

# IRAPH SUI, A LUXURY COLLECTION HOTEL, MIYAKO OKINAWA

## HOUSE REGULATIONS

Every guest is requested to observe and comply with the following Regulations established by IRAPH SUI, a Luxury Collection Hotel, Miyako Okinawa to ensure that Hotel guests have a pleasant and safe stay in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts. If a guest does not comply with the House Regulations, the Hotel may choose not to permit further use by the guest of the guest's Hotel room and other Hotel facilities pursuant to Section 1 of Article 7 of said Terms and Conditions. The Hotel will not be liable to any guest or other person for any damage caused by his/her failure to comply with the House Regulations.

### 1. GUEST ROOM

- (1) Please refrain from using your room for purpose other than lodging.
- (2) Please do not use guest rooms for business activities or private parties, as offices or for any purposes other than accommodation use, without the consent of the Hotel.
- (3) Please refrain from smoking except the designated smoking area.
- (4) Please do not use and bring in inflammables for heating, cooking, or the like, irons, etc., in the guest room or the corridors without the consent of the Hotel.
- (5) Maximum occupancy for a room is up to the specified number of guests for each room, including a guest under 6 years old who uses a rollaway bed. If one or more children under 6 share a bed with others, the specified number plus one is the maximum number of guests allowed for a room.

### 2. VALUABLES

- (1) Please deposit your cash and valuables in a safety box in your room. Use is limited to the period of your stay. The Hotel is not responsible for loss or theft of any valuables.

### 3. GUEST ROOM KEYS and LOCK

- (1) When leaving your room, please make sure the door is locked.
- (2) Please use the door latch whenever you are in your rooms.
- (3) When someone knocks on the door, first open it without unlatching. Please check through the peephole when available.

### 4. VISITORS

- (1) Please do not let any visitor use guest room's equipment and furniture.
- (2) Please use the door latch whenever you are in your rooms after 10 p.m.

### 5. PAYMENT

- (1) You may be requested to settle your account at some point during your stay. If so, please make payment at that time.
- (2) Please understand that a deposit is requested upon your arrival or extending your stay at the Hotel.
- (3) In circumstances where a party other than the staying guest is to make payment for charges incurred by the Guest and payment is not made by determined date, the Hotel shall request payment directly from the Guest.

(4) Payment of charges incurred in during use of the Hotel shall be settled with cash, credit cards or a means accepted by the Hotel in place of such.

(5) When signing for bills at the Hotel restaurants, bars and shops, please show your room key to the cashier.

### 6. PLEASE REFRAIN FROM SUCH ACTIVITY AS DESCRIBED BELOW THAT MAY CAUSE A NUISANCE TO OTHER GUESTS OF THE HOTEL

- (1) Animals, birds, insects, reptiles, etc.(except service dogs for people with disabilities) are prohibited.
- (2) Bringing objects emitting a foul odor into the Hotel.
- (3) Bringing objects of an unusually large size or in unusually large quantities into the Hotel.
- (4) Bringing firearms, sword, drugs or other articles, the possession of which is prohibited by the law of Japan into the Hotel.
- (5) Bringing explosives or inflammable substances into the Hotel.
- (6) Gambling, behavior corrupting of public morals.
- (7) Drinking heavily, making loud noises, singing, creating a disturbance or any other disgusting behavior.
- (8) Use of the lobby area or restaurants in yukata, pajamas, bathrobe or wearing slippers is prohibited.
- (9) Distribution of advertising or publicity literature, sales of goods or other such activity within the Hotel.
- (10) Bringing and ordering meals and drinks to be delivered from outside the Hotel.
- (11) Placing any personal belongings in the lobby or hall way.
- (12) Accommodations to minors without an appropriate attendant.
- (13) Guest who behaves in a manner which may physically or mentally cause harm to other guests and property as well as his/her own self due to dementia or intoxication.
- (14) A sick or injured person without an appropriate attendant.
- (15) In case of breakage or loss to the Hotel's facilities and equipment, the Hotel's may claim damages.
- (16) Please do not remove, alter any equipment or fixtures of the Hotel or use for purposes other than those intended.
- (17) The Hotel shall refuse to accommodate people behaving unpleasantly toward other guests or who carry a disease which causes an annoyance to other guests.
- (18) Guests are reminded that unauthorized publication for commercial purpose of photographs taken on premises of the Hotel is prohibited.
- (19) Entering the area of Back of House, machine room, emergency exit except in the case of emergency.

### 7. LOST AND FOUND

- (1) Lost property and items left at the Hotel will be handled in accordance with the law.

### 8. UNCLAIMED ITEMS

- (1) Unclaimed items shall be held during your stay.
- (2) Fresh products shall not be taken in principle.

### 9. GOVERNING LANGUAGE

- (1) These Provisions are written both in Japanese and in English. In the event of any inconsistency or difference between the two versions of these provisions, the Japanese version shall prevail in all respects.

# IRAPH SUI, A LUXURY COLLECTION HOTEL, MIYAKO OKINAWA

## TERMS & CONDITIONS FOR ACCOMMODATION CONTRACTS

### Article 1. (Scope of Application)

1. Contracts for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions, and 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 or 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 of the Guest(s);
  - (2) Date(s) of accommodation and estimated time of arrival;
  - (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in the Attached Table No.1.); and Credit Card payment information.
  - (4) Other particulars deemed necessary by the Hotel.
2. If the Guest requests, during his/her stay, an extension of the accommodation beyond the date(s) in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

### Article 3. (Conclusion of Accommodation Contracts, etc.)

1. A Contract for Accommodation 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 where it has been proven that the Hotel has not accepted the application.
2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit quoted by the Hotel within the limits of the Basic Accommodation Charges covering the Guest's entire period of stay, by the date specified by the Hotel.
3. The deposit shall be first used 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 17 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 11.
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 only in the case where 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 where 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, the Hotel shall be treated as having accepted a special contract prescribed in the preceding Paragraph.

### Article 5. (Refusal of Accommodation Contracts)

1. The Hotel shall have the right not to accept the application for an Accommodation Contract under any of the following cases:
  - (1) When the application for accommodation does not confirm 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 accommodations following (a) to (c);
    - (a) The law in respect to prevention, etc. against illegal actions by gang members(1991 Law item77)stipulated article2 item2(hereinafter referred to as "gang group"),gang member stipulated by the same law article2 item6 (hereinafter referred to as "gang member"), gang group semi-regular members or gang member related persons and other antisocial forces.
    - (b) When gang group or gang members are associates of corporations or other bodies to control business activities.
    - (c) When a corporate body has related persons to gang members
  - (4) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease;
  - (5) When the Hotel is requested to assume an unreasonable burden in regard to his/her accommodation;
  - (6) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or other unavoidable causes;
  - (7) When the Guest seeking accommodation is deemed liable to behave in a manner that will infringe upon other Guests of this Hotel or behaves in such a manner, due to intoxication or other causes.
  - (8) When the Hotel deems the guest as inappropriate

### Article 6. (Right to Cancel Accommodation Contracts by the Guest)

1. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
2. In the case where the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case where the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the Attached Table No.2. However, in the case where a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the Guest.
3. In the case where the Guest does not appear by 6:00 p.m. of the accommodation date (or 2 hours after the expected time of arrival if the Hotel is notified of it) without an advance notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

Article 7. (Right to Cancel Accommodation Contracts by the Hotel)

1. The Hotel may cancel the Accommodation Contract without notice under any of the following cases:

(1) When the Guest is deemed liable to conduct and/or have conducted himself/herself in a manner that will contravene the laws or act against the public order and good morals in regard to his/her accommodation following (a) to (c);

(a) Gang group, gang group semi-regular members or gang member related persons and other anti social forces.

(b) When a corporate body or other organization where gang groups or gang members control business activities.

(c) In a corporate body which has persons relevant to gang member in its board member.

(2) When the Guest can be clearly detected as carrying an infectious disease;

(3) When the Hotel is requested to assume an unreasonable burden in regard to his/her accommodation;

(4) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or other unavoidable causes;

(5) When the Guest seeking accommodation is deemed liable to behave in a manner that will infringe upon other Guests of this Hotel or behaves in such a manner, due to intoxication or other causes;

(6) When the Guest does not observe the rules prohibiting certain actions specified under the House Regulations stipulated by the Hotel (restricted to prohibitions deemed necessary in order to prevent fires), such as smoking in bed, and tampering with the fire fighting facilities;

(7) When the Guest does not comply with a payment request by the Hotel

2. In the case where 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 services which he/she has not received.

Article 8. (Registration)

1. The Guest shall register the following particulars at the Guest Service 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, 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 the case where the Guest intends to pay his Accommodation Charges prescribed in Article 11 by any means other than cash in Japanese currency, such as traveler's cheques, coupons or credit cards, such means of payment shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

3. The Hotel requires all overseas guests to present their valid passport and ID.

Article 9. (Occupancy Hours of Guest Rooms)

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 3 p.m. on the day of registration until 12 p.m. (noon) on the day of departure.

2. The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, extra charges shall be paid as follows:

excess until 3 hours: 30% of the room charge

excess until 6 hours: 50% of the room charge

extra time in excess of 6 hours: 100% of the room charge

Article 10. (Observance of House Regulations)

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

Article 11. (Payment of Accommodation Charges)

1. The breakdown and method of calculation of the Accommodation Charges, etc., that the Guest shall pay are as listed in the Attached Table No.1.

2. Accommodation Charges, etc., as stated in the preceding Paragraph, shall be paid at the Guest Service at the time of the Guest's departure or upon request by the Hotel in cash in Japanese currency, or by such other means as shall be acceptable to the Hotel such as traveler's cheques, coupons or credit cards.

3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities once such facilities have been made available to him/her by the Hotel.

Article 12. (Liabilities of the Hotel)

1. The Hotel shall compensate the Guest for any damages, if the Hotel has caused such damages 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 where such damage has been caused due to reasons for which the Hotel is not liable. The Hotel has received the Certificate for Fire

2. Prevention issued by the Fire Department. Furthermore, the Hotel is covered by a Hotel Liability Insurance in order to deal with unexpected fires and/or other disasters.

Article 13. (Handling when Unable to Provide Contracted Rooms)

1. The Hotel shall, when unable to provide contracted rooms, 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 a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodations due to causes for which the Hotel is not liable, the Hotel will not pay the compensation fee to the Guest.

Article 14. (Handling of Deposited Articles)

1. The Hotel shall compensate the Guest for any loss, breakage or other damage caused to goods, cash or valuables deposited at the Guest Service by the Guest, except in the case when this has occurred due to causes of force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report the kind and value thereof but the Guest has failed to do so, the Hotel shall compensate the Guest up to the maximum of 150,000 yen.

2. The Hotel shall compensate the Guest for any loss, breakage or other damage caused by intention or negligence on the part of the Hotel, to goods, cash or valuables which are brought onto the premises of the Hotel by the Guest but are not deposited at the Guest Service. However, for articles of which the kind and value have not been reported in advance by the Guest, the Hotel shall compensate the Guest up to the maximum of 150,000 yen.

Article 15. (Custody of Baggage and/or Belongings of the Guest)

1. When baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to keep it and to hand it over to the Guest at the Guest Service at the time of his/her check-in only if the Hotel has agreed to do so in advance.

2. When baggage or belongings of the Guest are left behind after his/her check-out, and the ownership of such articles are confirmed, the Hotel shall inform the owner of such articles and ask for instructions. When no instruction is given to the Hotel by the owner so informed or when the ownership is not confirmed, the Hotel shall keep the article for 6 months and 14 days including the date it is found, and after this period, the Hotel shall dispose of it according to the Lost Property Act.

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 assumed in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1 of this Article, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2 of this Article.

Article 16. (Liability in regard to Parking)

1. The Hotel shall not be liable for the custody of a vehicle of the Guest when the Guest utilizes the parking area or the space in front of the Entrance of the Hotel, whether the key of the vehicle has been deposited to the Hotel or not as the Hotel merely offers the space for parking. However, the Hotel shall compensate for any damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

Article 17. (Liability of the Guest)

1. The Guest shall compensate the Hotel for any damage caused through intention or negligence on the part of the Guest.

Article 18. (Policies Concerning Personal Information Protection)

1. The Hotel shall ensure the protection of personal information that the Guest provides in conjunction with the Accommodation Contract under the "Act On the Protection of Personal Information"

Article 19. (Governing Language)

1. These Provisions are written both in Japanese and English. In the event of any inconsistency or difference between the two versions of these Provisions, the Japanese version shall prevail in all respects.

Table No. 1 Calculation Method for Accommodation Charges, etc.

Contents	
Total Amount to be paid by guests	Accommodation Charge (1) Basic Accommodation Charge (Room Charge) (2) Service Charge[(1) × 15%]*
	Extra Charges (3) Meals and Drinks and other Expenses (4) Service Charge[(3) × 15%]*
	Tax (5) Consumption Tax

\*In-room Dining will be subject to a 20% service charge.

Note :

1. Accommodation charges are based, in principle, on the basic accommodation charges posted at the reception desk.
2. The most recent revision to the taxation law governs these terms.

Table No. 2 Cancellation Charge

Date of cancellation of reservation	Individual	Group
	Up to 14 persons per day	15 persons or more per day
No Show	100%	100%
Accommodation day	100%	100%
1 Day Before	100%	100%
3 Days Before	100%	100%
7 Days Before	100%	100%
14 Days Before	-	50%
30 Days Before	-	30%

\*The percentage signifies the ratio of cancellation charges to the Basic Accommodation Charges .

\*When the number of days contracted is shortened, cancellation charge for the first day shall be paid by the Guest regardless of the number of days shortened.

\*On season period and cancellation charge is stated separately.