

Granphil Resorts TOBU Rules Of Use

These Rules of Use (hereinafter referred to as "these Rules") have been established to ensure that all guests utilizing Grandphil Resorts Tobu (hereinafter referred to as "the Resort") can enjoy a safe, pleasant, and comfortable stay.

When using our facilities, we kindly ask for your understanding and cooperation in complying with these Rules, which shall be applied in conjunction with the separately established Terms and Conditions for Accommodation Contracts.

Article 1 (Administration Building Hours, Check-in, and Check-out)

Administration Building (Front Desk) Operating Hours:

8:00 AM – 8:00 PM (20:00)

Check In & Check Out Times:

Check In: 3:00 PM (15:00) ~ 6:00 PM (18:00)

Check Out: 8:00 AM (08:00) ~ 10:00 AM (10:00)

※ If your arrival is expected to be later than 6:00 PM, please be sure to notify the resort in advance.

※ Please note that extensions for check out times cannot be accommodated. We strictly request that all guests adhere to the designated check out time. Upon your departure, please leave your room door unlocked. Kindly return your room key by dropping it into the designated "Return Box" (返却BOX) located at the Administration Building.

※ In the event that a room key is lost during your stay, the Guest may be invoiced for the actual total cost of replacing the lock cylinder and key for security and crime prevention reasons.

Article 2 (Market / Amenities / Rentals)

Market hours: 3:00 PM – 8:00 PM

Amenities such as toothbrushes are not provided in rooms. Please collect them from the amenity area by 8:00 PM. (Towels, shampoo, conditioner, and body soap are provided in each room.)

Pajamas are available on request at the front desk. All rental items must be returned upon check out.

An Astronomical Telescopes are for use near the management building only, use that infringes on privacy is strictly prohibited.

Article 3 (Meals / Optional Experiences) Meal Times (For Advance Registrants Only)

Dinner and breakfast will be served to each room between 5:00 PM and 6:00 PM.

Adventure Night: Gather at management building at 7:30 PM.

Savanna Terrace Morning: Gather at Tobu Zoo West Gate at 7:45 AM the following morning.

※ If an activity is cancelled due to bad weather or equipment failure, Adventure Night and Savanna Terrace Morning fee will be refunded.

Article 4 (Handling of Room Equipment)

All glasses, mugs, decorative items, and other equipment in the room are property of the facility. Taking them is strictly prohibited. In the event of confirmed theft or intentional damage or soiling, the actual cost of replacement may be charged.

Article 5 (Sauna Usage)

- Do not touch the sauna stove directly, it reaches extremely high temperatures.
- Children under elementary school age are strictly prohibited from entering.
- Elementary school children must be accompanied by a guardian at all times.

Usage Rules

- Do not use if you have consumed alcohol, have a fever, are pregnant, or have been advised by a doctor to avoid bathing.
- Stay well-hydrated before, during, and after use.
- Eating, drinking, and smoking inside the sauna are prohibited.
- Flammable materials are not permitted inside.
- No dedicated cold bath — fill the bathtub with cold water.
- Löyly (water pouring): use 1 ladle at a time, with at least 10 minute intervals.
- Always turn off the power after use.
- Nude use is prohibited, please use swimwear or sauna wear. Sauna Set is available for rent at the front (Paid).

Article 6 (Other Prohibited Matters And Requests)

Smoking Policy

All private and exclusive spaces, including the inside of guest rooms (including sauna) and outdoor decks, are strictly non-smoking. Please smoke only in designated smoking areas, such as the one located next to the Administration Building. In the event that smoking (including electronic cigarettes and vapes) is discovered outside of the designated areas, a special cleaning fee will be charged.

Prohibition of Open Flames and Fireworks

For fire prevention and to ensure guest safety, guests are strictly prohibited from bringing or using their own equipment, including BBQ grills, portable gas stoves, fire pits, and fireworks (including Consumer fireworks). Due to the nature of an outdoor resort facility, leaving food leftovers unattended may attract crows and wild animals or pests.

Your cooperation in placing all trash inside the indoor trash bins or ensuring that outdoor bin lids are securely closed before going to sleep or leaving your room.

In principle, personal belongings left behind after check out will be kept for seven 7 days, including the day of discovery.

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

Other Items (Clothing, daily necessities, etc.): Kept for seven 7 days. If no request for return is made by the guest within this period, the Resort shall dispose of them at its sole discretion.

Food, Beverages, Hygienic Products, Magazines, etc.: Disposed of immediately on the day of discovery or by the following day.

※ Please note that if you request to have your forgotten items shipped back to you, all shipping costs shall be borne by the guest (Cash on Delivery).

Article 7 (Rules for Staying with Pet Dogs ※Exclusive to “Symphony Villa”)

The Resort offers accommodations where you can enjoy a memorable stay with your beloved dog strictly within the “Symphony Villa.” To ensure a safe, pleasant, and comfortable experience for all guests, we kindly request your strict cooperation with the following rules.

This specific villa is designated exclusively for guests staying with dogs. Due to the high presence of dog specific allergens and environmental factors within the building, guests who do not routinely live with dogs may face an increased risk of triggering animal related allergic reactions.

Accommodation is limited strictly to dogs that have completed basic training (no excessive barking, house-trained, etc.) and have received both a Rabies vaccination and a Combination (Mixed) vaccine within the past one 1 year. Guests must present both vaccination certificates at the front upon check in.

In the unfortunate event that you forget to bring the required certificates, out of consideration for the health and safety of other guests and pets (such as the prevention of infectious diseases), your dog will be strictly prohibited from entering or utilizing any Shared Areas, including the vicinity of the Administration Building. During your stay, you are requested to enjoy your time with your dog exclusively within your villa and its adjacent private dog park (Exclusive Spaces).

Private Dog Park (Exclusive Space): Dogs are permitted to run freely off leash.

Shared Areas (Only for dogs with verified certificates): Dogs must be kept on a leash at all times when moving through these areas.

Entering the Room: Please ensure you thoroughly wipe your dog’s paws with the provided towels before entering the villa.

Leaving Your Dog Unattended: When leaving your villa (to visit shared areas or participate in optional experiences), please be sure to bring your dog with you. The Resort cannot hold, mind, or manage pets under any circumstances.

Guests are permitted to sleep with their dogs on the bedding. However, if there is any concern about accidents, please ensure your dog wears appropriate pet diapers (“manner wear”). In the event of staining, soiling, or damage to the property, the guest will be invoiced for the actual cost of professional cleaning or repairs.

1. Disclaimer

The Resort assumes no responsibility or liability whatsoever for any accidents, illness, injury, death, escape, or theft of pets occurring within the facilities.

