

## Hotel Policies of Kurashiki Ivy Square

To ensure a safe and comfortable stay for all guests, Kurashiki Ivy Square has the following Hotel Policies under Article 11 of the Terms and Conditions of Stay. Please be advised that failure to follow these Hotel Policies may result in refusal of your stay and use of hotel facilities under Article 8 of the Terms and Conditions of Stay. You may also be held liable for any damage or loss incurred by the Hotel.

### 1. Fire Safety Policy

- (1) An evacuation route map is posted on the inside of the door of each guest room.
- (2) We have a smoke-free environment policy (which includes the prohibition of electronic cigarettes) in all guest rooms. Smoking is permitted only in designated areas. If you are found to have smoked in your guest room, you will be charged a minimum cleaning charge of 30,000 yen.  
If the room cannot be provided as a non-smoking room for such reasons as odor that cannot be removed with cleaning, you will also be required to compensate us for the loss of revenue from the room.
- (3) The use of fire, electrical appliances, utensils, and other equipment for heating or cooking in your guest room is prohibited. Cooking in your guest room is not allowed under any circumstances.
- (4) Any other activities that may cause a fire are strictly prohibited.

### 2. Security Policy

- (1) Your guest room is not allowed to be used for any purpose other than lodging without our prior approval.
- (2) Minors may not stay on their own without parental or guardian consent.
- (3) Please lock your door when leaving your room.
- (4) Please engage the security latch and interior lock, especially while sleeping.
- (5) When someone knocks on your door, identify the visitor by opening the door slightly with the security latch engaged. If the visitor appears to be suspicious, do not casually open the door. Contact the Front Desk instead.
- (6) Visitors are subject to the following policy:
  - a. Meeting with visitors in guest rooms is not permitted.
  - b. Visitors are not allowed access to guest-room floors without prior permission.
  - c. Overnight stays by individuals other than guests registered under Article 9 of the Terms and Conditions of Stay (including their accompanying guests) are not permitted.
- (7) Even during the hours when you are entitled to use your guest room, we reserve the right to enter the room without prior notice and check on your safety, inspect your belongings, and take action to prevent danger and other necessary action if necessary for protecting the life, body, or property of yours or other guests or for security, sanitation management, or other operational purposes.

### 3. Payment Policy

- (1) A deposit may be required at check-in. As a general rule, a deposit will be required for guests who have not made a reservation or who have made a reservation on the day of arrival.
- (2) Payment for all charges must be made at the Front Desk at check-in or when requested by the Front Desk.
- (3) To change your scheduled length of stay, please notify a Front Desk clerk in advance. If you extend your stay, you are required to pay all outstanding charges up to that point.
- (4) Payments may be made in cash or with traveler's checks, hotel vouchers, or a credit card accepted by us. During your stay, however, you are asked to settle any interim bills that may be presented. Personal checks (other than traveler's checks) and cash in foreign currency are not accepted for payment or exchange.
- (5) When signing to charge a bill from a hotel restaurant or other service to your room, please present your room key.
- (6) We do not pay on behalf of guests for air, rail, bus or other transportation tickets, taxis, postage, shipping fees, shopping, or other purchases.
- (7) Please note that a facility usage fee will apply to in-room telephone calls.

### 4. Policy on Valuables and Deposited Items

- (1) A safe (safety deposit box) is provided in your guest room. However, you are responsible for ensuring the

security of items placed in the safe. We are not liable for any loss or damage of items placed in the safe.

- (2) During your stay, you are advised to leave your cash, securities, and other valuables at the Front Desk. We are not liable for any loss of valuables kept elsewhere. Artworks, antiques, and similar items cannot be accepted for safekeeping.
- (3) Lost and found items will be stored for a certain period and then handled under the Lost Property Act. You will be charged for the shipping costs for returning such items. Our responsibility for the storage of items left behind is governed by Article 17, paragraph 2 of the Terms and Conditions of Stay.
- (4) If the owner of an item left at the Front Desk does not contact us within the period specified below, the item will be deemed abandoned and disposed of by us.

Visitors' items left at the Front Desk: 90 days

Items left in the Cloakroom or Baggage Room: 90 days

#### 5. Policy Against Antisocial Forces

The individuals and groups listed below are strictly prohibited from using our facilities. If a customer is found to be such an individual or a group after making a reservation or while using a hotel facility, all services will be terminated immediately and no future services will be provided by us.

- a. Organized crime groups, members of organized crime groups, and organizations and individuals associated with organized crime groups
- b. Individuals associated with corporations or other organizations whose business activities are controlled by an organized crime group or a member of an organized crime group
- c. Antisocial groups, members of antisocial groups, and individuals associated with antisocial groups
- d. Individuals and groups who are engaging in physical violence, injurious assault, threats, extortion, unjust demands through intimidating means, or other similar behavior
- e. Individuals and groups who fail to immediately stop conduct prohibited as per "6. Other Prohibited Conduct" despite our warning

#### 6. Other Prohibited Conduct

- (1) Bringing the following into our premises that may disturb other guests:
  - a. Animals such as dogs, cats, or birds, including pets (excluding guide dogs, hearing dogs, and other assistance dogs)
  - b. Explosive or flammable materials, such as gunpowder or volatile oil
  - c. Items producing offensive smells, strong odors, or loud noises
  - d. Firearms, swords, or stimulants prohibited by law
  - e. Too many or heavy items
- (2) Leaving your personal belongings unattended outside your guest room
- (3) Gambling, engaging in disorderly conduct, or otherwise behaving in a manner that disturbs other guests
- (4) Displaying items in a window that may detract from the hotel's appearance
- (5) Using hotel facilities or furnishings in places other than those designated for them or for purposes other than those intended, or altering their original condition
- (6) Distributing advertising or promotional materials, or conducting sales or solicitation activities, without permission
- (7) Taking photos or making video or audio recordings using any type of media, including videos or DVDs, for commercial purposes on our premises without permission, or publicly transmitting such photos or recordings via the internet, social media, or any other media
- (8) Interfering with the duties of hotel staff or coercing them to do what they are not obligated to do, or making demands on them that we consider are socially unacceptable
- (9) Engaging in any other conduct we consider inappropriate

7. Parking Policy

- (1) Please follow the guidance and instructions of parking attendants on our premises.
- (2) As a general rule, you can use the parking from the time of your arrival until our designated check-out time.
- (3) We are not responsible or liable for any accidents in the parking or any loss, theft, or other damage while you are using parking.

Supplementary Provisions

These Policies take effect on February 1, 2026. However, accommodation contracts already effective as of that date will continue to be governed by the prior Hotel Policies.