

Hotel New Otani Tokyo
Serviced Apartments
Usage Rules
(Applied to stays until March 31, 2025, or earlier.)

The following rules 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 given below.

1. 1. 【Application】

- (1) These rules apply to guests using the Hotel New Otani Serviced Apartments.
- (2) When using the guest rooms and hotel facilities, please observe the accommodation agreement and facility usage rules established by the hotel. (The accommodation agreement and facility usage rules are posted on the hotel's official website and in the guest room.) Any discrepancies in interpretations of the rules herein and individual contracts and other terms, rules and procedures, the rules herein and individual contracts shall have priority.
- (3) 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.
- (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. (Please note that we will take a copy.)
- (5) Guests can use various hotel services associated with their stay, but the hotel does 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. 2. [About the use of guest rooms]

- (1) 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.
- (2) 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 in service rooms, corridors and emergency exits is strictly prohibited.
- (3) 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.
- (4) 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.

(5) There is an upper limit to the voltage in the guest rooms (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) Guest rooms 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 guest room 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 room 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) The hotel will check the size and quantity of luggage, including frozen and refrigerated items.

3. 3. [Internet use]

(1) High-speed internet connection (wired or wireless) with a maximum speed of 1 Gbps (best effort) is available in the guest rooms, 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 guest room, 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 6 to 180 nights. (30 to 180 nights for the "Shin-Edo" Residence.)

(2) If you are staying for 30 nights or more, please settle the application fee (equivalent to the 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, please settle the room charge for the number of nights reserved and the subscription charge 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. Any failure to do so will result in termination of your contract and surrender of your room.

★ Subscription: indicates any product or service used for a certain period of time by paying a fixed fee.

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

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

(6) After the reservation is completed, the following cancellation fee will apply.

Cancellation fee

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

* A separate cancellation fee is set for Shin-Edo Residences.

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) As a general rule, we cannot secure the same parking space during your stay.

(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.

(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 your car height in advance.

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

- (1) 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.
- (2) 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.

7. 【Miscellaneous】

- (1) If the hotel receives the item delivered to the guests instead, the hotel will not be responsible for any loss or damage of the item.
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 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.

Hotel New Otani Tokyo
As of April 2024