

HOUSE REGULATIONS

ご利用規則

To maintain the accessibility and reliability of the hotel and to assure you of a pleasant stay, the guests of this hotel are requested to observe the following rules in accordance with the "Terms and Conditions for Accommodation Contracts, Article 10"

If one of these rules are violated by a guest, his/her stay and use of facilities such as restaurants etc., may be discontinued. A claim for responsibility, in accordance with the "Terms and Conditions for Accommodation Contracts, Article 7" will be made.

[FOR FIRE PREVENTON SAFETY]

- (1) Do not use an iron or any burner for heating and/or cooking in your room, the lobby or hall.
- (2) Do not smoke in bed or any other place where a fire is likely to occur.
- (3) Be careful not to do anything that might cause a fire.

[FOR SECURITY PURPOSES]

- (4) When in your room, make sure your door is completely closed.
- (5) Show your guest card when receiving your room key.
- (6) Be sure to use the door-lock and the safety chain after entering your room and going to bed.
Confirm the identity of any visitor through the door- scope before opening the door.
Contact the front desk immediately if you have doubts about the person at your door.
- (7) Visitors are not authorized to enter guest rooms.

[SETTLEMENT OF ACCOUNTS]

- (8) You may be requested to make a deposit when you check in.
- (9) Settle your account each time a bill or statement of payment is delivered to you.
- (10) A handling fee will be added to your outgoing telephone calls.
- (11) When signing for bills at the restaurant or other hotel facilities, please present your room key or guest card to the personnel on duty.
- (12) 10% service charge and tax will be added on to your bill.
- (13) The hotel will not make payment on behalf of guests for purchases of merchandise within the resortor for plane, bus, tour or other tickets, taxi fares, stamps, or delivery charges.
- (14) Those guests staying for more than five days are asked to settle their account every fifth day. Should the total amount of your bill exceed 50,000 yen, we may ask you to settle interim charges at that time.
- (15) Please notify the Front Desk promptly should there be any changes in the duration of your stay with us.
- (16) Should your stay with us be extended, we ask that you settle your original account first.

[HANDLING OF VALUABLES AND CHECKED ARTICLES]

- (17) Please store your valuables and money in the safety deposit box in your room free of charge, or deposit your articles at the front desk during your stay.
- (18) Keeping articles and laundries in our custody for guest room or cloak room is up to 1 months. Articles left behind or lost articles will be handled in accordance with the laws.

[REFRAIN FROM THE FOLLOWING]

- (19) Do not bring the following into your room, the lobby, or hall.
 - a) Animals, birds, etc.
 - b) Unclean items or items with an offensive odor.
 - c) Goods of great quantity.
 - d) Explosive items such as gun powder, gasoline, etc.
 - e) Unregistered firearms and swords.
- (20) No gambling or immoral behavior is allowed in this hotel.
- (21) No behavior that would be annoying to others (loud noises, unsuitable behavior, turning the television or radio volume too high, etc.) is allowed in this hotel.
- (22) Do not leave your belongings in the hall or the lobby.
- (23) Do not order meals or drinks from outside the hotel.
- (24) Do not use the room or the lobby as a business office or any other purpose that is not for lodging.
- (25) Please do not bring visitors into your room without sufficient reason.
- (26) Do not deliver advertising material or sell goods to other guests in this hotel.
- (27) Do not use the furniture and the fixtures in the hotel for any purpose other than as furniture or fixtures.
- (28) Do not move the furniture and belongings in the rooms to other rooms or the hallway.
- (29) Do not display goods in the window that may spoil the outside view of the hotel.
- (30) Do not fix other items to the room or the furniture, or alter the existing room.
- (31) You will be responsible for damage to the building, equipment, or loss of fixtures of the hotel if it is done intentionally.
- (32) If you wish to swim, Please read the "caution instructions" posted at the beach, to avoid any unexpected accidents.
- (33) Do not bring fragile or hazardous items to the beach.
- (34) Unregistered guests are not allowed to use the guest room. When the number of guests changes, please inform the front desk.
- (35) Guests under the age of twenty are not allowed to stay at the hotel, unless accompanied by his/her parent(s).
- (36) Use of pictures taken at the hotel for commercial purposes must be cleared by the management.
- (37) In door wear and in door slippers have been provided for your comfort inside your guesroom. Please do not use such loungewear elsewhere in the hotel.
- (38) Please refrain from exposing any type of tattoo or decorative body stenciling within our hotels all facilities.

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

(Scope of Application)

Article 1. 1. Contracts for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions.

2. In cases when the Hotel has entered into a special contract with the Guest, insofar as that special contract does not violate laws and regulations and generally accepted practices, notwithstanding the previous Paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

(Application for Accommodation Contracts)

Article 2. 1. 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 (based, in principle, on the Basic Accommodation Charges listed in the attached Table No.1); and
- (4) Other particulars deemed necessary by the Hotel.

2. In cases when the Guest requests, during his/her stay, an extension of the accommodation 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 a request is made.

(Conclusion of Accommodation Contracts, etc.)

Article 3. 1. 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 when 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 fixed 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 Charges to be paid by the Guest, then secondly for the cancellation charges under Article 6, and thirdly for the reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12.

4. When the Guest has failed 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 cases when 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. 1. 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 cases when the Hotel has not requested the payment of the deposit as stipulated in Paragraph 2 of the preceding article and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as that the Hotel has accepted a special contract prescribed in the preceding paragraph.

(Refusal of Accommodation Contracts)

Article 5. 1. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances:

- (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 no room is available;
- (3) When the Guest seeking accommodation is deemed liable to conducting him/herself in a manner that will contravene laws or act against the public order or good morals with regard to his/her accommodation;
- (4) At the time when a guest who is planning to stay at the hotel is recognized as the following fact(s) from I to HA.
 - a) Organized crime group defined in "(Law No. 77 in 1991) Article 2 Item 2 for the law of preventing unjustifiable conducts by members of organized crime group" ("Organized crime group" hereafter), a member of organized crime group defined in Article 2 Item 6 for the same law ("Member of organized crime group"), and a quasi-member or relevant member of organized crime group and other antisocial forces
 - b) Company or other organizations that organized crime group or member(s) of organized crime group controls the business activities.
 - c) Board member(s) in the company is (are) defined as member(s) of organized crime group.
- (5) At the time when a guest who is planning to stay at the hotel behaves significant nuisance to other guests.
- (6) At the time when a guest who is planning to stay at the hotel is recognized as a person with infectious disease.
- (7) At the time when a person conducts a violent demand for staying the hotel or asking for severe burden (financial burden) beyond reasonable range.
- (8) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of the facilities, and/or other unavoidable causes; or

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(9)When the provisions of Article 5 of The Okinawa Prefectural Ordinance concerning the enforcement of the "Ryokan" Business Law are applicable.

(Right to Cancel Accommodation Contracts by the Guest)

Article 6

1. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
2. In cases when the Guest has canceled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in cases when the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has canceled before the payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 2. However, in cases 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 the payment of the cancellation charges in cases of cancellation by the Guest.
3. In cases when the Guest does not appear by 10 p.m. of the accommodation date (or 2 hours after the expected time of arrival if the Hotel is notified of it) without an advance notice, the Hotel may regard the Accommodation Contract as being canceled by the Guest.

(Right to Cancel Accommodation Contracts by the Hotel)

Article 7

1. The Hotel may cancel the Accommodation Contract under any of the following circumstances:
 - (1) When the Guest is deemed liable to conduct and/or has conducted him/herself in a manner that contravenes laws or acts against the public order and good morals with regard to his/her accommodation;
 - (2) At the time when a guest who stays at the hotel is recognized as the following fact(s) from I to HA.
 - a)Organized crime group, member/quasi-member/relevant member of organized crime group, or other antisocial forces.
 - b)Company or other organizations that organized crime group or member(s) of organized crime group controls the business activities.
 - c)Board member(s) in the company is (are) defined as member(s) of organized crime group.
 - (3) At the time when a guest who stays at the hotel behaves significant nuisance to other guests.
 - (4) At the time when a guest who stays at the hotel is recognized as a person with infectious disease.
 - (5) At the time when a person conducts a violent demand for staying the hotel or asking for severe burden (financial burden) beyond reasonable range.
 - (6)When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure;
 - (7)When the provisions of Article 5 of the Okinawa Prefectural Ordinance concerning the enforcement of the "Ryokan" Business Law are applicable;
 - (8) When the Guest does not refrain from prohibited actions such as smoking in bed, interfering with the fire-fighting facilities, and other prohibitions in the Use Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid fires).
2. In cases when the Hotel has canceled the Accommodation Contract in accordance with the preceding paragraph, the Hotel shall not be entitled to charge the Guest for any of the services in to have been the future during the contractual period which he/she has not received.

(Registration)

Article 8

1. The Guest shall register the following particulars at the front desk of the Hotel on the day of accommodation:
 - (1) Name, age, sex, address and occupation of the Guest(s);
 - (2) For non-Japanese citizens, nationality, passport number, port and date of entry in Japan;
 - (3) Date and estimated time of departure; and
 - (4) Other particulars deemed necessary by the Hotel.
2. In cases when the Guest intends to pay her Accommodation Charges prescribed in Article 12 by any means other than Japanese currency, such as traveler's checks, coupons or credit cards, these credentials shall be shown in advance at the time of registration prescribed in the preceding paragraph.

(Hours of Occupancy of Guest Rooms)

Article 9

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 2 p.m. until 11 a.m. on the following morning. However, in cases when the Guest is accommodated continuously, the Guest may occupy it all day long, except for the days of arrival and departure.
2. The Hotel may, notwithstanding the provisions prescribed in the preceding paragraph, permit the Guest to occupy the room beyond the time prescribed in the same paragraph. In this case, extra charges shall be paid as follows:
 - (1) until 14:00 : 30% of one day's room rate.
 - (2) until 17:00 : 50% of one day's room rate.
 - (3) after 5:00 p.m. : 100% of one day's room rate.

(Observance of Use Regulations)

Article 10

The Guest shall observe the Use Regulations established by the Hotel, which are posted within the premises of the Hotel.

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(Facilities)

Article 11

1. The business hours of the main facilities, etc. of the Hotel are as follows; those of other facilities, etc. shall be publicized in detail in brochures, in notices displayed within the facilities, in service directories in guest rooms, and elsewhere.

- (1) Service hours of the front desk, cashier's desk, etc.:
- | | | |
|------------------|-------|---------|
| Lockup | _____ | Nothing |
| Front service | _____ | 24hours |
| Exchange service | _____ | 24hours |

(2) Dining Facilities:

- A. Okinawan Robotayaki "YURAGIZUKI"
- B. All Day Dining "CORALLO"
- C. Lounge•Bar "LANAI"
- D. Cafe Terrace "VOILE" (Season Business)

(3) Auxiliary Facilities:

- A. General Shop "MAHALO"
- B. Souvenir Shop "KONA"
- C. Swimming Pool
- D. Public Spa
- E. Massage

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

(Payment of Accommodation Charges)

Article 12

1. The breakdown and method of calculation of the 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 with Japanese currency or by means other than Japanese currency, such as traveler's checks, coupons, or credit cards recognized by the Hotel, at the front desk at the time of the departure of the Guest or upon request by the Hotel.
3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities which are provided for him/her by the Hotel and which are at his/her disposal.

(Liabilities of the Hotel)

Article 13

1. The Hotel shall compensate the Guest for damage if the Hotel has caused such damage to the Guest in the fulfillment or the non-fulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in cases when such damage has been caused due to reasons for which the Hotel is not liable.
2. Though the Hotel has received the "PASS MARK" (Certificate of Excellence of Fire Prevention Standard issued by the fire station), the Hotel is also covered by Hotel Liability Insurance in order to deal with unexpected fires and/or other disasters.

(Handling When Unable to Provide Contracted Rooms)

Article 14

1. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest, insofar as is 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 the reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

(Handling of Deposited Articles)

Article 15

1. The Hotel shall compensate the Guest for damage when loss, breakage or other damage is caused to the goods, cash or valuables deposited at the front desk by the Guest, except in cases when this has occurred goods, cash or valuables deposited at the front desk by the Guest, except in cases when this has occurred due to causes of force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report its type and value but the Guest has failed to do so, the Hotel shall compensate the Guest within a limit of 150,000 yen.
2. The Hotel shall compensate the Guest for damage when loss, breakage or other damage is caused, through intention or negligence on the part of the Hotel, to the goods, cash or valuables which are brought into the premises of the Hotel by the Guest but are not deposited at the front desk. However, for articles of which the kind and value has not been reported in advance by the Guest, the Hotel shall compensate the Guest within the limit of 150,000 yen, except in cases when loss or damage was caused intentionally or by gross negligence on the part of the Hotel.

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(Custody of Baggage and/or Belongings of the Guest)

Article 16

1. When the baggage of the Guest is brought into the Hotel before his arrival, the Hotel shall be liable to keep it only in the case when such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the front desk at the time of his/her check-in.
2. In the case that the baggage or personal belongings of the guest are found misplaced after he/her has checked out, our hotel will keep it for a fixed period of time since it is found and then our hotel treats it under Lost Goods Law. However, our hotel will dispose of food and drink on the day that it is found.
3. The Hotel's liability with regard to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be assumed 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

1. The Hotel shall not be liable for the custody of the Guest's vehicle 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 with the Hotel or not. However, the Hotel shall compensate the Guest for damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

(Liability of the Guest)

Article 18

1. The Guest shall compensate the Hotel for damage caused through intention or negligence on the part of the Guest.

Attached Table No. 1

Calculation Method for Accommodation Charges (Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

Total Amount to be Paid by the Guest			
Accommodation Charges		Extra Charges	Taxes
Contents	(1) Basic Accommodation Charge (Room Charge)	(3) Meals and Drinks (or extra meals other than breakfast) and other Expenses	(5) Consumption Tax
	(2) Service Charge ((1)_10%) Extra Charges	(4) Service Charge ((3)_10%) Taxes	

Remarks:

1. The Basic Accommodation Charge is as listed in the Tariff page.
2. The charge for children applies to children under 12 years of age. 70% of the adult charge shall be required when meals and bedding comparable to those for the adult are provided for such children, 50% shall be required when meals and bedding for children are provided, and 30% when only bedding for children is provided.

Attached Table No. 2

Cancellation Charge (Ref. Paragraph 2 of Article 6)

Date when Notified of Cancellation of Contract	Contracted Number of Guests	No. of Persons			
		1 ~ 14	15 ~ 30	31 ~ 100	101 ~
No Show		100%	100%	100%	100%
Day of Accommodation		100%	100%	100%	100%
1 Day Prior to Date of Accommodation		50%	50%	80%	80%
2 Days Prior to Date of Accommodation		30%	30%	50%	50%
3 Days Prior to Date of Accommodation		30%	30%	30%	50%
5 Days Prior to Date of Accommodation		—	30%	30%	30%
6 Days Prior to Date of Accommodation		—	—	20%	30%
7 Days Prior to Date of Accommodation		—	—	20%	30%
8 Days Prior to Date of Accommodation		—	—	10%	15%
14 Days Prior to Date of Accommodation		—	—	10%	15%
15 Days Prior to Date of Accommodation		—	—	—	10%
30 Days Prior to Date of Accommodation		—	—	—	10%

Remarks:

1. The percentages signify the rate of the cancellation charge, based on the basic accommodation charge.
2. **Provision Concerning Cancellation of Accommodation Contract in Whole**
In cases when the Guest has canceled the Accommodation Contract in whole, the Guest shall pay cancellation charges as listed in the attached Table No. 2.
3. **Provision Concerning Cancellation of Accommodation Contract in Part**
In cases when the Guest has canceled the Accommodation Contract in part, regardless of the number of cancellation days the Guest shall pay cancellation charge for one day. The basis of the cancellation charge will apply based on the date of the cancellation notification.
4. **Provision Concerning Cancellation Charges for Reduction of Persons**
In cases when the Guest has canceled the Accommodation Contract in part, regardless of the number of persons canceling their reservation, the Guest shall pay cancellation charges for each number of persons as listed in the attached Table No. 2
5. **Method of Handling Guest Reservation Room for Guest Not Arriving after 22:00**
The room may be sold to another customer.