the payment), the relevant cancellation fees are to be paid by a guest or their agents under the cancellation policy as listed in Table 2 below.
3. When the guest has not arrived by 8:00 p.m. on the scheduled arrival date, or if they have not arrived within 2 hours after the time they previously communicated as their expected arrival, their accommodation agreement will be considered canceled. In this case, the hotel's procedures for handling cancellations shall apply.

Article 7: Rights of the hotel to cancel an accommodation agreement

1. The hotel may cancel the accommodation agreement under any of the following circumstances. However, this clause does not imply that the hotel may refuse accommodation for any reasons other than those specified in Article 5 of the Hotel Business Act:
 - (1) The guest is deemed as possibly engaging in or is suspected of having engaged in an act that goes against laws, public order or morals related to his/her accommodations;
 - (2) When the guest is determined to fall under any of the following categories;
 - a) Individuals affiliated with or connected to antisocial groups.

- b) A corporate entity whose business activities are under the control of anti-social forces.
 - c) A corporate entity includes individuals affiliated with antisocial within its officers or employees.
- (3) When the guest verbally or behaviorally causes significant disturbance to other guests;
 - (4) When the guest obviously has an infectious disease or other toxic or contagious illness;
 - (5) When any of the following actions are taken in relation to the accommodation;
 - a) When violent acts of demand are directed toward the hotel or its employees;
 - b) When the person intending to stay at the hotel prevents the hotel from exercising its rights or coerces the hotel to do something it is not obliged;
 - c) When the guest disrupts the hotel's operations by deception (including spreading false information, engaging in deceptive and seductive acts, etc.) or force (including abusive language, violent actions, etc.);
 - (6) When the guest requests the hotel to take on a burden exceeding a reasonable limit for their accommodation (except when the guest requests the removal of social barriers under the provisions of Article 7 paragraph 2 or Article 8 paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities (Act No. 65 of 2013));
 - (7) When the guest repeatedly makes excessive demands, as defined in Article 5-6 of the Enforcement Regulations of the Hotel Business Act, that may cause serious hindrance to the hotel's ability to provide service to other guests;
 - (8) When the hotel is unable to accommodate guests due to reasons beyond its control, such as natural disasters, widespread disorders, or the spread of infectious diseases, etc.;
 - (9) When the case falls under the provisions outlined in the Niigata Prefectural Ordinance; or
 - (10) When the guest fails to observe the house regulations for using its facilities, such as no smoking in beds or tampering with fire-fighting equipment, and other restrictions defined by the hotel.
2. When the hotel terminates the accommodation agreement as specified in the previous paragraph, the guest shall not be charged for any accommodation services that have not yet been provided. However, if any services have already been provided at the time the accommodation agreement is canceled, the hotel shall request payment for those services;
 3. When the hotel decides to terminate the accommodation agreement under the first paragraph, the agreement shall be considered terminated at that moment. This decision is at the hotel's discretion and applies whether the termination occurs before or after the guest registration. Following this termination, the hotel will deny the guest further use of the room;

Article 7-2: Rights to request an explanation of the reason for cancellation of the accommodation agreement

The guest may request the hotel to explain the reason for the cancellation of the accommodation agreement according to the previous article.

Article 8: Registration of accommodations

1. The guest shall register the following particulars at the Reception Desk upon

arrival on the day of accommodation:

- (1) Name, gender, address, and contact information of the guest(s);
 - (2) Nationality, passport number, point of entry and date of entry into Japan for a non-resident of Japan;
 - (3) Departure date and estimated time of departure; and
 - (4) Other particulars deemed necessary by the hotel.
2. In the case where the guest intends to use credit cards, electronic payment systems (cashless apps), hotel vouchers or other non-cash means approved by the hotel to make the payment indicated in Article 12, the guest is required to show it to the Reception Desk at the time of making registration as indicated in the previous clause.

Article 9: Available hours of guest rooms

1. The guest rooms are available for accommodation between from 2:00p.m. on the day of registration until 11:00a.m. on the day of departure. In the case when the guest staying for two or more consecutive days, the guest may use the room until the following morning except on the arrival and departure day. However, some package plans may involve significant changes in check-in/check-out times.
2. Notwithstanding the provisions of the previous clause, the hotel may allow the guest to use a room beyond the check-out time with a payment of the following extra charges to the hotel:
 - (1) Up to 3 hours, 30% of the room charge;
 - (2) Up to 6 hours, 50% of the room charge; or
 - (3) Exceeding 6 hours, 100% of the room charge.

Article 10: Observance of the House Regulations, etc.

The guest shall observe the House Regulations defined by the hotel, which are posted within the hotel premises.

Article 10-2: Prohibited Acts

The following acts are prohibited in our hotel facilities as they violate legal provisions, public order, or good morals:

- a) Violent behavior, inflicting injuries, making threats, blackmailing, or making coercive undue claims;
- b) Gambling or disorderly behavior;
- c) Persons who have difficulty in ensuring his/her own safety, or endanger or cause fear or unease in other guests due to loss of identity caused by mental unsoundness;
- d) Causes extreme inconvenience to the hotel or other guests as a result of abusing narcotics or other substances;
- e) Makes violent claims;
- f) Disrupts the hotel's reasonable exercise of its rights and imposes on the hotel false obligations;
- g) Requests the Hotel to assume an unreasonable burden;
- h) Obstructs the business of the hotel by fraudulence (including spreading false information or deception and enticement) or force (including verbal abuse or violent acts);
- i) Annoys other guests by speaking or singing in loud voices or otherwise mak-

- ing loud noises, or causes a nuisance to other guests by extremely unsanitary attire or conditions;
- j) Access to the hotel facilities for guests with tattoos, including stickers and other temporary types (Guests found to be disregarding this rule will be asked to leave. However, if the hotel determines that their access will not be intimidating to other guests, the hotel may permit their access.);
 - k) Brings food or beverage into or orders delivery for such items from the outside without authorization by the hotel, or uses the hotel facilities for purposes other than staying or dining without authorization by the hotel;
 - l) Steps outside the guest room in Yukata (Japanese dressing gown), pajamas, underwear, slippers, etc.;
 - m) Brings into the hotel facilities dogs, cats, birds, or other pets and animals (assistance dogs such as guide dogs, hearing dogs, and service dogs are excluded);
 - n) Brings into the hotel facilities gasoline, explosives, and other flammable items, hazardous or dangerous items, offensive smelling items, unlicensed firearms or swords, and other prohibited or restricted items;
 - o) Breaks, damages, displaces, or takes without authorization from the hotel, its facilities, equipment, furniture, or fixtures;
 - p) Flies small unmanned aircraft, etc. (radio-controlled airplanes, drones, etc.) at our hotel facilities without permission (based on the provisions of Article 9, Paragraph 1 of the Small Unmanned Aerial Vehicle Flight Prohibition Act, even small drones weighing less than 100 grams are prohibited from flying.);
 - q) Distributes or displays advertising or publicity material; leaves personal belongings unattended; sells merchandise; conducts solicitation; holds parties or other gatherings; conducts filming or photographing; conducts business activities; distributes leaflets, pamphlets, or flyers; brings into the hotel facilities or conducts manifestation using picket signs, placards, sandwich boards, banners, headbands with slogan, or other such items; conducts signature campaigns or other political activities within the hotel facilities without authorization from the hotel;
 - r) Brings propaganda vehicles, billboard trucks, or illegally modified vehicles into the hotel grounds, or comes into or parks in the parking lot in appearances or vehicles that the hotel deems as intimidating or discomforting to other guests;
 - s) Prints the name or address of any of the hotel facilities, or uses photographs, videos, reproduced images or videos of the hotel buildings or properties, or other trademarks, designs, properties and rights of the hotel without authorization from the hotel;
 - t) Scratches, attaches any foreign matter, or makes any changes to the hotel's buildings or other facilities; or
 - u) Conducts any other activities which the hotel deems to be inappropriate.

Article 11: Hours of Operation

Hours of operation at the main facilities are indicated as follows. For further information on each facility, please refer to the official website, brochures provided, notices posted at each location, and directories in guest rooms.

- (1) Main Entrance and Reception Desk
 - A. Main Entrance: open 24 hours, etc.
 - B. Reception Desk: open 24 hours, etc.
 - C. Currency Exchange Machine: available 24 hours for registered guests only.
 - (2) Dining facilities, etc.
 - A. Breakfast: 6:30 a.m. – 9:30 a.m., etc.
 - B. Lunch: 11:30 a.m. – 2:00 p.m., etc.
 - C. Dinner: 5:00 p.m. – 9:00 p.m., etc.
 - D. Bar: 6:00 p.m. – 12:00 midnight, etc.
 - (3) When the guest is determined to fall under any of the following categories;
 - a) Individuals affiliated with or connected to antisocial groups.
 - b) A corporate entity whose business activities are under the control of antisocial forces.
 - c) A corporate entity includes individuals affiliated with antisocial within its officers or employees.
 - (4) When the guest verbally or behaviorally causes significant disturbance to other guests;
 - (5) When the guest obviously has an infectious disease or other toxic or contagious illness;
 - (6) When any of the following actions are taken in relation to the accommodation;
 - a) When violent acts of demand are directed toward the hotel or its employees;
 - b) When the person intending to stay at the hotel prevents the hotel from exercising its rights or coerces the hotel to do something it is not obliged;
 - c) When the guest disrupts the hotel's operations by deception (including spreading false information, engaging in deceptive and seductive acts, etc.) or force (including abusive language, violent actions, etc.);
 - (7) When the guest requests the hotel to take on a burden exceeding a reasonable limit for their accommodation (except when the guest requests the removal of social barriers under the provisions of Article 7 paragraph 2 or Article 8 paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities (Act No. 65 of 2013));
 - (8) When the guest repeatedly makes excessive demands, as defined in Article 5-6 of the Enforcement Regulations of the Hotel Business Act, that may cause serious hindrance to the hotel's ability to provide service to other guests;
 - (9) When the hotel is unable to accommodate guests due to reasons beyond its control, such as natural disasters, widespread disorders, or the spread of infectious diseases, etc.;
 - (10) When the case falls under the provisions outlined in the Niigata Prefectural Ordinance; or
 - (11) When the guest fails to observe the house regulations for using its facilities, such as no smoking in beds or tampering with fire-fighting equipment, and other restrictions defined by the hotel.
2. When the hotel terminates the accommodation agreement as specified in the previous paragraph, the guest shall not be charged for any accommodation services that have not yet been provided. However, if any services have already been provided at the time the accommodation agreement is canceled, the hotel shall request payment for those services;
 3. When the hotel decides to terminate the accommodation agreement under the

first paragraph, the agreement shall be considered terminated at that moment. This decision is at the hotel's discretion and applies whether the termination occurs before or after the guest registration. Following this termination, the hotel will deny the guest further use of the room:

Article 12: Payment

1. The breakdown of accommodation charges, etc. that the guest shall pay and calculation methods are indicated in Table 1 below.
2. Payment for accommodation charges etc. indicated in the previous clause shall be settled by the guest at the Reception Desk upon check-in or as requested by the hotel, by means of cash, or credit cards, electronic payment systems (cashless apps), travel vouchers, coupons accepted by the hotel, or certain other forms of payment.
3. Accommodation charges shall be claimed even if the guest does not stay at the hotel at his/her discretion after a room is provided and becomes available for use by the guest.

Article 13: Liabilities of the Hotel

1. The hotel shall compensate the guest for damages if the hotel has caused such damage to the guest in the fulfillment or the nonfulfillment of the accommodation agreement and/or related agreements. However, the same shall not apply in cases where such damage has been caused due to circumstances beyond the reasonable control of the hotel.
2. The hotel is covered by liability insurance for preparedness for fire-related accidents and/or unexpected natural disasters.

Article 14: When unable to provide booked rooms

1. When the hotel is unable to provide a room booked for the guest, the hotel shall ensure that the guest can stay in other accommodations with conditions as similar to the booked room as possible with the guest's approval.
2. When other accommodations cannot be arranged, notwithstanding the provisions of the preceding paragraph, the hotel shall pay compensation to the guest for damages equivalent to the cancellation charges. However, when the hotel cannot provide accommodation due to causes for which the hotel is not liable, the hotel shall not pay compensation to the guest.

Article 15: Handling of deposited articles

1. The hotel shall compensate the guest for damages when loss, breakage, or other damage is caused to goods, cash, or valuables deposited at the Reception Desk by the guest, except in cases when this has occurred due to causes of force majeure. For articles of which the kind and value have not been reported in advance by the guest, the hotel shall compensate the guest within the limits of 150,000 yen.
2. The hotel shall compensate the guest for damages when loss, breakage, or other damage is caused, through intention or negligence on the part of the hotel, to goods, cash, or valuables brought into the premises of the hotel by the guest but are not deposited at the Reception Desk. However, for articles of which the kind and value have not been reported in advance by the guest, the hotel shall compensate the guest within the limits of 150,000 yen unless the loss or damage

was caused intentionally or by gross negligence on the part of the hotel.

Article 16: Custody of Baggage and/or Belongings of the Guest

1. When the baggage of the guest is brought into the hotel before his/her arrival, the hotel shall be liable to keep it only in the case where such a prior request has been accepted by the hotel. The baggage shall be handed over to the guest at the Reception Desk at the time of his/her check-in.
2. When the baggage or belongings of the guest are found left behind after his/her check-out, the article shall be handled according to the law and the hotel's "Guidelines for Handling of Valuables, Deposited Items, Lost Items, etc."
3. The hotel's liability in regard to the custody of the guest's baggage and belongings in the case of the previous two paragraphs shall be assumed in accordance with the provisions of paragraph 1 of article 16 in the case of paragraph 1, and with the provisions of paragraph 2 of the same article in the case of paragraph 2.

Article 17: Liability in Regards to Parking

When guests use the hotel's parking lot, they must comply with the hotel's "General Terms and Conditions of Use for Parking Lot"(refer to the hotel's official website), such as not leaving valuables in parked vehicles, not leaving elderly or infants unattended, and not leaving animals unattended, as it shall be regarded that the hotel simply offers the space for parking, whether the key of the vehicle has been deposited with 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.

Article 18: Liability of the Guest

1. The guest or his/her agents shall compensate the hotel for damages caused through intention or negligence on the part of the guest.
2. Smoking is prohibited by the law all the times in the hotel other than the specified guestrooms and smoking areas. In the event of smoke hazards including a sticky odor due to smoking or smoking electronic cigarettes, irrespective of whether smoking intentionally or negligently, the guest or his/her agents shall be responsible for actual cost for removing odor and incurred loss for the number of unavailable days.

Article 19: Handling of Personal Data

The hotel may collect and use personal data for operational and statistical purposes only under the Hotel Business Act and the Act on the Protection of Personal Information. Such personal data shall never be disclosed to third parties without agreement of the guest. However, the hotel may legally disclose personal data under court order and upon request from the investigating authority, or to protect the lives and properties of the guests in emergency situations. For further information, please refer to the Policy for Protection of Personal Information on the hotel's official website.

Article 20: Disclaimer

1. The hotel shall be released from any liability for any failure to perform any of

its obligations under the agreement due to force majeure including incidents beyond the reasonable control of the hotel such as natural disasters, wars, riots, rebellion, civil wars, terrorism, fire disasters, explosions, floods, robberies, malicious damage, strikes, and other labor disputes, entry restrictions, bad weather, injunctions, military operations, public health emergencies which apply to a situation where World Health Organization or the Japanese health authorities issues a pandemic(a widespread infection) alert amid ongoing spread of infectious diseases, actions or restrictions by the government/local authorities, and disruption of transport and/or communications. The hotel is entitled to terminate the agreement for any one or more of such reasons in its sole discretion.

2. Please be aware that the guest may use internet communication from within the hotel at his/her own risk. The hotel assumes no liability for any possible damage that may be caused by a system failure or any other reasons while internet communication is being used. In the event of any damage caused by acts deemed inappropriate in the handling of internet communication at the sole discretion of the hotel, the guest is required to compensate the hotel and/or third parties.

Article 21: Amendments to these Terms and Conditions

1. These Terms and Conditions fall under the Standard Terms and Conditions stipulated in the Civil Code (hereinafter referred to as 'the Code'), and any part of these Terms and Conditions may be amended by the hotel in accordance with the provisions of the Code if such amendment is considered beneficial in general to the guests or necessary for reasonable and probable cause.
2. Amendments to these Terms and Conditions shall be published on the official website and apply from the effective date indicated on the relevant page.

Article 22: Severability

1. The provisions of these Terms and Conditions are severable, and in the event any provision hereof is held to be invalid, illegal or unenforceable, such invalidity, illegality or unenforceability shall not in any way affect the validity, legality or enforceability of the remaining provisions hereof.
2. If any provision of these Terms and Conditions is held to be invalid or unenforceable with relation to specific guests, the validity or enforceability of the remaining provisions or portions hereof shall not be affected thereby, unless the invalid or unenforceable provision is material and essential to the remaining guests.

Article 23: Governing Language

These provisions are written both in Japanese and English. In the event of any discrepancy or conflict between the two versions of these provisions, the Japanese version shall prevail in all respects.

Article 24: Jurisdiction and Applicable Laws

Any dispute arising from/or related to these provisions shall be subject to the exclusive jurisdiction of the Niigata District Court as court of first instance that has jurisdiction over the location of the hotel and shall be resolved in accordance with the laws of Japan, without reference to principles of conflict of laws.

Supplementary Provision:

These Terms and Conditions comes into effect as of January 1, 2025.

Table No. 1 Breakdown of accommodation charges (relevant to the 1st.clause of Article 2 and 1st clause of Article 12)

		Breakdown
Total Amount Due	Accommodation Charges	1. Room rate 2. Service Charge [1 × 10%] 3. Packaged deals (such as a hotel plan inclusive of a breakfast, a service charge and/or others, etc.)
	Additional Charges	4. Food and Beverage (extra meals and beverages other than breakfast) 5. Service Charge [4 × 10%] 6. Other Charges
	Tax	7. Consumption Tax: (1+2+3+4+5+6) × 10%

Remarks:

1. Room rates are subject to a 10% service charge and tax. However, some packaged deals are inclusive of service charge, or are inclusive of both service charge and tax.
2. Tax rate is subject to change in accordance with the amendment of applicable laws.
3. To use a trundle bed for triple occupancy in a twin room is subject to an extra fee of 8,000 yen. Such extra fee is subject to a 10% service charge and tax.
4. When making outside calls through the in-room telephone, surcharges for using the hotel's telecommunication line will be added to the guest account in addition to phone rates.

Table No.2 - Cancellation Policy (relevant to Article 7 and 2nd clause of Article 8)

Date when cancellation is notified. Contracted Number of Room Nights	Number of days prior to the accommodation day							
	No Show	On the day	1 day	2 -7 days	8-14 days	15-30 days	31-80 days	81-180 days
Up to 14 room nights	100%	100%	80%	20%	10%	—	—	—
15 room nights and over	100%	100%	100%	80%	60%	30%	20%	10%

Remarks:

1. The above percentages indicate the ratio of the cancellation fee to the total accommodation charges determined through consultations between the guest/travel agents and the hotel, or to the anticipated total amount calculated from multiplying the total accommodation charge per night by the number of nights to stay.
2. 'Room nights' refer to total number of rooms calculated from multiplying the number of rooms per night by the number of nights to stay (length of stay).

3. If the consecutive room nights have decreased due to rescheduling or decrease in number of nights, these decreases are subject to a cancellation fee.
4. If no official quotation is submitted to the guest, the total amount of accommodation charges (excluding service charge and tax) on the quotation shall apply to cancellations.
5. If accommodation charges have not been determined when notice of cancellation was given, regular room rates (rack rates) shall apply to cancellations.
6. If any extra expenses are caused to the guest until the time notice of cancellation is provided, these expenses are to be paid by the guest.
7. Any service charge and tax are not subject to a cancellation fee.
8. A cancellation fee is not subject to tax. However, any extra expenses are subject to tax.
9. If there is any cancellation policy under the agreement signed with the travel agencies or the online travel agencies, the relevant cancellation policy shall prevail, regardless of the hotel's cancellation policy. However, if a group reservation for over 15 room nights is canceled, a cancellation fee will be determined through consultations between the hotel and the travel agency regardless of the cancellation policy determined by the travel agency.