

Scope of Application Article 1: Accommodation contracts and related agreements entered into between our facility and guests are governed by these terms and conditions. Matters not addressed by these terms will be governed by laws or established customs. If our facility agrees to a special arrangement within the confines of the law and customs, such special arrangement will take precedence despite the previous provisions.

Application for Contract Accommodation Article 2: Individuals applying for accommodation at our facility must provide the following information:

1. Guest's name
2. Date of stay and estimated time of arrival
3. Accommodation charges (as a general rule, based on the basic accommodation fee in Schedule 1)
4. Other matters deemed necessary by the facility If a guest requests to extend their stay beyond the dates mentioned, we shall treat it as a new application for accommodation made at the time of the request.

Establishment of Accommodation Contract Article 3: An accommodation contract is established when our facility accepts the application from the previous article. However, this does not apply if the acceptance is not demonstrated. Once the contract is established, guests are required to pay the application fee by the designated date, not exceeding the basic accommodation charge for the duration of stay (up to three days if exceeding three days). The application fee will first be applied to the accommodation charge payable by the guest, and if any amount remains, it will be refunded at the time of final bill payment as per Article 12.

Special Agreement Exempting Prepayment Article 4: Notwithstanding the provisions of the previous article, our facility may agree to a special arrangement that exempts the applicant from the application fee after the establishment of the contract. If the facility does not require the payment of the application fee or does not specify a due date, such actions shall be treated as conforming to the special arrangement.

Denial of Contract Conclusion Article 5: Our facility may refuse to conclude a contract under the following circumstances:

1. If the application for accommodation does not comply with these terms.
2. If there is no room available due to full occupancy.
3. If the applicant for accommodation is deemed likely to violate laws, public order, or good morals.
4. If the applicant is clearly identified as an infectious person.
5. If unreasonable demands are made regarding the accommodation.
6. If accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.
7. If applicable under the provisions of Article 4 of the Aichi Prefecture Hotel Business Facility Sanitation Management Ordinance.

Guest's Right to Cancel the Contract Article 6: Guests can cancel the accommodation contract by notifying our facility. If a guest cancels the contract due to reasons attributable to them (excluding cases where payment of the application fee was demanded by a designated date as per Article 3, Paragraph 2), a cancellation fee as listed in Schedule 3 will be charged. However, if the facility has agreed to a special arrangement under Article 4, Paragraph 1, the obligation to pay a cancellation fee applies only if the guest was notified of this obligation when agreeing to the special arrangement.

Hotel's Right to Cancel the Contract Article 7: Our facility may cancel the accommodation contract in the following cases:

1. If the guest's actions are deemed likely to contravene laws, public order, or good morals, or if such actions have occurred.
2. If the guest is clearly identified as an infectious person.
3. If unreasonable demands are made regarding the accommodation.
4. If accommodation cannot be provided due to natural disasters or other forces majeure.
5. If applicable under the provisions of Article 4 of the Aichi Prefecture Hotel Business Facility Sanitation Management Ordinance.
6. If the guest fails to comply with prohibitions such as smoking in bedrooms, tampering with fire safety equipment, or other terms of use specified by the facility necessary for fire prevention.

Registration Upon Accommodation Article 8: On the day of accommodation, guests must register the following at the front desk:

1. Guest's name, age, gender, address, and occupation.
2. For foreigners, nationality, passport number, port of entry, and date of entry.
3. Departure date and expected time of departure.
4. Other necessary details as deemed by the facility.

Use of Guest Rooms Article 9: Guests may use the rooms from 3:00 PM to 10:00 AM. During consecutive stays, rooms are available all day except on the days of arrival and departure. The facility may allow the use of rooms outside these times, in which case additional charges apply as follows:

- South Star Palace: 4,400 yen (tax included) for each hour exceeded.
- Moonrise Palace: 6,600 yen (tax included) for each hour exceeded.
- Deluxe Twin Room / Aibo Room: 8,800 yen (tax included) for each hour exceeded.
- Corner Suite Room: 11,000 yen (tax included) for each hour exceeded. Additional hours beyond this may not be accommodated.

Compliance with Usage Rules Article 10: Guests must comply with the usage rules posted within the facility.

Business Hours Article 11: The main facilities of the hotel operate as follows, and detailed operating hours for other facilities are indicated at various locations and in the service directory in guest rooms:

1. Front Desk and Cashier: 8:00 AM to 10:00 PM, Curfew at 10:00 PM.
2. Dining Services: Breakfast from 8:00 AM to 9:00 AM, Dinner from 6:00 PM to 9:00 PM at the dining restaurant Star Ship or banquet hall.
3. Ancillary Service Facility Hours: Shop from 8:00 AM to 9:00 PM, Public Bath from 3:00 PM to 11:00 PM and 6:00 AM to 9:00 AM, Open-air scenic bath and private open-air bath, Sauna from 3:00 PM to 9:00 PM.

Payment of Charges Article 12: The breakdown and calculation method of the accommodation charges payable by the guest shall be as listed in Schedule 1. Payment of the accommodation charges should be made in currency or by travel checks, accommodation vouchers, credit cards, or other methods accepted by the facility, either upon the guest's departure or when requested by the facility at the front desk.

Hotel's Liability Article 13: The facility shall compensate for any damages caused to the guest due to the fulfillment or non-fulfillment of the accommodation contract and related agreements. However, this does not apply if the facility is not at fault. The facility has undergone fire safety inspections and is insured under hotel liability insurance to address potential incidents such as fires.

Handling When Contracted Rooms Cannot Be Provided Article 14: If the facility is unable to provide the contracted room to a guest, the facility shall arrange alternative accommodations under as similar conditions as possible with the guest's consent. If alternative accommodations cannot be arranged, the facility shall pay a compensation fee equivalent to the cancellation charge, which will be applied as compensation for damages. However, compensation will not be provided if the facility is not at fault for the inability to provide the room.

Handling of Deposited Items Article 15: The facility shall compensate for any damage, loss, or destruction of goods, cash, or valuables deposited at the front desk, unless caused by force majeure. However, if the facility requested details of the type and value of the cash and valuables and the guest did not comply, the facility will compensate up to 150,000 yen. If items or valuables brought into the facility and not deposited at the front desk or in the room safe are lost, destroyed, or damaged due to the facility's intent or negligence, and an incident report has been issued, the facility shall compensate for the damages. However, if the guest did not previously specify the type and value of the items, the compensation will be limited to 100,000 yen.

Storage of Guest Luggage or Hand-Carried Items Article 16: If a guest's luggage arrives at the facility before their stay, the facility will responsibly store it only if accepted before the guest's arrival and will hand it over at check-in. If the guest has checked out and left behind luggage or hand-carried items at the hotel, and the owner is identified, the hotel will contact the owner and ask for instructions. If there are no instructions from the owner or if the owner is not identified, the items will be stored for three months including the month of discovery, after which the hotel may dispose of them according to its discretion. The hotel's liability for the storage of the guest's luggage or hand-carried items in these cases shall be as stipulated in item 1 of the previous article for the first case and as in item 2 of the same article for the second case.

Liability for Parking Article 17: When a guest uses the hotel parking lot, the hotel is only lending the space and is not responsible for managing the vehicle, regardless of whether the car keys have been deposited. However, if damage is caused by the intent or negligence of the hotel while managing the parking lot, the hotel will be liable for compensation.

Guest's Liability Article 18: If the hotel incurs damage due to the intent or negligence of a guest, the guest must compensate the hotel for that damage.

Accommodation Terms and Conditions The total amount payable by the guest includes:

- Accommodation charges
- Additional charges
- Taxes

1. Basic accommodation fee (room charge + breakfast and dinner + consumption tax)
2. Service fee
3. Additional meals (other than breakfast and dinner) and other usage fees + consumption tax
4. Service fee (i) Consumption tax (ii) Bathing tax

Schedule 1 – Breakdown of Accommodation Charges (related to Articles 2.1 and 12.1)

Schedule 2 – Children’s Charges Age Charges 6–12 years: 70% of adult rate 3–5 years: 50% of adult rate; facility use fee 3,300 yen (tax included) 0–2 years: Free

Schedule 3 – Cancellation Fees (related to Article 6, Paragraph 2) Note:

1. % indicates the cancellation fee rate applied to the basic accommodation fee for one night with two meals (excluding various taxes).
2. If the number of contracted days is reduced, cancellation fees for all affected days will be collected.
3. If there are different cancellation fees specified in the plan, those terms will take precedence.
4. Contracts with travel agencies may have different cancellation terms.
5. For group cancellations (15 or more people), no cancellation fee will be charged for up to 10% of the number of guests (rounded up if there is a fraction) as of 10 days before the stay (or later if the booking was accepted after that day).

Cancellation Fees Based on Advance Notice and Number of Rooms Booked:

Days Before Stay	1–2 Rooms	3 Rooms	4 Rooms	5–7 Rooms	8–10 Rooms	11+ Rooms
Same day (No-show)	100%	100%	100%	100%	100%	100%
1 day before	100%	100%	100%	100%	100%	100%
2–4 days before	90%	90%	90%	90%	90%	90%
5–7 days before	80%	80%	80%	80%	80%	80%
8–10 days before	70%	70%	70%	70%	70%	70%
11–12 days before	50%	50%	50%	50%	50%	50%
13–14 days before	40%	40%	40%	40%	40%	40%
15–21 days before	30%	30%	30%	30%	30%	30%
22–30 days before	20%	20%	20%	20%	20%	20%
31–45 days before	10%	10%	10%	10%	10%	10%
46–60 days before	10%	10%	10%	10%	10%	10%
61–90 days before	10%	10%	10%	10%	10%	10%

This table provides a clear overview of how cancellation fees scale with the number of days in advance the cancellation is made, as well as the scale depending on the number of rooms booked. Each percentage represents the portion of the total booking fee that will be charged as a cancellation fee.

Number of Reserved Rooms Revision date: April 8, 2024