

Suzukago Terms of Use

These Terms of Use apply to all guests (hereinafter referred to as “Guests”) who use our facility. By using the facility, Guests are deemed to have agreed to these Terms.

Article 1 (Scope of Application)

1. These Terms apply to the accommodation services and related services (hereinafter referred to as “Accommodation Services”) provided by the facility.
2. Guests must comply with these Terms as well as various regulations and notices separately established by the facility.

Article 2 (Establishment of Accommodation Contract)

1. The accommodation contract shall be established when a Guest applies for accommodation and the facility accepts the application.
2. The facility accepts reservations through methods specified in advance (such as by telephone, website, or email). Once the reservation is confirmed, these Terms shall apply.

Article 3 (Accommodation Fees and Payment Methods)

1. Accommodation fees shall be as presented to the Guest in advance in accordance with the facility's rate schedule.
2. Payment shall be made by credit card or other methods designated by the facility.
3. Guests shall make payment in accordance with the procedure specified by the facility at the time of reservation.

Article 4 (Check-in and Check-out)

1. The check-in and check-out times shall be determined separately by the facility.
2. If the Guest fails to check out by the designated time, an additional fee may be charged.

Article 5 (Provision of Meals)

1. All meals provided at the facility are prepared and supplied by external professional caterers (hereinafter referred to as “Catering Operators”).
2. The content, quantity, and serving time of meals may be subject to change due to the circumstances of the Catering Operators.
3. Responsibility for the quality, content, and allergy management of meals lies with the Catering Operators, and the facility shall not be liable for any matters related thereto.
4. In the case of cancellation of a plan including meals, the cancellation fee shall apply.

Article 6 (Cancellation Policy – Direct Reservations)

When cancelling a reservation, the following cancellation fees shall apply. Even if no notice is given, cancellations made after the designated dates are subject to fees. The total amount includes accommodation fees and any additional charges such as meal or option fees.

1. Cancellation made 2 days prior to arrival: 50% of the total reservation amount
2. Cancellation made 1 day prior to arrival: 80% of the total reservation amount
3. Cancellation made on the day of arrival or no-show: 100% of the total reservation amount

■ The cancellation policy may differ depending on the regulations of each Online Travel Agency (OTA). In such cases, the policy established by the respective OTA shall take precedence.

Article 7 (Guest Responsibilities)

1. Guests shall use the Accommodation Services with consideration for others and in accordance with these Terms, as well as all regulations and notices set by the facility.
2. If a Guest violates these Terms and causes damage to the facility, the facility may claim compensation for the damage.

3. The number of Guests staying may not exceed the number declared at the time of reservation. Security cameras are installed in the facility, and if over-occupancy is confirmed, additional charges may apply.

Article 8 (Use of Facility)

1. As this facility operates as a "Simple Lodging Facility," some facilities are shared among multiple Guests. Please refrain from any acts that may disturb other Guests (such as loud noise or monopolizing common areas).
2. Smoking is prohibited throughout the facility except in designated smoking areas.
3. Guests are responsible for managing their valuables. The facility shall not be liable for any loss or theft.
4. In the event of damage or contamination of facilities or equipment, Guests must promptly report it to the facility and may be charged the actual cost of repair or replacement.
5. Cooking inside the facility (including the use of gas stoves, IH cookers, hot plates, or electric pots) and self-catering using brought-in ingredients are prohibited for safety and hygiene reasons.
6. Items left behind by Guests: Perishable goods, beverages, and other items difficult to preserve will be disposed of immediately for hygiene reasons. Other lost items will be kept for 7 days (including the date of discovery) in accordance with the Lost Property Act, and then handed over to the nearest police station. If not claimed within 3 months of police storage, the items will be disposed of as provided by law.

Article 9 (Refusal of Accommodation)

The facility may refuse accommodation in the following cases:

1. When the content of the reservation violates laws or public order and morals.
2. When the Guest is deemed likely to cause significant inconvenience to other Guests or the facility.
3. When it is judged that accommodation cannot be safely provided due to overcapacity, facility failure, or other unavoidable reasons.
4. When minors under 18 years of age (including high school students) attempt to stay without a guardian.
5. When the Guest is clearly suffering from a contagious disease.
6. When hazardous materials (such as stoves, fuels, or chemicals) are brought into the facility.
7. When animals (excluding legally recognized service dogs such as guide, hearing, or assistance dogs) are brought into the facility.
8. When the facility otherwise deems the Guest's conduct inappropriate.

Article 10 (Language)

1. All information and emergency communications from the facility are provided in Japanese. Guests are expected to understand and follow them.
2. If communication in Japanese is extremely difficult and the facility determines that this may significantly hinder safety or operations, the facility may refuse accommodation for safety reasons.

Article 11 (Exclusion of Antisocial Forces)

1. The facility strictly prohibits the use of the facility by organized crime groups, members of such groups, related companies, racketeers, or other antisocial forces (hereinafter referred to as "Antisocial Forces"), or by persons closely related to them.
2. If it is discovered that a Guest belongs to or is closely related to such Antisocial Forces, the facility may immediately cancel the accommodation contract and request the Guest to leave.
3. In such a case, no refunds will be made for any payments already received.
4. If the exclusion of such forces results in damage to the facility or a third party, the Guest shall be liable for compensation for such damages.

Article 12 (Damage to Equipment and Fixtures)

If a Guest intentionally or negligently damages, soils, or loses any equipment or fixtures of the facility, the Guest shall be liable for compensation.

Article 13 (Handling of Personal Information)

1. The facility properly manages Guests' personal information and takes measures to protect privacy.
2. The facility will not disclose or provide personal information to third parties except in the following cases:
 - (1) When the Guest's consent has been obtained.
 - (2) When required by law.
 - (3) When necessary to protect life, body, or property, and obtaining consent is difficult.
 - (4) When necessary to provide accommodation services smoothly, to the extent required, to contractors (such as catering or cleaning companies) bound by confidentiality agreements with the facility.

Article 14 (Disclaimer)

1. The facility shall not be liable for any accidents, theft, or loss caused by the Guest's negligence or poor management. The same applies to theft or accidents in the parking area.
2. The facility shall not be liable for any failure to provide Accommodation Services due to natural disasters, suspension of public transportation, or other reasons beyond the facility's control.
3. Any disputes or troubles occurring among Guests shall be resolved between the parties, and the facility shall not be responsible.

Article 15 (Amendments to the Terms)

The facility may amend these Terms when deemed necessary. The revised Terms shall take effect from the time they are announced via the facility's website or posted within the premises.

Article 16 (Governing Law and Jurisdiction)

These Terms shall be governed by the laws of Japan. Any disputes arising in connection with these Terms or the use of the facility shall be subject to the exclusive jurisdiction of the court having jurisdiction over the location of the facility.

Supplementary Provision

Established on August 1, 2025.