

HOUSE REGULATIONS

ご利用規則

To ensure the safety and comfort of all guests, we have established the following regulations governing the use of our facilities, in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts published by Japan's Ministry of Land, Infrastructure and Transport.

As stipulated in Article 7 of those Terms and Conditions, failure to observe these regulations and policies may oblige us to refuse permission for your continued occupancy of a guestroom, or for use of our other facilities. Kindly note that guests may also be held liable for damages caused to the hotel and its property by non-observance of these regulations.

Fire Precautions and Safety Measures

- (1) No heat source, such as irons or any type of burner for heating or cooking, may be brought in for use within the hotel premises.
- (2) Please refrain from smoking in a place other than the smoking areas.
- (3) Any other act that may cause a fire is prohibited.

For Your Own Security

- (4) Be sure to lock the door when leaving your guestroom.
- (5) If you have left your key card at the Front Desk for safekeeping, please present your guest passport in order to retrieve it.
- (6) When in your room and especially while sleeping, be sure to double lock the door and use the door catch. Confirm the identity of any visitor before opening the door, and contact the Front Desk immediately when in doubt.
- (7) Visitors are not permitted in guestrooms.

Settlement of Accounts

- (8) You may be requested to make an advance deposit upon arrival.
- (9) There may be occasions when bills are presented for settlement prior to check-out.
- (10) A 30% service charge is levied for each outgoing telephone call made from our guestrooms.
- (11) When signing for bills at the restaurant or other hotel facilities, please present your key card or guest passport to the personnel on duty.
- (12) The hotel will not make payment on behalf of guests for purchases of merchandise within the resort or for plane, bus, tour or other tickets, taxi fares, stamps, or delivery charges.
- (13) Those guests staying for more than five days are asked to settle their account every fifth day. Should the total amount of your bill exceed 50,000 yen, we may ask you to settle interim charges at that time.
- (14) Please notify the Front Desk promptly should there be any changes in the duration of your stay with us.
- (15) Should your stay with us be extended, we ask that you settle your original account first.

Valuables and Checked Articles

- (16) Please store cash, jewelry, or other valuables in the personal safe provided free of charge in your room, or deposit your articles at the Front Desk.
- (17) Laundry items or other belongings left behind will be held for a period of one week after your departure date. Additionally, articles stored in the clock room for more than three months will be turned over to the local police station for disposal.

Items and Behavior Not Permitted in the Hotel

- (18) Do not bring the following into the hotel premises:
 - a) Dogs, cats, birds, and other animals or pets
 - b) Unhygienic items or those with an offensive odor
 - c) Goods of great quantity
 - d) Explosives or inflammables such as gun powder or gasoline, etc.
 - e) Unregistered firearms or swords or other illegal objects
- (19) No gambling or engaging in indecorous behavior is allowed on the hotel premises.
- (20) Any acts or behavior likely to disturb or cause offense to other guests, such as shouting or setting the television volume control too high, is prohibited.
- (21) Do not leave your belongings in public spaces.
- (22) Meals or drinks may not be ordered for delivery from outside the hotel.
- (23) Use of the hotel's spaces for commercial activities or purposes other than lodging is not allowed without prior approval.
- (24) Distribution of advertising or publicity materials and the sale of goods to other guests in the hotel are not permitted.
- (25) The hotel's rooms, furniture, and equipment may not be used for commercial activities or any purposes other than accommodation.
- (26) Guests may not rearrange or move furniture and fixtures from their set position or use them in a manner other than that for which they were designed.
- (27) Do not display any articles or items in the window in such a way as to affect the appearance of the hotel.
- (28) Any physical alteration of the building or its furniture, fixtures, and equipment is not allowed.
- (29) Guests will be held fully liable for any damages or loss they have caused, either consciously or otherwise, to hotel property.
- (30) Unregistered individuals are not permitted to use our guestrooms. Should the number of people in your party change during your stay, please inform the Front Desk.
- (31) Guests under the age of twenty are not permitted to stay at the hotel without the express consent of their guardian(s).
- (32) Use of photographs or film taken at the hotel for commercial purposes without prior approval of the management is unlawful.
- (33) Robes and slippers have been provided for your comfort inside your guestroom. Please do not use such loungewear elsewhere in the hotel.
- (34) Please refrain from exposing any type of tattoo or decorative body stenciling within our facilities.
- (35) Kindly note that all rooms and public areas of the resort are non-smoking. Designated smoking corners are allocated on each floor of the building.

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

宿泊約款

Scope of Application

Article 1

1. Contracts for Accommodation and related agreements to be entered into between Moon Ocean Ginowan Hotel & Residence (hereinafter, the 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 prevailing laws and regulations and/or generally accepted practice.
2. Notwithstanding the previous paragraph, the Hotel is entitled to enter into a special contract with a Guest, insofar as that special contract does not violate laws and regulations and generally accepted practices. In such a case, the special contract shall take precedence over the provisions of these Terms and Conditions.

Application for Accommodation Contracts

Article 2

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 charge listed in the attached Table No.1); and
 - (4) Other particulars deemed necessary by the Hotel.
2. Should the Guest request, during his/her stay, an extension of the accommodation beyond the date 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.

Conclusion of Accommodation Contracts, etc.

Article 3

1. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in Article 2. However, the same shall not apply when it has been proved 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 shall pay, by the date specified by the Hotel, an accommodation deposit in a sum fixed by the Hotel within the limits of the basic accommodation charge covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days).
3. The deposit shall be applied first to the total accommodation charges to be paid by the Guest, then secondly to the cancellation charges under Article 6, and thirdly to any reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of 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 only in the event that the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.

Special Contracts Requiring No Accommodation Deposit

Article 4

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 cases when 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 though the Hotel has accepted a special contract prescribed in the preceding paragraph.

Refusal of Accommodation Contracts

Article 5

1. The Hotel is entitled not to accept the conclusion of an Accommodation Contract under any of the following circumstances:
 - (1) When the application for accommodation does not conform to 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 him/herself in a manner that will contravene the law or act against the public order or good morals with regard to his/her accommodation;
 - (4) At the time when a guest who is planning to stay at the hotel is recognized as the following fact(s) from a to c.
 - a) Organized crime group defined in "(Law No. 77 in 1991) Article 2 Item 2 for the law of preventing unjustifiable conducts by members of organized crime group" ("Organized crime group" hereafter), a member of organized crime group defined in Article 2 Item 6 for the same law ("Member of organized crime group"), and a quasi-member or relevant member of organized crime group and other antisocial forces
 - b) Company or other organizations that organized crime group or member(s) of organized crime group controls the business activities.
 - c) Board member(s) in the company is (are) defined as member(s) of organized crime group.

宿泊約款

- (5) At the time when a guest who is planning to stay at the hotel behaves significant nuisance to other guests.
- (6) At the time when a guest who is planning to stay at the hotel is recognized as a person with infectious disease.
- (7) At the time when a person conducts a violent demand for staying the hotel or asking for severe burden (financial burden) beyond reasonable range
- (8) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of the facilities, and/or other unavoidable causes; or
- (9) When the following provisions of Article 5 of The Okinawa Prefectural Ordinance concerning the enforcement of the "Ryokan" Business Law are applicable:
 - When a person requesting accommodation is obviously intoxicated and could cause annoyance to other guests, or when a person is behaving in such a manner as to be an annoyance to other guests.
 - When a person's appearance, demeanor, or clothing is inappropriate and could cause annoyance to other guests.

Right to Cancel Accommodation Contracts by the Guest

Article 6

1. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
2. In cases when the Guest has canceled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in cases when 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 canceled before the payment), the Guest shall pay cancellation charges as listed in the attached Table No. 2. However, in cases when 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 his/her obligation to pay cancellation charges in the event of cancellation.
3. In cases when the Guest does not appear by 8 p.m. of the accommodation date (or 2 hours after the expected time of arrival if the Hotel is notified of it) without advance notice, the Hotel may regard the Accommodation Contract as being canceled by the Guest.

Right to Cancel Accommodation Contracts by the Hotel

Article 7

1. The Hotel may cancel the Accommodation Contract under any of the following circumstances:
 - (1) When the Guest is deemed liable to conduct and/or has conducted him/herself in a manner that contravenes laws, or acts against the public order and good morals with regard to his/her accommodation;
 - (2) At the time when a guest who stays at the hotel is recognized as the following fact(s) from a to c.
 - a) Organized crime group, member/quasi-member/relevant member of organized crime group, or other antisocial forces.
 - b) Company or other organizations that organized crime group or member(s) of organized crime group controls the business activities.
 - c) Board member(s) in the company is (are) defined as member(s) of organized crime group.
 - (3) At the time when a guest who stays at the hotel behaves significant nuisance to other guests.
 - (4) At the time when a guest who stays at the hotel is recognized as a person with infectious disease.
 - (5) At the time when a person conducts a violent demand for staying the hotel or asking for severe burden (financial burden) beyond reasonable range.
 - (6) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure;
 - (7) When the provisions of Article 5 of the Okinawa Prefectural Ordinance concerning the enforcement of the "Ryokan" Business Law are applicable; and
 - (8) When the Guest engages in prohibited behavior such as smoking in bed, tampering with fire-prevention equipment, and other actions precluding fire safety as stipulated in the House Regulations.
2. In cases when the Hotel has canceled the Accommodation Contract in accordance with the preceding paragraph, the Hotel shall not be entitled to charge the Guest for any of the services in the future during the contractual period which he/she has not received.

Registration

Article 8

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) For non-Japanese citizens, 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 cases when the Guest intends to pay his/her accommodation charges prescribed in Article 12 by any means other than Japanese currency, such as traveler's cheques, coupons or credit cards, these credentials shall be shown in advance at the time of registration prescribed in the preceding paragraph.

Hours of Occupancy of Guest Rooms

Article 9

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 2:00 p.m. until 11:00 a.m. of the following morning. However, in cases when the Guest is accommodated continuously, the Guest may occupy it all

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

宿泊約款

day long, except for the days of arrival and 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 levied as follows:
 - (1) Until 2:00 p.m.: 30% of one day's room rate
 - (2) Until 5:00 p.m.: 50% of one day's room rate
 - (3) After 5:00 p.m.: 100% of one day's room rate

Observance of Use Regulations

Article 10

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

Business Hours

Article 11

1. The business hours of the Hotel's main reception desk are as follows. Those of other facilities shall be published via brochures, in notices displayed within the facilities, in service directories in guest rooms, and elsewhere.
 - (1) Service hours of the front and cashier's desks:
 - Front service: provided 24 hours daily
 - Exchange service: provided 24 hours daily
 - Lockup: None
2. The business hours specified in the preceding paragraph are subject to seasonal or temporary changes due to unavoidable causes. In such cases, the Guest shall be informed by appropriate means.

Payment of Accommodation Charges

Article 12

1. The breakdown and method of calculation of the accommodation charges, etc. that the Guest shall pay is as listed in the attached Table No. 1.
2. Accommodation charges, etc. as stated in the preceding paragraph shall be paid at the Cashier's Desk at the time of the Guest's departure, or upon request by the Hotel, with Japanese currency or by other means such as traveler's cheques, coupons, or credit cards recognized by the Hotel.
3. Accommodation charges shall be paid even if the Guest does not, by his own free will and choice, utilize the accommodation facilities provided for him/her by the Hotel and which are at his/her disposal.

Liabilities of the Hotel

Article 13

1. The Hotel shall compensate the Guest for damage if the Hotel has caused such damage to the Guest in the fulfillment or the non-fulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in cases when such damage has been caused due to reasons for which the Hotel is not liable.
2. While the Hotel has fully met the safety and fire prevention standards established by local municipal authorities and has passed all requisite inspections, the Hotel is covered by liability insurance to cover fires and/or other disasters.

Measures When Unable to Provide Contracted Rooms

Article 14

1. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest, insofar as is practicable, with the Guest's consent.
2. When arrangement of other accommodation 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 accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

Handling of Deposited Articles

Article 15

1. The Hotel shall compensate the Guest for damage when loss, breakage, or other damage is caused to the goods, cash, or valuables deposited at the front desk by the Guest, except in cases when this has occurred due to causes of force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report its type and value but the Guest has failed to do so, the Hotel shall compensate the Guest only up to a maximum of 150,000 yen.
2. The Hotel shall compensate the Guest for damage when loss, breakage, or other damage is caused, through

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

intention or negligence on the part of the Hotel, to the goods, cash, or valuables which are brought into 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 only up to a maximum of 150,000 yen, except in cases when the loss or damage was caused intentionally or by gross negligence on the part of the Hotel.

Handling of Deposited Articles

Article 16

1. When the baggage of the Guest is delivered to the Hotel before his/her arrival, the Hotel shall be responsible for its safekeeping only in the case when such a request has been made by the Guest in advance and accepted by the Hotel. The baggage shall be handed over to the Guest at the Front Desk at the time of his/her check-in.
2. When baggage or other belongings of a Guest are left behind after his/her checkout, and the ownership of the article is confirmed, the Hotel shall inform the owner of the article and ask for further instructions. When no instructions are given to the Hotel by the owner or when ownership can not be confirmed, the Hotel shall keep the article for 7 days including the day on which it was found, and after this period the Hotel shall turn it over to the nearest police station.
3. The Hotel's liability with 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, and with the provisions of Paragraph 2 of the same article in the case of Paragraph 2.

Liability with Regard to Parking

Article 17

1. The Hotel shall not be liable for the custody of the Guest's vehicle when the Guest utilizes the parking lot within the premises of the Hotel, as it shall be regarded that the Hotel simply offers the space for parking, whether the key of the vehicle has been deposited with the Hotel or not. However, the Hotel shall compensate the Guest for damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

Liability of the Guest

Article 18

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

Table No. 1

Calculation Method for Accommodation Charges (Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

		Contents
Total amount to be Paid by the Guest	Accommodation Charges	(1) Basic Accommodation Charge (Room charge(or Room Charge+Breakfast)) (2) Service Charge((1)×10%)
	Extra Charges	(4) Meals & Drinks and Other Expenses (5) Service Charge ((4) ×10%)
	Tax	Consumption Tax

Remarks:

1. The basic accommodation charge is as published on the Hotel's tariff page.
2. For children under 12 years of age, 70% of the adult charge shall be required when meals and bedding comparable to those for the adult are provided; 50% shall be required when children's meals and bedding are provided; and 30% shall be required when only children's bedding is provided.

IN THE EVENT OF AN EMERGENCY

非常時の場合

当ホテルは、防火建築基準にかなった設備を整えており、防火基準点検済証交付を受けておりますが、万一火災が発生した場合には、ただちに防災センターに表示され、自衛消防隊員が初期消火、避難誘導にあたります。

[お部屋に到着されたら]

- 入口ドア内側の緊急避難図で、非常口を2ヶ所以上ご確認ください。
- 非常口へは、どのお部屋からも2方向の避難路が用意されていますので、お確かめください。
- 懐中電灯はライティングデスク引き出しに備え付けてあります。
- なお、火の元については、くれぐれもご注意ください。

[火災を発見された場合には]

- すぐにフロント[9]へご連絡ください。
- 大声で周囲の人にも知らせてください。
- 消火する余裕がありましたら、消火器等で消火し、消火しきれないと判断したときは、直ちに避難してください。
- 煙または臭いなどで火災と思われる場合も、すぐにフロント[9]へ連絡してください。

[ホテル内で火災が発生した場合には]

- 非常放送により、火災の発生をお知らせします。
- ホテル従業員が安全な場所へ誘導しますので、落ちついて避難してください。

[避難される場合には]

- お部屋から外へ出る際は、ドアをお閉めになり、カードキーは必ずお持ちください。
- タオルを水で濡らし、鼻と口を覆ってください。
- 壁にそって姿勢を低くし、煙の反対方向の避難階段を選んで進んでください。
- 避難の際は、エレベーターは絶対に使用しないでください。
- 一度避難されてから、貴重品などを取りにお部屋に戻ることは、危険ですから絶対におやめください。

[火災で部屋から出られない場合には]

- 電話でフロント[9]へご連絡ください。
- 電話が通じない場合は、窓やベランダから大声で叫んだり、シーツや毛布を垂らしたりなどして外の人に知らせてください。夜間の場合には、懐中電灯を振って知らせてください。
- 濡れタオルやシーツでドアのすき間をふさぎ、救助を待つてください。

[地震が起きた場合]

- 館内放送の指示に従い、冷静に行動してください。
- 客室のドアを開けて避難路を確保してください。
- 窓ガラスから離れてください。
- 落下物に注意し、頭を防護してください。
- 電気器具のプラグをはずしてください。
- エレベーターは絶対に使用しないでください。

Our hotel has been built, equipped, inspected and approved in accordance with fireproof construction standards. In the event a fire does occur, our dedicated emergency control center will dispatch firefighters immediately to extinguish the fire and guide you to a safe location.

Upon Your Arrival

- Review the map affixed to your room door and confirm the location of at least two emergency exits.
- Familiarize yourself with the two separate emergency routes leading from your room.
- Take a moment to locate the flashlight stored either at the drawer in desk of your room.
- Observe our fire precaution guidelines.

Should You Discover a Fire

- Press [9] to reach the Front Desk immediately.
- Shout "Fire!" to inform others.
- If the situation allows, use the fire extinguisher. If not, evacuate the premises immediately.
- When you see smoke or smell something burning press [9] to notify the Front Desk immediately.

Emergency Announcements

- An emergency announcement will alert you to the presence of a fire in the hotel.
- Hotel employees will conduct you to a safe place. Please remain calm and follow their instructions.

Evacuating the Building

- When leaving your room, close the door firmly behind you and be sure to take your key card.
- Cover your nose and mouth with wet towels.
- When you see smoke, stay low against the wall and proceed to an emergency exit in the opposite direction.
- Never use elevators during a fire.
- DO NOT return to your room for personal belongings.

When You Are Unable to Exit from Your Room

- Press [9] to contact the Front Desk by telephone.
- If you are unable to make contact by telephone, signal for help from your window or veranda by shouting, waving a sheet or blanket, or, at night, using the flashlight.
- Seal the doorsill and any openings with wet towels or sheets and wait for assistance to arrive.

- Remain calm. Follow instructions broadcast through the hotel's public address system.
- Open the door to your room to secure an escape route.
- Keep away from windows, as there may be danger of flying glass.
- Protect your head from falling objects.
- Please unplug electrical equipment.
- Never use elevators to evacuate in an emergency.