

Granphil Resorts TOBU Hotel Accommodation Terms and Agreements

Article 1 (Scope of Application)

1. Accommodation contracts and related agreements to be concluded between this accommodation facility, "Granphil Resorts TOBU" (hereinafter referred to as "the Resort"), and the Guest shall be governed by the provisions of these Terms and Conditions. Any matters not stipulated herein shall be governed by laws, regulations or generally established customs.

2. In the event that the Resort enters into a special agreement with the Guest that does not violate laws, regulations, or customs, such special agreement shall take precedence over the provisions of the preceding paragraph, notwithstanding the provisions of said paragraph.

Article 2 (Application for Accommodation Contracts)

Any person who intends to apply for an Accommodation Contract with the Resort shall provide the Resort with the following particulars:

- (a) Name(s) of the Guest(s)
- (b) Date(s) of accommodation and estimated time of arrival
- (c) Contact information of the Guest (including phone number, email address, etc.)
- (d) Other matters deemed necessary by the Resort.

In the event of any changes to the particulars provided to the Resort based on the preceding paragraph, the Guest shall promptly notify the Resort of such changes.

Article 3 (Conclusion of Accommodation Contracts, etc.)

1. An Accommodation Contract shall be deemed to have been concluded when the Resort has accepted the application specified in the preceding Article.

2. When an Accommodation Contract has been concluded in accordance with the provisions of the preceding paragraph, the Guest shall pay the accommodation fees upon check in on the date of accommodation.

3. In the event that the Guest fails to pay the accommodation fees specified in Paragraph 2 upon check in the date of accommodation, the Accommodation Contract shall automatically lose its validity.

Article 4 (Refusal to Conclude Accommodation Contracts)

The Resort may refuse to conclude an Accommodation Contract in any of the following cases:

- (a) The application for accommodation does not conform to the provisions of these Terms and Conditions.
- (b) The Resort is fully booked and no rooms are available.
- (c) The person seeking accommodation is deemed likely to engage in acts that violate laws and regulations, public order, or public decency (prostitution)/ in connection with their accommodation.
- (d) The person seeking accommodation is an organized crime group ("Japan Boryokudan"), a member of an organized crime group, an associate or related person of an organized crime group, or any other anti-social force (hereinafter collectively referred to as "Organized Crime, etc.") as designated by the "Act on Prevention of Unjust Acts by Organized Crime Group Members" (Act No. 77 of 1991).
- (e) The person seeking accommodation makes comments or behaves in a manner that causes significant inconvenience, distress, or annoyance to other guests.
- (f) The person seeking accommodation is clearly identified as a patient or carrier of an infectious disease.
- (g) The person seeking accommodation makes violent or coercive demands, or requests the Resort to assume a burden that exceeds a reasonable and customary scope in connection with their accommodation.
- (h) The Resort is unable to provide accommodation due to natural disasters, facility malfunctions, or other justifiable reasons of force majeure.

Article 5 (Guest's Right to Cancel)

1. Guests may cancel their accommodation contract by notifying the facility.

2. In the event of cancellation, the cancellation fees stipulated in Appendix 2 shall apply.

3. If a guest fails to arrive without notice, the facility may treat this as a cancellation by the guest.

Article 6 (Facility's Right to Cancel)

The facility may cancel the accommodation contract in the following cases:

- a. The guest is likely to engage in acts violating laws or public order.
- b. The guest is clearly identified as a carrier of an infectious disease.
- c. The facility is unable to provide accommodation due to force majeure.
- d. The guest fails to comply with prohibited activities (e.g., smoking violations, tampering with fire safety equipment).
- e. The guest is found to be a member of an organized crime or anti social force.

Article 7 (Guest Registration)

On the day of arrival, guests shall register the following:

- a. Name, age, gender, address, and contact details.
- b. For foreign nationals: nationality, passport number, port of entry, and date of entry.
- c. Departure date and estimated departure time.
- d. Other matters deemed necessary by the facility.

Article 8 (Room Usage Hours)

Guests may use rooms from 3:00 PM (15:00) to 10:00 AM (10:00) the following morning. In the case of consecutive nights, rooms may be used all day except on the arrival and departure dates.

Article 9 (Compliance with Usage Rules)

Guests shall comply with the usage rules (terms of use) established by the facility while on the premises.

Article 10 (About payment)

The breakdown of the accommodation fees, etc. to be paid by the Guest shall be as stipulated in Appended Table 1.

1. Payment of the accommodation, etc. specified in the preceding paragraph shall be made at the time of check in by credit card, cash or by any other method approved and accepted by the Resort.
2. Accommodation fees shall be charged and collected even if the guest voluntarily chooses not to stay after the facilities have been provided and made available for use by the resort.

Article 11 (Liability of the Resort)

1. The Resort shall compensate the guest for any damages incurred by guest arising out of or in connection with the performance or non-performance of the Accommodation Contract and related agreements, however, that this shall not apply if such damages are due to reasons not attributable to the Resort.
2. The Resort is covered by Hotel Liability Insurance in order to prepare for and cope with potential emergencies such as fires.

Article 12 (Custody of Baggage or Belongings of the Guest)

1. In the event that baggage or personal belongings are found left behind at the Resort after the guest has checked out and the owner of such articles is identified, the Resort shall contact said owner and seek their instructions. However, if no instructions are given by the owner, or the owner cannot be identified, such articles shall be handled as follows.

Valuables: Kept for seven (7) days including the day of discovery, and subsequently turned over to the nearest police station.

Articles other than valuables (umbrellas, clothing, chargers, etc.): Kept for seven (7) days including the day of discovery. If no claim is made within this period, the Resort shall discard or dispose of them at its sole discretion.

Food, beverages, magazines, waste, etc.: From the standpoint of hygiene management and crime prevention, if no contact is made by the Guest by the day of check out (until the room cleanup to the following day), they shall be disposed of immediately.

Article 13 (Parking)

1. When the Guest utilizes the parking lot of the Resort, the Resort merely provides the parking space and shall not be held liable or responsible for the custody, security or management of the vehicle.

Article 14 (Guest)

1.The Resort suffers damages including but not limited to expenditures for cleaning or repairing guest rooms, or loss of revenue from potential bookings, arising from the guest’s violation of these terms and conditions or the rules of use, or due to any other reasons attributable to the Guest, the guest shall compensate the Resort for all damages incurred.

Appended Table 1: Breakdown of Accommodation Fees, etc. (Ref. Article 2 and Article 10)

1. Total Amount Payable by the Guest

Accommodation Fees(Rental fee for the entire property (villa style rental fee) and fees pre-included in the contract.)

Additional Charges(Fees for BBQ and other pre-booked facilities/services, option fees, etc.)

Taxes(Consumption tax, etc.)

2. Remarks

In the event that tax laws are amended, the newly amended provisions shall apply.

Accommodation for pet dogs is free of charge.

Appended Table 2 Cancellation Fees (Ref. Article 5, Paragraph 2)

Cancellation Policy

Cancellation fees shall be charged starting from fourteen (14) days prior to your scheduled date of accommodation.

Cancellation Notice Date	Cancellation Fee (Percentage of the Accommodation Charge)
From 14 Days ~ 6 Days	20% Fee
From 5 Days ~2 Days	50% Fee
Within 24 Hours / No show	100% Fee

- Fees apply equally to date changes and weather related cancellations.
- Cancellation fees will still apply to any cancellations caused by inclement weather conditions, including rain or snow.
- In the event that a cancellation fee is incurred, an electronic invoice will be sent to the email address registered at the time of booking. Please remit the payment to the designated bank account by the specified due date.