

Granphil Resorts TOBU Accommodation Terms and Conditions

Article 1 (Scope of Application)

1. These Accommodation Terms and Conditions ("Terms") shall govern all accommodation contracts and related agreements entered into between Granphil Resorts TOBU (hereinafter referred to as the "Resort") and its guests. Any matters not provided for in these Terms shall be governed by applicable laws and regulations or generally accepted customs.
2. Where the Resort has entered into a special agreement with a guest, provided that such agreement does not violate any applicable laws, regulations, or generally accepted customs, such special agreement shall prevail over these Terms.

Article 2 (Application for Accommodation Contracts)

1. Any person applying for an accommodation contract with the Resort shall provide the following information:
 - (a) Name of the guest
 - (b) Date of stay and estimated time of arrival
 - (c) Contact information (telephone number, e-mail address, etc.)
 - (d) Any other information deemed necessary by the Resort
2. Should any of the information provided under the preceding paragraph change, the applicant shall promptly notify the Resort of such changes.

Article 3 (Formation of Accommodation Contract)

1. An accommodation contract shall be deemed concluded when the Resort accepts the application described in the preceding Article.
2. Upon conclusion of the accommodation contract, the guest shall pay the accommodation charges at the time of check-in on the date of arrival.
3. If the guest fails to pay the accommodation charges as specified in the preceding paragraph at the time of check-in, the accommodation contract shall become void.

Article 4 (Refusal of Accommodation Contracts)

1. The Resort reserves the right to refuse to conclude an accommodation contract in any of the following circumstances:
 - (a) The application does not comply with these Terms.
 - (b) No accommodation is available due to full occupancy.
 - (c) The person seeking accommodation is deemed likely to engage in conduct that violates laws or regulations, public order, or public morals in connection with the accommodation.
 - (d) The person seeking accommodation is a designated organized crime group, a member of such group, an affiliate thereof, or any other anti-social force (collectively referred to as "Organized Crime Groups, etc.") as defined under the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991).

(e) The person seeking accommodation has engaged in speech or conduct that causes significant inconvenience or nuisance to other guests.

(f) The person seeking accommodation is clearly recognized as having an infectious disease.

(g) The person seeking accommodation makes violent demands or requests that impose an unreasonable burden upon the Resort.

(h) The Resort is unable to provide accommodation due to natural disasters, facility failures, or other reasons beyond the Resort's control.

Article 5 (Guest's Right to Cancel the Accommodation Contract)

1. A guest may cancel the accommodation contract by notifying the Resort.
2. In the event that the guest cancels all or part of the accommodation contract, the Resort shall charge cancellation fees in accordance with Appendix 2.
3. If the guest fails to arrive by the estimated time of arrival on the scheduled date of accommodation without notifying the Resort, the Resort may deem the accommodation contract to have been cancelled by the guest.

Article 6 (Resort's Right to Cancel the Accommodation Contract)

1. The Resort reserves the right to cancel the accommodation contract in any of the following circumstances:
 - (a) The guest is deemed likely to engage, or has engaged, in conduct that violates laws or regulations, public order, or public morals in connection with the accommodation.
 - (b) The guest is clearly recognized as having an infectious disease.
 - (c) The Resort is unable to provide accommodation due to force majeure, including natural disasters.
 - (d) The guest fails to comply with the Resort's Rules of Use, including prohibitions necessary for fire prevention, such as smoking in bed, smoking outside designated smoking areas, or tampering with fire prevention equipment.
 - (e) The guest is found to be a member of an organized crime group or any other anti-social force.

Article 7 (Guest Registration)

1. On the day of arrival, each guest shall register the following information with the Resort:
 - (a) Name, age, gender, address, and contact information
 - (b) For foreign nationals, nationality, passport number, port of entry into Japan, and date of entry
 - (c) Scheduled departure date and estimated departure time
 - (d) Any other information deemed necessary by the Resort

Article 8 (Guest Room Usage Hours)

1. Guest rooms may be occupied from 3:00 p.m. (15:00) on the day of arrival until 10:00 a.m. (10:00) on the following day.

For guests staying for consecutive nights, the guest room may be used throughout the stay except on the arrival and departure dates.

Article 9 (Compliance with the Rules of Use)

1. Guests shall comply with the Resort's Rules of Use while staying on the Resort premises.

Article 10 (Payment of Accommodation Charges)

1. The breakdown of the accommodation charges and other fees payable by the guest shall be as set forth in Appendix 1.
2. Payment of the accommodation charges and other applicable fees shall be made at the time of check-in by cash, credit card, or any other payment method approved by the Resort.
3. Accommodation charges shall remain payable even if the guest voluntarily chooses not to occupy the accommodation after the Resort has made the guest room available for use.

Article 11 (Liability of the Resort)

1. The Resort shall compensate the guest for any damage incurred as a result of the performance or non-performance of the accommodation contract or any related agreement, except where such damage is not attributable to the Resort.
2. The Resort maintains Hotel Liability Insurance to provide coverage in the event of emergencies, including fire and other unforeseen incidents.
3. Certain guest rooms at the Resort ("Symphony Villa") are operated as hybrid accommodations for guests staying both with and without dogs.

Although the Resort takes reasonable measures to minimize allergens through thorough cleaning and the use of air purifiers, the Resort cannot guarantee the complete removal of allergens due to the structural characteristics of the guest rooms.

Should a guest experience an allergic reaction during their stay, the Resort shall not be liable for any resulting loss, damage, or injury, except where such liability arises from the willful misconduct or gross negligence of the Resort or its employees.

Guests with dog allergies are strongly advised not to reserve accommodations at Symphony Villa.

Article 12 (Custody of Baggage and Personal Belongings)

1. If baggage or personal belongings are left behind after the guest has checked out and the owner can be identified, the Resort shall contact the owner and request instructions regarding their disposition.

If no instructions are received, or if the owner cannot be identified, such items shall be handled as follows:

Valuables

Items shall be kept for seven (7) days, including the date on which they are found, after which they shall be delivered to the nearest police station.

Non-valuables (including umbrellas, clothing, chargers, and similar items)

Items shall be kept for seven (7) days, including the date on which they are found. If they remain unclaimed during this period, the Resort may dispose of them at its discretion.

Food, beverages, magazines, waste, and other perishable or disposable items

Food, beverages, magazines, waste, and other perishable or disposable items shall be disposed of immediately for reasons of hygiene and security, unless the guest contacts the Resort before room cleaning begins on the day of check-out.

Article 13 (Parking)

1. When a guest uses the Resort's parking facilities, the Resort merely provides a parking space and assumes no responsibility for the custody, management, security, or safekeeping of the guest's vehicle.

Article 14 (Guest Liability)

1. If the Resort incurs any loss or damage as a result of a guest's violation of these Terms, the Rules of Use, or any other cause attributable to the guest, including but not limited to expenses for cleaning or repairing guest rooms, loss of business opportunities, or any other damages, the guest shall compensate the Resort for all such losses and damages.

Appendix 1

Breakdown of Accommodation Charges

(Ref. Articles 2 and 10)

1. Total Amount Payable by the Guest

The total amount payable by the guest shall consist of the following:

- Accommodation charges (villa rental fee and any charges included in the accommodation plan)
- Additional charges (BBQ fees, pre-booked optional services, and other optional charges)
- Applicable taxes (including consumption tax and other taxes, where applicable)

2. Remarks

- Accommodation at Adventure Dome includes admission tickets to Tobu Zoo valid during the guest's stay.
- For guests staying at Symphony Villa without a dog, admission tickets to Tobu Zoo valid during the guest's stay are included in the accommodation charges.
- Guests staying at Symphony Villa with a dog may purchase admission tickets to Tobu Zoo at a discounted price.
- As Symphony Villa is regularly operated as a dog-friendly accommodation, guests with animal allergies are requested to make reservations at their own discretion and responsibility.
- Should applicable tax laws be amended, the revised tax regulations shall apply.
- Accommodation for pet dogs is provided free of charge.

Appendix 2

Cancellation Policy

(Ref. Article 5, Paragraph 2)

Cancellation fees apply from 14 days prior to the scheduled arrival date.

Date of Cancellation	Cancellation Fee
14 to 6 days before arrival	20%
5 to 2 days before arrival	50%
One day before arrival, the day of arrival, or No-show	100%

Notes

- Cancellation fees apply even when a reservation is changed to different dates if the change is made within 14 days prior to the original arrival date.
- Cancellation fees also apply to cancellations due to weather conditions, including rain or snow.
- If cancellation fees are incurred, an invoice will be sent to the e-mail address registered at the time of booking. Payment must be made to the designated bank account by the specified due date.

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