

SUZUKAGO TERMS AND CONDITIONS

These Terms and Conditions apply to all guests who use this facility (hereinafter referred to as the “Guest”).

By using this facility, the Guest is deemed to have agreed to these Terms and Conditions.

Article 1 (Scope of Application)

These Terms and Conditions apply to the accommodation services and related services provided by this facility (hereinafter referred to as the “Accommodation Services, etc.”).

Guests shall comply with these Terms and Conditions as well as any separate rules, regulations, and notices established by this facility.

Article 2 (Formation of the Accommodation Contract)

1. An accommodation contract shall be deemed concluded at the time when the Guest applies for accommodation and the facility accepts such application.
 2. Reservations shall be accepted by methods determined in advance by the facility (including telephone, web reservations, email, etc.).
Once a reservation is confirmed, these Terms and Conditions shall apply.
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Article 3 (Accommodation Fees and Payment Method)

1. Accommodation fees shall be presented to the Guest in advance in accordance with the fee schedule determined by the facility.
 2. Payment shall be made by credit card or other methods designated by the facility.
 3. Payment shall be completed in accordance with the procedures specified by the facility at the time of reservation.
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Article 4 (Check-in and Check-out)

1. Check-in and check-out times shall be determined separately by the facility.
2. This facility operates on an unmanned self check-in and self check-out system, and staff are not stationed on the premises as a general rule.
3. Guests who have not completed the check-in procedures designated by the facility shall not be permitted to enter or stay at the facility.
4. If the Guest has not vacated the room after the check-out time has passed, additional charges may be applied.
5. In the event of an emergency or when deemed necessary to ensure safety, the facility may enter guest rooms without the Guest’s consent.

Article 5 (Meal-Included Plans)

1. All meals provided by the facility are prepared and supplied by external specialized vendors (hereinafter referred to as “Catering Providers”).
 2. Meal contents, portions, and serving times may be subject to change due to circumstances of the Catering Providers.
 3. Responsibility for meal quality, contents, and allergy-related matters shall belong solely to the Catering Providers, and the facility shall bear no responsibility whatsoever.
 4. Cancellation of meal-included plans shall be subject to cancellation fees.
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Article 6 (Cancellation Policy and Official Reservations)

Cancellation fees shall be charged as follows.

Regardless of whether notice is given, cancellation fees shall apply after the designated deadlines. The total amount subject to cancellation fees shall include accommodation fees and optional charges such as meals.

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

Cancellation policies may differ depending on the reservation site (OTA).

In such cases, the cancellation policy specified by the reservation site used shall take precedence.

Article 7 (Responsibilities of the Guest)

1. Guests shall comply with these Terms and Conditions and all separately established rules and notices of the facility, and shall use the Accommodation Services, etc. with due consideration for others.
 2. Guests shall not disclose passcodes or similar information issued by the facility to third parties, and shall manage such information under their own responsibility.
 3. If a Guest violates these Terms and Conditions and causes damage to the facility, the facility may claim compensation for damages from the Guest.
 4. Guests shall not stay in numbers exceeding the number declared at the time of reservation. Security cameras are installed on the premises, and if excess occupancy is confirmed, additional charges may be imposed.
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Article 8 (Usage Precautions)

1. As this facility operates as a simple lodging facility and includes shared facilities for multiple guests, Guests shall refrain from conduct that may disturb others (including noise and monopolization of shared spaces).
 2. Smoking is strictly prohibited throughout the facility except in areas designated by the facility. Smoking is permitted only in designated areas.
 3. Guests are responsible for managing their own valuables. The facility shall not be liable for loss or theft.
 4. If facilities or equipment are damaged or soiled, Guests shall promptly notify the facility and may be required to bear the actual costs of repair or replacement.
 5. Cooking within the facility (including gas stoves, IH cookers, hot plates, electric pots, etc.) and self-catering using brought-in food ingredients are prohibited for safety and hygiene reasons.
 6. If guests leave behind personal belongings at the facility, food, beverages, and other items that are difficult to store hygienically (including underwear) shall be disposed of immediately for sanitary reasons.
Other lost items shall be kept for seven (7) days including the day of discovery, in accordance with the Lost Property Act, and then submitted to the nearest police station. If the owner does not appear within the police retention period (three months), such items shall be disposed of in accordance with applicable laws.
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Article 9 (Refusal of Accommodation)

The facility may refuse accommodation in the following cases:

1. When the contents of the accommodation application are deemed to violate laws or public order and morals.
2. When the Guest is deemed to be in a condition that may cause significant disturbance to the facility or other guests (including severe intoxication).
3. When the facility determines that it cannot safely provide accommodation services due to overcapacity, equipment trouble, or other reasons.
4. When accommodation is sought solely by minors under 18 years of age (including high school students).
5. When the person seeking accommodation is clearly recognized as having an infectious disease.
6. When dangerous items (such as heaters, fire equipment, petroleum products) or items harmful to the human body are brought into the facility.
7. When animals or pets (including dogs, cats, birds, etc.) are brought into the facility, except for guide dogs and assistance dogs.
8. When any other conduct is deemed inappropriate by the facility.

If any of the above items apply, the facility may require the Guest to leave or restrict entry or stay. In cases of refusal of accommodation or eviction based on this Article, any accommodation fees already paid shall not be refunded.

Article 10 (Language Support)

1. All guidance and emergency communications at the facility shall be conducted in Japanese, and Guests are expected to understand and comply with such communications.
 2. If the facility determines that a Guest has significant difficulty communicating in Japanese and that such difficulty may cause serious safety or operational issues, the facility may refuse accommodation for safety reasons.
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Article 11 (Exclusion of Anti-Social Forces)

1. The facility strictly refuses use by members of organized crime groups, members of such groups, affiliated companies, corporate racketeers, or other anti-social forces (hereinafter referred to as “Anti-Social Forces”), as well as those closely associated with them.
 2. If it is found that a Guest falls under Anti-Social Forces or has close ties thereto, the facility may immediately terminate the accommodation contract and demand immediate eviction.
 3. In such cases, any accommodation fees already paid shall not be refunded.
 4. If damages occur to the facility or third parties as a result of the exclusion of Anti-Social Forces, the Guest shall be responsible for compensating such damages.
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Article 12 (Compensation for Damage to Facilities and Equipment)

1. If a Guest intentionally or negligently damages, soils, or loses the facility’s equipment or furnishings, the Guest shall be liable to compensate the facility for damages.
 2. If excessive soiling, foul odors, or disorder beyond normal use are confirmed, the facility may charge the costs required for restoration.
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Article 13 (Handling of Personal Information)

1. The facility shall appropriately manage Guests’ personal information and give due consideration to the protection of privacy.
2. The facility shall not disclose or provide personal information to third parties except in the following cases:
 - (1) When the Guest has given consent
 - (2) When disclosure is required by law
 - (3) When it is necessary to protect life, body, or property and it is difficult to obtain the Guest’s consent

(4) When providing the minimum necessary information to employees of the facility or contractors who have entered into confidentiality agreements (including catering and cleaning providers) for the purpose of smoothly providing accommodation services

Article 14 (Disclaimer)

1. The facility shall bear no responsibility whatsoever for accidents, theft, or loss arising from the Guest's negligence or failure in self-management.
The facility shall also bear no responsibility for theft or accidents occurring in parking areas.
 2. The facility shall not be liable if Guests are unable to receive accommodation services due to natural disasters, suspension of public transportation, or other causes not attributable to the facility.
 3. Any troubles arising during use of the facility (including disputes between guests) shall be resolved between the parties concerned, and the facility shall bear no responsibility.
 4. In cases where evacuation or departure is necessary to ensure safety due to disasters, fires, or emergency alerts, the facility may require Guests to evacuate or leave.
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Article 15 (Amendment of Terms)

The facility may amend these Terms and Conditions when deemed necessary.

Amended terms shall take effect from the time they are announced on the facility's website or posted within the facility.

Article 16 (Governing Law and Jurisdiction)

These Terms and Conditions shall be governed by the laws of Japan.

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