

Guidelines Regarding the Use of the Serviced Apartments at Hotel New Otani Tokyo

(Applied to stays until March 31, 2025, or earlier.)

1. All guests are required to observe the "Terms and Conditions for Accommodation Contracts" and "Hotel New Otani Tokyo Rules of Conduct" as defined by the Hotel, regarding use of the guestrooms and other hotel facilities.
2. The guestrooms are made available to the guest for lodging purposes, in accordance with the Hotel Business Act of Japan. Stays at the Hotel, including long-term stays, do not engender leasehold rights, any rights under the Act on Land and Building Leases of Japan, or other legal rights pertaining to residency.
3. Upon arrival, the guest is required to present identification documents issued by a public institution, and the hotel will take a copy of such documents.

【Rules regarding the use of guestrooms】

4. The use of guestrooms 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 in the lobby from 10 pm to 8 am.
4. Smoking is prohibited in all rooms/floors of the Serviced Apartments. Smoking or littering of cigarette butts in the service rooms and corridors are strictly prohibited.
5. No changes may be made to the current state of the guestroom, such as rearranging furniture or installing items regardless of size, without the permission of the hotel.
6. In all facilities including the guestrooms and service rooms, use of fire, candles, etc., is prohibited. Use of equipment that generates noise or odors is also prohibited.
7. There is an upper limit to the voltage in the guestrooms (100 V 1500 W for both the bedroom and bathroom). Guests are required to check with the hotel before using any high-voltage electrical equipment. (Use of equipment exceeding the voltage limit is not permitted.)
8. If there is any damage caused during the contract period (excluding wear and aging caused by normal use), the guest is obligated to restore the damage to its original condition, unless the damage cannot be attributed to the guest's responsibility.
9. The guestrooms will be cleaned on the date and time specified by the hotel, namely between 10am and 4pm on Mondays, Wednesdays, and Fridays. The housekeeper will enter the room for cleaning, regardless of whether the guest is present or not. Any additional cleaning other than on the days given above is subject to separate charges. Consumable amenity items such as shampoo, body lotion, etc., will not be replenished.
10. 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 the purpose of hygiene management and facility inspection, hotel staff will enter

the room for cleaning at least once every four days.

11. The hotel will check the size and quantity of luggage left with them, including frozen and refrigerated items.
12. If the hotel receives any items delivered to the guest on their behalf, the hotel will not be responsible for any loss of or damage to its contents.
13. When using delivery service from the outside, delivery staff is not allowed to enter the hotel premises. Please receive any deliveries outside the hotel grounds.
14. Guests must inform the hotel in advance if they will be away from their guestroom for more than three days during their stay.
15. Hotel staff will inspect each guestroom on a regular basis, for safety and facility management purposes. If the "Do Not Disturb" sign is displayed on the door at such times, hotel staff will contact the guestroom by phone, and if there is no response or if it is judged to be urgent, will enter the room for inspection.

【Rules regarding reservations and payment】

17. For 30 nights or more, guests are required to settle an application fee (equivalent to 30 nights charge) separately. The application fee will be refunded at the time of departure if there is no penalty or damage to the facility.
18. Upon arrival, guests are required to settle the room charge for the number of nights reserved and the subscription charge for the applicable period. If the stay exceeds 30 nights, guests must 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, excluding the application fee, if the guest checks out before the end of their period of use.
20. All fees charged to the guestroom must be settled once a week, or when it reaches ¥100,000, whichever is sooner.

【Rules regarding use of the parking lot】

21. Parking fees are complimentary for one registered vehicle per room for the duration of the guest's stay. Please apply in advance and register. Parking for visitors or unregistered vehicles are subject to a charge.
22. The hotel cannot secure the same parking space during the guest's stay
23. When their car is parked, guests are required to display their parking lot usage certificate in a visible position such as on the dashboard.
24. The maximum height of cars in the parking lot is 2 meters in both The Main bldg and Garden Tower. Cars with low heights may also not be able to park. Please check with the hotel in advance.

【Rules regarding the use of the New Otani Club Lounge in the Garden Tower】

25. Use of the New Otani Club Lounge in the Garden Tower is limited to registered guests 13 years or older staying in the Serviced Apartments, during their stay only.

26. No food or beverages may be brought into the lounge. Please do not take any of the provided food, beverages, equipment, or utensils out of the lounge.

Please refer to the "Hotel New Otani Serviced Apartments Usage Rules" and "Terms and Conditions for Accommodation Contracts" posted on the hotel's official website for more details.

Hotel New Otani Tokyo
As of April 2024