

accommodation clause

Article 1 Application of these General Terms and Conditions

At Hotel Quest Shimizu (hereinafter referred to as "the Hotel"), the accommodation contract and related contracts entered into by the Hotel shall be governed by these General Terms and Conditions, and any matters not provided for in these General Terms and Conditions shall be governed by laws and regulations or generally established customs.

Notwithstanding the provisions of the preceding paragraph, the hotel may accept special agreements to the extent that they do not contravene the purpose of these General Terms and Conditions, laws and ordinances, or customary practices.

Article 2 Rejection of Accommodation Acceptance

The hotel will refuse to accept guests in the following cases. Even if you have already checked in, we will ask you to leave the hotel if we deem you to be inappropriate. In this case, no refund will be made even if the hotel has already paid the room charge.

When the application for accommodation is not in accordance with these terms and conditions.

When there is no room available due to full occupancy.

When it is recognized that the person who intends to stay at the hotel is likely to commit an act contrary to the provisions of laws and regulations, public order, or good morals in connection with the stay.

When a person who intends to stay at the hotel tries to bring in a dog, cat, or other small animal pet.

When the person seeking accommodation is a crime syndicate, a member of a crime syndicate, a group affiliated with a crime syndicate, or a person related to a crime syndicate, or any other antisocial force. (2) When the person seeking accommodation is a Boryokudan, a Boryokudan member, a Boryokudan-affiliated group or related person, or other antisocial force, or when the person seeking accommodation is a corporation or other organization whose business activities are controlled by a Boryokudan or Boryokudan member or when the person seeking accommodation is a corporation or other organization in which a person who falls under the category of Boryokudan-in (organized crime group) member serves as an officer.

When a person who intends to stay at the hotel is recognized as a patient with an infectious disease.

(2) When the guest is requested to bear a burden beyond a reasonable range in relation to the accommodation.

When a natural disaster, a breakdown of the facilities, or other unavoidable reasons prevent accommodation.

When it is recognized that the person who intends to stay at the hotel is a drunken person, etc., and will cause serious inconvenience to other guests.

When a guest has behaved in a way that is extremely disturbing to other guests.

Article 3. Disclosure of Name, etc.

A person who wishes to make a contract of accommodation at this hotel is requested to provide the following information.

Name of guest

Date of stay and estimated time of arrival

Other matters deemed necessary by the hotel

(2) In the event that the guest requests to continue his/her stay beyond the date of the stay as specified in the preceding paragraph during his/her stay,

The hotel will treat the request as a new application for a contract of accommodation at the time such a request is made.

The following is a brief overview of the process.

Article 4 Establishment of Accommodation Contract, etc.

The accommodation contract shall be concluded when this hotel has accepted the application as described in the preceding article. However, this shall not apply when this hotel proves that it did not accept the application.

When a contract of accommodation has been concluded pursuant to the preceding paragraph, this hotel may request payment of a deposit determined by this hotel up to the basic accommodation charge for the period of stay by the date specified by this hotel. The application money set forth in the preceding paragraph shall first be allocated to the accommodation charge payable by the guest, and when the case specified in the following article applies, it shall be allocated in the order of the penalty payment as specified in the same article, followed by the compensation money, and any remaining amount shall be returned to the guest.

Article 5. Cancellation of Reservations

In the event that the accommodation reservation applicant cancels all or part of the accommodation reservation, this hotel will charge a penalty fee in accordance with the following

However, in the event that a group guest (meaning 15 or more paying members. However, in the event that the reservation is cancelled for a portion of the group guests (meaning 15 or more paying members; the same shall apply hereinafter), this shall not apply to the number of persons (rounded up to the nearest whole number) that is equivalent to 10% of the number of persons scheduled to stay at the hotel 10 days prior to the date of stay (in the event that this hotel accepts the reservation after such date, the date of acceptance shall be the date of acceptance). はありません。

General public

a. In the event of cancellation on the day before the accommodation day, 20% of the accommodation charge for the first day of accommodation per guest b. In the event of cancellation on the day of accommodation, 100% of the accommodation charge for the first day of accommodation per guest

Group visitors

a. In the event of cancellation from 9 days to 2 days prior to the date of stay, 10% of the room charge for the first day of stay per guest.
b. 20% of the room charge for the first day of the stay per guest in the event of cancellation on the day before the day of stay. c. 80% of the room charge for the first day of the stay per guest in the event of cancellation on the day of stay.

(If you apply through a travel agency)

General public

a. In the case of cancellation on the day before the day of stay, 50% of the room charge for the first day of stay per guest
b. In the case of cancellation on the day of stay, 100% of the room charge for the first day of stay per guest

Group visitors

a. In the event of cancellation from 9 days to 2 days prior to the date of stay, 20% of the room charge for the first day of stay per guest.
b. 50% of the room charge for the first day of the stay per guest in the event of cancellation on the day before the day of stay. c. 100% of the room charge for the first day of the stay per guest in the event of cancellation on the day of stay.

In the event that a guest does not arrive 2 hours after the scheduled arrival time, this hotel may deem the reservation to have been cancelled by the applicant.

In the event that a cancellation is deemed to have been made pursuant to the provisions of the preceding paragraph, no penalty shall be charged when it is proved that the guest's failure to arrive without such notice is due to the non-arrival or delay of a train, aircraft, or other public transportation, or other reasons not attributable to the guest.

Article 6.

Except as otherwise provided, this hotel reserves the right to cancel a reservation in the following cases

When it falls under Article 2.

(2) When the disclosure of the matters specified in Article 3 is requested and not made by the due date.

(2) When the payment of the reservation deposit as specified in Article 4 has been requested, but is not paid by the due date.

Article 7. Accommodation Registration

Guests are required to register the following items with this hotel at the front desk on the day of their stay

Article 3.

In the case of a foreigner, nationality, passport number, place and date of entry, date and time of departure, and any other information deemed necessary by the hotel.

Article 8 Check-out time

The time that guests must vacate their rooms (check-out time) is 11:00 a.m. The hotel will charge an additional fee as follows if the check-out time is exceeded. In the event that the check-out time is exceeded notwithstanding the preceding paragraph, the hotel will charge an additional fee as follows. Please note that the hotel may not be able to accept a stay beyond the check-out time depending on the availability of reservations and other factors.

Standard single 1100 yen, deluxe single 1650 yen, twin 1,500 yen per hour from 11:00 a.m.

Inn/Deluxe Twin ¥2,200

After 2:00 p.m.: 100% of the room charge

Article 9 Payment of Charges

Payment of the room charge shall be made in currency, by credit card, or by any other payment method approved by this hotel, upon the arrival of the guest or when requested by this hotel. The room charge will be charged even if the guest does not stay at the hotel after starting to use the room.

Article 10. Compliance with Terms of Use

Guests are required to follow the rules of use posted in this hotel as established by this hotel.

Article 11. Refusal to Continue Accommodation

This hotel reserves the right to refuse the continuation of a stay in the following cases, even during the period of stay that it has accepted.

- (2) When the applicant has come to fall under Article 2.
- (2) When the user does not comply with the rules of use as stipulated in the preceding article.

Article 12 Liability for Accommodation

Our responsibility for the accommodation begins when the guest registers for the stay at our front office or enters the room, whichever occurs first, and ends when the guest leaves the room for departure.

This hotel has Ryokan Liability Insurance to protect against fire and other emergencies. In the event that the hotel is unable to provide a guest room due to reasons attributable to the hotel, the hotel will arrange for another accommodation under the same or similar conditions for the guest, except in the case of natural disasters or other reasons that make it difficult to accommodate the guest. In such a case, no charge will be made for the accommodation thereafter, including the room charge for the day on which the hotel is unable to provide the room. The hotel will not be responsible for any accidents that occur due to a guest's failure to follow the rules of use posted in the hotel.

Article 13 Responsibility for Parking Management

When guests use the hotel's parking lot or nearby parking lots, the staff is not responsible for moving or managing the vehicle, regardless of whether the vehicle keys are deposited with the hotel.

The hotel is not responsible for any problems (vehicle collisions, accidents, car-jacking, etc.) in the hotel's parking lot.

Article 14 Luggage Storage

The hotel provides luggage storage service for guests before and after check-in, but we do not accept cash, valuables, or other expensive items. Please be aware that the hotel cannot be held responsible for any accidents or theft that may occur with your luggage.

... and upwards

Hotel Quest Shimizu
366-7101

3-27 Masagomachi, Shimizu-ku, Shizuoka City, Shizuoka

Prefecture TEL 054-

Terms of Use

In order to ensure the safety and comfort of our guests, we have established the following rules of use in accordance with Article 11 of the Hotel's Accommodation Agreement. Please note that if you do not abide by these rules, we will refuse your stay and use of the hotel's facilities, and you will be liable for any damages incurred by us.

- (1) Drunken persons, vagrants, persons with infectious diseases, persons related to organized crime groups, minors who are not accompanied by their guardians, and persons who may cause trouble to other guests will be refused accommodation. In addition, even if the check-in procedure has already been completed, if the hotel judges that a nuisance act (violent act, frightening act, and excessive claim act) has been performed, the guest will be asked to leave the hotel. In this case, we will not refund even if you have already paid the accommodation charge.
- (2) No persons other than hotel guests are allowed in the hotel rooms.
- (3) No commercial activities are allowed in the hotel except for hotel contractors.
(Delivery health services, solicitation, sales, etc.)
- (4) Hotel equipment belongs to the hotel, and in the event that said equipment or fixtures are damaged, defaced, or taken away, the hotel will charge the equivalent amount of various expenses.
- (5) The following items are not permitted in the hotel
Animals (guide dogs and service dogs are allowed)
Explosives, volatile oils, and other flammable or combustible materials
Significantly large quantities of goods
Significantly offensive odors
Firearms, swords, and medicines that are not legally permitted to be possessed
Other items deemed inappropriate by the hotel
- (6) Hotel room charges will be settled at check-in by credit card, cash, or electronic money. The same method of settlement will be used for any other charges incurred.
- (7) Please refrain from cooking or serving food and beverages in your room.
- (8) In the event that a room cannot be provided due to overbooking, breakdown, etc., we will arrange accommodation with the same contents as our hotel, but in the unlikely event that a room cannot be secured, we will pay a compensation fee equivalent to the room charge, which will be considered compensation for damages. However, in the event of natural disasters, unexpected equipment failure, or other reasons not attributable to our hotel, we will not be able to compensate for damages.
- (9) We are not responsible for theft or loss of valuables or personal belongings in our facility. Please note that we are not able to keep your cash or valuables.