

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

(Applied to stays on and after April 1, 2026)

1. All guests are required to observe the "Hotel New Otani Tokyo Serviced Apartments Usage Rules and Regulations", "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.
4. The use of guestrooms is limited to the maximum capacity of each room, and only registered staying guests are allowed to use the rooms; no third parties are allowed to use the rooms. Please refrain from meeting with any visitors in the guestrooms after 10 pm.
5. Smoking is prohibited in all rooms of the Serviced Apartments (including heated tobacco products and electronic cigarettes). (Smoking or littering of cigarette butts in the service rooms, corridors, or outside the emergency exits is strictly prohibited.)
6. 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.
7. In the guestrooms (and service rooms), use of fire, candles, etc., is prohibited. Use of equipment that generates noise or odors is also prohibited.
8. 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.)
9. 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.

10. The guestrooms will be cleaned on the date and time specified by the Hotel, namely between 10 am and 4 pm on Mondays, Wednesdays, and Fridays. The housekeeper will enter the room for cleaning, regardless of whether or not there is anyone in the room. Any cleaning services other than on the days given above or additional cleaning services is subject to additional charges, and will be done between 10 am and 4 pm. Consumable amenity items such as shampoo, body lotion, etc., will only be provided on the first day of stay.
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 the purpose of hygiene management and facility inspection, Hotel staff will enter the room for cleaning at least once every four days.
12. Any luggage/items the guest wishes to leave in the care of the Hotel shall be accepted only if the Hotel considers the contents, size, quantity, and period of storage as acceptable. (E.g.: up to 3 large suitcases, etc.)
Cash, jewelry, valuables, works of art, antiques, hazardous objects and substances, fragile items, perishables, and other items that the Hotel deems it cannot keep, will not be accepted.
13. 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.
14. When using food delivery service from the outside, delivery staff is not allowed to enter the Hotel premises. Please receive any food and/or beverage deliveries outside the Hotel grounds.
15. Guests must inform the Hotel in advance if they will be away from their guestroom for more than three consecutive days during their stay. (Hotel staff will enter the room for cleaning once every four days, for hygiene management and facility inspection purposes, during such absence of the guest.)
16. For safety and facility management purposes, Hotel staff will inspect each guestroom on a regular basis or as necessary. 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.
17. In the event the Hotel is unable to provide the contracted room during the term of use due to

construction work on the interior or facilities, unexpected repair work, or other reasons, the Hotel will take measures such as providing another room for the period necessary for such work/repair.

18. For stays of 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.
19. Upon arrival, guests are required to settle the accommodation fee for the number of nights reserved (for stays of 30 nights or more, the total of accommodation fee and application fee). If the stay exceeds 30 nights, guests must settle the accommodation fee for the next 30 nights at least seven days before the first day of the next 30 nights.
20. There is no refund, excluding the application fee, if the guest checks out before the end of their period of use.
21. Please note that extension of stays are subject to availability of rooms, etc.
22. All fees charged to the guestroom must be settled once every seven days, or when it reaches ¥100,000, whichever is sooner.
23. Parking fees are complimentary for one registered vehicle per room for the duration of the guest's stay. Please apply in advance and register. (Assignment of specific parking spaces is not available.) Parking for visitors or unregistered vehicles are subject to a charge.
24. When their car is parked, guests are required to display their parking lot usage certificate on the dashboard, etc., so that it is readable from outside the car.
25. The maximum height of cars in the parking lot is 2 meters. Cars with low heights may also not be able to park. Please check with the Hotel in advance.

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

As of January 2026