

GRANPHIL RESORTS TOBU Rules of Use

These Rules of Use ("Rules") are established by GRANPHIL RESORTS TOBU (the "Resort") to ensure that all guests enjoy a safe, comfortable, and pleasant stay.

Guests are kindly requested to comply with these Rules in addition to the Accommodation Terms and Conditions established separately by the Resort. We appreciate your understanding and cooperation.

Article 1 (Reception Hours, Check-in, and Check-out)

1. Reception Hours

The Reception Building is open daily from **8:00 a.m. to 8:00 p.m.**

2. Check-in and Check-out

Check-in: 3:00 p.m. – 6:00 p.m.

Check-out: 8:00 a.m. – 10:00 a.m.

Guests arriving after **6:00 p.m.** must notify the Resort in advance.

Late check-out is not available. Guests are requested to check out by the designated time.

3. Check-out Procedure

When checking out, please leave the room door in an unlocked state and return your room key to the Key Return Box located in the Reception Building.

If a room key is lost during your stay, the Resort may charge the actual cost required to replace the key cylinder or related security equipment. Guests are requested to handle room keys with due care.

Article 2 (Marché, Amenities, and Rental Items)

1. Marché Hours

The various complimentary marchés located in the Reception Building, including the Drink Marché, Snack Marché, and Amenity Marché, are available from **3:00 p.m. to 8:00 p.m.**

2. Amenities

Disposable amenities such as toothbrushes are not provided in guest rooms.

Guests are kindly requested to collect any amenities they require from the Amenity Marché during Reception Building operating hours (until **8:00 p.m.**).

Bath towels, face towels, shampoo, conditioner, and body wash are provided in every guest room.

Sleepwear (pajamas) is available upon request at the Front Desk.

3. Rental Items

The Resort offers a variety of complimentary rental items for use in guest rooms and designated recreational areas, subject to availability.

Please return all borrowed items to the Front Desk when checking out.

4. Astronomical Telescope

Astronomical telescopes are available for guests to enjoy stargazing in the vicinity of the Reception Building.

Instructions for use are available upon request.

The telescopes are intended solely for observing the moon, stars, and other celestial objects.

Use of the telescopes for any purpose unrelated to astronomical observation, including any act that infringes upon the privacy of others, is strictly prohibited.

Article 3 (Meals and Optional Experiences)

1. Meal Service (For Guests with Meal Plans)

Dinner and breakfast will be delivered between 5:00 p.m. and 6:00 p.m.

2. Optional Experiences (Advance Reservation Required)

Adventure Night – Session 1

Meeting Time: 7:00 p.m.

Meeting Place: West Gate, Tobu Zoo

Adventure Night – Session 2

Meeting Time: 7:45 p.m.

Meeting Place: West Gate, Tobu Zoo

Savannah Terrace Morning

Meeting Time: 7:45 a.m. (following morning)

Meeting Place: West Gate, Tobu Zoo

During the summer season, Adventure Night – Session 1 may begin before nightfall. Guests are invited to enjoy the changing scenery of the park as daylight gradually transitions into evening.

Adventure Night and Savannah Terrace Morning may be cancelled without prior notice due to unavoidable circumstances, including severe weather conditions or mechanical failure of the dedicated electric carts.

Should either activity be cancelled, the applicable option fee (attraction fee) will be refunded.

Article 4 (Guest Room Furnishings and Equipment)

All glasses, mugs, decorative items, furnishings, appliances, and other equipment provided in the guest rooms remain the property of the Resort.

Guests are kindly requested not to remove any such items from the premises.

Should any item be intentionally removed, damaged, or soiled, the Resort reserves the right to charge the guest for the actual cost of replacement, repair, or cleaning.

Article 5 (Sauna Use)

1. Safety Precautions

The sauna heater becomes extremely hot during operation. Guests are requested not to touch the heater directly.

Children below elementary school age (preschool children) are not permitted to enter or use the sauna.

Elementary school-age children and older may use the sauna only when accompanied and continuously supervised by a parent or legal guardian.

2. Rules for Sauna Use

Guests are requested not to use the sauna under any of the following circumstances:

- after consuming alcohol;
- while experiencing a fever or feeling unwell;
- when suffering from excessive fatigue;
- during pregnancy; or
- if advised by a physician not to use a sauna or bathing facilities.

Guests should drink sufficient water before, during, and after using the sauna. Excessive use may result in dehydration or heat-related illness. Please take appropriate breaks according to your physical condition.

Eating, drinking, and smoking inside the sauna are strictly prohibited.

Bringing newspapers, magazines, or other combustible materials into the sauna is prohibited, as they may present a fire hazard or damage the equipment.

The Resort does not provide a dedicated cold plunge bath. Guests wishing to cool down with cold water may fill the bathtub with water for this purpose.

To operate the sauna, switch the power on using the control panel and set the desired temperature.

When performing löyly (pouring water onto the sauna stones), use only tap water from the bathroom or the aroma water provided by the Resort. Wait until the stones have reached a sufficient temperature, then slowly pour approximately one ladle of water onto the stones.

If performing additional löyly, allow an interval of at least **10 minutes** between each application. Excessive or immediate use after start-up may cause equipment failure.

After using the sauna, please ensure that the power is switched off.

Do not place luggage or personal belongings near the entrance to the sauna.

Guests are requested not to use the sauna while completely nude. Please wear swimwear or appropriate sauna attire. When using the outdoor relaxation area, guests are requested to wear a bathrobe, poncho, or similar garment.

Sauna sets, including sauna shorts and a poncho, are available for rental at the Front Desk for an additional charge.

Article 6 (General Prohibited Conduct and Guest Requests)

1. Smoking

All guest rooms, including the sauna, as well as private outdoor areas such as decks, are **strictly non-smoking**.

Smoking, including the use of electronic cigarettes and heated tobacco products, is permitted only in the designated smoking areas located near the Administration Building.

Should smoking be detected in any non-smoking area, the Resort reserves the right to charge the guest a **special cleaning fee**.

2. Open Flames and Fireworks

For the safety of all guests and to help prevent fire hazards, guests are strictly prohibited from bringing onto the Resort premises or using any privately owned:

- BBQ grills;
- portable gas stoves;
- fire pits; or
- fireworks, including handheld fireworks.

3. Waste Disposal

As the Resort is located in an outdoor environment, food waste or garbage left unattended may attract crows, wild animals, or other pests.

Before going to bed or leaving the premises, guests are kindly requested to place all waste in the bins provided inside the guest room and ensure that the lids are securely closed.

4. Lost and Found

Lost property found after check-out will, in principle, be retained for **seven (7) days**, including the date on which the item is found.

The Resort will handle lost property as follows:

(1) Valuables

Valuables will be kept for seven (7) days, including the date of discovery, after which they will be delivered to the nearest police station in accordance with applicable laws and regulations.

(2) Other Personal Belongings

Items such as clothing, personal effects, umbrellas, chargers, and similar articles will be retained for seven (7) days.

If the owner does not claim such items within the retention period, the Resort may dispose of them at its discretion.

(3) Food, Toiletries, Magazines, and Similar Items

Perishable food, beverages, toiletries, magazines, newspapers, and other sanitary or disposable items will be discarded immediately for hygiene and security reasons, unless the guest contacts the Resort before room cleaning begins on the day of check-out.

5. Return Shipping of Lost Property

Upon request, the Resort will arrange for the return shipment of lost property.

All shipping charges shall be borne by the guest and will be sent **cash on delivery (COD)** unless otherwise agreed.

Article 7 (Hybrid Operation of Symphony Villa and Stays with Dogs)

The Resort operates Symphony Villa as a hybrid accommodation for guests staying both with and without dogs.

To ensure the safety, comfort, and enjoyment of all guests, we kindly request your understanding of and compliance with the following policies.

1. Important Notice Regarding Animal Allergies

Symphony Villa is regularly used by guests staying with dogs.

Although the Resort thoroughly cleans each guest room between stays and operates air purification equipment, the nature of the facilities makes it impossible to guarantee the complete removal of pet hair, dander, or other allergens.

Guests who do not normally live with dogs may experience allergic reactions during their stay.

By making a reservation at Symphony Villa, guests acknowledge and accept this risk and agree to stay at their own discretion and responsibility.

The Resort shall not be liable for any allergic reactions or related medical conditions occurring during a guest's stay, except where such damage results from the Resort's intentional misconduct or gross negligence.

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

2. Tobu Zoo Admission Tickets

Guests Not Staying with Dogs:

Guests staying at Symphony Villa without dogs will receive complimentary admission tickets to **Tobu Zoo** valid during their stay.

Guests Staying with Dogs:

Guests staying with dogs may purchase Tobu Zoo admission tickets at a discounted price.

Dogs may **not** be left unattended in the guest room while guests visit the zoo or participate in optional activities.

3. Vaccination Certificate Requirements (Guests Staying with Dogs Only)

Only dogs meeting **all** of the following requirements may stay at the Resort:

- properly house-trained;
- well behaved, including not engaging in excessive barking;
- vaccinated against rabies within the previous twelve (12) months; and
- vaccinated with a combination vaccine within the previous twelve (12) months.

Guests staying with dogs must present certificates verifying both vaccinations at the Front Desk upon check-in.

4. Failure to Present Vaccination Certificates

If the required vaccination certificates cannot be presented at check-in, dogs will **not** be permitted to enter or use any shared areas of the Resort, including the vicinity of the Administration Building, in order to help protect the health and safety of other guests and dogs.

In such cases, guests may stay only within their private accommodation, including the attached private dog run.

5. Rules for Guests Staying with Dogs

(1) Private Dog Run

Dogs may enjoy the private dog run without a leash.

(2) Shared Areas

Dogs are permitted in shared areas only after vaccination certificates have been verified by the Resort.

Dogs must remain on a leash at all times while in any shared area.

(3) Entering the Guest Room

Please wipe your dog's paws using the towel provided before entering the guest room.

(4) Leaving the Guest Room

Whenever guests leave their accommodation, including to visit shared areas or participate in optional activities, dogs must accompany them.

The Resort does not provide pet-sitting, boarding, or animal supervision services.

(5) Bedding

Dogs are welcome to sleep on the bedding with their owners.

However, if there is any possibility of accidental soiling, guests are requested to have their dogs wear appropriate pet diapers or belly bands.

If bedding or other furnishings require special cleaning or repair due to damage or soiling caused by a dog, the Resort reserves the right to charge the guest the actual cost incurred.

6. Disclaimer

The Resort shall not be liable for any accident, illness, injury, death, escape, loss, theft, or other incident involving a guest's dog occurring on the Resort premises, except where such damage results from the Resort's intentional misconduct or gross negligence.

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