

Hotel New Otani Tokyo
Information regarding use of serviced apartments

1. When using the guest rooms and hotel facilities, please observe the Terms and Conditions, Rules of Conduct and Serviced Apartments usage rules established by the hotel.
2. The guest rooms are provided by the hotel for accommodation under the Ryokan Business Law, and even if the stay is long-term, no leasehold rights or any other rights under the Act on Land and Building Leases of Japan shall emerge.
3. Upon check-in, we will take a copy of your ID issued by a public institution.

[About room use]

4. The use of guest rooms is limited to the maximum capacity of each room, and only registered guests are allowed to use the rooms; no third parties are allowed to use the rooms. Please meet with any visitors 10 pm to 8 am in the lobby.
5. Smoking is prohibited in all serviced apartments on all floors. Smoking and littering of cigarette butts in the service rooms and corridors is strictly prohibited.
6. No changes may be made to the current state of the guest room, such as rearranging furniture or installing items regardless of size, without the permission of the hotel.
7. In all facilities including guest rooms and service rooms, use of fire, candles, etc., is prohibited. We also prohibit the use of equipment that generates noise or odors.
8. There is an upper limit to the voltage in the guest rooms (100 V 1500 W for both the bedroom and bathroom). Please check with the hotel before using any equipment that requires high voltage. Use of high-voltage electrical equipment exceeding the limit is not allowed.
9. If there is any damage (excluding wear and aging caused by normal use) caused during the contract period, the customer is obligated to restore the damage to its original condition, unless the damage cannot be attributed to the customer's responsibility.
10. Room cleaning shall be done by the house keeper on Mondays, Wednesdays, and Fridays, between 10:00 and 16:00. The house keeper will enter your room for cleaning, regardless of whether you are present or not. Any additional cleaning other than on the days given above will be subject to separate charges. In-room amenity items will not be replenished.
11. If the "Do Not Disturb" sign is displayed on the door at the designated time for cleaning and garbage collection, it will be deemed that the guest has cancelled the provision of service. However, for safety and facility management purposes, cleaning will be done at least every four days.

12. The hotel will check the size and quantity of luggage, including frozen and refrigerated items.
13. If the hotel receives any packages delivered to the guests by courier, etc., the hotel will not be responsible for the state of the contents.
14. When using delivery service from the outside, delivery staff is not allowed to enter the hotel premises. Please receive your delivery outside the hotel grounds.
15. Please inform the hotel in advance if you will be away from your room for more than 3 days during your stay.
16. Depending on the length of stay, hotel staff will inspect the guest rooms for safety management and facility maintenance as appropriate or regularly. Even if the "Do Not Disturb" sign is displayed, hotel staff will contact the guest room by phone, and if there is no response or if it is judged to be urgent, will enter the room for inspection.

[Reservation / Payment]

17. If you are staying for 30 nights or more, please settle the application fee (equivalent to 30 nights charge) separately. The application fee will be refunded after departure if there is no penalty or damage to the facility.
18. Upon arrival, please settle the room charge for the number of nights reserved and the subscription fee for the applicable period. If you stay for 30 nights or more, please settle the room charge for the next 30 nights at least one week before the beginning of the following month.
19. There is no refund if you check out before the end of your period of use.
20. Please settle the incidental charges once a week, or when it reaches ¥100,000, whichever is sooner.

[Parking lot use]

21. If you wish to use the parking lot, please apply in advance. Fees are complimentary for one registered vehicle per room for the duration of your stay. There will be a charge for non-registered vehicles such as visitors' cars.
22. We cannot guarantee a parking place.
23. When entering and parking, please display your parking lot usage certificate in a visible position such as on the dashboard.
24. Cars with a height of 2 m or more are not allowed in both The Main building and New Otani Garden Tower parking lots. Cars with low heights may also not be able to park. Please contact us in advance if you wish to park a car that is outside the size limit.

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