

# Hotel Information

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A Warm Welcome to Biwako Hotel

## ■ Check In

The check-in time is 3:00 p.m.

Guest room doors lock automatically.

Always take your card key with you when exiting the room.

## ■ Check Out

The check-out time is 12:00 p.m.

If you would like to extend your check-out time, please contact the Front Desk.

The following charges will apply:

- Up to 3 hours: 30% of the room charge
- Up to 6 hours: 50% of the room charge
- Over 6 hours: 100% of the room charge

Please be advised that an extension is subject to room availability.

## ■ Parking

Our parking lot can be used free of charge by guests staying at our hotel (up to 24 hours from arrival). Please show your parking ticket at the Front Desk.

## ■ Free Shuttle Bus Service

Our free shuttle bus connecting Biwako Hotel and JR Otsu Station runs every 15 minutes.

- Service hours: 8:00 a.m. to 10:00 p.m.
- Departs from Biwako Hotel on the hour and 15, 30, and 45 minutes past each hour (Final ride at 10:00 p.m.)
- Departs from JR Otsu Station at 5, 20, 35, and 50 minutes past each hour (Final ride at 9:50 p.m.)

\*Please wait for the next bus when seats are full.

\*Buses may not run on schedule due to traffic and other conditions.

\*Buses may be canceled or rescheduled without prior notice on days of the Lake Biwa Fireworks Festival, Otsu Festival, and other occasions.

## ■ Card Keys

- Please confirm that the door is locked and take your card key with you when leaving the guest room.
- Please take your card key with you to the hot spring bath as it is used to open the security door.
- Please leave your card key with the Front Desk when exiting the hotel.

- Please show your card key to the staff when signing the bill at a restaurant or bar at the hotel.

#### ■ Guest Room Phones

Domestic calls: Dial 0 and then the phone number.

Room-to-room calls: Dial the room number.

International calls: Dial 0-010 and then the country code and phone number.

#### ■ Wake-Up Calls

Wake-up calls can be set automatically by phone or with the Front Desk.

Dial 21 to set.

Dial 22 to cancel.

For example, dial 21 + 0830 for 8:30 a.m.

#### ■ Air Conditioning

Please adjust the room temperature using the control panel on the wall.

#### ■ Valuables

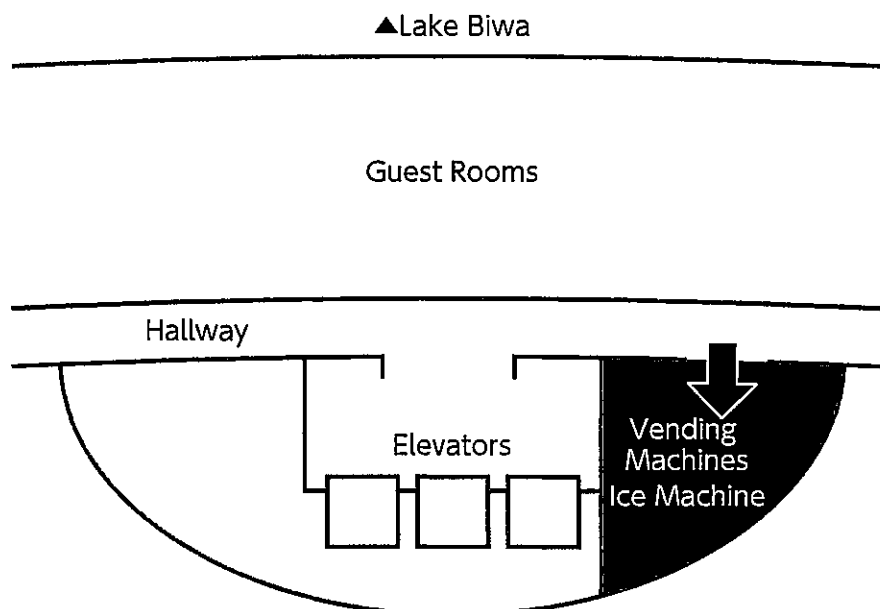
Please secure your valuables.

You can use the in-room safe or deposit your valuables at the Front Desk.

#### ■ Vending and Ice Machines

Alcoholic beverages, soft drinks, and ice (free of charge) are available on every guest room floor.

Please use the ice bucket provided in the guest room.



#### ■ Parcel Delivery Service

Parcels can be sent from the Front Desk (Ext. 320).

Delivery boxes and parcel covers are available for sale at the Front Desk.

#### ■ Massage

Massages are available in guest rooms. Please make your request with the Front Desk (Ext. 320).

- Service hours: 8:00 p.m. to 11:00 p.m.
- Fees: 4,500 yen for 40 mins. / 6,750 yen for 60 mins. / 9,000 yen for 80 mins.

#### ■ Hot Spring Bath "Ruri-no-Yu"

Open from 2:00 p.m. to 12:00 midnight and 6:00 a.m. to 10:00 a.m.

The hot spring bath is located on the 4th floor.

Please use the guest elevators. Yukatas (cotton kimonos) and slippers can be worn between the guest room and hot springs.

Please take your card key with you as it is used to open the security door.

#### ■ Currency Exchange

Currency can be exchanged at the Front Desk. Please note that we can only exchange US Dollars to Japanese Yen.

#### ■ Taxis and Lake Biwa Cruise

Please ask the Front Desk (Ext. 320) for details.

#### ■ Swimming Pool

The pool is open during the summer.

#### ■ Advanced payments will be required

Expenses for the room as well as breakfast and dinner must be settled at the time of arrival if it was sold as a packaged product.

All other incidentals including restaurant and bar expenses can be charged to your guest room to be settled at the time of your departure.

#### ■ Other Remarks

- Emergency exits and evacuation routes are displayed on the guest room door. Please also confirm the guidebook for disaster risk reduction.
- For the comfort of all guests, please be considerate of noise, particularly when opening and closing guest room and balcony doors late at night or early in the morning.
- Small, non-biting insects called midges can swarm around the hotel at certain times of the year. Please be advised that they may enter the guest room when the window is kept open.

# Internet Connection Service

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Free Wireless LAN Service can be used by simply entering the password below in your own wireless LAN-enabled computer, tablet, smartphone, or other device. Please read the Notes on the Use of the Internet Connection Service below before using this service.

## ■ How to Use the Wireless LAN Service

- (1) Select the wireless access point "BH-POINT" .
- (2) Enter the password (security key).
- (3) Open the browser to display the connection guide screen.
- (4) Follow the instructions to connect to the Internet.

SSID	BH-POINT
PASSWORD	987654321

## ■ Connection Speed

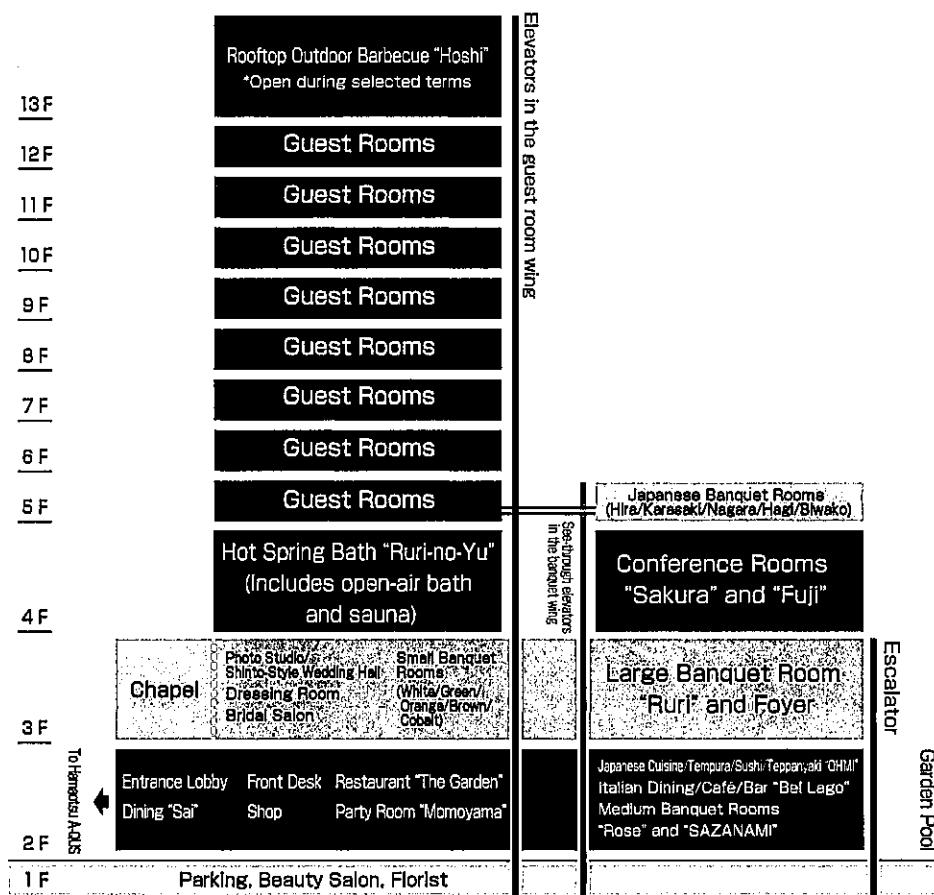
Wireless LAN Standard: Compliant to IEEE802.11a/b/g/n

\*The Wireless LAN Service is provided on a "best-effort" basis; the transmission speed is not guaranteed.

## ■ Notes on the Use of the Internet Connection Service

- This service is provided to enhance our guest services but does not guarantee use of the entire Internet environment.
- Although we provide constant connection to the Internet, the connection speed may decrease or the connection may be lost depending on your communication device or degree of access to the Internet environment or connection line.
- We do not provide support for the settings on your communication device.
- You are responsible for maintaining and managing the security of your communication device. We recommend disabling the file sharing function.
- Your communication device will be disconnected from the system without prior notice in the event of transfer of P2P or massive volumes of data, connections harmful to the system, or any activities in violation of the law.
- Although you can access email via your provider, sending and receiving may not be possible with certain providers, or it may be necessary to change the access point settings depending on the provider. Please ask your provider for details.
- The hotel shall not be held responsible for any damages incurred due to failure with the communication equipment, connection lines, or providers; for occurrence of virus infections, unauthorized access, loss of data, problems with your communication device; or any other damages.
- For security reasons, we cannot answer any inquiries regarding the system (including the IP address).
- We may stop services without prior notice due to failure with the communication equipment, connection lines, providers, or other circumstances.

# Floor and Restaurant Guide



## Restaurants (2nd Floor)

### Italian Dining "Bel Lago" (Ext. 327)

Menus featuring plenty of Shiga ingredients include brick-oven baked pizza and pasta selection. Also enjoy the adjoining café and bar.

Café .....	10:00 a.m. to 10:00 p.m. (L.O. 9:00 p.m.)
Italian Dining .....	11:30 a.m. to 10:00 p.m. (L.O. 9:00 p.m.)
Bar .....	5:00 p.m. to 11:00 p.m. (L.O. 11:00 p.m.)

### Restaurant "THE GARDEN" (Ext. 324)

Fresh ingredients and tastes of the season are uniquely arranged and served in a casual buffet.

Breakfast .....	7:00 a.m. to 10:30 a.m. (L.O. 10:00 a.m.)
Lunch .....	11:30 a.m. to 3:00 p.m. (L.O. 2:00 p.m.)
Dinner .....	5:00 p.m. to 9:00 p.m. (L.O. 8:00 p.m.)

### Dining Room "Sai" (Ext. 326)

Our contemporary French uses plenty of fresh local vegetables. Try our dishes with chopsticks.

Lunch .....	11:30 a.m. to 3:00 p.m. (L.O. 2:00 p.m.)
Dinner .....	5:00 p.m. to 9:00 p.m. (L.O. 8:00 p.m.)

### Japanese Cuisine "OHMI" (Ext. 329)

Enjoy Japanese cuisine in which tradition meets inventiveness at this modern Japanese restaurant.

Lunch .....	11:30 a.m. to 3:00 p.m. (L.O. 2:00 p.m.)
Dinner .....	5:00 p.m. to 9:00 p.m. (L.O. 8:00 p.m.)

### Tempura "OHMI" (Ext. 329)

Try tempura of select ingredients deep fried in front of you and served hot over the Kappo-style counter.

Lunch .....	11:30 a.m. to 3:00 p.m. (L.O. 2:00 p.m.)
Dinner .....	5:00 p.m. to 9:00 p.m. (L.O. 8:00 p.m.)

### Sushi "OHMI" (Ext. 329)

Edo-style sushi made with excellent ingredients are masterfully prepared and served at the counter.

Lunch .....	11:30 a.m. to 3:00 p.m. (L.O. 2:00 p.m.)
Dinner .....	5:00 p.m. to 9:00 p.m. (L.O. 8:00 p.m.)

### Teppanyaki "OHMI" (Ext. 329)

Fine quality meats are teppanyaki-grilled and presented in a Kaiseki-style course.

Lunch .....	11:30 a.m. to 3:00 p.m. (L.O. 2:00 p.m.)
Dinner .....	5:00 p.m. to 9:00 p.m. (L.O. 8:00 p.m.)

### Garden Pool (Ext. 320)

Open during the summer; please ask the Front Desk for details.

## Shop (2nd Floor)

We offer Shiga Prefecture souvenirs. 8:00 a.m. to 9:00 p.m. (For inquiries, please dial Ext. 331.)

## 4 F Natural Hot Spring Bath “Ruri-no-Yu” (Heated, Circulated, and Filtered)

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### ■ Open Hours

6:00 a.m. to 10:00 a.m. and 2:00 p.m. to 12:00 midnight

\*Hours are subject to change for facility inspections, etc.

### ■ Facilities and Amenities

A public bath, open-air bath, and sauna are available.

We offer drinks at the resting area for refreshment after your bath.

#### [Indoor Bath]

Body soap, shampoo, conditioner

#### [Dressing Area]

{ For both men and women: Bath towels, face towels, combs, hair dryers, tissue paper, cotton swabs, liquid soap

{ For men: Razors, after-shave lotion, hair tonic

{ For women: Basic cosmetics (cleanser, skin lotion, milky lotion)

\*A crib (cot) is available.

### ■ Other Remarks

- Please take your card key with you to the hot spring bath as it is used to open the security door.
- Yukatas (cotton kimonos) and slippers can be worn between the guest room and hot springs. These may not be worn in the public areas from the 3rd and lower floors, including the restaurants.
- Lockers with keys are available at the hot springs. You can use the safe in the guest room or deposit your valuables at the Front Desk.
- Please see important information posted in the dressing area regarding hot spring bathing, indications, and contraindications.

## House Regulations

To ensure our Guests a safe and pleasant stay at the Biwako Hotel, Guests are kindly requested to observe the following House Regulations established in accordance with Article 10 of the Terms and Conditions for Hotel Accommodation Contracts.

In the event a Guest fails to observe these House Regulations, the Hotel reserves the right to discontinue the Guest's stay or use of facilities in the Hotel. Please also be advised that in some cases, the Hotel shall not be liable for, and the Guest may be held liable for, an accident that occurs due to the Guest's failure to observe these House Regulations.

### ■ Visitors

- (1) Please use the Hotel lobby to meet with visitors and refrain from receiving visitors after 10:00 p.m. Persons other than registered guests are strictly prohibited from staying at the Hotel.
- (2) Please identify the visitor through the peephole when you hear the doorbell ring or a knock at the door. Please call the Front Desk to report any suspicious persons.

### ■ Handling of Valuables and Deposited Items

- (1) During your stay, please secure your valuables including cash, securities, and jewelry in the safe provided in the guest room, or deposit them at the Front Desk. The Hotel may not be held liable for any disappearance, loss, destruction, theft, or other damage resulting from the Guest's failure to take these procedures. Furthermore, the Hotel will not keep such items as artworks and antiques.
- (2) Lost items shall be kept at the Hotel for seven days after which they will be taken to the nearest police station.
- (3) Deposited items shall be stored in the cloakroom for seven days unless otherwise requested. Items will be disposed of after the storage period.

### ■ Payment

- (1) Payment shall be made at the Front Desk at the time of arrival or upon request by the Hotel, in cash or by any means equivalent to cash as shall be acceptable to the Hotel, such as traveler's checks, hotel vouchers, credit cards, or coupons.
- (2) Please show your card key to the staff when signing bills at the restaurants or bar at the Hotel.
- (3) Under certain circumstances, the Hotel may request a deposit (advance payment) at the time of arrival. Payment and exchange by checks other than traveler's checks shall not be accepted.
- (4) A receipt is issued for each room. Please notify the Hotel at your earliest convenience if you require separate receipts per room or receipts for all members of your party staying in separate rooms.
- (5) The Hotel will not make any payment on behalf of the Guest for such expenses as fares for airplanes, trains, buses, and taxis; postal charges; and parcel delivery fees.
- (6) Please contact the Front Desk each time you receive a bill from the Front Desk during your stay.
- (7) Please feel free to contact the Front Desk if you have any questions about the payment.

### ■ Safety Instructions

- (1) Please confirm the emergency evacuation route displayed on the guest room door.
- (2) Please confirm the flashlight in the guest room.
- (3) Please confirm the guidebook for disaster risk reduction in the guest room.

### ■ Use of Guest Rooms

- (1) Please do not use guest rooms for business activities or private parties, as offices, or for any purpose other than accommodations without the consent of the Hotel.

- (2) Please do not rearrange guest room furnishings, or install or remodel the room's fixtures without the consent of the Hotel.
- (3) Please do not place items at the windows that may detract from the appearance of the Hotel.

### ■ Prohibited Actions

- (1) Please refrain from such activities as described below which may disturb other guests at the Hotel.
  - (a) Bringing dogs (except assistance dogs, such as guide dogs, hearing dogs, and service dogs), cats, birds, and other domestic animals or pets into the Hotel;
  - (b) Bringing explosives or inflammable substances into the Hotel;
  - (c) Bringing objects emitting a foul odor or loud sound into the Hotel;
  - (d) Bringing potentially deadly chemicals or other substances into the Hotel;
  - (e) Bringing any other items of which possession is prohibited by law into the Hotel;
  - (f) Wearing yukatas (cotton kimonos) and slippers on the third or lower floors, or the thirteenth floor;
  - (g) Rearranging the Hotel furnishings or using them for purposes other than what is intended; and
  - (h) Distributing advertisements or publicity material, selling goods, soliciting, or doing other such activities
- (2) Please refrain from gambling, behaviors that corrupt public order or safety, or any other speech or conduct that may disturb other guests.
- (3) The Hotel shall refuse the use of the Hotel by a gangster or other such member as prescribed in the Law Concerning Prevention of Unjust Acts by Organized Crime Groups. When such a fact becomes known after the reservation is made or during use of the Hotel, the Hotel shall refuse any further use of the Hotel at that point.
- (4) The Hotel shall refuse the use of the Hotel by a gang, radical action group, or any other antisocial organization, or its members. When such a fact becomes known after the reservation is made or during use of the Hotel, the Hotel shall refuse any further use of the Hotel at that point.
- (5) The Hotel shall immediately refuse any further use of the Hotel by a guest who conducts or has committed any violence, threat, blackmail, fraud, coercive unjustified demand, or other similar act.
- (6) The Hotel shall immediately refuse any further use of the Hotel by a guest who is unable to secure his/her own safety due to such reasons as diminished capacity or insanity caused by drugs or the like, or who is deemed likely to cause danger, fear, or anxiety to other guests or staff members.
- (7) The Hotel shall immediately refuse any further use of the Hotel by a guest who generates noise such as loud talking and singing, commits other acts offensive or annoying to other guests, or who has engaged in gambling or other conducts that corrupt public order.
- (8) Please refrain from entering non-public facilities and areas unauthorized to guests.
- (9) Please refrain from such activities as described below.
  - (a) Leaving your belongings in the corridor, lobby, or other such places;
  - (b) Distributing advertisements or publicity material, selling goods, soliciting, or doing other such activities in the Hotel or on its premises without the consent of the Hotel;
  - (c) Shooting photos, videos, or other such activities for commercial purposes or doing so in a manner that may disturb other guests in the Hotel or on its premises without the consent of the Hotel;

- (d) Ordering or bringing in food, drinks, and the like from outside the Hotel;
  - (e) Smoking outside designated areas or while walking through the corridor or lobby;
  - (f) Placing items at the guest room balcony that may detract from the appearance of the Hotel; and
  - (g) Causing damage, contamination, or loss to the building, furnishings, or other items by reasons other than force majeure. The Hotel shall request full compensation for such damages.
- (10) Minors are not permitted to stay at the Hotel without parental or guardian consent.

**■ Regulations on the Use of the Hot Spring Bath**

- (1) Persons who are inebriated, in poor health, or with tattoos are not allowed in the hot spring bath.
- (2) Persons with contraindications are not allowed in the hot spring bath.
- (3) Please pay attention to the health conditions of your companions and yourself when taking a bath, especially before or after eating, or after consuming alcohol. Before entering the bath, pour hot water on your body to acclimate your body to the hot water. After taking a bath, keep your body warm and rest for a period of time.
- (4) Please refrain from jumping into or swimming in the bath, and other behaviors that may disturb other guests.
- (5) The hot spring bath may not be used by children in third grade or under who are unaccompanied by a parent or guardian. Mixed bathing of children aged 8 and older is prohibited.
- (6) Please refrain from using the drink vending machines with containers other than the provided paper cups.
- (7) Please make sure that your dress locker is locked, and secure your valuables in the safe in the guest room or deposit them at the Front Desk.
- (8) Please refrain from using towels and bath towels in the bath water.
- (9) Please refrain from any other inappropriate behaviors

in the context of the House Regulations, Terms and Conditions, laws, and customs.

**■ Regulations on the Use of the Swimming Pool**

- (1) The Hotel shall refuse use of the swimming pool by a person falling under any of the following items.
  - (a) A person who is carrying or suspected to carry an infectious disease;
  - (b) A person who is in poor health, such as having a high fever or diarrhea;
  - (c) A child unaccompanied by a parent or guardian;
  - (d) A person who is inebriated;
  - (e) A person with a skin disease or wearing a bandage; and
  - (f) A person with tattoos
- (2) Please change clothes in the dressing room before using the swimming pool.
- (3) Please do not bring in the following items.
  - (a) Beach umbrellas;
  - (b) Food and drinks from outside;
  - (c) Snorkels;
  - (d) Large swimming instruments and toys;
  - (e) Diving masks;
  - (f) Towels from the guest room;
  - (g) Outdoor goods; and
  - (h) Swimming fins
- (4) Jumping into the pool, swimming underwater, and running on the poolside are not allowed.
- (5) Please wash off sun tan oils, etc. before entering the pool.
- (6) To maintain sanitary conditions, please do not enter the lawns and planted areas.
- (7) Please deposit your valuables in the coin lockers. Guests staying at the Hotel can also use the safe in the guest room or deposit valuables at the Front Desk.
- (8) Please do not enter the Hotel in wet swimwear.
- (9) The Hotel may limit entry to the swimming pool when danger is anticipated due to too many pool users.
- (10) Please follow instructions of the staff.

## General Terms and Conditions for Hotel Accommodation Contracts

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**Article 1. Scope of Application**

- 1. Accommodation Contracts and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided for herein shall be governed by laws and regulations, and/or generally accepted practices.
- 2. In the case where the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, notwithstanding the preceding paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

**Article 2. Application for Accommodation Contracts**

- 1. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars.
  - (1) Name and contact phone number of the Guest(s);
  - (2) Date of accommodation and estimated time of arrival;
  - (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in Appendix I); and
  - (4) Other particulars deemed necessary by the Hotel
- 2. In the case in which the Guest requests, during his/her stay, an extension of the accommodation beyond the date(s) in item 2 of the preceding paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such a request is made.

**Article 3. Conclusion of Accommodation Contracts and Related Agreements**

- 1. An Accommodation Contract shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply when it has been proven that the Hotel has not accepted the application.
- 2. When an Accommodation Contract has been concluded in accordance with the provisions of the preceding paragraph, the Guest is requested to pay an accommodation deposit fixed by the Hotel within the limits of the Basic Accommodation Charges covering the Guest's entire period of stay (three days when the period of stay exceeds three days) by the date specified by the Hotel.
- 3. The deposit shall be first allotted 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 the payment of the Accommodation Charges as stated in Article 12.
- 4. When the Guest has failed to pay the deposit by the date as stipulated in paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply in the case in which the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.



**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 Contract has been concluded as stipulated in the same paragraph.
2. In the case in which the Hotel has not requested the payment of the deposit as stipulated in paragraph 2 of the preceding Article and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as that the Hotel has accepted a special contract prescribed in the preceding paragraph.

**Article 5. Refusal of Accommodation Contracts**

1. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances.
  - (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions;
  - (2) When the Hotel is fully booked and no room is available;
  - (3) When the Guest seeking accommodation is deemed liable to conduct himself/herself in a manner that will contravene the laws or act against the public order or good morals in regard to his/her accommodation;
  - (4) When the Guest seeking accommodation can be clearly detected to be carrying an infectious disease;
  - (5) When the Guest seeking accommodation has used violence in making demands of the accommodation facilities, or has requested the Hotel to assume an unreasonable burden;
  - (6) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of the facilities and/or other unavoidable causes;
  - (7) When the Guest seeking accommodation is deemed liable to behave or has behaved in a manner that causes tremendous disturbance to other guests due to intoxication or other causes (Shiga Prefectural Ordinance);
  - (8) When the party involved in the Accommodation Contract and/or the Guest seeking accommodation is an organized crime group, a member of such group, a company or organization related to such group, a person related to such company or organization, a corporate body or other organization whose business activities are governed by antisocial forces, organized crime groups or its members, or a corporate body whose board members include a member of an organized crime group; and
  - (9) When the Guest seeking accommodation expressed his/her intention of not observing the rules of prohibited actions specified under the House Regulations stipulated in Article 10

**Article 6. Right of the Guest to Cancel Accommodation Contracts**

1. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
2. Should the Guest cancel the Accommodation Contract in whole or in part due to reasons attributable to the guest (except in the case when the Hotel has requested the payment of the deposit during the specified period as prescribed in Article 3, paragraph 2 and the Guest has cancelled the Accommodation Contract before payment), the Guest shall pay cancellation charges as listed in Appendix 2. However, should a special contract, as prescribed in Article 4, paragraph 1 be in effect, the same shall apply only when the Guest is informed of the obligation for payment of the cancellation charges in case of cancellation by the Guest.
3. In the case in which the Guest does not appear by 8:00

p.m. of the accommodation date (or two hours after the expected time of arrival if the hotel has been notified) without an advance notice, the Hotel may deem the Accommodation Contract as being cancelled by the Guest and take measures accordingly.

4. If the reservation is deemed cancelled in accordance with the preceding paragraph, and the Guest is able to prove that the failure to appear without notification was due to reasons not attributable to the Guest, such as delay or non-arrival of trains, airplanes, or other public transportation, the Hotel shall not apply the cancellation charges set forth in paragraph 2.

**Article 7. Right of the Hotel to Cancel Accommodation Contracts**

1. The Hotel may immediately cancel the Accommodation Contract under any of the following circumstances.
  - (1) When the Guest is deemed liable to conduct himself/herself in a manner that will contravene the laws or act against the public order or good morals in regard to his/her accommodation, or behaves in such a manner;
  - (2) When the Guest is clearly detected to be carrying an infectious disease;
  - (3) When the Guest has used violence in making demands of the accommodation facilities, or has requested the Hotel to assume an unreasonable burden;
  - (4) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of the facilities and/or other unavoidable causes;
  - (5) When the Guest seeking accommodation is deemed liable to behave or has behaved in a manner that causes tremendous disturbance to other guests due to intoxication or other causes;
  - (6) When the party involved in the Accommodation Contract and/or the Guest seeking accommodation is an organized crime group, a member of such group, a company or organization related to such group, a person related to such company or organization, a corporate body or other organization whose business activities are governed by antisocial forces, organized crime groups or its members, or a corporate body whose board members include a member of an organized crime group; and
  - (7) When the Guest does not observe the rules of prohibited actions, such as smoking in bed and mischief to the firefighting facilities, or other actions specified under the House Regulations stipulated in Article 10
2. In the case in which the Hotel has cancelled the Accommodation Contract in accordance with the preceding paragraph, the Hotel shall not be entitled to charge the Guest for any of the services which the Guest has not received.
3. The Hotel shall not be liable for any damage incurred by the applicant caused by the Hotel's cancellation of the Accommodation Contract based on the provisions of paragraph 1.

**Article 8. Registration of Accommodations**

1. The Guest shall register the following particulars at the Front Desk of the Hotel on the day of accommodation.
  - (1) Name, age, sex, address and occupation of the Guest(s);
  - (2) Except in the case of a Japanese national or Japanese resident, 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 addition to the above, the Hotel shall take a photocopy of the Guest's passport for purposes of accuracy.
3. In the case in which 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 and credit cards, such means of payment shall be shown in advance at the time of the

registration as prescribed in paragraph 1.

#### **Article 9. Occupancy Hours of Guest Rooms**

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 2:00 p.m. to 11:00 a.m. of the following day, except when the Guest stays for two or more consecutive nights, in which case the Guest may use the guest room all day except for the day of arrival and the day of departure.
2. The Hotel may, notwithstanding the provisions prescribed in the preceding paragraph, permit the Guest to occupy the guest room beyond the time prescribed in the same paragraph. In this case, extra charges shall be paid by the Guest as follows.
  - (1) Up to 3 hours: 30% of the room charge
  - (2) Up to 6 hours: 50% of the room charge
  - (3) Over 6 hours: 100% of the room charge

#### **Article 10. Observance of House Regulations**

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

#### **Article 11. Business Hours**

1. The business hours of the Hotel's main facilities are described in the "Hotel Information". Hours of other facilities shall be notified in detail in provided brochures, notices displayed at various locations, and other means.
2. The business hours specified in the preceding paragraph are subject to temporary changes due to unavoidable circumstances of the Hotel. In such a case, the Guest shall be informed by appropriate means.

#### **Article 12. Payment of Hotel Charges**

1. The breakdown and calculation method of the Hotel Charges that the Guest shall pay is as listed in Appendix 1.
2. Hotel Charges as stated in the preceding paragraph shall be paid at the Front Desk at the time of the Guest's departure or upon request by the Hotel in cash or other means as shall be acceptable to the Hotel such as traveler's checks, hotel vouchers, and credit cards.
3. Hotel Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities once such facilities have been made available to the Guest by the Hotel.

#### **Article 13. Liabilities of the Hotel**

1. The Hotel shall compensate the Guest for damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in the case in which such damage has been caused due to reasons not attributable to the Hotel.
2. The Hotel is covered by hotel liability insurance against fire and/or other disasters.

#### **Article 14. Arrangement When Unable to Provide Contracted Rooms**

1. The Hotel shall, when unable to provide contracted room(s), arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.
2. When arrangement of other accommodations cannot be made notwithstanding the provisions of the preceding paragraph, the Hotel shall pay the Guest compensation equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodations due to reasons not attributable to the Hotel, the Hotel shall not pay

compensation to the Guest.

#### **Article 15. Handling of Deposited Articles**

1. The Hotel shall compensate the Guest for damages when loss, breakage or other damage is caused to articles, cash or valuables deposited at the Front Desk by the Guest, except when such damage is attributable to force majeure. However, for cash and valuables, when the Hotel has requested the Guest for clarification of the kind and value and the Guest has failed to do so, the Hotel shall compensate the Guest to an amount limited to 150,000 yen.
2. The Hotel shall compensate the Guest for damages when loss, breakage or other damage is caused by intent or negligence on the part of the Hotel to the articles, cash or valuables brought onto the premises of the Hotel by the Guest but are not deposited at the Front Desk. However, for articles of which the kind and value has not been reported in advance by the Guest, the Hotel shall compensate the Guest to an amount limited to 150,000 yen, unless the damage is caused by the Hotel by intent or gross negligence.

#### **Article 16. Custody of Baggage and/or Belongings of the Guest**

1. When the baggage (except artworks and antiques) of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to keep it and hand it over to the Guest at the Front Desk at the time of his/her check-in only if the Hotel has agreed to do so in advance.
2. When the baggage and/or belongings of the Guest is left at the Hotel after the Guest's check-out, the Hotel shall contact the owner and ask for his/her instructions if the owner is identified. When the owner does not give any instruction or when the owner is not identified, the Hotel shall keep the item for seven days, including the day when it was found, and then take it to the nearest police station. Items not claimed by any person shall be disposed of.
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 shall be in accordance with (a) the provisions of paragraph 1 of the preceding Article for the cases falling under paragraph 1 of this Article, and (b) the provisions of paragraph 2 of the preceding Article for the cases falling under paragraph 2 of this Article.

#### **Article 17. Liability in Regard to Parking**

The Hotel shall not be liable for the custody of any vehicle belonging to the Guest when the Guest utilizes the parking lot in the Hotel, whether the key of the vehicle has been deposited with the Hotel or not, as the Hotel merely offers the space for parking. However, the Hotel shall compensate the Guest for any damage caused by the Hotel by intent or negligence in regard to the management of the parking lot.

#### **Article 18. Liability of the Guest**

The Guest shall compensate the Hotel for any damage caused by the Guest by intent or negligence.

#### **Article 19. Special Collection of Bath Tax**

(Local Tax Act Art. 701, paras. 3 and 4; Otsu City Ordinance on City Tax Arts. 153 and 154)

It is prescribed that the Bath Tax must be collected in the method of Special Collection, and that the manager of a mineral spring bath must collect the Bath Tax in the method of Special Collection.

Appendix 1. Breakdown of Hotel Charges (Ref. Art. 2, para. 1 and Art. 12, para. 1)

Total Amount to be Paid by the Guest	Accommodation Charges	(1) Basic Accommodation Charge [Room Charge (or Room Charge and food/beverage, including breakfast)] (2) Service Charge [(1) x 10%]
	Extra Charges	(3) Additional food/beverage and other expenses (4) Service Charge [(3) x 10%]
	Tax	(a) Consumption Tax (b) Bath Tax

Remarks:

- The Accommodation Charges above (1)+(2) and Extra Charges (3)+(4) are subject to Consumption Tax (a).
- The revised provisions shall be applied when the tax laws are revised.

Appendix 2. Cancellation Charges (Ref. Art. 6, para. 2)

Contracted Number of Guests		Date when Cancellation of Contract is Notified				
		No Show	Accommodation Day	1 Day Prior to Accommodation Day	9 Days Prior to Accommodation Day	20 Days Prior to Accommodation Day
Individual	14 or less	100%	80%	30%		
	15 to 99	100%	80%	50%	10%	
Group	100 or more	100%	100%	80%	20%	10%

Remarks:

- The percentages signify the rate of the cancellation charge as applied to the Basic Accommodation Charge.
- When the number of contracted days is shortened, the cancellation charge for the first day shall be paid by the Guest regardless of the number of days shortened.
- When part of a group booking (15 guests or more) is cancelled, the cancellation charge shall not be applied to the number of guests equivalent to 10% of the number of guests booked as of 10 days prior to occupancy (when less than 10 days prior to the accommodation, as of the date) with fractions rounded up to the whole number.

## Privacy Policy

Keihan Hotels & Resorts Co., Ltd. (hereinafter referred to as "We") recognizes the importance of personal information to our guests. To gain satisfaction and trust of our guests, We endeavor to safeguard the privacy of our guests by strictly following compliance laws and regulations related to privacy protection and by establishing and adhering to the following policy.

### 1. Use of personal information

We will use personal information only within the scope of the intended purposes outlined below, except in cases in which We obtain prior consent from the guest to do otherwise. However, in some cases following the provisions of laws and regulations, We may use the information beyond the scope of intended purposes without obtaining prior consent from the guest.

#### < Intended purposes for use of personal information >

- To provide goods and services requested by the guest and to reply to guest inquiries
- To provide information about new packages, events, and other offers about accommodations, banquet, restaurants, and other facilities to the guest
- To send electronic newsletters and other direct mail
- To analyze responses to surveys and other evaluations in order to improve service content and for marketing

### 2. Restrictions on the provision of personal information to a third party

We will not provide the guest's personal information to a third party without obtaining prior consent from the guest, except in the cases below.

- When the information is required by laws and regulations
- When the information is necessary for protection of human life, health, or property, and it is difficult to obtain consent from the guest
- When there is a special need to improve public health or to promote the healthy development of children, and it is difficult to obtain consent from the guest
- When it is necessary to cooperate with a national institution, local public organization, or any other individuals entrusted by them to carry out affairs prescribed by laws and regulations, and there is a risk of hindering their performance by obtaining consent from the guest.

However, We will be able to provide the guest's personal information to a third party if the guest is notified in advance

of the matters below, or if the matters below are made readily accessible to the guest.

- The fact that the provision of personal information to a third party is the intended purpose for use
- The items of the personal information to be provided to a third party
- The means or method by which the personal information will be provided to a third party
- The fact that the provision of personal information to a third party as will lead to the identification of the guest will be discontinued at the request of the guest

### 3. Sharing of personal information

We will be able to jointly use the guest's personal information with a third party if the guest is notified in advance of the matters below, or if the matters below are made readily accessible to the guest.

- The fact the information will be shared with a specified third party
- The items of the personal information to be shared with a third party
- The range of individuals who will be sharing the information
- The purpose of use of the information by the user
- The name of the individual or group responsible for managing the personal information

### 4. Notification of intended purpose, disclosure, amendments, and request for suspension of use of personal information

Except in measures stipulated by laws and regulations, notification of intended purpose, disclosure, amendments, and request for suspension of use of personal information will be addressed within reasonable scope upon identification confirmation of the guest and based on predetermined procedures. Please note that "notification of intended purpose" and "disclosure" will cost 1,000 yen per request.

### 5. Contact information

721-1 Higashi Shiokoji-cho, Karasuma-dori Shichijo-kudaru, Shimogyo-ku, Kyoto 600-8216  
 Personnel & General Affairs, Administration Division, Keihan Hotels & Resorts Co., Ltd.  
 TEL/075-361-3221  
 HOURS/9:00 a.m. to 5:30 p.m. (excludes Saturdays, Sundays, holidays, year-end and New Year holidays)

## Rental Items for Luxury Floor Aqua Guests

Luxury Floor Aqua guests may enjoy the following rental items for an even more relaxing stay.  
Please make your request with the Front Desk (Ext. 320).

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Hair iron

Hot brush

Foot massager

Air cleaner with aroma oil (Magic Ball)

Please select a fragrance from Cherry, Ocean, Apple, Rose, and Herb.

Wireless portable speaker

Steam eye mask (disposable)

### Other Rental Items

Yukata    Adult: Extra-large    (from 180 cm)

                 Adult: Large                    (from 165 cm)

                 Adult: Medium                    (from 155 cm)

                 Adult: Small                        (from 145 cm)

                 Child: Large                                (from 121 cm)

                 Child: Small                                (up to 120 cm)

Pajamas for children                        (up to 120 cm)

Slippers for children

Crib (cot)

Bed guard

Pillows : Low pillow, buckwheat hull pillow,  
                 100% feather pillow, memory foam pillow

Sewing kit

Body temperature thermometer

Nail clippers

Wine opener

Iron and ironing board

Trouser press

Blu-Ray player

Desk lamp

Blanket

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\*Please be advised that limited stock is available for the items above.

## Rental Items for Guest Rooms

The following complimentary items are available for your use.  
Please make your request with the Front Desk (Ext. 320).

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Yukata    Adult : Extra-large (from 180cm)  
            Adult : Large        (from 165cm)  
            Adult : Medium      (from 155cm)  
            Adult : Small        (from 145cm)  
            Child : Large        (from 121cm)  
            Child : Small        (up to 120cm)

Slippers for children

Crib (cot)

Bed guard

Pillows : Low pillow, buckwheat hull pillow, 100% feather pillow, memory foam pillow

Sewing kit

Body temperature thermometer

Nail clippers

Wine opener

Iron and ironing board

Trouser press

Blu-Ray player

Desk lamp

Blanket

Laptop computer (surcharge)

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※ Please be advised that limited stock is available for the items above.