



General Terms and Conditions for Accommodation

SORANO HOTEL

September 1, 2026

Article 1. Scope of Application

1. These General Terms and Conditions for Accommodation (these “**Terms and Conditions**”) are Standard Terms and Conditions as prescribed by Article 548-2, Paragraph 1 of the Japanese Civil Code, due to come into effect on April 1, 2020. Contracts for accommodation and related agreements to be entered into between this Hotel and the Guest shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by the laws and regulations and/or generally accepted practices.
2. Notwithstanding the preceding paragraph, a special contract shall take precedence over the provisions of these Terms and Conditions if the Hotel agrees special conditions with the Guest and such special conditions do not violate the laws and regulations and generally accepted practices.

Article 2. Application of these Terms and Conditions

1. A Guest who intends to make an application for accommodation with the Hotel shall notify the Hotel of the following particulars:
 - (1) Name(s) of the Guest(s);
 - (2) Date of accommodation and estimated time of arrival;
 - (3) Contact information of the Guest(s);
 - (4) Use of hotel-approved vouchers or discount conditions such as for membership; and
 - (5) Other particulars deemed necessary by the Hotel (including the accompaniment of any dog(s)). In the case of the Guest being accompanied by a dog, in addition to the above application, such Guest must submit a consent form for Staying and Lodging in a Dog-Friendly Room as specified by the Hotel (the “**Consent Form**”) and a copy of a rabies vaccination certificate by the date designated by the Hotel.
2. In the case of the Guest requesting, during his/her stay, an extension of the accommodation beyond the date set forth in item 2 of the preceding paragraph, this shall be regarded as an application for a new Accommodation Contract at the time such request is made.

Article 3. Execution of Accommodation Contracts

1. A contract for accommodation under these Terms and Conditions (each, an “**Accommodation Contract**”) shall be deemed to have been executed when the Hotel has duly accepted an application as stipulated in the preceding article; provided, however, that the same shall not apply when the Hotel proves that it has not accepted the application or when the Guest fails to submit the Consent Form when the Guest applies to be accompanied by a dog.
2. When an Accommodation Contract is executed in accordance with the provisions of the preceding paragraph, the Guest will be requested to pay an accommodation deposit for such Accommodation Contract covering the Guest's entire period of stay by the first day of his/her stay or by the date separately specified by the Hotel.
3. The deposit shall firstly be first 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 payment of the Accommodation Charges as stated in Article 12.
4. When the Guest fails to pay the deposit by the first day of his/her stay or by the date specified in paragraph 2, the Accommodation Contract shall become invalid; provided, however, that, in cases where the due date for payment of the deposit is specified by the Hotel, the same shall apply only if the Guest is informed by the Hotel about such due date.

Article 4. Special Contracts Requiring No Accommodation Deposit

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 Accommodation Contract has been executed as stipulated in the same paragraph.
2. In cases where the Hotel states that it does not request payment of the deposit as stipulated in paragraph 2 of the preceding article when it accepts the application for an Accommodation Contract, this shall be treated as if the Hotel has accepted a special contract as prescribed in the preceding paragraph.

Article 5. Refusal of Accommodation Contracts

The Hotel may refuse to execute an Accommodation Contract under any of the following cases:

- (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions;
- (2) When there are no rooms available due to lack of vacancies;
- (3) When there is a suspicion that the person seeking accommodation will conduct himself/herself in a manner that will contravene the laws or go against the public order or good morals in regard to his/her accommodation;
- (4) When the person seeking accommodation falls under any of the following:
 - a. An organized crime group ("**Organized Crime Group**") as specified under Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), an organized crime group member ("**Organized Crime Group Member**") as specified under Article 2, Item 6 of such Act, an associate member of an Organized Crime Group, an Organized Crime Group affiliate, or any other antisocial force;
 - b. A business or corporation whose activities are controlled by an Organized Crime Group or Organized Crime Group Member; or
 - c. A corporate body whose officer is an Organized Crime Group Member.
- (5) When the person seeking accommodation is a minor (under 18 years of age); however, such Guest may be admitted upon consent being provided in advance by a guardian or when supervised by an accompanying guardian;
- (6) When the person seeking accommodation speaks or acts in a way that may cause a significant nuisance to other Hotel guests, visitors, or employees;
- (7) When the person seeking accommodation can be clearly detected as carrying an infectious disease;
- (8) When the person seeking accommodation has used violence in making demands concerning accommodation or has requested the Hotel to assume an unreasonable burden;
- (9) When the Hotel is unable to provide accommodation due to natural disaster, dysfunction of the facilities and/or other unavoidable causes;
- (10) When the person seeking accommodation falls under the provisions of Article 5, Items 1 and 2 of the Tokyo Hotel Business Act;
- (11) When the person seeking accommodation intends to be accompanied by a dog less than six months old; or
- (12) When the person seeking accommodation intends to be accompanied by a dog but fails to submit the Consent Form for Staying and Lodging in a Dog-Friendly Room as specified by the Hotel, certificate of vaccination against rabies and viral infectious diseases (administered between two weeks and one year prior to the stay), or a veterinarian's certificate of exemption issued within one year of the scheduled stay; or when the person does not agree to the terms of the consent form or provides false information.

Article 6. Right of Guest to Cancel Accommodation Contract

1. The Guest is entitled to cancel an Accommodation Contract by so notifying the Hotel.
2. In the case where the Guest cancels an 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 the payment of a deposit during the specified period as prescribed in Article 3, Paragraph 2 and the Guest has canceled before the payment), the Guest shall pay Cancellation Charges as listed in Appended Table 2; however, in the case where a special contract as prescribed in Article 4, Paragraph 1 has been executed, the same shall apply only when the Guest is informed of the obligation to pay the penalty in case of cancellation by the Guest.
3. In the case where the Guest fails to appear at the Hotel by 8:00 p.m. on the accommodation date (or two (2) hours after the expected time of arrival if the Hotel is notified thereof) without advance notice, the Hotel may regard the Accommodation Contract as having been canceled by the Guest.

Article 7. Right of Hotel to Cancel Accommodation Contract

1. The Hotel may cancel an Accommodation Contract under any of the following cases:
 - (1) When the Guest is deemed liable to conduct and/or has conducted himself/herself in a manner that will contravene the laws or go against the public order or good morals in regard to his/her accommodation;
 - (2) When the Guest is deemed to fall under any of the following:
 - a. An Organized Crime Group, an Organized Crime Group Member, an associate member of an Organized Crime Group, an Organized Crime Group affiliate, or any other antisocial force;
 - b. A business or corporation whose activities are controlled by an Organized Crime Group or Organized Crime Group Member; or
 - c. A corporate body whose officer is an Organized Crime Group Member.
 - (3) When the Guest speaks or acts in a way that causes a significant nuisance to other Hotel guests, visitors, and employees for irrational reasons (including, without limitation, obstruction of business and harassment, as set forth in Appended Table 3);
 - (4) When the Guest can be clearly detected as carrying an infectious disease;
 - (5) When the Guest uses violence in making demands concerning accommodation or requests the Hotel to assume an unreasonable burden;
 - (6) When the Hotel is unable to provide accommodation due to natural disasters and/or other unavoidable causes;

- (7) When the Guest falls under the provisions of Article 5, Items 1 and 2 of the Tokyo Hotel Business Act;
 - (8) When the Guest engages in prohibited actions such as smoking inside the Hotel, vandalizing the firefighting facilities or other prohibitions of the House Regulations stipulated by the Hotel (restricted to particulars deemed necessary to prevent the causing of fires);
 - (9) When the Guest films or makes other recordings and publishes or broadcasts such data for revenue or other commercial purposes, without the Hotel's consent;
 - (10) When the Guest invites a person other than those registered as set forth in the following article into the Guest's room temporarily or for an overnight stay without the Hotel's consent; or
 - (11) When a Guest accompanied by a dog breaches the Consent Form.
2. In the case where the Hotel cancels an Accommodation Contract in accordance with the provisions of the preceding paragraph (except for Paragraph 1, Items 4 and 6), the Hotel will not refund the accommodation charge.

Article 8. Registration

1. The Guest shall register the following particulars at the front desk of the Hotel on the day of accommodation:
 - (1) Name, age, gender, address, and contact information of the Guest(s);
 - (2) For non-Japanese: 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 the case when the Guest intends to pay his/her Accommodation Charges prescribed in Article 12 by any means other than cash in Japanese currency, such as traveler's checks, coupons or credit cards, or mobile devices, such means of payment shall be shown in advance at the time of registration prescribed in the preceding paragraph.

Article 9. Occupancy Hours of Guest Rooms

1. The Guest is entitled to occupy the contracted guest room of the Hotel, according to the room type as indicated below; however, in the case where the Guest stays for consecutive nights, he/she may occupy the room all day long, except for the days of arrival and departure.
 - (1) Premier Park View, Sky King Park View, Studio Park View, Studio Comfort Park View, Spa Suite, and Dog-friendly Spa Suite: 3:00 p.m. to 12:00 noon the following day
 - (2) Wa Modern Park View, Wa Modern Garden Terrace, and Dog-friendly Wa Modern: 1:00 p.m. to 10:00 a.m. the following day
2. Notwithstanding the provisions prescribed in the preceding paragraph, the Hotel may permit the Guest to occupy the room beyond the time prescribed in the same paragraph. In this case, extra charges shall be paid as set forth in Appended Table 1.

Article 10. Observance of House Regulations

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

Article 11. Business Hours

The business hours of the main facilities, etc. of the Hotel are explained in the facility information provided separately, and detailed business hours of other facilities are provided in the in-house app, brochures and displays at major points inside the Hotel, in the in-room service directory and by other means. The business hours are subject to temporary changes due to unavoidable causes on the part of the Hotel. In such case, the Guest shall be informed by appropriate means.

Article 12. Payment of Accommodation Charges

1. The breakdown of the accommodation charges, etc. (the "**Accommodation Charges**") that the Guest shall pay is as listed in Appended Table 1.
2. Accommodation Charges as stated in the preceding paragraph shall be paid with Japanese currency or by any 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 Guest's departure or upon request by the Hotel.
3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities which have been provided for him/her by the Hotel and are at his/her disposal.

Article 13. Hotel's Liability

1. The Hotel shall compensate the Guest for damage caused by the Hotel to the Guest in the fulfillment or the nonfulfillment of an Accommodation Contract and/or related agreement; 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. The Guest shall not use fire, smoke, climb fences or enter the greenery furnished in any of the guest rooms. Moreover, for the purposes of safety and landscape preservation, the Guest shall not, in principle, hang items from walls, shelves, partitions, door handles, or the balcony or drop items from the balcony. Furthermore, the Guest shall not use the balcony in adverse weather conditions.
3. The Guest shall take the following precautions in the event of a major earthquake:

- a. Keep away from windows to avoid injury from broken glass;
 - b. Take cover under a table or the like to avoid injury from falling objects; and
 - c. Pay attention to in-house announcements
4. The Guest consents in advance to streaming by webcams installed at various locations for the purpose of achieving safety and security management at the Hotel.

Article 14. Arrangements When Hotel is Unable to Provide Contracted Rooms

1. The Guest consents that, when the Hotel is unable to provide contracted rooms, the Hotel shall arrange accommodation of the same or higher standard elsewhere for the Guest, insofar as it is practicable.
2. Notwithstanding the provisions of the preceding paragraph, if it is not possible to arrange other accommodation, the Hotel shall pay the Guest compensation equivalent to the cancellation charges and the compensation fee shall be applied to reparations to the Guest; provided, however, that when the Hotel is unable to provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not be required to compensate the Guest.

Article 15. Handling of Deposited Goods

1. The Hotel shall compensate the Guest for damage when loss, breakage or other damage is caused to the Guest's belongings deposited at the front desk by the Guest, except when such damage has occurred due to a force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report the kind and value thereof but the Guest has failed to do so, the Hotel shall compensate the Guest only up to a maximum of 100,000 Japanese yen. The Hotel may not be able to keep certain cash, valuables and breakable items of the Guest. The Guest shall use the safe provided in the guest room to store his/her valuables.
2. The Hotel shall compensate the Guest for damage when loss, breakage or other damage is caused, through the willful intention or negligence 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 whose kind and value have not been reported in advance by the Guest, except in the case of damage caused through the willful intention or gross negligence of the Hotel, the Hotel shall compensate the Guest only up to a maximum of 100,000 Japanese yen.

Article 16. Custody of Baggage and/or Belongings of Guests

1. When a Guest's baggage is brought into the Hotel before his/her arrival, the Hotel shall only be liable to keep the same in cases where such a request has been accepted by the Hotel in advance. 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 a Guest are found left at the Hotel after his/her check-out, and when instructions for handling the same have not been communicated to the Hotel by the owner or when the owner cannot be verified, the Hotel shall keep such baggage or belongings for seven (7) days, including the date of discovery, and shall thereafter take them to the nearest police station. The Guest is hereby advised that the Hotel may dispose of items based on its reasonable judgment under normal social conventions.
3. The Hotel's liability in regard to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs of this article shall be handled 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.

Article 17. Liability Regarding Parking

The Hotel shall not be liable for the custody of any of the Guest's vehicles 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, regardless of whether or not the vehicle's keys have been deposited with the Hotel; however, the Hotel shall compensate the Guest for any damage caused through the willful intention or negligence of the Hotel in regard to the management of the parking lot.

Article 18. Guest's Liability

1. The Guest shall compensate the Hotel for any damage caused by the willful intention or negligence of the Guest.
2. The Guest shall not use fire, smoke, climb fences or enter the greenery furnished in any of the guest rooms. Moreover, for the purposes of safety and landscape preservation, the Guest shall not, in principle, hang items on the balcony or drop items from the balcony. Furthermore, the Guest shall not use the balcony in adverse weather conditions.

Appended Table 1. Breakdown of Accommodation Charges, etc. (Article 12, Paragraph 1)

1. Accommodation Charges

- (1) The Accommodation Charges are based on the table of charges posted on the website, etc.
- (2) These charges are subject to change in accordance with revisions to related tax laws. The same shall apply below.

2. Additional Charges

(1) Extended occupancy charges

- (i) Up to 3 hours in excess of the prescribed hours: 30% of the room charge
- (ii) Up to 6 hours in excess of the prescribed hours: 50% of the room charge
- (iii) 6 hours or more in excess of the prescribed hours: 100% of the room charge

(Extended occupancy not only refers to the time of occupancy in excess after check-out but includes the time of occupancy in excess before check-in.)

(2) Shared bed charges

- Age of child: 6 years old and under (Preschooler)
- Limitations: Up to 2 children per room (the same applies for all guest rooms).
If the maximum occupancy for the guest room is not reached when counting the number of staying guests and children sharing beds, guests may be added to the room until the maximum occupancy is reached.

The Hotel will request use of an additional room when the maximum occupancy is reached.

- Additional charges: No additional charges apply for the guest room.
Additional charges apply for dining and use of other Hotel facilities.

Appended Table 2. Cancellation Policy for Penalty (Article 6, Paragraph 2)

Cancellation Charges

Date of Receiving Cancellation Notification	30 to 15 days before	14 to 2 days before	1 day before, on the day, no show
Contracted Number of Rooms			
1 to 3 rooms	0%	0%	100%
4 to 9 rooms	0%	50%	100%
10 rooms or more	50%	100%	100%

[*For partial cancellations (reduced rooms), the cancellation charges above shall apply to the number of rooms reduced. No cancellation charges shall apply in the cases set forth in the table below.

(Example 1) When canceling 5 rooms after booking 20 rooms, the cancellation charge for "4 to 9 rooms" in the table above will apply to the 5 canceled rooms.

(Example 2) When canceling 15 rooms after booking 20 rooms, the cancellation charge for "10 rooms or more" in the table above will apply to the 15 canceled rooms.]

< Exceptions for Partial Cancellations (Reduced Rooms) >

Contracted Number of Rooms	30 to 15 days before	14 to 2 days before	1 day before, on the day, no show
Partial cancellation charge for reservations of 4 rooms or more	No cancellation charge applies if the number of reduced rooms does not exceed 20% of the number of reserved rooms	No cancellation charge applies if the number of reduced rooms does not exceed 10% of the number of reserved rooms	A cancellation charge applies as shown in the table above

1. The cancellation charge shall be calculated starting on the day that the Hotel receives the notification for termination or partial cancellation of the Accommodation Contract from the Guest.
2. The percentage is the ratio of the penalty to the basic accommodation charge (room charge).
3. All percentages above for the number of days shortened shall be rounded down to the nearest whole number for calculation purposes.
4. The Hotel may set forth cancellation charges separately from the above provisions for packages, group bookings and periods specified by the Hotel.

Appended Table 3. Acts Interfering with Business Operations and All Forms of Harassment (Article 7, Paragraph 1)

1. **Basic Policy on Customer Harassment**
At the SORANO HOTEL, we value providing services that ensure a comfortable stay for our Guests and creating an environment where employees can work with peace of mind. We regard guest feedback and requests as valuable opportunities to improve our services and listen earnestly and respond with sincerity.
2. **Definition of Customer Harassment**
Based on relevant laws, regulations, and official guidelines—and taking into account the content and circumstances of the feedback or requests—we define “customer harassment” as any speech or conduct in which the method or manner exceeds the bounds of social acceptability and harms the working environment of our employees.
3. **Acts Constituting Customer Harassment**
The following are examples and are not intended to be an exhaustive list.
 - (1) Physical attacks (assault, causing bodily injury);
 - (2) Psychological attacks (threats, slander, defamation, insults, abusive language);
 - (3) Coercive behavior (detaining staff for extended periods, refusing to leave the premises, excessive phone calls, or other actions that disrupt business operations);
 - (4) Demands for apologies or prostration (dogeza) without reasonable grounds;
 - (5) Demands that significantly exceed the scope of services provided;
 - (6) Shouting or intimidating speech, behavior, or attitudes;
 - (7) Persistent behavior demanding attention beyond reasonable limits;
 - (8) Excessive demands for product exchanges, refunds, financial compensation, or apologies without legitimate reason;
 - (9) Discriminatory speech or behavior;
 - (10) Speech or behavior of a sexual nature;
 - (11) Attacks or demands directed at individual employees;
 - (12) Intimidating employees using recordings (audio or video) obtained without consent or legitimate reason; and
 - (13) Posting or spreading defamatory remarks or false information regarding employees or the Hotel on social media or the internet
4. **Response to Customer Harassment**
The Hotel shall take appropriate action against any behavior that harms the working environment for our employees, treating such conduct as customer harassment. If customer harassment is confirmed, we may—depending on the situation—discontinue service and refuse further use of our facilities. Furthermore, the Hotel may coordinate with external bodies such as the police or legal counsel and take appropriate measures, including legal action, if deemed necessary.
5. **A Request to Our Guests**
The Hotel remains committed to improving service quality and creating a positive working environment so that our Guests and employees can continue to respect one another and share a pleasant time and space. We kindly ask for your understanding and cooperation.