

Accommodation Contract and Hotel Rules

Hotel Arc Riche Toyohashi

Article 1 – Scope of Application

Accommodation contracts and related agreements concluded between the hotel and guests shall be governed by these terms and conditions. Matters not stipulated herein shall be governed by laws and regulations or generally accepted customs. If the hotel agrees to special arrangements that do not violate laws or customs, such arrangements shall take precedence over these terms.

Article 2 – Application for Accommodation Contract

Applicants must provide guest names, dates of stay, expected arrival time, accommodation charges, and other matters deemed necessary by the hotel. Requests for extended stays shall be treated as new applications.

Article 3 – Formation of Accommodation Contract

The contract becomes effective when accepted by the hotel. The hotel may require a deposit up to the amount of three days' accommodation charges.

Article 4 – Deposit Exemptions

The hotel may waive deposit requirements under special agreements.

Article 5 – Refusal of Accommodation

Accommodation may be refused in cases including unlawful conduct, disruptive behavior, organized crime affiliation, intoxication, infectious disease, or lack of room availability.

Article 6 – Guest's Right to Cancel

Guests may cancel reservations, though cancellation charges may apply.

Article 7 – Hotel's Right to Cancel

The hotel may cancel reservations for violations of hotel rules or unlawful behavior.

Article 8 – Registration

Guests must provide personal identification and required information at check-in.

Article 9 – Use of Guest Rooms

Guest rooms are generally available from 3:00 PM to 11:00 AM the following day.

Article 10 – Payment of Charges

Accommodation charges shall be paid at the front desk using approved payment methods.

Article 11 – Hotel Liability

The hotel shall compensate guests for damages caused through the hotel's fault.

Article 12 – Handling of Deposited Property

Liability for valuables is limited except in cases of intentional misconduct or gross negligence.

Article 13 – Parking Liability

The hotel does not assume responsibility for vehicles parked in affiliated parking facilities.

Article 14 – Guest Liability

Guests shall compensate the hotel for damages caused intentionally or negligently.

Article 15 – Governing Law and Jurisdiction

Any disputes relating to accommodation contracts shall be governed by Japanese law.

Accommodation Charges and Cancellation Fees

Category	Policy
General Guests (up to 9 persons)	Same day/no-show: 100% Day before: 80% 9 days before: 20%
Groups (10–99 persons)	Same day/no-show: 100% Day before: 80% 9 days before: 20% 20 days before: 10%
Groups (100+ persons)	Same day/no-show: 100% Day before: 100% 9 days before: 80% 20 days before: 20% Earlier cancellation: 10%

Hotel Usage Rules

- Please confirm evacuation routes posted on guest room doors.
- Only registered guests may use guest rooms.
- Minors staying alone require parental permission.
- No open flames, candles, or hazardous smoking.
- Rooms may not be used for unauthorized business or parties.
- Hotel property may not be removed from rooms.
- Guests are encouraged to use safety deposit boxes for valuables.
- Pets, gambling, explosives, and dangerous materials are prohibited.
- Visitors should meet guests in the lobby.
- Guests are requested to conserve electricity and water.

Issued by: Sala Real Estate Co., Ltd.