

Accommodation Terms and Conditions

Hotel de L'Alpage

Article 1 (Scope of Application)

- 1 The Accommodation Contract and related contracts to be concluded between the Hotel and the Guest shall be stipulated in these Terms and Conditions.
Any matters not stipulated in these Terms and Conditions shall be governed by laws and regulations or generally established practice.
- 2 In the case that the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, notwithstanding the provisions of the preceding Paragraph, the special contract shall take precedence over the provisions of the preceding Paragraph.

Article 2 (Application for Accommodation Contract)

- 1 A person who intends to apply for an Accommodation Contract with the Hotel shall notify the Hotel of the following matters:
 - A.
 - (1) the name of the guest
 - (2) Date of stay and estimated time of arrival
 - (3) Accommodation charges (in principle, based on the basic accommodation charges listed in attached Table 1).)
 - (4) other matters deemed necessary by the Hotel
- 2 A new Accommodation Contract 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 when it has been proved that the Hotel has not accepted the application.
- 2 A Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay the Basic Accommodation charges for the entire period of stay 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 for the cancellation charges under Article 6 and Article 18 as applicable, in the order of reparations and any remaining balance will be refunded at the time of payment of the fee as stipulated in Article 12.

- 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 that do not require Payment of Application 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, it shall be treated as that the Hotel has accepted a special contract prescribed in the preceding Paragraph.

Article 5 (Refusal of Conclusion of Accommodation Contracts)

- 1 The Hotel may refuse to conclude an Accommodation Contract in any of the following cases:
 1. (1) When the application for accommodation does not comply with these Terms and Conditions.
 - (2) When there is no room available due to full occupancy.
 - (3) The Guest seeking accommodation will be contrary to the provisions of laws and regulations, public order or good morals in relation to the accommodation
When it is recognized that there is a risk of engaging in such acts.
 - (4) When the Guest seeking accommodation is clearly recognized as carrying an infectious disease.
 - (5) When the Hotel is unable to provide accommodation due to natural disasters, facility breakdowns, or other unavoidable reasons.
 - (6) When the Guest seeking accommodation behaves in a manner that causes significant annoyance to other guests.
 - (7) When the guest seeking accommodation is a corporation or other organization in which a gangster, etc. controls business activities or serves as an officer (including major executives), or a related person thereof.
 - (8) If a person seeking accommodation has been harassed by violence, intimidation, extortion, or intimidating
When an unreasonable demand is made, or a burden is demanded beyond a reasonable range, or the same is used in the past
When it is recognized that the person has committed an act.

Article 6 (right of Guest to Cancel Contract)

- 1 The Guest is entitled to cancel the Accommodation Contract by notifying the Hotel.
- 2 In the case where the Guest has canceled the Accommodation Contract in whole or in part due to causes attributable to the Guest (except in the case where the Hotel has requested the payment of the deposit by specifying the due date of payment of the deposit in accordance with the provisions of Paragraph 2 of Article 3 and the Guest has canceled the Accommodation Contract before the payment of the deposit). (2) the Company shall pay a penalty in accordance with the provisions of the attached Table 2. However, in the case when 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 payment of cancellation charges in case of cancellation by the Guest.
- 3 In the case when the Guest does not appear by 23:59 p.m. of the accommodation date (two hours after the expected time of arrival if the Hotel is notified) without an advance notice, the Hotel may regard the Accommodation Contract as being canceled by the Guest.

Article 7 (right of the Hotel to Cancel the Contract)

- 1 The Hotel may cancel the Accommodation Contract in any of the following cases. When the Guest is deemed likely to behave in violation of the provisions of laws and regulations, public order or good morals in relation to the accommodation, or when it is recognized that the Guest has behaved in the same manner.
 - (1) When the Guest is clearly recognized as carrying an infectious disease.
 - (2) When the Guest is requested to bear a burden that exceeds a reasonable range in relation to the Accommodation.
 - (3) When the Hotel is unable to provide accommodation due to causes of force majeure such as natural disasters.
 - (4) When the Guest seeking accommodation is likely to cause trouble to other guests due to drunkenness, etc. When there is a behavior that is extremely annoying to other guests.
 - (5) Smoking in the bedroom, mischief to fire-fighting equipment, etc., and other prohibitions in the use regulations stipulated by the Hotel (limited to those necessary for fire prevention). When you do not comply with the following.
 - (6) If a person seeking accommodation is a gangster, a gangster member, a violent group (including a corporation) or its related party, or other anti-social forces (hereinafter referred to as "gangsters, etc.").).
 - (7) When the guest seeking accommodation is a corporation or other organization in which a gangster, etc. controls business activities or serves as an officer (including major executives), or a related person thereof.
 - (8) If a person seeking accommodation has been harassed by violence, intimidation, extortion, or when a person makes an intimidating unreasonable demand, demands a burden that exceeds a reasonable range, or is deemed to have previously committed a similar act.

- 2 In the case when the Hotel has canceled the Accommodation Contract in accordance with the preceding paragraph, the Guest still receives the provision
There is no charge for accommodation services.

Article 8 (Registration of Accommodation)

- 1 The Guest is required to register the following information at the front desk of the Hotel on the day of accommodation.
 - (1) Name, age, gender, address and occupation of the guest
 - (2) For foreigners, nationality, passport number, place of entry and date of entry
 - (3) Departure date and time
 - (4) Other matters that the hotel deems necessary
- 2 In the case when the Guest intends to pay his Accommodation charges prescribed in Article 12 by any means other than Japanese currency, such as a credit card, he/she shall show them in advance at the time of registration prescribed in the preceding Paragraph.

Article 9 (hours of use of Guest Rooms)

- 1 The Guest is entitled to occupy the guest room of the Hotel from 15:00 to 11:00 of the following day. However, in the case when the Guest is accommodated continuously, the Guest may occupy it all day long, except for the days of arrival and 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, the following additional charges will be charged.
20,000 yen per hour per room (excluding tax). However, less than one hour is rounded up to one hour.

Article 10 (Compliance with Usage regulations)

- 1 The Guest shall observe the Rules of use established by the Hotel and posted in the premises of the Hotel.

Article 11 (Business hours)

1 The business hours of the main facilities, etc. of the Hotel are as follows, and the business hours of other facilities, etc. will be announced in detail in the brochures provided, notices in various places, service directories in guest rooms, etc.

(1) Reception service from 07:00 to 22:00

(2) Restaurant

Breakfast: 07:30 to 10:30 Closed

Lunch: 11:30 to 15:00 (L.O. 14:00)

Café: 14:00 to 17:00 (L.O. 17:00)

Dinner 17:00-22:00 (L.O. 21:00)

(The last order for course menus is until 20:00)

(3) Bar 17:00-22:30 Closed

(4) Cigar room 17:00-22:30

The hours set forth in the preceding paragraph are subject to temporary change due to unavoidable circumstances. In such a case, the Guest shall be informed by appropriate means.

Article 12 (Payment of Fees)

1 The breakdown of the Accommodation charges, etc. to be paid by the Guest and the method of calculation thereof are listed in the attached Table No. 1.

2 Payment of Accommodation charges, etc. as stipulated in the preceding Paragraph shall be made at the reception at the time of the departure of the Guest or upon request by the Hotel, in Japanese currency or by other alternative means such as credit cards accepted by the Hotel.

3 Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the Hotel and made available to him/her.

Article 13 (Responsibility of the Hotel)

- 1 The Hotel shall compensate the Guest for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the non-fulfillment of the Accommodation Contract and related agreements. However, the same shall not apply in cases where such damage has been caused due to reasons for which the Hotel is not liable.
- 2 The hotel has received the appropriate mark from the fire department, but in order to deal with unexpected fires, etc., it is covered by Inn liability insurance.

Article 14 (Handling when the contracted Guest Room cannot be provided)

- 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 accommodation 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 accommodation due to causes for which the Hotel is not liable, the Hotel shall not pay compensation.

Article 15 (Handling of deposited Articles, etc.)

- 1 When loss, breakage or other damage has been caused to the goods, cash or valuables deposited at the reception by the Guest, the Hotel shall, except in the case when such damage has occurred due to force majeure: I will compensate for the damage. However, for cash and valuables, when the Hotel has requested the Guest to report its type and value but the Guest has failed to do so, the Hotel shall compensate the Guest up to the limit of 0.15 million yen.

- 2 The Hotel shall compensate the Guest for the damage when loss, damage or other damage is caused intentionally or negligently on the part of the Hotel to articles, cash or valuables brought into the premises of the Hotel by the Guest but not deposited at the reception. However, for items for which the type and value have not been reported in advance by the Guest, the Hotel shall compensate the Guest up to the limit of 0.15 million yen.

Article 16 (Custody of Baggage or belongings of the Guest)

- 1 When the baggage of the Guest is brought into the Hotel prior to his/her arrival, the Hotel shall be liable to keep it only in the case when such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the front desk at the time of his/her check-in.
- 2 When the baggage or belongings of the Guest are found left after his check-out and the ownership of the article is confirmed, the Hotel shall inform the owner of the article left and ask for further instructions. However, if there is no instruction from the owner or the owner is not known, we will keep it for 7 days including discovery, after which we will bring it to the nearest police station.
- 3 The Hotel's liability in regard to the custody of the Guest's baggage and belongings in the case of the preceding Paragraph 2 shall be assumed in accordance with the provisions of Paragraph 1 of the preceding Article in the case of Paragraph 1, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2.

Article 17 (Responsibility for Parking)

- 1 When the Guest utilizes the parking lot within the premises of the Hotel, the Hotel shall only lease the space and shall not be liable for the custody of the vehicle, whether the key of the vehicle has been deposited to the Hotel or not. However, the Hotel shall compensate the Guest 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 (Responsibilities of the Guest)

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

Appended Table 1: Breakdown of Accommodation charges, etc. (related to Article 2, Paragraph 1 and Article 12, Paragraph 1)

Total amount to be paid by the guest	Breakdown
Room rate	1 Basic Accommodation charge (room charge (and room charge plus beverages such as breakfast)) 2 Service charge (①×10%)
Additional charges	3 Additional food and beverages (except ①) 4 Service charge (③×10%)
Tax	Consumption tax (accommodation charges and additional charges multiplied by the statutory tax rate)

Remarks

(1) Basic Accommodation Fee is based on the price displayed on the official website (<https://hotelalpage.com/>).

(2) the child rate is 100% of the adult rate when meals, bedding, etc. equivalent to adults are provided

A reasonable fee will be charged when the meal is provided.

No bedding or meals for children (12 years and under) are charged for a maximum of one child per adult.

Appended Table 2: Penalty charges (related to Article 6, Paragraph 2)

The amount of cancellation charges stipulated in Paragraph 2 of Article 6 shall be as follows, depending on the number of days prior to the date of accommodation requested by the Guest.

No night	Current day	3 days before	7 days before
100%	100%	50%	20%

Note: 1% is the ratio of penalty charges to basic accommodation charges.

2. When the number of days contracted is shortened, the penalty for one day (first day) shall be charged regardless of the number of days shortened

Accept.

It may vary depending on the accommodation plan. Please see the reservation site for details.

Terms of use

In order to ensure the safety and comfort of our guests, Hotel de l'Alpage has established the following terms and conditions based on Article 10 of the Accommodation Terms and Conditions. Please note that if you do not comply with these rules, you will be forbidden from staying at the hotel and use of the facilities in the hotel, and you may be liable for any damage incurred by the hotel.

1. Room use

- 1 The evacuation route map from the guest room is posted behind the door of the guest room entrance.
- 2 Please be sure to use the door guard and the inner key when you are in the room or when you go to bed.
- 3 If you hear a knock on the door, please open the door with the door guard on or check with the door scope. In addition, if a suspicious person visits the hotel, please contact the hotel staff without carelessly opening the door.
- 4 All rooms are non-smoking and all forms of smoking (including e-cigarettes) are prohibited. Smoking is allowed only in the Cigar Room. Please refer to Article 11 of the Terms and Conditions of Accommodation for the opening hours of the cigar room.
- 5 Do not use flames, candles, etc. for heating or cooking without permission of the hotel in guest rooms or hallways. Cooking in the guest room is strictly prohibited.
- 6 Do not hang clothes on the lampshade or hang laundry.
- 7 Please do not use the guest room for any purpose other than accommodation, such as business activities (exhibitions, etc.) without the permission of the hotel.
- 8 Please do not move the furnishings in the guest room or make any alterations or modifications to the guest room without the permission of the hotel. In the unlikely event that equipment is lost or damaged, the actual cost of the equipment may be reimbursed. Please do not take any items or equipment in the room outside the room. Also, do not place anything by the window that could damage the appearance of the hotel.
- 9 In principle, visiting with visitors at night (after 23:00) and entering and leaving the building for non-registered guests are prohibited.
- 10 A long-term accommodation contract does not give rise to any rights under the House Rental Act, such as the right of lease, the right of residence, or any other laws related to residence.
- 11 Guests other than registered guests are strictly prohibited from staying at the hotel.
- 12 Minors are not allowed to stay without permission from their parents or guardians.

2. Card key for guest room

- 1 When you leave your room during your stay, please be sure to bring your card key with you and confirm that it is locked.
- 2 Please present your card key or card key case if you wish to use restaurants, bars, etc. in the hotel by signature.
- 3 Please return the key card to the front desk when you depart from the hotel.

3. Payment

- 1 Please pay at the reception room when you depart. In addition, we may ask you to pay the fee even during your stay. Please pay each time. If you do not pay even if we charge, you may be asked to vacate your room.
- 2 Payment of the usage fee shall be accepted by cash, credit card, etc. Bills, checks, travel checks, and accommodation vouchers are not accepted.
- 3 Please note that your credit card may be verified upon arrival or a deposit may be required.
- 4 If payment is not received by the specified date, payment will be requested directly from the guest himself/herself.
- 5 We do not accept payment for purchases, tickets, taxis, postage stamps, parcel shipping, etc.
- 6 Please note that facility usage charges will be added when using the communication line in the guest room regardless of whether there is a communication charge or not. Public telephones are available in the lobby.
- 7 In addition to statutory taxes, service charges are added to your account, so please refrain from taking any precautions.

4. Valuables and items kept in custody

- 1 Reception and cloakroom, whether or not you are staying, accept cash, valuables, securities, we do not accept items that are easily spoiled or damaged. In the unlikely event that cash, valuables, securities, spoiled or damaged items are lost or stolen in the above locations, the hotel may not be liable for any alteration.
- 2 We will only hand over items that we have received from our guests to those who have an exchange order. We are not responsible for any damage caused by loss, theft, or any other cause of loss of the Exchange Order. In addition, we are not responsible for the loss of items after delivery.
- 3 The hotel will keep the lost property for a certain period of time, after which it will be handled in accordance with the lost property Act.
- 4 Unless otherwise specified, the storage period of your belongings will be one month. If the storage period has expired, we will treat it as if there is no intention to collect it.