

## House Regulations

Every guest is requested to observe and comply with the following Regulations established by Courtyard by Marriott Tokyo Station to maintain the quality of the hotel and to ensure that Hotel guests have a pleasant and safe stay in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts. If a guest does not comply with the House Regulations, Courtyard by Marriott Tokyo Station may choose not to permit further use by the guest of the guest's Hotel room and other Hotel facilities pursuant to Section 1 of Article 7 of said Terms and Conditions.

Courtyard by Marriott Tokyo Station will not be liable to any guest or other person for any damage caused by his/her failure to comply with the House Regulations.

### Article 1. (GUEST ROOMS)

- ( 1 ) Please refrain from using your room for purpose other than lodging.
- ( 2 ) Please do not use guest rooms for business activities or private parties, as offices or for any purposes other than accommodation use, without the consent of the Hotel.
- ( 3 ) Please refrain from smoking in places that may easily catch fire, especially in bed.
- ( 4 ) Please do not use and bring in inflammables for heating, cooking, or the like, irons, etc., in the guest room or the corridors without the consent of the Hotel.

### Article 2. (VALUABLES)

- ( 1 ) Please deposit your cash and valuables in the safety box either in your room or at the front desk. Safety box use is limited to the period of your stay. The Hotel is not responsible for loss or theft of any valuables.
- ( 2 ) When you use a key-lockable locker in the Hotel, please make sure to lock it.

### Article 3. (GUEST ROOM KEYS AND LOCK)

- ( 1 ) When leaving your room, please make sure the door is locked.
- ( 2 ) Please use the door latch whenever you are in your rooms.
- ( 3 ) When someone knocks on the door, first open it without unlatching. Please check through the peephole when available.

### Article 4. (VISITORS)

- ( 1 ) Please do not let any visitor use the equipment and furniture in the guest room.
- ( 2 ) Please refrain from inviting outside visitors to your guest room after 10 p.m.

### Article 5. (PAYMENT)

- ( 1 ) You may be requested to settle your account at some point during your stay. If so, please make payment at that time.
- ( 2 ) Please understand that a deposit is requested upon your arrival or extending your stay at the Hotel.
- ( 3 ) In circumstances where a party other than the staying guest is to make payment for charges incurred by the Guest and payment is not made by determined date, the Hotel shall request payment directly from the Guest.
- ( 4 ) Payment of charges incurred in during use of the Hotel shall be settled with cash, credit cards or a means accepted by the Hotel in place of such.
- ( 5 ) When signing for bills at the Hotel restaurants and bars, please show your room key or key card.

### Article 6. (PLEASE REFRAIN FROM SUCH ACTIVITY AS DESCRIBED BELOW THAT MAY CAUSE A NUISANCE TO OTHER GUESTS OF THE HOTEL.)

- ( 1 ) Bringing dogs, birds, other animals or pets.
- ( 2 ) Bringing objects emitting a foul odor into the Hotel.
- ( 3 ) Bringing objects of an unusually large size or in unusually large quantities into the Hotel.
- ( 4 ) Bringing firearms, sword, drugs or other articles, the possession of which is prohibited by the law of Japan into the Hotel.
- ( 5 ) Bringing explosives or inflammable substances into the Hotel.
- ( 6 ) Gambling, behavior corrupting of public morals.
- ( 7 ) Drinking heavily, making loud noises, singing, creating a disturbance or any other disgusting behavior.
- ( 8 ) Leaving your guest room attired in a bathrobe, slippers, and the like.
- ( 9 ) Distribution of advertising or publicity literature, sales of goods or other such activity within the Hotel.
- (10) Bringing and ordering meals and drinks to be delivered from outside the Hotel.
- (11) Placing any personal belongings in the lobby or hall way.
- (12) Accommodations to minors without an appropriate attendant.
- (13) Guest who behaves in a manner which may physically or mentally cause harm to other guests and property as well as his/her own self due to dementia or intoxication.
- (14) A sick or injured person without an appropriate attendant.
- (15) In case of breakage or loss to Courtyard by Marriott Tokyo Station's facilities and equipment, Courtyard by Marriott Tokyo Station's may claim damages.
- (16) Please do not remove, alter any equipment or fixtures of the Hotel or use for purposes other than those intended.
- (17) The Hotel shall refuse to accommodate people behaving unpleasantly toward other guests or who carry a disease which causes an annoyance to other guests.
- (18) Guests are reminded that unauthorized publication for commercial purpose of photographs taken on premises of the Hotel is prohibited.

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(19) Entering the area of Back of House, machine room, emergency exit except in the case of emergency.

### Article 7. (LOST AND FOUND)

( 1 ) Lost property and items left at the Hotel will be handled in accordance with the law.

### Article 8. (UNCLAIMED ITEMS)

( 1 ) Unclaimed items shall be held during your stay.

( 2 ) Fresh products shall not be taken in principle.

### Article 9. (GOVERNING LANGUAGE)

( 1 ) These Provisions are written both in Japanese and in English. In the event of any inconsistency or difference between the two versions of these provisions, the Japanese version shall prevail in all respects.

## Terms & Conditions for Accommodation Contracts

### Article 1. (Scope of Application)

1. Contracts for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions, and any particulars not provided for herein shall be governed by laws and regulations ("laws and regulations," or those based on laws and regulations. The same shall apply hereinafter), and/ or generally accepted practices.
2. In the case where the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations or generally accepted practices, notwithstanding the preceding paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

### Article 2. (Application for Accommodation Contracts)

1. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:
  - (1) Name of the Guest(s);
  - (2) Date(s) of accommodation and estimated time of arrival;
  - (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in the Attached Table No.1.); and Credit Card payment information.
  - (4) Other particulars deemed necessary by the Hotel.
2. If the Guest requests, during his/her stay, an extension of the accommodation beyond the date(s) in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

### Article 3. (Conclusion of Accommodation Contracts, etc.)

1. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply where it has been proven that the Hotel has not accepted the application.
2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit fixed by the Hotel within the limits of the Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Hotel.
3. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest then secondly for the cancellation charges under Article 6 and thirdly for the reparations under Article 17 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 11.
4. When the Guest has failed to pay the deposit by the date as stipulated in Paragraph 2 the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.

### Article 4. (Special Contracts Requiring No Accommodation Deposit)

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.
2. In the case where the Hotel has not requested the payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, the Hotel shall be treated as having accepted a special contract prescribed in the preceding Paragraph.

### Article 4-2. (Request for cooperation in infection control measures at facilities)

1. The Hotel may request cooperation from the person who intends to stay at the hotel in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

### Article 5. (Refusal of Accommodation Contracts)

1. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.
  - (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions.
  - (2) When the Hotel is fully booked and there is no vacancy.
  - (3) When the Guest seeking accommodation is deemed liable to conduct himself/herself in a manner that will violate laws or act against the public order or good morals in regard to his/her accommodation.
  - (4) When the person who intends to stay at this hotel is deemed to fall under any of the following items (a) through (c).
    - (a) Organized Crime Groups as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Groups (Act No. 77 of 1991) (hereinafter referred to as "Organized Crime Groups"), members of organized crime groups as defined in Article 2, Item 6 of the same article (hereinafter referred to as "Members of Organized Crime Groups"), associate members of organized crime groups or persons related to organized crime groups, or other antisocial groups.
    - (b) When the person is an organized crime group or a corporation or other organization whose business activities are controlled by an organized crime group or a member of an organized crime group.
    - (c) A person who is a juridical person and one of its officers falls under the category of an organized crime group member.
  - (5) When the person is behaving in such a manner as to be an annoyance to other guests.
  - (6) When a person who intends to stay at this hotel is a patient, etc. of a specified infectious disease as defined in Article 4-2, paragraph 1, item 2 of the Hotel Business Act (hereinafter referred to as "patient, etc. of specified infectious disease").

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- (7) When a violent act of demand is committed or a burden exceeding a reasonable range is demanded with regard to accommodation (Excluding cases where the person seeking accommodation requests the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act (Act No. 65 of 2013. Hereinafter referred to as the "Act on Elimination of Discrimination against Persons with Disabilities") on Promotion of Elimination of Discrimination on the Basis of Disability.).
- (8) When the person who intends to stay in the Hotel has repeatedly made a request to the Hotel as specified in Article 5 -6 of the Enforcement Regulations of the Hotel Business Act as a request whose burden is excessive in its implementation and which may seriously impede the provision of accommodation-related services to other guests.
- (9) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes.
- (10) When the case falls under the grounds for refusing accommodation as stipulated in the "Ordinance for Enforcement of the Ryokan Business Law" enacted by the relevant prefecture based on "other grounds stipulated by the prefecture by ordinance".

### Article 5-2. (Explanation of refusal to conclude a contract of accommodation)

1. The person who intends to stay may request the Hotel to explain the reasons for its refusal to enter into a contract of accommodation in accordance with the preceding article.

### Article 6. (Right to Cancel Accommodation Contracts by the Guest)

1. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel
2. In the case where the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case where the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the Attached Table No.2. However, in the case where a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the Guest.
3. In the case where the Guest does not appear by 6:00 p.m. of the accommodation date (or 2 hours after the expected time of arrival if the Hotel is notified of it) without an advance notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

### Article 7. (Right to Cancel Accommodation Contracts by the Hotel)

1. The Hotel may cancel the Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that this hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.
  - (1) When the Guest is deemed liable for conduct and/or has conducted himself/herself in a manner that will violate laws or act against the public order and good morals in regard to his/her accommodation.
  - (2) When it is recognized that the Guest falls under any of the following items (a) through (c).
    - (a) When the Guest is a crime group, a member of a crime group, a quasi-constituent of a crime group, or a person related to a crime group, or any other antisocial group.
    - (b) When the Guest is a juridical person or other organization whose business activities are controlled by a crime group or a member of a crime group.
    - (c) When the Guest seeking accommodation is a corporation which any of directors are proven to be a member of an organized crime group.
  - (3) When the Guest is behaving in such a manner as to be an annoyance to other guests.
  - (4) When the Guest is a patient, etc. of specified infectious disease.
  - (5) When the Guest who intends to stay at the accommodation commits a violent demand act or asks for a burden exceeding a reasonable range with regard to the accommodation (except when the guest requests the removal of social barriers as provided in Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on Elimination of Discrimination against Persons with Disabilities).
  - (6) When the Guest repeatedly makes a request to this hotel that is so burdensome in its implementation that it may seriously impede the provision of accommodation-related services to other guests, as specified in the Article 5 -6 of the Enforcement Regulations of the Hotel Business Act.
  - (7) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure.
  - (8) When the case falls under the grounds for refusing accommodation as stipulated in the "Ordinance for Enforcement of the Ryokan Business Law" enacted by the relevant prefecture based on "other grounds stipulated by the prefecture by ordinance".
  - (9) When the Guest does not observe prohibited actions such as smoking in bed, tampers with fire-fighting facilities and otherwise breaches Hotel Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid causing fires).
2. In the case where the Hotel has cancelled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not be entitled to charge the Guest for any services which he/ she has not received.

### Article 7-2. (Explanation of Cancellation of Accommodation Contract)

1. In the event that the Hotel cancels the accommodation contract in accordance with the preceding article, the Guest may request an explanation of the reasons for such cancellation.

### Article 8. (Registration)

1. The Guest shall register the following particulars at the front desk of the Hotel on the day of accommodation:
  - (1) Name, address and contact information of the Guest(s).
  - (2) Nationality and passport number for foreigners who do not have a domicile in Japan.
  - (3) Other particulars deemed necessary by the Hotel
2. In the case where the Guest intends to pay his Accommodation Charges prescribed in Article 12 by any means other than cash in Japanese currency, such as traveler's cheques, coupons or credit cards, such means of payment shall be shown in advance at the time of the

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registration prescribed in the preceding Paragraph.

### Article 9. (Occupancy Hours of Guest Rooms)

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 3 p.m. on the day of registration until 12 p.m. (noon) on the day of departure.
2. The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, extra charges shall be paid as follows:
  - (1) excess until 3 hours: 30% of the room charge
  - (2) excess until 6 hours: 50% of the room charge
  - (3) excess after 6 hours: 100% of the room charge

### Article 10. (Observance of House Regulations)

1. The Guest shall observe House Regulations established by the Hotel, which are posted within the premises of the Hotel.

### Article 11. (Business Hours)

1. The business hours of the Hotel facilities shall be notified in detail by brochures as provided, notices displayed in various places, the Service Directory in guest rooms and other means.
2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable circumstances of the Hotel. In such cases, the Guest shall be informed by appropriate means.

### Article 12. (Payment of Accommodation Charges)

1. The breakdown and method of calculation of the Accommodation Charges, etc., that the Guest shall pay are as listed in the Attached Table No.1.
2. Accommodation Charges, etc., as stated in the preceding Paragraph, shall be paid at the front desk at the time of the Guest's departure or upon request by the Hotel in cash in Japanese currency, or by such other means as shall be acceptable to the Hotel such as traveler's cheques, coupons or credit cards.
3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities once such facilities have been made available to him/her by the Hotel.

### Article 13. (Liabilities of the Hotel)

1. The Hotel shall compensate the Guest for any damages, if the Hotel has caused such damages to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in the case where such damage has been caused due to reasons for which the Hotel is not liable.
2. The Hotel has received the Certificate for Fire Prevention issued by the Fire Department. Furthermore, the Hotel is covered by a Hotel Liability Insurance in order to deal with unexpected fires and/or other disasters.

### Article 14. (Handling when Unable to Provide Contracted Rooms)

1. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.
2. When arrangement of other accommodations cannot be made notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodations due to causes for which the Hotel is not liable, the Hotel will not pay the compensation fee to the Guest.

### Article 15. (Handling of Deposited Articles)

1. The Hotel shall compensate the Guest for any loss, breakage or other damage caused to goods, cash or valuables deposited at the front desk by the Guest, except in the case when this has occurred due to causes of force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report the kind and value thereof but the Guest has failed to do so, the Hotel shall compensate the Guest up to the maximum of 150,000 yen.
2. The Hotel shall compensate the Guest for any loss, breakage or other damage caused, through intention or negligence on the part of the Hotel, to goods, cash or valuables which are brought onto the premises of the Hotel by the Guest but are not deposited at the front desk. However, for articles of which the kind and value have not been reported in advance by the Guest, the Hotel shall compensate the Guest up to the maximum of 150,000 yen.

### Article 16. (Custody of Baggage and/or Belongings of the Guest)

1. When baggage of the Guest is brought into the Hotel before his/ her arrival, the Hotel shall be liable to keep it and to hand it over to the Guest at the front desk at the time of his/her check-in only if the Hotel has agreed to do so in advance.
2. When baggage or belongings of the Guest are left behind after his/her check-out, and the ownership of such articles are confirmed, the Hotel shall inform the owner of such articles and ask for instructions. When no instruction is given to the Hotel by the owner so informed or when the ownership is not confirmed, the Hotel shall keep the article for 6 months and 14 days including the date it is found, and after this period, the Hotel shall dispose of it according to the Lost Property Act.
3. The Hotel's liability in regard to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be assumed in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1 of this Article, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2 of this Article.

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Article 17. (Liability in regard to Parking)

1. The Hotel shall not be liable for the custody of a vehicle of the Guest when the Guest utilizes the parking area or the space in front of the Entrance of the Hotel, whether the key of the vehicle has been deposited to the Hotel or not as the Hotel merely offers the space for parking. However, the Hotel shall compensate for any damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

Article 18. (Liability of the Guest)

1. The Guest shall compensate the Hotel for any damage caused through intention or negligence on the part of the Guest.

Article 19. (Policies Concerning Personal Information Protection)

1. The Hotel shall ensure the protection of personal information that the Guest provides in conjunction with the Accommodation Contract under the "Act On the Protection of Personal Information".

Article 20. (Governing Language)

1. These Provisions are written both in Japanese and English. In the event of any inconsistency or difference between the two versions of these Provisions, the Japanese version shall prevail in all respects.

Table No. 1. Calculation Method for Accommodation Charges, etc

		Contents
Total Amount to be paid by guests	Accommodation Charge	(1) Basic Accommodation Charge (Room Charge) (2) Service Charge((1) x 10%)
	Extra Charges	(3) Meals and Drinks and other Expenses (4) Service Charge((3) x 10%)
	Tax	(5) Consumption Tax (6) Tokyo Accommodation Tax

Table No. 2. Cancellation Charge

No Show	100%
Accommodation day	100%
1 Day before	After 6 p.m. 100%

1. The percentage signifies the rate of cancellation charges to the Basic Accommodation Charges, service charge and consumption tax from the entire period.
2. When the number of days contracted is shortened, cancellation charge for the first day shall be paid by the Guest regardless of the number of days shortened