

For Your Stay

Kurashiki Ivy Square (the “Hotel”) has the following terms and conditions of stay for guests. By staying with us, you acknowledge and agree to these Terms and Conditions.

Terms and Conditions of Stay

(Scope of Application)

Article 1.

1. The accommodation contract and any related agreements concluded between the Hotel and a guest are subject to these Terms and Conditions. Any matters not contained in these Terms and Conditions are subject to applicable laws and regulations (including rules and guidelines under applicable laws and regulations; the same applies below) or generally accepted practices.

2. Notwithstanding the preceding paragraph, if the Hotel agrees to a special arrangement that does not conflict with applicable laws and regulations or generally accepted practices, that special arrangement will prevail.

(Offer to Conclude an Accommodation Contract)

Article 2.

1. A person who makes an offer to conclude an accommodation contract with the Hotel must provide the Hotel with the following information:

- (1) Their name and telephone number (or mobile phone number)
- (2) The date(s) of stay and estimated time of arrival
- (3) The room charge (which is the base rate referred to in Schedule 1 unless other conditions apply)
- (4) Other information deemed necessary by the Hotel

2. At the Hotel’s request, a person who has made an offer to conclude an accommodation contract must immediately provide a guest registration form that includes their name, address, contact information, and other necessary information, even after the formation of the accommodation contract.

3. If, during their stay, a guest requests to extend the stay beyond the original date(s) of stay referred to in paragraph 1, item (2), the request will be treated as a new offer to conclude an accommodation contract at the time of the request.

4. A prospective guest who needs special accommodations or considerations must notify the Hotel when making an offer to conclude an accommodation contract. The Hotel will endeavor to meet the request to the extent possible.

5. A guest must bear any costs incurred by the Hotel for providing the special accommodations or considerations requested under the preceding paragraph.

(Formation of an Accommodation Contract)

Article 3.

1. An accommodation contract is deemed concluded when the Hotel accepts an offer made under the preceding Article.

2. If an offer to conclude an accommodation contract is made based on a room charge incorrectly quoted online or

by telephone and accepted by the Hotel, and the quoted charge is significantly lower than the Hotel's typical charges for the same period, the Hotel may cancel the accommodation contract on the grounds of "mistake" under the Civil Code, unless the rate is explicitly identified as a "limited offer," "special," or "campaign" price.

3. A guest may be contacted by the Hotel by telephone to confirm the reservation before the scheduled arrival date.

4. Upon formation of an accommodation contract under paragraph 1, the guest may be required to pay a deposit up to the base rate for the period of the stay (or for up to three nights, whichever is shorter) by the deadline specified by the Hotel.

5. The deposit will be applied first to the confirmed room charge payable by the guest and, if Article 6 or 18 applies, to the cancellation fee and finally to damages. Any remaining balance will be refunded at the time of payment of the rate under Article 13.

6. Failure to pay the deposit by the deadline specified by the Hotel under paragraph 4 will result in the cancellation of the accommodation contract, provided that the guest has been notified of such consequences in advance.

7. The Hotel requests payment of the room charge at check-in, but, for more than one stay, may request at any time interim settlement for the night(s) already stayed.

(Refusal to Conclude an Accommodation Contract)

Article 4. The Hotel may refuse to conclude an accommodation contract under any of the following circumstances (this provision does not imply that the Hotel may refuse a stay in any cases other than those listed in Article 5 of the Hotel Business Act):

- (1) The offer to conclude the accommodation contract does not comply with these Terms and Conditions.
- (2) There are no vacancies.
- (3) The Hotel is unable to accommodate the prospective guest due to a natural disaster, facility failure, staff shortage, or other compelling reasons.
- (4) For their stay, the prospective guest requests any accommodation that would cause an undue hardship to the Hotel (excluding a request for removal of social barriers under Article 7, paragraph 2 or Article 8, paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities [Act No. 65 of 2013]).
- (5) The prospective guest repeatedly makes unreasonable demands, as defined in Article 5-6 of the Regulations for Enforcement of the Hotel Business Act, that would cause an undue hardship to the Hotel and significantly interfere with the provision of services to other guests.
- (6) The prospective guest engages or may engage in any conduct that violates law or public policy in connection with their stay.
- (7) The prospective guest makes unjust demands through violent or intimidating means, such as physical violence, threats, or extortion.
- (8) The prospective guest disturbs other guests or visitors by being noisy or causing fear of danger or anxiety.
- (9) The prospective guest has previously engaged in any of the conduct specified in items (4) to (8) at the Hotel.
- (10) The prospective guest is deemed to fall under any of the following categories:
 - a. An organized crime group as defined in Article 2, item (ii) of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991) ("Organized Crime Group"), an organized crime group member as defined in Article 2, item (vi) of the same Act ("Organized Crime Group Member"), a quasi-member of an Organized Crime Group, a person associated with an Organized Crime Group, or a member of other

antisocial forces

- b. A corporation or other organization whose business activities are controlled by an Organized Crime Group or an Organized Crime Group Member
 - c. A corporation whose officers include an Organized Crime Group Member
- (11) The prospective guest is a patient with or a carrier of a specified infectious disease as defined in Article 4-2, paragraph 1, item (ii) of the Hotel Business Act.
 - (12) The prospective guest has difficulty ensuring their own safety due to mental incompetence, diminished capacity, a loss of self-control under the influence of drugs or alcohol, or other similar condition.
 - (13) The prospective guest conceals a commercial purpose when making an offer to conclude the accommodation contract.
 - (14) The Hotel determines that it is legally or practically unable to operate due to government orders, guidance, or recommendations.
 - (15) The Hotel lacks the physical or human resources necessary to implement infection control measures legally or practically required for guests and visitors with a fever or cough based on government orders, guidance, or recommendations.
 - (16) The prospective guest exhibits suspicious behavior, or there are other legitimate reasons for the Hotel to refuse them a stay.
 - (17) The prospective guest is subject to any of the items of Article 5 of the Okayama Prefectural Ordinance for Enforcement of the Hotel Business Act.

(Explanation of the Reason for Refusal to Conclude an Accommodation Contract)

Article 4-2. If the Hotel refuses to conclude an accommodation contract under the preceding Article, the prospective guest has the right to request an explanation of the reason.

(Request for Cooperation in Infection Control Measures)

Article 5.

1. The Hotel may request cooperation from prospective guests in measures to control a specified infectious disease under Article 4-2 of the Hotel Business Act.

2. Without due reason, a prospective guest may not refuse to meet a request for cooperation made under the preceding paragraph; if they refuse without due reason and are later identified as a patient with or a carrier of a specified infectious disease, they must compensate the Hotel for any losses, including expenses for infection control measures, such as disinfecting any facility used by them, and lost profits resulting from the Hotel's inability to use the facility while such measures are being taken.

(Liquidated Damages)

Article 6.

1. A guest who smokes (including smoking electronic cigarettes) in the guest room must pay a penalty of 30,000 yen, which includes expenses for cleaning or deodorizing the room.

2. In the case referred to in the preceding paragraph, if the room cannot be sold while the room is being cleaned or deodorized, the guest must pay an amount equivalent to the room rate for each night the room is not available, in addition to the above penalty.

(Guest's Right to Cancel the Contract)

Article 7.

1. A guest has the right to cancel the accommodation contract at any time by paying the Hotel the cancellation fee specified in Schedule 2.

2. If a guest fails to arrive by 8 p.m. (or within two hours of the estimated time of arrival, if specified by them in advance) on the scheduled day of arrival without contacting the Hotel, the Hotel may deem the contract to have been cancelled by them and charge the cancellation fee specified in Schedule 2.

(Hotel's Right to Cancel Contracts)

Article 8.

1. The Hotel has the right to cancel an accommodation contract under any of the following circumstances (this provision does not imply that the Hotel may refuse a stay in any cases other than those listed in Article 5 of the Hotel Business Act):

- (1) The guest falls under any of the circumstances specified in items (3) through (17) of Article 4 before or during the stay.
- (2) The guest damages or tampers with any firefighting or other equipment of the Hotel or otherwise violates the Hotel Policies.
- (3) The guest fails to immediately meet a request made by the Hotel under Article 2, paragraph 2.
- (4) The guest breaches the accommodation contract and fails to remedy the breach as demanded.

2. If the Hotel cancels an accommodation contract under the preceding paragraph, the guest will not be charged for accommodation or other services not yet provided. However, if the cancellation is due to the guest's conduct during the stay, they may be charged for such services not yet provided as a penalty.

(Explanation of the Reason for Cancellation of an Accommodation Contract)

Article 8-2. A guest has the right to request that the Hotel provide the reason if the Hotel cancels the accommodation contract under the preceding Article.

(Guest Registration)

Article 9.

1. On the day of arrival, a guest must register (provide) the following information at the Front Desk (the Hotel asks international guests to present their passports to verify their identities and keeps copies of the passports in accordance with government guidelines [the Ministry of Health, Labour and Welfare]):

- (1) Their name, address, and contact information
- (2) Their nationality and passport number (for international guests who do not reside in Japan)
- (3) Other information deemed necessary by the Hotel

2. A guest who intends to pay the room rate and other service charges specified in Article 13 by a non-cash method, such as traveler's checks, hotel vouchers, or a credit card, may be asked to present the payment method during the above registration process.

(Check-in and Check-out Times)

Article 10.

1. A guest may stay in the guest room from 3 p.m. on the day of arrival until 11 a.m. on the following day. However, if they stay for two or more consecutive nights, they may stay in the room all day, except on the days of arrival and

departure.

2. Notwithstanding the preceding paragraph, a guest may be allowed to stay in the guest room beyond the hours specified above; in this case, they may be charged the following additional charge:

- (1) Until 3 p.m.: 30% of the base rate
- (2) Until 6 p.m.: 50% of the base rate
- (3) From 6 p.m.: 100% of the base rate

(Compliance with the Hotel Policies)

Article 11. A guest must comply with the Hotel Policies separately provided as well as these Terms and Conditions.

(Business Hours)

Article 12.

1. The business hours for the Hotel's major facilities are as follows, with detailed business hours for other facilities provided in the brochures and notices available on the premises as well as the guest directories available in guest rooms:

- (1) Front Desk and other services
 - a. Curfew: None
 - b. Front Desk: 24 hours
 - c. Main Entrance: 6 a.m. to 11 p.m. (accessible with a room key outside these hours)
 - d. West Entrance (Back Entrance): 7 a.m. to 10 p.m.
- (2) Other facilities

The business hours are provided in the guest directories available in guest rooms or by other means.

2. The above business hours may be temporarily changed if necessary for compelling reasons. Any such changes will be announced by appropriate means.

(Payment)

Article 13.

1. The breakdown of the room charge and other service charges payable by a guest is provided in Schedule 1.

2. Upon their departure or when requested by the Hotel, a guest must pay the room charge and other service charges in cash or by an alternative method accepted by the Hotel, such as traveler's checks, hotel vouchers, or a credit card, at the Front Desk.

3. Even if a guest chooses not to stay after their guest room becomes available, they must pay the room charge.

(Hotel's Liability)

Article 14.

1. The Hotel is liable to guests for any damage arising from its performance or non-performance of their accommodation contracts or any other related agreements, except where the damage is not attributable to the Hotel.

2. The Hotel maintains hotel liability insurance to cover damage from fire and other accidents and disasters.

(Hotel's Responsibility for Room Unavailability)

Article 15.

1. If the Hotel is unable to provide a guest with the contracted guest room, the Hotel will arrange for comparable accommodations elsewhere with their consent.

2. Notwithstanding the preceding paragraph, if the above arrangements are impossible, the Hotel will pay the guest compensation equivalent to the cancellation fee as liquidated damages, except where the unavailability of the room is not attributable to the Hotel.

(Items Left at the Front Desk)

Article 16.

1. The Hotel will compensate guests for any lost or damaged items, cash, or valuables left at the Front Desk, except in cases of force majeure. However, for cash and valuables, if the guest fails to respond to the Hotel's request to declare their type and value, compensation will be limited to 150,000 yen.

2. The Hotel cannot accept cash totaling 150,000 yen or more or items valued at 150,000 yen or more.

3. The Hotel will compensate guests for any lost or damaged items, cash, or valuables brought in but not left at the Front Desk only if the loss or damage is attributable to the Hotel's willful misconduct or negligence.

However, for cash and valuables, if the guest fails to declare their type and value in advance, compensation will be limited to 150,000 yen, except where the Hotel's willful misconduct or gross negligence is involved.

4. Even if the Hotel is liable for compensation under paragraph 1 or 3, the Hotel will not be liable for compensation related to the following items:

- (1) Manuscripts, design specifications, drawings, account books, and similar documents (including data stored on media that can be directly processed by information devices [computers and their terminals and peripherals], such as magnetic tapes, magnetic disks, CD-ROMs, and optical disks).

(Storage of Guests' Baggage and Personal Belongings)

Article 17.

1. If a guest's baggage arrives at the Hotel before they arrive, the Hotel will store it only when prior arrangements have been made. The baggage will be handed to the guest upon check-in at the Front Desk.

2. If items believed to belong to a guest are found on the premises after check-out, the Hotel will store them for 90 days, counting from the day they are found, while awaiting contact from the guest. If the Hotel receives no contact from the guest within that period, the items will be deemed abandoned and disposed of by the Hotel. If the owner is identified, as a general rule, the Hotel will contact the owner and may seek their instructions. If the owner gives no instructions or is unknown, valuables will be handed over to the nearest police station within 7 days, counting from the day they are found, while other items will be disposed of after 90 days. Food, beverages, tobacco products, magazines, and other similar items will be disposed of immediately.

3. The Hotel's liability for any lost or damaged baggage or personal belongings stored under the preceding two paragraphs is governed by Article 16, paragraph 1 in the case of paragraph 1 and by Article 16, paragraph 3 in the case of the preceding paragraph.

(Hotel's Responsibility and Liability for Parked Vehicles)

Article 18. When a guest uses the parking or other similar space managed by the Hotel ("Parking"), the Hotel is not responsible for managing their vehicle, regardless of whether the vehicle key is entrusted to the Hotel, as the Hotel only provides the Parking. However, the Hotel is liable to the guest for any vehicle damage attributable to the Hotel's willful misconduct or negligence in the management of the Parking.

(Guest's Liability)

Article 19.

1. A guest is liable to the Hotel for any damage resulting from their willful misconduct or negligence.
2. A guest must promptly notify the Hotel upon recognizing that accommodation services provided differ from those specified in the accommodation contract to ensure that they receive the contracted services.

(Disclaimer)

Article 20. A guest who uses a computer or internet services on the premises must do so at their own risk.

The Hotel is not liable to guests for any damage resulting from service interruptions caused by system failures or other reasons.

A guest is liable to the Hotel or third parties for any damage resulting from their conduct deemed inappropriate by the Hotel in connection with such use.

(Language)

Article 21. These Terms and Conditions are prepared in both Japanese and English. In the event of any inconsistency or discrepancy between the two versions, the Japanese version will prevail in all respects.

(Jurisdiction and Governing Law)

Article 22.

1. A guest agrees that all disputes arising in connection with the accommodation contract or other related agreements under these Terms and Conditions will be exclusively submitted to the Okayama District Court as the court of first instance.
2. The accommodation contract between a guest and the Hotel is governed by and interpreted in accordance with the laws of Japan.

(Amendments to these Terms and Conditions)

Article 23. The Hotel may amend these Terms and Conditions at its discretion in either of the following cases:

1. The amendment is in the general interest of guests.
2. The amendment is not contrary to the purpose of accommodation contracts and is reasonable in light of the necessity of the amendment, the appropriateness of the amended provisions, the scope of the amendment, and other relevant circumstances.

(Effective Term)

Article 24. These Terms and Conditions take effect on February 1, 2026. However, accommodation contracts already effective as of that date will continue to be governed by the prior Terms and Conditions.

Schedule 1

Breakdown of Room Charge and Other Service Charges (related to Article 2, paragraph 1, Article 3, paragraph 2, and Article 13, paragraph 1)

Total Amount Paid by a Guest

Breakdown	
Room Charge	(1) Base rate (room-only rate, or bed-and-breakfast rate)
Additional Charges	(2) Food and beverage charges (or charges for additional food and beverages [other than breakfast]) (3) Other service charges
Taxes	(4) Consumption tax and other taxes payable under law

Notes:

1. The base rate is the rate presented by the Hotel at the time when the accommodation contract becomes effective.
2. Only preschool-age children may share existing beds with adults, up to two children per bed, at no additional charges. The capacity limit may vary depending on room size and other conditions.

Schedule 2

Cancellation Fee (related to Article 7, paragraph 1)

Number of Guests / When the Cancellation Notice is Received		No-Show	Day of Arrival	Day Before	9 Days Before	20 Days Before
Individuals	Up to 14 guests	100%	100%	50%	-	-
Group	15 guests for more	100%	100%	80%	20%	10%

Notes:

1. Percentages represent the ratio of the cancellation fee to the base rate.
2. If the length of stay is shortened, one day's (first night's) cancellation fee will be charged, regardless of the number of nights reduced.
3. If the accommodation contract for a portion of a group of guests (15 or more) is canceled, no cancellation fee will be charged for up to 10% (any fraction will be rounded up) of the number of guests as of 10 days before the stay (or as of the date the contract offer was accepted, if later).