

Rules of Use Takimotokan

In order to ensure the safe and comfortable use of Takimotokan, the following Rules of use are based on Article 10 of the Accommodation Contract.

Non-compliance to this rules, we retain the right to refuse accommodation and use of the facilities in the hotel, and no refunds or compensation will be made as a result.

In addition, please note that the hotel is not responsible for accidents caused by acts that violate these rules and is not responsible for damages caused by accidents.

1.Scope of application

These rules apply to all guests who stay at the hotel and visitors who use the facilities of the hotel. In the event of any discrepancy between these Rules and the Accommodation Contract and other rules stipulated by the hotel, the provisions of these Rules shall take precedence.

2.About the use of guest rooms

- (1) Please check the evacuation route map posted on the back of the door at the entrance of the guest room.
- (2) Smoking is prohibited in the entire hotel, including guest rooms and corridors, except for designated smoking areas.
- (3) Smoking (including electronic cigarettes) is prohibited in the hotel, including in guest rooms except for designated smoking areas. If you are found to be smoking, you will be required to pay 33,000 yen (tax included) for cleaning costs such as bedding, curtains, carpets, etc., and costs related to repairing wallpaper, etc., as well as lost sales during the sales suspension period due to restoration to their original state.
- (4) Do not use aromas, incense, perfumes, or other items that emit strong odors. If the use is confirmed, you will be responsible for the cleaning costs of bedding, curtains, carpets, etc., and the cost of repairing wallpaper, etc., as well as the full amount of lost sales during the sales stop period due to the restoration of the original condition.
- (5) Please ensure to lock the door while you are in the room, or especially when sleeping.
- (6) Do not use any fire, including heating, cooking, candles, etc., in the guest rooms and corridors without the written permission of the hotel management.
- (7) Cooking or heating in the guest room or corridor is strictly prohibited without written permission of the hotel management.
- (8) Do not hang clothes on the lampshade or hang laundry to dry at the window.
- (9) Please do not use guest rooms or other spaces for the purpose of business activities (exhibitions, business negotiations, or other commercial activities) without the permission of the hotel written permission of the hotel management.
- (10) Do not significantly alter the current situation, such as moving the equipment in the guest room without the permission of the hotel, or modifying the guest room. In the unlikely event that the equipment is lost or damaged, the actual replacement cost will be charged. Please do not take small items or equipment outside the room. Also, do not place anything on the window side that will spoil the appearance of the hotel.
- (11) Please meet with visitors in the lobby.
- (12) Long-term accommodation contracts do not give rise to lease rights, residence rights, or other legal rights related to residence
- (13) Accommodation by non-registered guests is strictly prohibited.
- (14) Minors under the age of 18 are not allowed to stay without the permission of a guardian.
- (15) We do not accept delivery from outside restaurants.
- (16) Eating and drinking in restaurants, guest rooms, and places other than those designated by the hotel are strictly prohibited.
- (17) In the event that it is confirmed that the room is damaged, soiled, or perfume is used, the guest will be responsible for the full cost of restoration to its original condition and the lost sales during the suspension period.

3. About the room card

- (1) When you go out of your room during your stay, be sure to bring your room card key with you and make sure it is locked.

(2) Please be sure to return the card key to the front desk at check-out. If it is not returned, including loss, 2,200 yen (tax included) /card will be charged.

4. About settlement

(1) Please pay at the front desk using Japan yen upon arrival or when requested by the hotel. In addition, guests with extended stay reservations may be asked to pay weekly. If you do not pay, you will be asked to vacate the room.

(2) Payment of the usage fee shall be made by cash, credit card, or other method approved by the Hotel.

(3) Please note that you may be asked to confirm the validity of your credit card or be charged a deposit upon arrival.

(4) In the event that payment is received from a person other than the guest and payment cannot be confirmed by noon on the day of arrival, payment will be requested directly from the guest.

(5) We do not accept payment for shopping, tickets, taxis, postage stamps, luggage postage, etc.

(6) At the time of payment, in addition to the accommodation fee, you will be required to pay any usage fee in the hotel, consumption tax, and spa tax.

5. Valuables and belongings

(1) Please use the safe (free of charge) provided in the guest room to store cash, securities, and other valuables during your stay. The hotel is not responsible for any loss or theft during the period of stay, including the use of the safe.

(2) Regardless of whether or not you are staying in the hotel, cash, valuables, securities, and items that are likely to spoil or be damaged cannot be kept. In the unlikely event that cash, valuables, securities, spoilage or damage items are lost or stolen in the hotel, or deteriorated, the hotel shall not be liable for any deterioration.

(3) The hotel will hand over any goods entrusted by the guest only to the person who has the exchange certificate. We are not responsible for any damage caused as a result of losing the exchange voucher for any reason, such as loss or theft. In addition, the hotel is not responsible for any loss or damage to items after delivery.

(4) The hotel will keep the lost and found items in the hotel for a certain period, and then handle them in accordance with laws and regulations regarding lost and found items and interpretation and operation standards.

6. About the use of the parking lot

(1) Please use the parking lot according to the guidance and instructions of the staff.

(2) Do not leave valuables or other items in a parked car.

(3) We are not responsible for the loss, theft, damage, etc. of parked vehicles or items in the vehicle.

(4) Cars parked in spaces other than those designated by the staff will be towed. The guest will be responsible for the cost of towing and transportation of the vehicle to the destination.

(5) We do not accept the transfer of cars (valet service) by the staff of the hotel.

(6) You can use the parking lot free of charge from check-in to check-out.

(7) If you use the facilities of the hotel other than accommodation, the parking lot can be used between 9 a.m. ~ 9 p.m.

Use of The Grand Bath and swimming pool

(1) The operating hours of The Grand Bath are as follows.

Guests from 4 a.m. to 1 a.m.

Day visitor guests from 9 a.m. to 9 p.m. (last entry at 6 p.m.)

(2) Swimming pool usage hours

Guests from 8 a.m. to 10 p.m.

Day visitor guests from 9 a.m. to 9 p.m. (last entry at 6 p.m.)

* The above hours are subject to change without notice.

(3) The usage fee will be charged as follows.

Guests: Free of charge (excluding spa tax)

Day visitors: Adults 2,250 yen (including spa tax) Children 1,100 yen

- (4) Use is limited to guests of the hotel, guests who have completed the reception at the Day Visitors reception, and guests approved by the hotel. Unauthorized use or use that does not meet these conditions will be asked to leave immediately. In addition, we will not compensate for any damage incurred at this time.
- (5) Children over the age of 7 should use The Grand Bath based on their physical characteristics in accordance with the "Hygiene Management Guidelines for Public Baths" established by the Ministry of Health, Labour and Welfare.
- (6) The following cases are not allowed to use this service.
- ①Anti-social forces such as organized crime groups.
 - ②Those who are suffering from or suspected of having an infectious disease, or those who are prohibited from bathing by a doctor.
 - ③Those who are menstruating, those who are not feeling well, and those who have drunk excessively.
 - ④Admission by a person who cannot use the facility without assistance.
 - ⑤Bringing in dangerous goods (glasses, bottles, metals, blades, fires, explosives) and entering with pets
- (7) Smoking is prohibited in The Grand Bath. If you confirm that you are smoking, you will be asked to leave The Grand Bath immediately and no refund or compensation will be given in this case.
- (8) The inside of The Grand Bath is a slippery environment due to the components of the hot spring. We will not compensate for injuries or damages caused by falls, etc., unless there is no obvious defect in facility management.
- (9) Food, drinks, bottles, fragile items, and dangerous goods such as knives are not allowed in The Grand Bath. (However, this excludes beverages in non-breakable containers for hydration purposes when using the sauna.)
- (10) When bathing in the soaking pools, be sure to pour hot water before.
- (11) Please do not put towels or other items in the bathtub, except for bathing clothes approved by the hotel.
- (12) If your hair is long and you are soaking in the bathtub, please tie it so that it does not get soaked.
- (13) Bringing cameras into the dressing room, bathhouse, and swimming pool, or taking pictures, or using smartphones or any recording equipment is strictly prohibited. If the use is confirmed, we reserve the right to view the photo and video data and delete as appropriate.
- (14) Please store your luggage and valuables in a locker in the dressing room and be sure to lock it.
- (15) The hotel is not responsible for theft in the public bath or troubles between guests.

8. Cases where there is a risk of violating organized crime groups, members of organized crime groups, and public order

If it is recognized that a user of the hotel facilities falls under any of the following items, the user will immediately be refused to use the hotel and will be asked to promptly leave the hotel. In addition, if it becomes known after making a reservation or during the use of the hotel, the use of the hotel will be refused at that time. In addition, the hotel will not bear any costs or damages incurred as a result of moving out.

- (1) In accordance with the "Act on Prevention of Unjust Acts by Organized Crime Group Members" (enforced on March 1, 1992), designated organized crime groups and designated organized crime group members, etc., are not allowed to use the hotel. In addition, if it is found after making a reservation or during the use of the hotel, we will refuse to use it at that time.
- (2) Anti-social groups and members of anti-social groups (organized crime groups, extremist groups, etc., as well as their members) are not allowed to use the hotel. If this fact is found after making a reservation or during the use of the hotel, we will refuse to use it at that time.
- (3) In the event of violence, intimidation, blackmail, intimidating unreasonable demands, or similar acts, the use of the hotel will be immediately refused. We will also refuse those who have engaged in similar acts during previous use.
- (4) If it is difficult to ensure the safety of the person using the hotel due to mental or physical exhaustion, loss of self due to drugs, or drinking, or if it is recognized that there is a risk of danger, fear, or anxiety to other guests, the use of the hotel will be refused immediately.

(5) In the event of any disgust to others through loud voices, singing, noisy acts, or other acts in the hotel or guest rooms, or if there is any inconvenience to others, including the employees of the hotel, or if there is any gambling or acts that are contrary to public order and morals, the use of the website will be refused immediately.

(6) If you fall under (1) to (5) and refuse to use the hotel, the fee that has already been received will not be refunded. In addition, if there is an additional payment, we will charge you.

(7) Please note that security cameras are installed in various places in the hotel, except in the guest rooms.

9. Please refrain from bringing in the following items or acts that may disturb other guests in the building.

(1) Bringing in animals, insects, and other living organisms. (Excluding pet dogs that accompany the stay in the dog friendly room, cases approved in writing by the hotel management, and Assistance dogs)

(2) Gunpowder, volatile oil, and other ignitable or flammable substances.

(3) Items that emit a foul odor.

(4) Swords, firearms, narcotics, and other items prohibited from possession by Japan law.

(5) Gambling acts that disturb the morals and morals of the hotel, public order and morals, or words and actions that cause inconvenience to other guests.

(6) Leaving the guest room without being suitably attired.

(7) Advertisements, distribution of promotional materials, sale of goods, solicitation, etc. in the facility and premises.

(8) Filming in public spaces in the hotel without the written permission of the hotel, or using for commercial purposes photographs or any visual media taken at the hotel.

*The scope of public space is the lobby on the 1st floor, corridors, B1 group lobby, The Grand Bath, and Day visitors space. Guest room floors, restaurants, and banquet halls are not allowed by anyone other than guests without the written permission of the hotel.

(9) Acts that cause disgust or inconvenience to other guests, such as talking in an inappropriate place or making loud calls regarding the use of mobile phones.

(10) Guests who engage in acts that fall under guest harassment ("specific demands" stipulated by the Ministry of Health, Labour and Welfare in accordance with the Hotel Business Act) will be refused access to the facilities in the hotel.

10. Use of Wi-Fi

The use of Wi-Fi in the hotel is subject to the following terms and conditions. By using the Wi-Fi, you agree to be bound by the following terms and conditions.

(1) The guest shall be responsible for the preparation, connection, and configuration of communication equipment, software, and other equipment associated therewith necessary for the use of Wi-Fi. The judgment of the advice given by the staff of the hotel is also at the guest's own risk, and we are not responsible.

(2) Sending and receiving e-mails using Wi-Fi may not be available depending on the guest's contracted provider.

(3) The use of Wi-Fi at the hotel is at the guest's own risk. The hotel will not be responsible for any damage caused to the guest due to the use of Wi-Fi, except in cases of gross negligence on the part of the hotel, so please take security measures such as virus countermeasures and unauthorized access measures for your device in advance.

(4) However, in the event of an unavoidable malfunction or failure, the hotel will make every effort to restore the equipment as soon as possible and will not be held responsible for any further damage. We are not responsible for any damage caused by loss of guest data or communication interruption caused by this.

(5) The following acts are prohibited when using Wi-Fi, and if there is a violation, the use will be suspended, and if damage is caused to the hotel or a third party, the hotel will be required to compensate for the damage.

- Acts that infringe on the intellectual property rights of a third party or the hotel.
- Acts that infringe on the property, privacy, or portrait rights of a third party or the hotel.
- Acts of using large amounts of data that interfere with other communications, such as sending and receiving large amounts of data, and acts that interfere with the operation of facilities such as servers.

- Acts of advertising or solicitation to a third party without permission, or sending disgusting e-mails.
- Acts of using, providing, supporting, advertising, or recommending harmful programs such as computer viruses.
- Acts that violate laws and regulations or public order and morals, and cause disadvantage to a third party or the hotel.
- Other acts that the hotel deems inappropriate in light of socially accepted norms.

11. Provision of alcoholic beverages

(1) We do not serve alcoholic beverages to persons under the age of 20 in all areas of the hotel, including shops, restaurants, and banquets.

(2) In accordance with laws and regulations, we may require confirmation of your age at the time of provision. If we cannot confirm it, we will refuse to provide it.

12. Changes to the Rules

(1) These rules fall under the standard terms and conditions of the Civil Code, and each provision of these rules shall be changed in accordance with the provisions of the Civil Code if it conforms to the general interests of the guest or if it is recognized that there are reasonable grounds that require change.

(2) Changes to these rules shall be posted on the official website prescribed by the Company and shall be applied from the effective date specified at the time of posting.

(3) These Terms and Conditions shall be prepared in Japanese, and translations in other languages, including English, shall be prepared based on them, but in the event of any inconsistency between Japanese and other language translations, the provisions of Japanese shall apply.

25 May, 2025



第一滝本館

TAKIMOTOKAN

HOKKAIDO