

SORANO HOTEL

SORANO HOTEL House Regulations

We have established the following regulations governing the usage of our facilities, in accordance with Article 10 (Observance of House Regulations) of the General Conditions for Accommodation. When these regulations are not observed, we may be obliged to refuse permission for continued occupancy of guest rooms or usage of other facilities. Kindly note guests may also be held liable for damages caused to the Hotel by non-observance of these regulations.

Article 1 Concerning Use of Guest Rooms

- (1) Please be sure to review the emergency exit instructions posted on the inside of your guest room door upon your arrival.
- (2) Smoking is prohibited at our Hotel. If a non-smoking room shows any evidence of smoking or if you do not follow the Hotel's repeated warnings to refrain from smoking, you will be asked to check out and leave the Hotel in which case the accommodation fee will not be refunded. Use of heating devices, cooking equipment, candles, and other items that may cause a fire is strictly forbidden inside guest rooms. (Equipment furnished inside guest rooms are permitted for use.)
- (3) Disposable single-use items are not supplied in guest rooms as one of our decisions as an environmentally conscious hotel. We also place importance on waste reduction and would appreciate your cooperation in reducing the amount of waste generated in the guest room.
- (4) Amenities furnished in guest rooms (i.e., bathrobes, towels, linens, room wear) cannot be taken home with the exception of the reusable eco-bag provided inside the closet.
- (5) As an environmentally-conscious hotel, we have installed efficient energy-saving air-conditioning systems in guest rooms. The energy efficiency of the system will be reduced significantly if the power is frequently turned on and off or the temperature setting is frequently and considerably changed. Please use the air conditioner at a constant temperature setting as much as possible.
- (6) Please take thorough measures against the spread of infectious diseases even inside our guest rooms.
- (7) Please do not move, modify, or make significant changes to the furniture, fixtures, and equipment provided in guest rooms without prior approval of the Hotel. You will be billed actual expenses for removing, losing, or damaging such furniture, fixtures, and equipment.
- (8) Please do not hang swimwear or other clothing or laundry on the balcony that will detract from the external appearance of the Hotel.
- (9) For your safety, please do not fly drones from the balcony even if the Aviation Act or other law is applicable.

SORANO HOTEL

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Our Hotel offers spa treatments in guest rooms for up to two guests at the same time. During the treatment, please refrain from taking actions that threaten the personal safety or cause discomfort or significant inconvenience (including but not limited to obstruction of business and harassment) to Hotel employees.

When using our Dog-friendly Room, your dog must have received minimum discipline training. Please do not damage the furniture, fixtures, and equipment in the Dog-friendly Room. Please make sure that your dog uses the dog toilet and does not bark in a way that will disturb and inconvenience other Hotel guests.

- (10) Please do not wear your bathrobe in the hotel lobby and restaurant. Please note that you can wear your bathrobe when making your way to the SORANO SPA on the 10th floor, including inside the elevator.
- (11) You can bring food and beverages purchased outside the Hotel into the guest room, but the Hotel will not be liable for any sickness or health hazards caused to the guest by consumption of such food and beverages.
- (12) You can request food and beverage deliveries from outside the Hotel for consumption in the guest room, but the Hotel will not be liable for any sickness or health hazards caused to the guest by consumption of such food and beverages. Also, the Hotel cannot provide temporary cash advances on your behalf for the delivery.
- (13) Please be sure to return the key card to the front desk at the time of your departure.

Article 2 Concerning Use of the Hotel Parking Facilities

- (1) Do not leave valuables or other items in your vehicle while parked. The Hotel cannot be held responsible for loss or theft of any items in vehicles parked on the premises.
- (2) The Hotel's designated parking area can be used by guests staying at the Hotel for 2,200 yen per night (from check-in to check-out and a reasonable amount of time before check-in and after check-out). If you are using our restaurant and bar, please use the paid vehicle and bicycle parking spaces within GREEN SPRINGS. Receive two hours free parking for vehicles and bicycles with total spending at the restaurant and bar of 5,000 yen or more and three hours free parking with total spending of 30,000 yen or more.

Article 3 Prohibitions

- (1) Please do not bring into the Hotel the items listed below:
 - ① Birds and other animals or pets (dogs accompanying you in our Dog-friendly Room, assistance dogs, and service dogs are permitted);
 - ② Gunpowder, volatile oils, or other explosives or inflammables;
 - ③ Objects emitting a foul odor;
 - ④ Unlicensed firearms, bladed weapons, drugs, or other articles the possession of which is prohibited by the laws of Japan.

- (2) Also, please refrain from engaging in the conducts listed below while at the Hotel. If you violate items ⑤ or ⑥ of this paragraph, please meet the Hotel's request to delete or edit the photos or videos in question.
- ① Allowing a non-registered person to stay in the guest room;
 - ② Disturbing other guests at the Hotel by playing with items such as balls and other toys, shouting, or speaking loudly on the phone in public spaces (e.g., the lobby);
 - ③ Gambling or engaging in any conduct contrary to public morals;
 - ④ Distributing advertising or publicity materials, selling commodities, or soliciting within the Hotel;
 - ⑤ Using the Hotel for purposes other than accommodations, such as for exhibitions and other business activities;
 - ⑥ Taking or distributing photos or videos at the Hotel for commercial purposes;
 - ⑦ Uploading photos or videos that infringe on the rights of the Hotel based on copyright and other laws and regulations, or posting false facts on SNS or other sites;
 - ⑧ Dangerous conducts that threaten security and prevention of fire;
 - ⑨ Acts that violate laws or public order and morals or inflict damage to a third party or the Hotel;
 - ⑩ Any other act judged by the Hotel to be improper.
- (3) Please observe necessary measures for infection control issued by the national government, local government, or other government agencies. If you do not comply, you will be asked to leave the Hotel.

Article 4 Other Regulations

Matters not stipulated in these House Regulations shall be governed by the General Conditions for Accommodation.

December 1, 2021