

Terms and Conditions for Accommodation

Article 1 – Scope of Application

1. Contracts for accommodation and related agreements concluded between Ohakozaki no Yado (hereinafter referred to as “the Inn”) and the guest shall be governed by these Terms and Conditions. Matters not specified herein shall be governed by applicable laws and regulations or generally accepted practices.
2. In the event that the Inn agrees to a special contract that does not violate laws or customs, such special contract shall take precedence over these Terms and Conditions.

Article 2 – Application for Accommodation

1. Those who wish to apply for accommodation shall provide the following information to the Inn:
 - (1) Full names of all guests
 - (2) Check-in and check-out dates, and estimated time of arrival
 - (3) Contact information of all guests
 - (4) If the individual who made the reservation differs from the actual guest, the guest shall provide the name and contact details of the reservation holder.
 - (5) Any other information deemed necessary by the Inn
2. In the event of any changes to the information provided to the hotel pursuant to the preceding paragraph, the guest shall promptly notify the hotel of the updated details.
3. If the guest requests to extend their stay beyond the initially agreed date, the Inn shall treat it as a new application for accommodation at the time the request is made.

Article 3 – Conclusion of the Contract

1. The accommodation contract is deemed concluded when the Inn accepts the application. However, this shall not apply if the Inn proves that it did not accept the application.
2. Upon conclusion of the contract, the guest shall pay the basic accommodation charges by the date specified by the Inn.

Article 4 – Refusal to Conclude the Contract

The Inn may refuse to conclude a contract in the following cases:

- (1) If the application does not comply with these Terms and Conditions
- (2) If no rooms are available
- (3) If the guest may act contrary to laws, public order, or good morals
- (4) If the guest is proven to be involved in any groups deemed to be in breach of the law (e.g., organized crime groups or related individuals/entities)
- (5) If the guest has caused significant inconvenience to other guests
- (6) If the guest is confirmed or suspected to have a designated infectious disease
- (7) If unreasonable or violent demands are made
- (8) If repeated demands cause excessive burden or hinder services for other guests
- (9) If accommodation is not possible due to natural disasters, facility failures, or other unavoidable reasons

Article 5 – Explanation of Refusal

Guests may request an explanation if the Inn refuses to conclude an accommodation contract under the previous article.

Article 6 – Right of Cancellation by the Guest

1. Guests may cancel the accommodation contract by notifying the Inn.
2. If cancellation is due to reasons attributable to the guest, a cancellation fee shall be charged as shown in Appendix 2.
3. If the guest does not arrive by 7:00 p.m. on the day of the reservation (or by 9:00 p.m. in the case of a room-only plan) without prior notice, the accommodation contract may be deemed to have been cancelled by the guest, and the hotel may handle it accordingly.

Article 7 – Right of Cancellation by the Inn

The Inn may cancel the accommodation contract under the same grounds listed in Article 4, as well as in cases such as:

- Illegal or improper behavior by the guest
 - Violations of house rules (e.g., smoking in bed, damaging facilities)
- In such cases, no accommodation charges will be collected for unused services.

Article 7-2 – Explanation of Cancellation

Guests may request an explanation if the Inn cancels the contract under the previous article.

Article 8 – Guest Room Usage

1. Guests may use rooms from check-in (3PM–7PM) until check-out (10AM). Continuous stays allow for full-day use, excluding the arrival and departure days.
2. In case of cancellation by the guest, a cancellation fee may be charged according to Appendix 2.

Article 9 – Compliance with Rules

Guests shall comply with the house rules posted within the Inn.

Article 10 – Payment of Fees

1. The breakdown of accommodation charges is outlined in Appendix 1.
2. Charges must be paid in cash or by other accepted methods (credit cards, travel vouchers, etc.) at check-out or when requested.
3. Even if the guest does not use the room, charges will still apply as per the cancellation policy outlined in Appendix 2.

Article 11 – Liability of the Inn

1. The Inn shall compensate the guest only for damages attributable solely to the Inn's responsibility.
2. The Inn is covered by liability insurance in case of accidents such as fires.

Article 12 – Lost or Forgotten Items

In the event that a guest leaves personal belongings at the Inn following check-out, and the owner of such items can be reasonably identified, the Inn shall make reasonable efforts to contact the guest and follow any instructions provided regarding the return of the items. If the items are not claimed within one month from the date of check-out, the Inn shall bear no further responsibility or liability for the safekeeping or return of such belongings.

Article 13 – Parking Liability

Guests using the Inn’s parking facilities do so at their own risk. The Inn shall not be liable for the care, custody, or management of any vehicle or its contents unless any loss or damage is directly caused by the Inn’s willful misconduct or negligence.

Article 14 – Guest Responsibility

In the event that a guest causes damage to the Inn’s property as a result of willful misconduct or negligence, the guest shall be liable for, and shall compensate the Inn for, the full cost of such damage.

Appendix 1 – Breakdown of Accommodation Charges

(Related to Article 2, Paragraph 1 and Article 12, Paragraph 1)

		Breakdown
Total Amount Payable by the Guest	Accommodation Charges	① Basic accommodation fee (room rate) ② Service charge (included in the room rate)
	Additional Charges	③ Extra meals, experience programs (excluding those included in ①) ④ Service charge (included in the room rate)
	Taxes	i. Consumption tax

Remarks:

1. The basic accommodation fee shall be in accordance with the rate table posted on our official website.
2. Child rates apply to elementary school-aged children and younger. No charge will be applied to infants not requiring meals or bedding.

Appendix 2 – Cancellation Fees

(Related to Article 6, Paragraph 2)

Date of Notification of Cancellation Number of reserved guests		No-show	Day of Stay	1 Day Before	2 Days Before
General	Total Payment Amount for Reserved Guests (Accommodation Charges + Meal Charges)	100%	80%	20%	0%

Remarks:

1. Percentages indicate the proportion of the total amount due (accommodation fee + meal charges) as the cancellation fee. You will be billed later.
2. In the event of a shortened stay, a cancellation fee equivalent to one night's stay (corresponding to the first night) shall be charged, corresponding to the number of nights reduced.