

Terms and Conditions of HO Accommodation

January 1, 2024

Article 1. Scope of Application

1. Accommodation Contracts and related agreements to be entered into between the Hotel and the Guest to be accommodated shall be subjected to these Terms and Conditions. Any particulars not provided for herein shall be governed by laws and regulations , etc. (meaning laws and regulations or those based on laws and regulations; The same shall apply hereinafter.) and/or generally accepted practices.
2. In case the Hotel has entered into a special provision with the Guest and so long as the special provision does not violate laws and regulations, etc. and generally accepted practices, the special provision 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) The Guest's name(s)
 - (2) Date of accommodation and estimated time of arrival
 - (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in Appendix 1)
 - (4) Other particulars deemed necessary by the Hotel
2. In case the guest requests, during his/her stay, an extension of the accommodation beyond the date(s) in item 2 of the preceding paragraph, such request shall be regarded as an application for a new Accommodation Contract at the time the request is made.

Article 3. Conclusion of Accommodation Contracts

1. An Accommodation Contract shall be deemed concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, this shall not apply when the Hotel proves that it has not accepted the application.
2. When an Accommodation Contract has been concluded in accordance with the provisions of the preceding paragraph, the Guest shall pay an accommodation deposit fixed by the Hotel, with the Basic Accommodation Charges for the accommodation period as the upper limit (3 days' charges if the stay exceeds 3 days) by the date specified by the Hotel.
3. The deposit shall be first allotted for the Total Accommodation Charges to be paid by the Guest. Secondly, for any cancellation charges under Article 6. Third, for damage compensation under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12.
4. When the Guest has failed to pay the deposit by the date specified by the Hotel as stipulated in paragraph

2, the Accommodation Contract shall be invalid. However, this shall apply only in the case in which the Guest is so informed by the Hotel when the date of the deposit payment is specified.

Article 4. Special Provision Requiring No Accommodation Deposit

1. Notwithstanding the provisions of paragraph 2 of the preceding Article, the Hotel may agree to a special provision after the Contract has been concluded, requiring no payment of accommodation deposit as stipulated in the same paragraph.
2. In case the Hotel has not requested the payment of the accommodation deposit as stipulated in paragraph 2 of the preceding Article and/or has not specified the date of the payment of the deposit, and the application for an Accommodation Contract has been accepted by the Hotel, it shall be deemed that the Hotel has accepted a special provision stipulated in the preceding paragraph.

(Request for Cooperation in Infection Prevention Measures at Facilities)

Article 4-2 The Hotel may request the person seeking accommodation to cooperate pursuant to the provisions of Article 4-2, paragraph (1) of the Hotel Management Law (Act No. 138 of 1948).

Article 5. Refusal of Accommodation Contracts

The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances: however, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Management Law.

- (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions
- (2) When the Hotel is fully booked and no room is available
- (3) When the person seeking accommodation is deemed possible to conduct himself/herself in a manner that will contravene the laws and regulations or act against the public order or good morals in regard to his/her accommodation
- (4) When the person seeking accommodation is deemed as one of the following:
 - a. A gang as prescribed by Article 2, item 2 in the Law Concerning Prevention of Unjust Acts by Organized Crime Groups (Act No. 77 of 1991) ("Gang"); a gangster as prescribed by the same Article 2, item 6 ("Gangster"); an associate member of Gang; affiliated party of Gang; or any other antisocial organization
 - b. A corporation or other organization of which business activities are under the control of a Gang or a Gangster
 - c. A legal entity whose officer is a Gangster
 - d. An antisocial organization, its members, or an antisocial force that threatens the order and security of a civil society
- (5) When the person seeking accommodation speaks or behaves in a manner that causes a significant nuisance to other guests staying at or using the Hotel

- (6) When the person seeking accommodation is a patient, etc. with a specified infectious disease prescribed in Article 4-2, paragraph (1), item (ii) of the Hotel Management Law (hereinafter referred to as "Patients with Specified Infectious Diseases, etc.").
- (7) When the person seeking accommodation has used violence in making demands of the concerning accommodation or has requested the Hotel to assume an unreasonable burden (This shall not apply to cases where the person seeking accommodation seeks the removal of social barriers pursuant to the provisions of Article 7, paragraph 2 or Article 8, paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities (Act No. 65 of 2013; hereinafter referred to as the "Act for Eliminating Discrimination against Persons with Disabilities").
- (8) When the person seeking accommodation has repeatedly made a demand to the Hotel that is specified by Article 5-6 of the Ordinance for Enforcement of the Hotel Management Law (hereinafter referred to as "Making Specific Demands") as a demand that is likely to seriously impede the provision of accommodation services to other guests staying at the Hotel because the burden associated with its implementation is excessive
- (9) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of the facilities and/or other unavoidable causes
- (10) When one of the following provisions of Article 5 of the Okinawa Prefectural Ordinance concerning the enforcement of the Hotel Management Law are applicable:
 - a. The person seeking accommodation is deemed to be heavily intoxicated or is under conditions possible to cause a nuisance to other guests staying at the Hotel with significantly abnormal speech or behavior
 - b. The person seeking accommodation is deemed possible to cause a nuisance to other guests staying at the Hotel due to significant uncleanliness of the body or attire
- (11) When the person seeking accommodation requests the Hotel to assume an unreasonable burden for accommodations
- (12) When the person seeking accommodation uses violence, threats, extortion, or makes other violent or coercive demands or acts (Examples: slandering, defamation, insults, abusive language, demanding kneeling down, continuous (repeated), persistent (nagging) speech and/or behavior, restrictive behavior (failure to leave, remaining sitting, and confinement), sexual speech and/or behavior, discriminatory speech and/or behavior, etc.).
- (13) When the person seeking accommodation speaks or behaves boisterously or in a manner that causes a nuisance to other guests staying at or using the Hotel by causing danger or uneasiness
- (14) When the Guest seeking accommodation has conducted an act as stipulated in the items of this Article at the Hotel in the past
 - [Specific Examples of Making Specific Demands]
 - For example, the following are considered to fall under Making Specific Demands.
 - Acts of the person seeking accommodation repeatedly asking employees engaged in services to provide excessive services in comparison with services provided to other guests staying at the Hotel,

such as unreasonable discounts on Accommodation Charge, unreasonable compensation for emotional distress, unreasonable room upgrades, unreasonable late check-outs, unreasonable early check-ins, and uncontracted pick-ups and drop-offs

- Acts of the person seeking accommodation repeatedly asking employees engaged in services not to allow guests into the rooms above, below, to the left, and to the right of his/her room
- Acts of the person seeking accommodation repeatedly asking employees engaged in services to have only a specific person attend to him/her or to have a specific person not attend work
- Acts of the person seeking accommodation repeatedly asking employees engaged in services to apologize by a method that is not socially appropriate, such as kneeling down on the ground
- Acts of the guest who is heavily intoxicated and is likely to cause a nuisance to other guests staying at the Hotel repeatedly asking employees engaged in services to provide care for a long time
- Acts of the person seeking accommodation repeatedly making unreasonable demands to employees engaged in services over a long time or while reprimanding him/her in person, by telephone, email, etc.
- In light of the validity of the contents of the demand (*1. The same shall apply hereinafter.), acts of repeatedly making a request with speech and/or behavior that are inappropriate in the means and manner to realize the demand (*2. The same shall apply hereinafter.)

*1 Examples of cases when the contents of the demand of the person seeking accommodation is not appropriate

- If the service provided by the Hotel is not found to be defective or negligent
- If the contents of the demand is not related to the contents of the services provided by the Hotel

*2 Examples of speech and/or behavior that are inappropriate in the means and manner to realize the demand

(those likely to be deemed unreasonable regardless of the validity of the contents of the demand)

- Physical attacks (assault and injury)
- Mental attacks (threats, slandering defamation, insults, abusive language)
- Demanding kneeling down
- Continuous (repeated) or persistent (nagging) speech and/or behavior
- Restrictive behavior (failure to leave, remaining sitting, and confinement)
- Discriminatory speech and/or behavior
- Sexual speech and/or behavior
- Attacks and demands on individual employees

(those that may be deemed inappropriate in light of the validity of the contents of the demand)

- Demands for exchange of goods
- Demands for monetary compensation
- Demands for an apology (excluding kneeling down)

*Examples of items that do not fall under Making Specific Demands

- For example, the following are considered not to fall under Making Specific Demands.
- When seeking the removal of social barriers pursuant to the provisions of Article 7, paragraph 2 or Article 8, paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities with regard to accommodation. For example, the following are examples of what are generally considered to be requests for particularly reasonable accommodation.
 - Request the use of a smartphone (or a “vibration caller” widely used in food courts, etc.) or provision of a guest room near the front desk as a means of emergency communication to persons with aural disabilities
 - Request written communication at the front desk, etc.
 - Request of a person with visual disability for guidance to the room
 - A wheelchair user’s request to move a bed or table to make the room accessible
 - A wheelchair user’s request for assistance when moving onto a bed
 - A wheelchair user’s request to an employee to get an object at a high place
 - Request of a person with a mental disorder to provide a room in a quiet environment away from an area with access to people such as an elevator or stairs
 - Request of a person with developmental disabilities to change the normal settings of air conditioning, sound, etc., including those of a waiting space
 - Request of persons with disabilities who require medical assistance, persons with severe disabilities, stoma users, wheelchair users and artificial respirator users to seek accommodation
 - Request the companionship of a caregiver or assistance dog
 - Request an apology, etc. for unfair and discriminatory treatment of persons with disabilities on the basis of their disabilities
- When it is possible to ascertain that the act is due to the characteristics of the disability, for example, by asking the person with the disability or his/her companion about the characteristics of the disability
- * Depending on the nature of the disability, it may be assumed that even if the person’s disability is not obvious at a glance, the person seeking accommodation cannot communicate smoothly with the employee, for example, by repeatedly asking the employee questions about matters he/she is concerned about, or by speaking to the employee without being able to adjust the volume of his/her voice according to the situation. However, whether or not it may be understood that the problem is caused by the nature of the disability, the business operator shall not refuse the accommodation on the grounds that it falls under Making Specific Demands for a reason such as it would cause nuisances to other guests.
- * It is important for business operators to familiarize employees with the characteristics of disabilities during training so that employees can understand and respond appropriately.
- When the person seeking accommodation or other related persons such as his/her family members suffer damage due to the intentional or negligent actions of the facility side in the hotel management business and demands some kind of response (However, if, in light of the validity of

the content of the demand, the means and manner for realizing the demand are inappropriate, the act may fall under Making Specific Demands as it lacks reasonable grounds.).

(Explanation of Refusal to Conclude an Accommodation Contract)

Article 5-2 If the Hotel does not accept the conclusion of an Accommodation Contract, the person seeking accommodation may request the Hotel to explain the reasons for the Hotel's refusal to conclude an Accommodation Contract based on the preceding Article.

Article 6. Right of the Guest to Cancel Accommodation Contracts

1. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel
2. Should the Guest cancel the Accommodation Contract in whole or in part due to reasons attributable to the Guest (except in the case when the Hotel has requested the payment of the deposit during the specified period as prescribed in Article 3, paragraph 2 and the Guest has cancelled the Accommodation Contract before such payment), the Guest shall pay cancellation charges as prescribed below. However, should a special provision, as prescribed in Article 4, paragraph 1 be in effect, the same shall apply only when the Guest was informed at the time the special provision was agreed of the obligation for payment of the cancellation charges in case of cancellation by the Guest.

(1) General Days

- 20% of the total accommodation fee for all nights when cancelled from 7 days before
- 50% of the total accommodation fee for all nights when cancelled 3 days to 1 day before
- 100% of the total accommodation fee for all nights when cancelled on the day

(2) Golden Week, Obon, Yearend & New Year's Holidays

- 100% of the accommodation fee for one night when cancelled from 30 days before
- 100% of the total accommodation fee for all nights when cancelled from 7 days before

Notes: 1. The percentages signify the rate of the cancellation charge as applied to the Basic Accommodation Charge.

2. Cancellation charges for cancellation of Accommodation Contracts for group guests shall be determined by advance consultation.

3. In the case in which the Guest does not arrive by 8:00 p.m. (or by 2 hours after the estimated time of arrival when such time is clearly specified in advance) of the accommodation date without an advance notice, the Hotel may deem the Accommodation Contract as being cancelled by the Guest and take measures accordingly.

Article 7. Right of the Hotel to Cancel Accommodation Contracts

1. The Hotel may cancel the Accommodation Contract under any of the following circumstances. The Hotel shall not be liable for any damages incurred as a result of such cancellation: However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel

Management Law.

- (1) When the Guest is deemed possible to conduct himself/herself in a manner that will contravene the laws and regulations or act against the public order or good morals in regard to his/her accommodation, or behaves in such manner
- (2) When the Guest is deemed to be one of the following:
 - (a) A Gang, Gangster, an associate member of Gang, affiliated party of Gang, or any other antisocial organization
 - (b) A corporation or other group of which business activities are under the control of a Gang or Gangster
 - (c) A corporate body whose officer is a Gangster
 - (d) An antisocial organization, its members, or an antisocial force that threatens the order and security of a civil society
- (3) When the Guest speaks or behaves in a manner that causes a significant nuisance to other guests staying at or using the Hotel
- (4) When the Guest is clearly detected to be carrying an infectious disease
- (5) When the Guest has used violence in making demands concerning accommodation, or has requested the Hotel to assume an unreasonable burden (This shall not apply to cases where the Guest seeks the removal of social barriers pursuant to the provisions of Article 7, paragraph 2 or Article 8, paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities.)
- (6) When the Guest has repeatedly made a demand to the Hotel that is specified by Article 5-6 of the Ordinance for Enforcement of the Hotel Management Law ("Making Specific Demands") as a demand that is likely to seriously impede the provision of accommodation services to other guests staying at the Hotel because the burden associated with its implementation is excessive.
- (7) When the Hotel is unable to provide accommodation due to natural calamities, and other force majeure
- (8) When one of the following provisions of Article 5 of the Okinawa Prefectural Ordinance concerning the enforcement of the Hotel Management Law are applicable:
 - (a) The Guest is deemed to be heavily intoxicated or is under conditions possible to cause a nuisance to other guests staying at the Hotel with significantly abnormal speech or behavior
 - (b) The Guest is deemed possible to cause a nuisance to other guests staying at the Hotel due to significant uncleanliness of the body or attire
- (9) When the Guest smokes in bed, does mischief with firefighting equipment, or otherwise fails to observe prohibition provisions in the House Regulations established by the Hotel related to fire prevention
- (10) When the Guest uses violence, threats, extortion, or makes other violent or coercive demands or acts (Examples: slandering, defamation, insults, abusive language, demanding kneeling down, continuous (repeated), persistent (nagging) speech and/or behavior, restrictive behavior (failure to leave, remaining sitting, and confinement), sexual speech and/or behavior, discriminatory speech and/or behavior, etc.)
- (11) When the Guest speaks or behaves boisterously or in a manner that causes a nuisance to other guests

staying at or using the Hotel by causing danger or uneasiness

(12) When it is found that any items described in Article 5 or any of the items of this Article applies while the Guest is using the Hotel

2. In the case in which the Hotel has cancelled the Accommodation Contract in accordance with the preceding paragraph, the Hotel shall not charge the Guest for any of the services which the Guest has not received.

(Explanation of Cancellation of Accommodation Contract)

Article 7-2 The Guest may request the Hotel to explain the reasons for the Hotel's cancellation of the Accommodation Contract under the preceding Article.

Article 8. Registration of Accommodations

1. The Guest shall register the following particulars at the Front Desk of the Hotel on the day of accommodation:
 - (1) The Guest's name, address, and contact information
 - (2) Nationality and passport number for a foreign national who does not have an address in Japan
 - (3) Date and estimated time of departure
 - (4) Other particulars deemed necessary by the Hotel
2. If the Guest wishes to make the payment under Article 12 by hotel voucher, credit card, or any other method other than cash currency (Japanese yen), the Hotel will ask the Guest to present such payment method at the time of this registration.

Article 9. Occupancy Hours of Guest Rooms

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 3:00 p.m. to 12:00 p.m. of the following day. However when the Guest stays for two or more consecutive nights, the Guest may use the guest room all day except for the day of arrival and the day of departure.
2. The Hotel may, notwithstanding the provisions prescribed in the preceding paragraph, permit the Guest to occupy the guest room beyond the time prescribed therein. In this case, extra charges shall be paid by the Guest as the following:
 - (1) Up to 3 hours in excess: One-third of the room charge, or 30% of actual room rate)
 - (2) Up to 6 hours in excess: 50% of the room charge
 - (3) Over 6 hours in excess: 100% of the room charge

Article 10. Observance of House Regulations

The Guest shall observe the House Regulations attached to these Terms and Conditions as Attachment while accommodated in the Hotel.

Article 11. Business Hours

1. The business hours of the Hotel's main facilities, as well as detailed hours for other amenities, are provided on-site, notices throughout the premises, and information in guest rooms.

Article 12. Payment of Hotel Charges

1. The breakdown of the Hotel Charges and other fees that the Guest shall pay are as listed in Appendix 1.
2. Hotel Charges as stated in the preceding paragraph shall be paid at the Front Desk at the time of the Guest's departure or upon request by the Hotel in Japanese yen or other means as shall be acceptable to the Hotel such as accepted traveler's checks, hotel vouchers, and credit cards.
3. Hotel Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities once such facilities have been made available to the Guest by the Hotel.

Article 13. Liabilities of the Hotel

1. The Hotel shall compensate the Guest for damage if the Hotel has caused such damage 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 in which such damage has been caused due to reasons not attributable to the Hotel.
2. The Hotel is covered against fires and other disasters by enrollment in an innkeeper's liability insurance.

Article 14. Arrangement When Unable to Provide Contracted Rooms

1. The Hotel shall, when unable to provide contracted room(s) to the Guest, arrange accommodation facilities of the same standard elsewhere for the Guest as practicable with the consent of the Guest.
2. When arrangement of other accommodation facilities cannot be made notwithstanding the provisions of the preceding paragraph, the Hotel shall pay the Guest compensation equivalent to the cancellation charges and the compensation fee shall be applied to the damage reparations. However, when the Hotel cannot provide accommodations due to reasons not attributable to the Hotel, the Hotel shall not pay compensation fee to the Guest.

Article 15. Handling of Deposited Articles

1. The Hotel shall compensate the Guest for damages when loss, breakage, or other damage is caused to articles, cash, or valuables deposited at the Front Desk by the Guest, unless when such damage is attributable to force majeure. For cash and valuables of which the type and value has not been reported in advance by the Guest even when requested by the Hotel, the Hotel shall compensate the Guest to an amount no greater than 150,000 yen.
2. For articles, cash, or valuables brought by the Guest to the Hotel but not deposited at the Front Desk, the Hotel shall be liable for damages when loss, breakage, or other damage is caused to such articles when such damage is attributable to intent or negligence on the part of the Hotel. However, for articles of which the type and value has not been reported in advance by the Guest, the Hotel shall compensate the Guest to an amount no greater than 150,000 yen, except when the damage is caused by the Hotel's intent or

gross negligence.

Article 16. Custody of Baggage and/or Belongings of the Guest

1. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to keep it and hand it to the Guest at the Front Desk at the time of his/her check-in, but only if the Hotel has agreed to do so in advance.
2. When the baggage or belongings of the Guest are found left at the Hotel after his/her check-out and if the owner is identified, the Hotel shall contact the owner and request instructions. If the owner is not identified or if there are no instructions, the Hotel shall keep the article for 7 days including the day of discovery after which the article will be delivered to the nearest police station.
3. The Hotel's liability in regards to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be in accordance with the provisions of paragraph 1 of Article 15 in the case of paragraph 1, and with the provisions of paragraph 2 of Article 15 in the case of paragraph 2.

Article 17. Liability Regarding Parking

The Hotel shall not be liable for management of the Guest's vehicle within the Hotel's parking lot, regardless of whether the vehicle's key is deposited with the Hotel or not. The parking lot is merely space that is lent to the Guest. However, the Hotel shall be liable to compensate for damages in the management of the parking lot if the damage is caused by the Hotel's intent or negligence.

Article 18. Liability of the Guest

The Guest shall compensate the Hotel for any damage caused to the Hotel by the Guest's intent or negligence.

Article 19. Language

These Terms and Conditions are the English translation of the Japanese original. The Japanese original shall govern in the event of any discrepancies between the Japanese and English versions.

Appendix 1.

Breakdown of Hotel Charges and Calculation Method (Ref. Art. 2, para. 1; Art. 3, para. 2; and Art. 12, para. 1)

Total Amount to be Paid by the Guest	Breakdown	
	Accommodation Charges	(1) Basic Accommodation Charge (Room Charge)
(2) Service charge ((1) x 15%)		
(3) Tax (a) Consumption tax		
Extra Charges	(4) Food/beverage and other charges	
	(5) Service charge ((4) x 15%)	
	In room dining and laundry services are subject to a 15%	

		service charge.
		(6) Tax (b) Consumption tax
	Settlement of Taxes (a)	
	Accommodation Charges	(a) Consumption tax: ((1)+(2)) x 10%
	Extra Charges	(b) Consumption tax: ((4)+(5)) x 10%

Remarks:

1. The Basic Accommodation Charge is in accordance with the price chart posted on the Hotel's official website.
2. The prescribed charges apply to use of day beds and extra beds.
3. Other charges include charges for phone calls and laundry services.
4. Taxes shall be revised in accordance with any revised tax laws.
5. The Hotel requires the advanced deposit for incidental charges upon check-in. Deposit may be paid in cash or by credit card at check-in time. Pre-authorization by the Hotel is required for deposit using a credit card.
 - Pre-paid guests: 50,000 JPY per restaurant/spa booking if you have already reserved in advance.
 - Payment on site: The total amount of accommodation charge and an additional 20,000 JPY per night per room.

The deposit will be appropriated for the accommodation charge and the surplus will be refunded upon check-out.

<Attachment>

House Regulations

To ensure our Guests a safe and pleasant stay at Halekulani Okinawa (hereinafter referred to as the "Hotel"), Guests are kindly requested to observe the following House Regulations established in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts (hereinafter referred to as "Terms and Conditions").

In the event a Guest fails to observe these House Regulations, the Hotel reserves the right to discontinue the Guest's stay or use of the facilities in the Hotel in accordance with Article 7 of the Terms and Conditions.

Please also be advised that the Hotel shall not be liable for accidents caused by the Guest's failure to observe these House Regulations.

1.

Please do not bring the following items to the Hotel as they may cause a nuisance to other guests.

- (a) Animals, birds, and pets (except for assistance dogs, such as guide dogs, hearing dogs, and service dogs)
- (b) Items that emit offensive odors or loud noise
- (c) Explosives, gasoline, and other flammable or combustible items
- (d) Firearms, swords, and drugs prohibited by law

2.

Please do not use guest rooms for purposes other than accommodations.

3.

Accommodation for minors only is not permitted without permission of the parent or guardian.

4.

Please do not distribute advertisements or sell goods inside the Hotel or on the premises.

5.

Gambling and conducts that cause public disorder or a nuisance to other guests are not permitted.

6.

Please refrain from talking or singing loudly, turning up the volume on the television or radio, and other disorderly conduct that cause a nuisance to other guests.

7.

Please do not order or bring in foods and beverages from outside the Hotel.

8.

Please refrain from wearing your nightwear, bathrobes, slippers, or swimwear outside the guest room.

9.

Please do not rearrange or modify the Hotel's indoor and outdoor facilities and furnishings. You will be charged the actual cost to compensate for stain, damage, or loss of such items.

10.

Please do not take or record photos, videos, DVDs, and the like using any kind of device for business purposes inside guest rooms or on the Hotel premises for business purposes without permission. Even if it is a private video or audio recording, please do not post it online or anywhere else for business purposes without permission.

11.

Please confirm that the door is locked when leaving the room during your stay. Please use the latch when you are inside your room and while you are sleeping. Please do not inadvertently open the door for a suspicious visitor.

12.

For your safety, the Hotel staff may call the Guest by phone or in front of the guest room if the Guest cannot be contacted for a long time, even if the "Do not disturb" lamp is lit. Please be advised that staff will enter the room as the Hotel deems necessary if for example there is no response or in an emergency.

13.

Please refrain from inviting visitors into the guest room throughout the day. Visitors are not admitted into the Hotel after midnight.

14.

Please do not use heat-generating appliances, such as for heating and cooking inside the guest room.

15.

For your safety, please turn off any personal electrical devices and unplug the power cord when leaving the room during your stay.

16.

All guest rooms are non-smoking. Please do not smoke inside the Hotel except in designated areas. Please do not engage in activities that may cause a fire. If you smoke inside the guest room, you will be charged cleaning and repair costs for the bedding, curtains, walls, etc.

17.

To prepare for an emergency, please confirm the evacuation route provided on the guest room door and emergency exits on each floor.

18.

Please store cash and valuables in the safety box provided in your guest room or in the safe at the front desk. The Hotel shall not be liable for loss or theft in the Hotel if the Guest fails to take the above actions.

19.

Lost and founds will be stored at the Hotel for a certain period of time from the date of discovery after which the items will be handled in accordance with the Lost Property Act. The Guest shall pay for any shipping expenses for returning lost and founds. The Hotel is liable for the storage of lost and founds in accordance with the provisions of Article 15, paragraph 2 of the Terms and Conditions.

20.

If you receive a payment request from the front desk during your stay, please make your settlement at the front desk each time.

21.

Please be advised that the Hotel does not accept payments by personal check or cash any personal check.

22.

Please refrain from exposing body art at the Hotel.

The Body Art Policy when using the pool and spa is as follows.

*Body art: tattoos, painting, stickers, etc.

Target facility	Body Art Policy
<ul style="list-style-type: none">•Quiet Pool•Ocean Terrace Pool•Spa Halekrani <p>*Facilities exclusively for guests aged 16 and older</p>	<p>Body art of a size that fits in your palm may be exposed.</p> <p>*There is no limit on the quantity.</p> <p>*If it doesn't fit in your palm, please cover it with rash guards or stickers.</p>
<ul style="list-style-type: none">•Orchid Pool•Kids Pool•Indoor Pool	<p>Please refrain from exposing body art.</p> <p>*When you use these three pools, please cover body art including small one-point ones with rash guards or stickers.</p>

23.

The Hotel shall refuse use of the Hotel by persons who are deemed to be a gang, etc. as stipulated in Article 5, paragraph 1, item 4 of the Terms and Conditions, or who threatens to act contrary to public order and morality. (If such fact is determined after completion of a reservation or during the stay, the Hotel shall refuse use of the Hotel at that time.)