Accommodation Terms and Conditions

Article 1 (Scope of Application)

1. Accommodation contracts and related agreements to be concluded between This Establishment and The Guest shall be governed by these Terms and Conditions. Any particulars not provided for herein shall be governed by laws and regulations or generally accepted customs.
2. Notwithstanding the preceding paragraph, if This Establishment enters into a special agreement insofar as such agreement does not violate laws, regulations, or customs, that special agreement shall take precedence.

Article 2 (Application for Accommodation Contracts)

1. A person who intends to apply for an accommodation contract with This Establishment shall notify This Establishment of the following particulars
   (1) Name of The Guest(s)
   (2) Date of accommodation and estimated time of departure
   (3) Accommodation charges (based, in principle, on the breakdown in Appended Table1)
   (4) Other particulars deemed necessary by This Establishment.
2. If The Guest requests, during their stay, an extension of the stay beyond the date specified in item (2) of the preceding paragraph, it shall be regarded as a new application for an accommodation contract at the time such request is made.

Article 3 (Conclusion of Accommodation Contracts, etc.)

1. An accommodation contract shall be deemed to have been concluded when This Establishment has accepted the application as described in the preceding Article. However, this shall not apply when This Establishment proves that it did not provide its acceptance.
2. When an accommodation contract has been concluded in accordance with the preceding paragraph, the accommodation charges shall be paid by the date specified by This Establishment.
3. If the accommodation charges referred to in paragraph 2 are not paid by the date specified by This Establishment as described in the same paragraph, the accommodation contract shall lose its effect; provided that, at the time of specifying the payment due date, This Establishment has duly notified The Guest thereof.

Article 4 (Refusal to Conclude Accommodation Contracts)

This Establishment may refuse to conclude an accommodation contract in any of the following cases:

(1) When the application for accommodation does not conform to these Terms and Conditions.
(2) When This Establishment is fully booked and no room is available.
(3) When the person seeking accommodation is deemed likely to conduct themselves in a manner that would contravene the laws, public order, or good morals.
(4) When the person seeking accommodation falls under any of the following categories: 1. An organized crime group (″Boryokudan″) as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), a member of such a group (″Boryokudan Member″) as defined in Article 2, Item 6 of the same Act, a Boryokudan associate member, a person related to a Boryokudan, or any other anti-social forces. 2. A corporation or other organization whose business activities are controlled by a Boryokudan or Boryokudan Members. 3. A corporation with one or more officers who are Boryokudan Members.

(5) When the person seeking accommodation behaves in a manner that causes significant nuisance to local residents.
(6) When the person seeking accommodation is a patient, etc., with a specified infectious disease as defined in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act ("Specified Infectious Disease Patient, etc.").
(7) When violent demands are made or a burden exceeding a reasonable scope is requested in connection with the stay (excluding cases where the person requests reasonable accommodation or the removal of social barriers pursuant to Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act on the Elimination of Discrimination against Persons with Disabilities (Act No. 65 of 2013)).
(8) When the person seeking accommodation repeatedly makes demands to This Establishment that are specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as demands that would impose an excessive burden and may significantly hinder the provision of accommodation-related services to other guests (including cases disclosed by the Ministry of Health, Labour and Welfare regarding said Article).
(9) When This Establishment is unable to provide accommodation due to natural disasters, facility malfunctions, or other unavoidable reasons.
(10) When the case falls under the provisions of the Prefectural Ordinance for the Enforcement of the Hotel Business Act.
(11) When the person applying for accommodation conceals an intent to resell, broker for a fee, or otherwise seek personal profit regarding the reserved room.
(12) When there is a reason that violates these Terms and Conditions.
(13) When there are reasons equivalent to any of the preceding items.

Article 5 (Right to Cancel by The Guest)

1. The Guest is entitled to cancel the accommodation contract by notifying This Establishment.
2. If The Guest cancels the accommodation contract in whole or in part due to reasons for which The Guest is liable, This Establishment shall charge a cancellation fee as listed in Appended Table 2.
3. If the check-in procedures (filling out the guest register and presenting a passport) are not completed by 6:00 PM on the day of the stay, the accommodation contract may be treated as being cancelled by The Guest.

Article 6 (Right to Cancel by This Establishment)

1. This Establishment may cancel the accommodation contract in any of the following cases
(1) When The Guest is deemed likely to conduct themselves in a manner that contravenes the laws, public order, or good morals, or is found to have committed such acts.
(2) When a person who applies for the accommodation contract or a person who uses This Establishment falls under any of the following categories: 1. Boryokudan, Boryokudan Members, Boryokudan associate members, persons related to a Boryokudan, or other anti-social forces. 2. A corporation or other organization whose business activities are controlled by a Boryokudan or Boryokudan Members. 3. A corporation with one or more officers who are Boryokudan Members.
(3) When The Guest behaves in a manner that causes significant nuisance to local residents.
(4) When The Guest is a Specified Infectious Disease Patient, etc.
(5) When violent demands are made or a burden exceeding a reasonable scope is requested (excluding cases where The Guest requests reasonable accommodation or the removal of social barriers pursuant to the Act on the Elimination of Discrimination against Persons with Disabilities).
(6) When The Guest repeatedly makes demands to This Establishment that are specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as demands that would impose an excessive burden and may significantly hinder the provision of services to other guests (including cases disclosed by the Ministry of Health, Labour and Welfare regarding said Article).

(7) When This Establishment is unable to provide accommodation due to force majeure such as natural disasters.
(8) When the case falls under the provisions of the Prefectural Ordinance for the Enforcement of the Hotel Business Act.
(9) When The Guest does not comply with the prohibited matters set forth in the House Rules or Notices issued by This Establishment, such as smoking outside designated areas, tampering with fire-fighting equipment, or any other prohibitions.
(10) When there is a reason that violates these Terms and Conditions.
(11) When there are reasons equivalent to any of the preceding items.

Article 7 (Registration of Accommodation)

The Guest shall register the following particulars on the day of accommodation
(1) Name, date of birth, Sex, address, and occupation of The Guest(s)
(2) For non-Japanese nationals: nationality, passport number, port and date of entry, and presentation of the passport and submission of a copy thereof;
(3) Departure date and estimated time of departure
(4) Other particulars deemed necessary by This Establishment.

Article 8 (Occupancy Hours of Guest Rooms)

1. The Guest is entitled to occupy the guest room from 4:00 PM to 10:00 AM the following morning. However, in the case of consecutive stays, the guest room may be used throughout the day except on the arrival and departure dates. Even after 4:00 PM on the arrival date, The Guest may be required to wait unavoidably due to room maintenance or other reasons.
2. In the case that The Guest requests a late check-out on the day of departure, or if The Guest is found to remain in the room after the check-out time, an additional fee of JPY 3,300 per person per hour shall be charged.

Article 9 (Compliance with House Rules)

1. The Guest shall comply with the House Rules and Notices issued by This Establishment.
2. Smoking (including electronic cigarettes) is strictly prohibited. If discovered, a flat fee of JPY 33,000 as a special cleaning and restoration charge will be charged. Furthermore, if any damage is caused to This Establishment due to smoking (referring to all causes such as renovation, large-scale cleaning, or loss of sales during the period the room cannot be sold), The Guest shall compensate for such damages.

Article 10 (Payment of Charges)

1. The breakdown of the accommodation charges, etc., that The Guest shall pay is as listed in Appended Table 1.
2. Payment of the charges, etc., shall be made by the method specified by This Establishment.
3. Accommodation charges shall be charged even if The Guest voluntarily chooses not to stay after the guest room has been made available by This Establishment and occupancy has become possible.
4. Any additional charges incurred during the stay shall be paid separately by the method specified by This Establishment.

Article 11 (Liability of This Establishment)

1. This Establishment shall compensate The Guest for damage caused by non-fulfillment of the contract unless the damage is not due to reasons attributable to This Establishment.

2. Regarding items carried by The Guest that are lost or damaged, This Establishment shall not be held liable unless such loss or damage is caused by willful intent or gross negligence on the part of This Establishment.
3. This Establishment is covered by Hotel Liability Insurance.

Article 12 (Custody of Baggage or Belongings)

1. This Establishment does not have staff permanently on-site. If baggage arrives at This Establishment prior to the stay, it will be stored only when a prior declaration was made at the time of booking and approved by This Establishment.
2. If baggage or belongings are left behind after check-out, This Establishment shall, in principle, keep them for a certain period including the day they were found. If no claim for return is made by The Guest, they shall be delivered to the nearest police station. Food, drinks, magazines, and other waste (consumables, etc.) will be disposed of at This Establishment's discretion at any time.
3. This Establishment shall be entitled to voluntarily inspect the contents of left-behind baggage or belongings to handle them in accordance with the preceding paragraph, and The Guest shall not raise any objection to such inspection or handling.

Article 13 (Liability for Parking)

When The Guest uses the parking lot of This Establishment, This Establishment is merely providing the space and does not assume responsibility for the management or security of the vehicle.

Article 14 (Liability of The Guest)

If This Establishment suffers damage due to The Guest's willful intent or negligence, The Guest shall compensate This Establishment for such damage.

Article 15 (Cleaning of Guest Rooms)

This Establishment does not provide room cleaning or sheet changes during the stay.

Article 16 (Disclaimer)

The use of computer communications from This Establishment is at The Guest's own responsibility. This Establishment shall not be held liable for any damage caused by the use of computer communications, including service interruptions due to system failures or other reasons, or for any trouble arising between the user and other users or third parties, regardless of the nature of the damage suffered by the user. Any fees for paid services used on the internet by the user shall be borne by the user. Furthermore, if The Guest's use of computer communications causes damage to This Establishment or a third party due to behavior deemed inappropriate by This Establishment, The Guest shall compensate for such damage.

Appended Table 1: Breakdown of Charges (Ref. Article 2-1, Article 10-1)

- Total amount to be paid by The Guest:
    - Accommodation Charges (Whole-building rental fee and charges included in the contract)
    - Additional Charges
    - Taxes (Consumption Tax)
- Note: If tax laws are amended, the amended provisions shall apply.

Appended Table 2: Cancellation Fees (Ref. Article 5-2)

- Up to 31 days prior: Free
- 30 days to 8 days prior: 50% of the total charge

- 7 days prior to the day of arrival: 100% of the total charge
- No-show: 100% of the total charge

Notes:

1. The percentage indicates the ratio of the cancellation fee to the total accommodation charge.
2. The number of days is calculated with the day of stay as "0" and the previous day as "1." Example: For a reservation on Jan 31, cancellation fees apply from 0:00 AM on Jan 1.
3. If the contract period is shortened, a cancellation fee based on the above criteria shall be charged for the cancelled days.

The contents of these Terms and Conditions may be changed without prior notice. Last Updated: November 6, 2026

House Rules (Terms of Use)

This Establishment has established the following rules, which are integrated with the Accommodation Terms and Conditions. Violation of these rules may result in the cancellation of the contract pursuant to Article 6. The same applies to the separate "Notices."

Usage Policy

1. Valuables: Please keep valuables under your own responsibility. Responsibility for loss or theft is governed by Article 11, Paragraph 2.
2. Capacity: Accommodation exceeding the maximum capacity is not permitted. Staying with more people than the number reserved is strictly prohibited.
3. No Staff on-site: Staff are not permanently on-site from check-in to check-out. The Guest shall handle non-emergency matters (facility issues, etc.) themselves.
4. Meals: We do not provide meals or drinks. The Guest may bring their own ingredients, seasonings, and drinks to cook and eat. In such cases, please wash used dishes and place them in the drying rack.

Prohibitions

1. Smoking: The entire premises, both indoors and outdoors, are strictly non-smoking (including electronic and heat-not-burn cigarettes, etc.). If odors or cigarette butts are discovered, a flat fee of JPY 50,000 for site restoration will be charged in addition to the accommodation fee. If replacement of bedding or equipment is required, The Guest shall also bear those costs.
2. Damages: If equipment, appliances, furniture, or items are broken or soiled intentionally or accidentally, The Guest shall bear the full cost of restoration.
3. Removal of Fixtures: Equipment and fixtures of This Establishment are lent to the user only during the stay and may not be taken home.
4. Prohibited Items: Bringing the following items is prohibited: (1) Dangerous goods like explosives, gasoline, kerosene, chemicals, toxic gases, or volatile oils; (2) Decaying or foul-smelling items; (3) Pets and animals; (4) Excessively large quantities of goods; (5) Items prohibited by law.

Regarding Usage

1. Use by minors only is not permitted.

2. Please refrain from allowing anyone other than registered guests to enter the building or rooms (except where This Establishment has given prior consent).
3. If The Guest arranges for a private chef or any other on-site service in violation of the preceding item, or even if This Establishment has permitted entry, This Establishment (the Company) shall not be held liable for any damages caused to The Guest or a third party regarding said on-site services.
4. If acts that disturb public morals or security, conversations in a loud or boisterous voice, or acts that cause a nuisance to neighbors are recognized, This Establishment may refuse accommodation in accordance with Article 4 of the Accommodation Terms and Conditions.
5. Please refrain from using This Establishment for purposes other than accommodation, such as business activities (exhibitions, etc.), without the permission of the administrator.
6. Usage for anti-social purposes is prohibited.
7. In the event that the police are called due to nuisance behavior toward neighbors, such as shouting within the facility, the user (The Guest) shall bear all responsibility.
8. This facility shall not be held liable for any accidents caused by natural disasters, the user's negligence, or accidents that occur due to failure to comply with these Rules.
9. The administrator and the owner shall not be held liable for any damage, theft, or accidents involving the user's (The Guest's) vehicle or personal belongings.
10. Management staff may patrol the premises for management and other purposes.
11. If any changes or decorations to the interior or exterior are confirmed, The Guest shall be required to compensate for the damages.
12. The use of open flames (including barbecues and smoking) is prohibited on the facility premises (except when outsourced to a contractor designated by This Establishment).

Safety and Security

1. Please ensure the door is locked whenever you leave the building.
2. Please ensure the door is locked while inside and especially when sleeping.
3. Please refrain from meeting visitors inside the building.

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Last Updated: November 6, 2026

Hakone Ashinoko STAY