

Hotel New Otani Makuhari Rules of Conduct

In order to provide your safety and comfort, and in light of the public nature of the facility, the Hotel stipulates the following Rules of Conduct. Please be acknowledged that the Hotel may refuse the use of its facilities in the event a guest fails to observe these Rules.

1. Scope of Application

These Rules of Conduct apply to users of the accommodation facilities, banquet facilities, restaurants, bars, cloak rooms, lobby, esthetic and massage facilities, health club, commercial outlets, parking lot and carriage porch, outdoor swimming pool, and all facilities within the Hotel grounds (hereinafter "Hotel Facilities"). Should the provisions of these Rules contradict those stipulated in any terms, regulations, rules, etc. of specific facilities such as the Hotel Rules & Regulations, Terms and Conditions for use of Function Rooms and Wedding Receptions, Car Parking Terms and Conditions, Garden Pool Terms of Use, then the terms, regulations, rules, etc. of specific facilities shall supersede.

2. Disaster Control and Security

- (1) Smoking is prohibited in the Hotel Facilities excluding designated smoking areas. (Should any damage to the Hotel Facilities occur as a result of smoking in prohibited areas, compensation shall be sought from such smoking person.)
- (2) Do not enter areas meant for the Hotel employees only, emergency escapes, rooftops, machine rooms, and other facilities not intended for guests except in cases of emergencies or other unavoidable situations.
- (3) In case of fires, earthquakes, or blackouts, follow announcements or instructions from the Hotel staff.
- (4) Consult the Hotel staff, Assistant Manager, Front Desk, or Operator when you are not feeling well.
- (5) If you see any suspicious persons or objects within the Hotel Facilities, notify the Hotel staff, Assistant Manager, Front Desk, or Operator.
- (6) For safety management purposes, security controls and cameras are installed in the Hotel Facilities.

3. Valuables and Unclaimed Property

- (1) Money and valuables shall be deposited in the safety deposit box at the Front Desk or kept in the safe of the guest room. The Hotel is not responsible for the loss or theft of property stored otherwise within the Hotel Facilities. Use of the safety deposit box and guest room safe is limited to while the guest is using the Hotel Facilities. (Refer to rules for use of safety deposit boxes for further details.)
- (2) Please note that property left in the cloakroom or baggage storeroom will be kept for the period of time indicated below and items not claimed within this period will be disposed of. The Hotel will not accept storage of any artwork or antiques.
 - i) Property left in the cloakroom: 1 month
 - ii) Property left in the baggage storeroom: 3 months
- (3) Any property left behind at the Hotel will be handled according to the law.

4. Accommodation

(1) Guest Rooms

- i) Do not smoke in bed and in rooms on no-smoking floors/rooms. Should it be discovered that a non-smoking room has been smoked in, the Hotel will seek compensation from the guest staying in such room for the loss of sales for the period the room cannot be sold.
- ii) Check prescribed notices regarding disaster control (fire, earthquake, blackout, etc.) and security in guest rooms.
- iii) The guest room key shall be returned to the Front Desk when checking out. (The Hotel will charge for the actual cost of replacement of any Room Key which is lost or not returned.)
- iv) Check visitors to your guest room through the door-scope before opening the door. Notify the Assistant Manager, Front Desk, or Operator if it appears to be a suspicious person.
- v) For customer safety and facility maintenance purposes, the Hotel staff will access the guest rooms and conduct inspections during the guest's stay on a regular basis and also at times when the Hotel deems so necessary, depending on the length of stay. When the "Do Not Disturb" sign is hung on the hallway side of the guest room door or if the guest has previously made clear to the Hotel staff by other means his/her wish not to be disturbed, the Hotel staff will call the guest room prior to entering the room. When the guest does not answer or in cases of emergencies, the Hotel staff may enter the room for inspection without the guest's permission.
- vi) Persons other than registered guests of the Hotel may not stay overnight in guest rooms. Please refrain from meeting with visitors in your guest room after 10:00 p.m.
- vii) Minors not accompanied by adults may not stay at the Hotel without the consent of their parent or guardian.
- viii) Long-term stays in the Hotel does not engender leaseholding or occupancy rights and other legal rights pertaining to residency. In case a guest requires documentation to verify his/her stay, the Hotel will issue a Certificate of Stay as requested. Issuance of residence certificates is not available.
- ix) In order to contribute to effective use of natural resources, guests are kindly asked to conserve electricity and water. Please notify the Hotel staff if change of linen or towels, replenishment of amenities, or cleaning of your guest room is unnecessary.

(2) Payment

- i) Payments shall be made at the time of departure at the Front Desk.
- ii) We may ask you to present your credit card or for a deposit equivalent upon your arrival, for which the excess or deficiency will be settled at the time of departure.
- iii) We may ask for payment during your stay in certain situations. (Every 7 days for stays of 7 days or longer, or when your total bill reaches a certain amount.) Guests who wish to change the length of stay from their previous plan shall notify the Front Desk, and in case of extensions, settle the payment for charges up to that point. Payments shall be settled whenever the Front Desk presents the guest with their statement.
- iv) Payments shall be settled at the Front Desk, in Japanese currency, or by other means accepted by the Hotel such as coupons/vouchers or credit cards.
- v) Payment for parcel services, taxis, tickets, shopping, or customs duties must be paid by the guest at the time of their use or purchase.
- vi) Outside calls and facsimiles from your room will be subject to a surcharge (30%).

5. Restaurants and Bars

- (1) Tables/seats may be unavailable in times of full occupancy, etc.
- (2) Menus are subject to change or may be unavailable without prior notice.
- (3) Please notify the restaurant staff of any food allergies or special preferences before ordering.
- (4) Payment
 - i) Payment for restaurants and bars shall be made at the restaurant register.
 - ii) When guests wish to charge their bill at restaurants or bars to their room by signature, the guest must present their Room Key or Hotel identification card. Please note that you may not charge your bill to your room at some restaurants, or if the charge exceeds a certain amount.

6. Banquet Rooms

Use of and payments for banquet rooms shall be subject to the prescribed Terms and Conditions for use of Function Rooms and Wedding Receptions.

7. Parking Lot and Vehicles

All vehicles must drive slowly within the Hotel Facilities and the parking lot. All drivers must follow instructions from staff within the parking lot, and agree to and observe the Car Parking Terms and Conditions and the following rules:

- (1) The Hotel is not responsible for any damage that a parking lot user suffers or accidents that occur due to actions of other users or other vehicles in the parking lot (including attached parts and freight of such vehicles).
- (2) Do not leave valuables, pets, and other items inside parked vehicles.
- (3) Do not leave children or elderly persons unattended in parked vehicles.
- (4) Please notify the Front Desk or parking lot staff for use of parking lot of 2 nights or more.

8. Prohibited Acts

When a situation within the Hotel Facilities is deemed to fall under either of the following cases, the Hotel will refuse the use of its facilities by such person and ask the said guest to leave. Even after the reservation has been completed or the guest is already staying at or using the Hotel Facilities, the Hotel will refuse further use at the time when the following facts have been discovered, without any refund or compensation. The Hotel may report to or consult with concerned authorities as a precaution.

- (1) When an Antisocial Force as defined below is using the Hotel Facilities:
 - i) An organized crime group as stipulated in Article 2, item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (1991 Law item 77); or a member or quasi-member of such organized crime group as stipulated in Article 2, item 6 of the same Act
 - ii) A person involved with an organized crime group, or a corporate body or other organization of which activities are controlled by a person involved with an organized crime group
 - iii) An antisocial force as stipulated by New Otani Co., Ltd. or any of the New Otani Group's business institutions

(hereinafter collectively referred to as “Antisocial Forces”), or a corporate body or other organization of which activities are controlled by an Antisocial Force, and persons involved with such Antisocial Forces

(2) When a guest or user conducts him/herself in a manner that contravenes the laws or acts against the public order and good morals as defined below:

- i) Violent behavior, inflicting injuries, making threats, blackmailing, or making coercive undue claims
- ii) Gambling or disorderly behavior
- iii) Persons who have difficulty in ensuring his/her own safety, or endanger or cause fear or unease in other guests due to loss of identity caused by mental unsoundness
- iv) Causes extreme inconvenience to the Hotel or other guests as a result of abusing narcotics or other substances
- v) Makes violent claims
- vi) Prevents the Hotel from exercising its rights or coerces the Hotel to do something it is not obliged to
- vii) Requests the Hotel to assume an unreasonable burden
- viii) Obstructs the business of the Hotel by fraudulence (including spreading false information or deception and enticement) or force (including verbal abuse or violent acts)
- ix) Annoys other guests by speaking or singing in loud voices or otherwise making loud noises, or causes a nuisance to other guests by extremely unsanitary attire or conditions
- x) Use of the outdoor swimming pool or health club by guests with tattoos, including stickers and other temporary types (Guests found to be disregarding this rule will be asked to leave)
- xi) Brings food or beverage into or orders delivery for such items from the outside to the Hotel Facilities without authorization by the Hotel, or uses the Hotel Facilities for purposes other than lodging or dining without authorization by the Hotel
- xii) Leaves his/her guest room in Yukata (Japanese dressing gown), pajamas, underwear, slippers, etc.
- xiii) Brings into the Hotel Facilities dogs, cats, birds, or other pets and animals (assistance dogs such as guide dogs, hearing dogs, and service dogs are excluded)
- xiv) Brings into the Hotel Facilities gasoline, explosives, and other flammable items, hazardous or dangerous items, offensive smelling items, unlicensed firearms or swords, and other prohibited or restricted items
- xv) Breaks, damages, displaces, or takes without authorization from the Hotel, its facilities, equipment, furniture, or fixtures
- xvi) Distributes or displays advertising or publicity material; leaves personal belongings unattended; sells merchandise; conducts solicitation; holds parties or other gatherings; conducts filming or photographing; conducts business activities; distributes leaflets, pamphlets, or flyers; brings into the Hotel Facilities or conducts manifestation using picket signs, placards, sandwich boards, banners, sloganed headbands, or other such items; conducts signature campaigns or other political activities within the Hotel Facilities without authorization from the Hotel
- xvii) Brings propaganda vehicles, billboard trucks, or illegally modified vehicles into the Hotel grounds, or comes into or parks in the parking lot in appearances or vehicles that the Hotel deems as intimidating or discomforting to other guests
- xviii) Prints the name or address of any of the Hotel Facilities, or uses photographs, videos, reproduced images or videos of the Hotel buildings or properties, or other trademarks, designs, properties and rights of the Hotel without

authorization from the Hotel

xix) Scratches, attaches any foreign matter, or makes any changes to the Hotel's buildings or other facilities

xx) Conducts any other activities which the Hotel deems to be inappropriate

9. Members of Hotel's or New Otani Group's Customer Clubs

The Hotel reserves the right to cancel the membership of members of the Hotel's or New Otani Group's customer clubs, as stipulated by the regulations of the respective customer clubs, and refuse future use of the Hotel Facilities should the member be found to be in breach of the Rules prescribed herein.

10. Miscellaneous

(1) In addition to required taxes, a 10% service charge will be added to accommodation, food, and beverage charges. It is the Hotel's policy to decline tips or any other gratuities.

(2) In case a guest is responsible for the breakage, damage, loss, or staining of the Hotel's facilities, equipment, furniture, or fixtures for reasons other than force majeure, the aforementioned guest must recompense the Hotel for an equivalent amount.

(3) The Hotel will not be held legally liable or be obliged to compensate for any accidents within the Hotel Facilities for which the Hotel is not responsible, or any injuries caused by the guest's negligence or by plants and animals not kept or tended by the Hotel.

(4) The Hotel is not responsible for any trouble with shops, restaurants, or tenant facilities not operated by the Hotel.

(5) Please be acknowledged that the Hotel Facilities may be unavailable due to unforeseeable situations such as damages caused by natural disasters, massive infrastructure failures, spread of infections, dysfunction of facilities, orders and instructions from the national or local governments, and other unavoidable causes.

(6) These Rules of Conduct are compiled in Japanese and English. Should there be any inconsistencies or discrepancies between the two, then the Japanese version shall supersede in all respects. Any disputes relevant to these Rules of Conduct shall be settled in the Japanese court that has jurisdiction over the Hotel's location, according to Japanese laws.

(7) The Hotel reserves the right to alter or amend these Rules of Conduct without prior notice.

November 1, 2018