

Terms of Use

Please read carefully before making a reservation.

By using the facilities of "Pension SORA," you agree to the following Terms of Use and Accommodation Agreement. Please note that making a reservation via our website, phone, or in person constitutes your acceptance of these terms.

To ensure our guests enjoy a safe and comfortable stay at Pension SORA, we have established the following Terms of Use based on Article 10 of the Accommodation Contract. We kindly ask for your cooperation in adhering to them.

Failure to comply with these terms may result in the termination of your accommodation contract.

Terms of Use for Pension SORA

1. Use is not permitted if the number of guests exceeds the capacity.
(This capacity does not include up to two infants sharing a bed with adults.)
2. Guests may not invite non-staying friends to use the facility, parking lot, or garden. Furthermore, use by more than the reserved number of guests is strictly prohibited.
3. Should overcapacity be discovered, immediate eviction will be enforced, and a penalty fee (at least double the total stay cost) will be charged.
4. When staying across multiple facilities, gathering in one facility beyond its capacity is prohibited for safety and facility capacity reasons.

Regarding Pension SORA (hereinafter referred to as "the facility")

1. Smoking is strictly prohibited throughout the entire facility (including e-cigarettes and heated tobacco products). If smoke odors or traces are detected, you may be held responsible for house cleaning fees and the cost of replacing bedding or furnishings. Smoking is permitted only in designated areas.
2. Guests are responsible for the full cost of repairing any damage or soiling to the facility's equipment, appliances, furniture, or items, whether intentional or accidental. This does not apply if insurance coverage is available.
3. The facility's equipment and furnishings are provided for use during your stay only and may not be taken home. Please do not remove them from the premises.
4. The following items are prohibited from being brought into this facility:
 - ① Hazardous materials such as explosives, gasoline, kerosene, chemicals, toxic gases, volatile

oils, etc.

- ② Decaying substances, unclean items, or other items emitting moisture, foul odors, strange smells, or odors
- ③ Dogs, cats, birds, reptiles, and all other animals or pets
- ④ Excessively large quantities of items
- ⑤ Firearms, swords, stimulants, narcotics, and other drugs not permitted by law
- ⑥ Other items prohibited by law, etc.

Terms of Use

1. Non-guests are strictly prohibited from entering the premises.
2. Minors may not use the facilities without adult supervision.
3. Refrain from any activities that disturb the peace, such as gambling, disorderly conduct, loud singing, playing musical instruments, or loud conversations that may disturb neighbors.
4. Please be mindful of noise levels, including voices and fireworks, after 9:00 PM.
5. Use for purposes other than lodging, such as exhibitions, parties, photo shoots, or other events, is prohibited without the manager's permission.
6. If disruptive behavior, such as loud shouting, causes disturbance to neighbors, they may report it to the police. In such cases, the guest using the facility will bear full legal responsibility.
7. Refrain from any speech or actions that significantly disturb other guests.
8. Anti-social use of the facility is prohibited.
9. Refrain from significantly altering or decorating the interior or exterior.
10. We assume no responsibility for any accidents caused by natural disasters, guest negligence, or failure to comply with these terms.
11. Please note that the facility manager and staff assume no responsibility whatsoever for damage, theft, or accidents involving guests' vehicles or personal belongings.
12. Do not touch employee-only items such as shelves, doors, equipment, firefighting equipment, cleaning tools, or vehicles.
13. Please separate any garbage generated during your stay into 'Combustible Garbage', 'Food Waste', 'PET Bottles', and 'Cans/Bottles'.
14. Cardboard boxes, Styrofoam boxes, one-liter bottles, household garbage brought from home, and other large or bulky items must be taken back with you.
15. Accommodation fees include utilities (electricity, gas, water). However, excessive usage beyond socially acceptable norms will incur additional charges. Please conserve water and electricity.
16. Staff may patrol the premises for management purposes.

17. Please be advised that if a serious violation by a guest is discovered, we will terminate their stay immediately and no refund will be given. Furthermore, we will refuse future stays at our facility.

18. Check-out is at 10:00 AM. Please finish packing your belongings and sorting your trash at least 10 minutes before check-out.

19. Staff will conduct an inspection of the room upon check-out. Please call a staff member when you are ready.

Security Guidelines

1. Please notify our staff whenever you leave the premises during your stay.
2. Ensure all doors are locked during your stay, especially at night. If you notice any suspicious individuals, contact our staff or the police immediately.
3. Please refrain from meeting visitors inside the facility.

Regarding Fireworks

1. Only handheld fireworks and fountain fireworks that do not produce loud noises are permitted, and only on the ground within the premises. Please follow staff instructions.
2. Fireworks that produce loud noises, such as aerial fireworks, rocket fireworks, and firecrackers, are prohibited.
3. After use, place fireworks in the provided extinguishing bucket and ensure they are completely extinguished.
4. Fireworks are prohibited during inclement weather such as strong winds. Please follow staff instructions.
5. Please be mindful of noise from fireworks after 9:00 PM.
6. Fireworks must be finished by 10:00 PM.

Regarding Pets

1. Pets are not permitted.

(Scope of Application)

Article 1

1. Accommodation contracts and related agreements concluded between this accommodation facility (hereinafter referred to as “this facility”) and guests shall be governed by the provisions of these Terms and Conditions. Matters not specified herein shall be governed by applicable laws and regulations or generally established customs.

2. Notwithstanding the preceding paragraph, if the Hotel agrees to special terms not contrary to laws, regulations, or established customs, such special terms shall take precedence.

(Application for Accommodation Contract)

Article 2

1. Persons wishing to apply for an accommodation contract with the Hotel shall provide the following information to the Hotel:

- (1) Guest's name, address, age, gender, telephone number, email address, date of birth, etc.
- (2) Dates of stay and estimated arrival time
- (3) Number of guests
- (4) Accommodation charges (generally based on the Hotel's standard rate schedule)
- (5) Other matters deemed necessary by the Hotel

2. Should any changes occur to the information provided to this accommodation facility under the preceding paragraph, the revised details must be promptly notified to this accommodation facility.

3. If a guest requests to extend their stay beyond the date specified in Item 2 of Paragraph 1 during their accommodation period, this facility shall treat such a request as a new application for an accommodation contract made at the time the request is made.

(Establishment of Accommodation Contract, etc.)

Article 3

1. The lodging contract shall be established when the hotel accepts the application under the preceding article. However, this shall not apply if the hotel proves it did not accept the application.

2. When the lodging contract is established pursuant to the preceding paragraph, the guest shall pay the application fee specified by the hotel, limited to the basic lodging fee for the lodging period (or for three days if the period exceeds three days), by the date specified by the hotel.

3. The reservation deposit shall first be applied to the final accommodation charges payable by the guest. Should circumstances arise where the provisions of Article 6 and Article 18 apply, the deposit shall be applied in the following order: first to cover any penalty charges, then to cover any compensation. Any remaining balance shall be refunded at the time of payment of

charges pursuant to Article 12.

4. Should any of the following circumstances arise, the hotel may treat the reservation as having been made without genuine intent to stay, and the lodging contract shall become void:

(1) Failure to pay the lodging fee specified in Paragraph 2 by the date before the start of the stay or by the date specified by the hotel, as stipulated in that paragraph.

(2) When attempts to contact the provided contact information under Paragraph 1 of the preceding article fail to establish contact within 10 days from the date of the first attempt (or until 3:00 PM on the day of the scheduled stay if the number of days until the stay is less than 10).

(3) When contact from the hotel is refused.

5. In cases falling under items (2) and (3) of the preceding paragraph, the hotel cannot refund any lodging fees already received.

(Special Agreement Exempting Payment of Application Fee)

Article 4

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may agree to a special arrangement exempting the payment of the application fee specified in that paragraph after the contract has been concluded.

2. If the Hotel does not request payment of the application fee under Paragraph 2 of the preceding Article when accepting an application for an accommodation contract, or if it does not specify a payment date for said application fee, it shall be treated as having agreed to the special provision under the preceding paragraph.

(Refusal to Conclude an Accommodation Contract)

Article 5

1. The Hotel may refuse to conclude an accommodation contract in the following cases:

(1) When the application for lodging does not comply with these Terms and Conditions.

(2) When there are no available rooms due to full occupancy.

(3) When the person seeking lodging is deemed likely to engage in conduct contrary to laws and regulations, public order, or public morals in connection with the lodging.

(4) When the person seeking lodging is deemed to fall under any of the following subparagraphs (a) to (c).

a. Organized crime groups as defined in Article 2, Item 2 of the Act on Prevention of Unjust

Acts by Organized Crime Group Members (Act No. 77 of 1991) (hereinafter referred to as “organized crime groups”), organized crime group members as defined in Article 2, Item 6 of the same Act (hereinafter referred to as “organized crime group members”), quasi-members of organized crime groups, persons associated with organized crime groups, or other antisocial forces.

b. When the customer is a corporation or other organization controlled by a violent group or violent group member in its business activities.

c. When the customer is a corporation that has an officer who qualifies as a violent group member.

(5) When the person seeking lodging engages in conduct that causes significant nuisance to other lodging guests.

(6) When the person seeking lodging is clearly recognized as suffering from a contagious disease.

(7) When violent demands are made regarding the lodging, or when burdens exceeding reasonable limits are requested.

(8) When lodging cannot be provided due to natural disasters, facility malfunctions, or other unavoidable reasons.

(9) When only minors without parental permission are to stay.

(10) When the application for lodging is made for the purpose of transferring the right to stay to another party.

(11) When the applicant has concealed the purpose of seeking economic benefit from the reserved room.

(12) When the applicant fails to comply with the prohibited acts stipulated in the usage rules established by this facility.

(Guest's Right to Cancel the Contract)

Article 6

1. Guests may cancel the lodging contract by notifying the hotel.

2. Should a guest cancel all or part of the lodging contract for reasons attributable to the guest (excluding cases where the hotel specified a payment date for the reservation deposit under Article 3, Paragraph 2 and requested payment, and the guest cancels the contract before making such payment), the hotel shall charge a separately stipulated penalty fee (cancellation fee). However, this shall only apply if the hotel has informed the guest of the obligation to pay a penalty fee upon cancellation when agreeing to the special arrangement under Article 4, Paragraph 1.

3. If a guest fails to arrive by 6:00 PM on the scheduled arrival date (or 2 hours after the specified arrival time, if one was provided in advance) without contacting the hotel, the hotel may treat the accommodation contract as having been canceled by the guest.

(Right of the Hotel to Terminate the Contract)

Article 7

1. The Hotel may terminate the lodging contract in the following cases:

(1) When the guest is deemed likely to engage in conduct contrary to laws and regulations, public order, or public morals in connection with the lodging, or when such conduct is deemed to have occurred.

(2) When the guest is deemed to fall under any of the following items (i) to (iii):

(i) Organized crime groups, members of organized crime groups, quasi-members of organized crime groups, persons associated with organized crime groups, or other antisocial forces.

(ii) Corporations or other organizations whose business activities are controlled by organized crime groups or members thereof.

(iii) Corporations whose officers include persons who are members of organized crime groups.

(3) When a guest engages in conduct that causes significant inconvenience to other guests.

(4) When a guest engages in conduct that causes significant nuisance to nearby residents.

(5) When a guest makes violent demands or demands burdens exceeding reasonable limits against the hotel or its employees.

(6) When a guest is clearly recognized as suffering from a contagious disease.

(7) When accommodation cannot be provided due to reasons attributable to force majeure such as natural disasters.

(8) When the circumstances fall under the provisions of Article 6 of the Wakayama Prefecture Inn Business Act Enforcement Ordinance.

(9) When the guest fails to comply with the prohibited items specified in the usage rules established by the hotel (limited to those necessary for fire prevention), such as smoking outside designated areas, tampering with firefighting equipment, etc.

(10) When the guest transfers or attempts to transfer the right to stay.

(11) When it is discovered that the guest has exceeded the number of persons specified in the lodging contract application without permission.

(12) When the guest violates these Terms and Conditions or the hotel's usage rules.

2. Notice of termination based on the preceding paragraph shall be given verbally or via

telephone, email, or written notice to the contact information provided by the guest pursuant to Article 2. If such notice fails to reach the contact information provided pursuant to Article 2, the provisions of Article 3, Paragraph 3 shall apply, and the notice shall be deemed to have been received upon the expiration of the period it would normally take to reach the recipient.

3. When the Hotel cancels the accommodation contract based on the preceding paragraph, the Hotel shall not charge the guest for any accommodation services or other charges for which the guest has not yet received service.

(Registration for Accommodation)

Article 8

1. Guests shall register the following information at the hotel front desk on the day of their stay:

(1) The guest's name, age, gender, address, occupation, telephone number, emergency contact information, and presentation of identification (driver's license, student ID, residence card, etc.) along with submission of a copy. However, if you do not have a copy, you must consent to us making a copy.

(2) Departure date and scheduled departure time

(3) Other information deemed necessary by the hotel

2. When using this hotel, in addition to the provisions of these Terms and Conditions and other usage regulations, we may ask you to present official identification for identity verification.

3. For stays by “foreign nationals without a domestic address in Japan,” in accordance with legal requirements, we will request the provision of your name, address, occupation, nationality, and passport number, along with the presentation and submission of a copy of your passport. However, if you do not have a copy, you must consent to us making a copy.

(Facility Usage Hours)

Article 9

1. Guests may use the facility from 3:00 PM until 10:00 AM the following morning. However, for consecutive stays, guests may use the facility throughout the day, excluding the arrival and departure dates.

2. Notwithstanding the preceding paragraph, the facility may permit use outside the hours specified therein. In such cases, the following additional fees shall apply:

- (1) Up to 3 hours over: 30% of the basic accommodation fee
- (2) Up to 6 hours over: 50% of the basic accommodation fee
- (3) For 6 hours or more over the standard hours: 100% of the basic accommodation fee

(Compliance with Usage Rules)

Article 10

1. Guests shall comply with the usage rules separately established by the hotel and posted on the official website, as well as the usage rules posted within the hotel premises.

(Business Hours)

Article 11

1. The business hours for the main facilities of this hotel are as follows. Detailed business hours for other facilities are posted on our official website, displayed at various locations within the hotel, and provided in the information files in guest rooms.

(1) Front Desk Service Hours:

- a. Curfew: 11:00 PM
- b. Reception Service: 9:00 AM to 9:00 PM

2. The hours listed in the preceding paragraph may be temporarily changed when necessary and unavoidable. In such cases, notification will be provided by appropriate means.

(Payment of Fees)

Article 12

1. The breakdown of accommodation fees and other charges payable by guests shall be as listed in the respective accommodation fee schedules on our official website.
2. Payment of the accommodation fees and other charges specified in the preceding paragraph shall be made by bank transfer by the date specified by the hotel, or in cash (Japanese yen) at the front desk upon the guest's arrival or when requested by the hotel.
3. Even if a guest chooses not to stay after the hotel has provided the guest room and made it available for use, the accommodation fee shall be charged.

(Responsibility of the Hotel)

Article 13

1. The hotel shall compensate guests for damages incurred due to the hotel's performance or

non-performance of the lodging contract and related contracts. However, this shall not apply if the damages were not attributable to the hotel's fault.

2. The Hotel shall not be liable for any damage arising from equipment failure, software failure, or communication success/failure due to the guest's use of computer communications such as internet access in the guest room. Furthermore, the Hotel shall not be liable for any damage arising from the inability to use such services due to system failure or technical issues, or from communication interruptions.

3. The hotel maintains lodging liability insurance to address unforeseen events such as fire.

(Handling When Contracted Rooms Cannot Be Provided)

Article 14

1. If the hotel cannot provide the contracted room to a guest, it shall, with the guest's consent, arrange alternative lodging facilities under conditions as similar as possible to the contracted room.

2. Notwithstanding the preceding paragraph, if the hotel cannot arrange alternative lodging, it shall pay the guest compensation equivalent to the penalty fee, which shall be applied toward damages. However, no compensation shall be paid if the hotel is not at fault for the inability to provide the room.

(Handling of Deposited Items)

Article 15

1. The hotel shall not be liable for any loss of items, cash, or valuables brought into guest rooms by guests.

(Storage of Guests' Luggage or Personal Belongings)

Article 16

1. If a guest's luggage arrives at the hotel prior to their check-in, the hotel will store it only if the hotel has given prior approval. The luggage will be handed over to the guest at the front desk upon check-in.

2. If a guest's luggage or personal belongings are left behind at the hotel after the guest has checked out, and the owner is identified, the hotel shall contact the owner and seek their instructions. However, if no instructions are received from the owner or the owner cannot be

identified, the items shall be stored for 7 days including the day of discovery, after which they shall be reported to the nearest police station.

3. The hotel's liability for the storage of a guest's luggage or personal belongings in the cases described in the preceding two paragraphs shall be governed by the provisions of the preceding article in the case of paragraph 1, and by the provisions of paragraph 2 of the same article in the case of the preceding paragraph.

(Parking Responsibility)

Article 17

1. When guests use the hotel's parking lot, regardless of whether vehicle keys are deposited, the hotel provides the space but does not assume responsibility for managing the vehicles.

(Guest Liability)

Article 18

1. Should the hotel suffer damage due to a guest's intentional act or negligence, the guest shall compensate the hotel for such damage.

<Breakdown of Compensation for Business Interruption until Damage is Repaired>

Total Amount Payable by Guest

◆ Full cost of soiling, destruction, damage, theft, etc., of fixtures, furnishings, interior/exterior finishes, etc.

◆ Accommodation compensation fee (basic accommodation fee × number of days)

◆ Additional charges (facility usage fees, additional food costs) and other usage fees

◆ Taxes (consumption tax)

(Jurisdiction)

Article 19

1. Should litigation arise between the Facility and a Guest, the court with jurisdiction shall be the court having jurisdiction over the Facility's location.

(Supplementary Provisions)

1. Cancellation Policy

Penalty Fee (Cancellation Fee) Charges (Article 6, Paragraph 2)

14 to 8 days prior to the stay date: 30% of the accommodation fee

7 to 4 days prior to the stay date: 50% of the accommodation fee

3 days prior to the stay date through the day of arrival: 100% of the accommodation fee

No-shows without prior notice will be charged 100% of the accommodation fee.

2. For cancellations made between 14 days and 4 days prior to the check-in date during peak season, 50% of the accommodation fee will be charged.

Privacy Policy

Our inn values our guests' privacy and strives to protect personal information based on the following principles.

1. Acquisition of Personal Information

Our inn acquires personal information through lawful and fair means. The information guests provide upon check-in is required under the Hotel Business Act and is used to provide services at our inn.

2. Use of Personal Information

We use personal information only within the scope of the purposes stated at the time of acquisition and only to the extent necessary for conducting our business. Except as required by law, we will not provide personal information to third parties without the prior consent of the individual.

3. Management of Personal Information

We maintain the accuracy of personal information and manage it securely.

4. Disclosure, Correction, Suspension of Use, and Deletion of Personal Information

The hotel acknowledges that guests have the right to request disclosure, correction, suspension of use, deletion, etc., of their personal information. The hotel will promptly respond to such requests.

The contents of the Accommodation Terms and Conditions and Terms of Use are subject to change without prior notice.