

Hotel New Otani Tokyo
Serviced Apartments
Usage Rules and Regulations

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

The following rules and regulations are defined for the safety and comfort of the guests staying in the serviced apartments at Hotel New Otani Tokyo (hereinafter referred to as "guests"). Please read and observe all rules and regulations given below.

1. [Application]

(1) These rules and regulations apply to guests using the Hotel New Otani Serviced Apartments.

(2) When using the guestrooms and hotel facilities, please observe the Terms and Conditions for Accommodation Contracts and Hotel New Otani Tokyo Rules of Conduct established by the hotel. (The Terms and Conditions for Accommodation Contracts and Hotel New Otani Tokyo Rules of Conduct are posted on the hotel's official website and in the guestrooms.) Any discrepancies in interpretations between the rules and regulations herein or individual contracts, and other terms, rules, regulations, and procedures, the rules and regulations herein or individual contracts shall have priority.

(3) Even if the stay is long-term, no leasehold or residency rights, or any rights under the Act on Land and Building Leases of Japan or other residence-related laws shall emerge.

(4) Upon arrival, the guest is required to present identification documents issued by a public institution such as a driver's license, passport, foreign resident registration, etc., and the hotel will take a copy of such identification.

(5) Guests can use various hotel services associated with their stay, but the hotel will not provide guest assistance, caregiving, or other medical or welfare services.

(6) We cannot do shopping on behalf of the guest at stores inside or outside the hotel. The hotel declines any gratuity to hotel employees.

2. [About the use of guestrooms]

(1) 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.

(2) Smoking (including heated tobacco products and electronic cigarettes) is prohibited in all guestrooms of the serviced apartments. (Smoking and littering of cigarette butts in the service rooms, corridors, or outside the emergency exits is strictly prohibited.)

(3) No changes may be made to the current state of the guestrooms, such as rearranging furniture or installing items regardless of size, without the permission of the hotel.

(4) Use of fire, candles, etc., is prohibited in the guestrooms (and service rooms). We also prohibit the use of equipment that generates noise or odors.

(5) There is an upper limit to the voltage in the guestrooms (100 V 1500 W for both the bedroom and bathroom) and use of high-voltage electrical equipment exceeding the limit is not allowed.

(6) 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.

(7) Guestrooms will be cleaned on the date and time specified by the hotel as follows.

Mondays, Wednesdays, and Fridays, during 10:00-16:00

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. For more information, please contact the house keeper.

(8) 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 does not require the provision of service. However, for safety and facility management purposes, 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.

(9) Please inform the hotel in advance if you will be away from your guestroom for more than 3 days during your stay. (As a general rule, cleaning will be done once every four days

for hygiene and equipment inspection purposes.)

(10) 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.

(11) In the event the hotel is unable to provide the contracted room during the term of use due to unexpected repair work, construction work on the interior or facilities, or other reasons, the hotel will take measures such as providing another room for the period necessary for such work/repair.

3. [Internet use]

(1) High-speed internet connection (wired or wireless) with a maximum speed of 1 Gbps (best effort) is available in the guestrooms, free of charge. However, the guest is responsible for the preparation and setup of any hardware, software, and any other equipment for their use of the internet, and the hotel does not take any responsibility whatsoever.

(2) The hotel will not be held responsible for any damage caused to the guests due to the use of computer communication in the guestroom, excluding cases of negligence by the hotel.

(3) The hotel will not be held responsible for any problems or damages that may occur in the guest's own mobile data communication.

(4) If the hotel or a third party suffers any damage due to an act violating any laws and regulations or public order and morals in computer communication, etc., the damage shall be compensated by the guest.

4. [Reservation / Payment / Cancellation]

(1) Serviced apartments can be reserved for a period of 30 nights or more.

(2) 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.

(3) Upon arrival, guests are required to settle the room charge for the number of nights

reserved (for stays of 30 nights or more, the total of room charge and application fee). If the stay exceeds 30 nights, guests must settle the room charge for the next 30 nights at least seven days before the first day of the next 30 nights. Any failure to do so will result in termination of your contract and surrender of your guestroom.

(4) There is no refund if you check out before the end of your period of use.

(5) Incidental charges must be settled once every seven days, or when it reaches ¥100,000, whichever is sooner.

(6) After the reservation is completed, the following penalty will apply for any cancellations.

Cancellation fees for the Shin-Edo Residence

- Cancellations 30 to 21 days before arrival: 50% of the room charge for the entire reservation
- Cancellations 20 to 15 days before arrival: 80% of the room charge for the entire reservation
- Cancellations from 14 days before to the day of arrival: 100% of the room charge for the entire reservation

Cancellation fees for rooms other than the Shin-Edo Residence

- Cancellations 30 to 21 days before arrival: 10% of the room charge for the entire reservation
- Cancellations 20 to 10 days before arrival: 20% of the room charge for the entire reservation
- Cancellations 9 to 3 days before arrival: 30% of the room charge for the entire reservation
- Cancellations 2 days before arrival: 50% of the room charge for the entire reservation
- Cancellations on the day before arrival: 80% of the room charge for the entire reservation
- Cancellations on the day of arrival / no-show: 100% of the room charge for the entire reservation

5. [Use of the parking lot]

(1) Parking fees are complimentary for one registered vehicle per room for the duration of your stay. Please apply in advance and register.

(2) Assignment of specific parking spaces is not available.

(3) Parking for visitors or unregistered vehicles will be subject to a charge.

(4) When parked, please display your parking lot usage certificate in a visible position such as on the driver's dashboard, etc., so that it is readable from outside the car.

(5) The height limit for cars in the parking lot is 2 m or less. Cars with low heights may also

not be able to park. Please check with the hotel in advance.

6. [Miscellaneous]

(1) Should the hotel receive any packages delivered to the guests by courier, etc., the hotel will not be responsible for any loss or damage to its contents.

(2) When using food or beverage delivery service from the outside, delivery staff is not allowed to enter the hotel premises. Please receive your delivery outside the hotel grounds.

(3) The hotel is not liable for accidents within the hotel premises that are not attributable to the hotel, or injuries caused by negligence of the user or by animals or plants that are not the property of the hotel, etc., at the hotel facilities.

For more details, please refer to the Terms and Conditions for Accommodation Contracts and Hotel New Otani Tokyo Rules of Conduct posted on the hotel's official website.

Hotel New Otani Tokyo
January 2026