Notation based on Japan's Act on Specified Commercial Transactions

Business Name	Tachihi Hospitality Management Co., Ltd. Facility Name: SORANO HOTEL
Representative	General Manager: Junji Nakazono
Address	6-1 Sakae-cho, Tachikawa City, Tokyo 190-8680 Japan
Phone Number	042-540-7777 (Main Line)
Website	SORANO HOTEL Official Website
Site URL	https://soranohotel.com/en/
Pricing	Varies by accommodation package and service Please see the details page for each package or service.
Booking Confirmation	A reservation is confirmed when the reservation completion notice appears on the screen or when a confirmation email is sent. Please see the details page for each package.
Costs Other Than Accommodation Fees	Tokyo Accommodation Tax. Please pay for any services used at the hotel directly at the hotel.
Payment Timing & Payment Methods	For on-site settlement, please pay at check-in or check-out. For advance settlement, please pay via credit card or other accepted methods at the time of booking. Any conditions differing from the above is stated on the details page for each package.
Delivery Timing	Depends on the package. Please see details page for each package.
Booking Modifications and Cancellations	The timeframes and conditions for modifying or cancelling reservations depend on each package. Please check the details page for each package.
Cancellation Fees	Conditions vary by package. Please check the details page for each package.
Returns, Refunds, and Exchanges	Due to the nature of accommodations and related services, we do not accept returns, refunds, or exchanges after the service has been provided.
Contact Information	SORANO HOTEL W1, 3-1 Midori-cho, Tachikawa, Tokyo 190-0014 Tel: +81(0)42-540-7777 (Main Line) / Fax: +81(0)42-540-7851 info@soranohotel.com or via the Contact Form