SUZUKAGO · TERMS AND CONDITIONS

These Terms and Conditions apply to all guests who use our accommodation facility (hereinafter referred to as "Users"). By using the Facility, Users are 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 the Facility (collectively, "Accommodation Services").

Users must comply with these Terms and Conditions, as well as any other rules, regulations, and notices separately established by the Facility.

Article 2 (Formation of the Accommodation Contract)

1. An accommodation contract is formed when a User applies to the Facility for accommodation and the Facility accepts the application.
2. The Facility accepts reservations through methods specified in advance, including telephone, online booking, and email. Once a reservation is confirmed, these Terms and Conditions apply.

Article 3 (Accommodation Charges and Payment)

1. Accommodation charges shall be based on the rates established by the Facility and presented to Users in advance.
2. Payment shall be made by credit card or another method designated by the Facility.
3. Payment must be made at the time of booking in accordance with the procedures designated by the Facility.

Article 4 (Check-in and Check-out)

1. Check-in and check-out times shall be separately specified by the Facility.
2. The Facility operates an unstaffed, self-service check-in and check-out system. As a general rule, no staff members are stationed on site.
3. Users may not enter or stay at the Facility unless they have completed the check-in procedures designated by the Facility.
4. If departure from the room cannot be confirmed after the check-out time, additional charges may apply.
5. In an emergency or when necessary to ensure safety, the Facility may enter a guest room without the User's consent.

Article 5 (Meal-inclusive Plans)

1. All meals provided at the Facility are prepared and supplied by an external professional provider (hereinafter referred to as the "Catering Provider").
2. Meal selections, portions, serving times, and other details may be changed in part due to circumstances of the Catering Provider.
3. As a general rule, the Catering Provider is responsible for matters relating to meal quality, content, and food allergy accommodations. This does not apply where the Facility is at fault due to intentional misconduct or negligence.
4. Cancellation of a meal-inclusive plan is subject to cancellation charges.

Article 6 (Cancellation Policy for Direct Bookings)

The following cancellation charges apply when a reservation is canceled. Cancellation charges apply after the specified deadlines regardless of whether advance notice is given. They are calculated on the total reservation amount, including accommodation charges and optional services such as meals.

1. Cancellation two days before the scheduled stay: 50% of the total reservation amount.
2. Cancellation one day before the scheduled stay: 80% of the total reservation amount.
3. Cancellation on the scheduled arrival date or failure to arrive (no-show): 100% of the total reservation amount.

Cancellation policies may differ depending on the booking platform (OTA). In such cases, the cancellation policy of the platform used for the reservation shall take precedence.

Article 7 (Responsibilities of Users)

1. Users must comply with these Terms and Conditions and any other rules or notices established by the Facility, and must use the Accommodation Services with consideration for others.
2. Users must not disclose access codes or other credentials issued by the Facility to third parties and are responsible for managing them securely.
3. If a User violates these Terms and Conditions and causes damage to the Facility, the Facility may claim compensation from the User.
4. Users may not stay at the Facility with more people than the number declared at the time of booking. Security cameras are installed on the premises, and additional charges may apply if the number of guests exceeds the declared occupancy.

Article 8 (Rules and Precautions for Use)

1. As a simple lodging facility, the Facility includes amenities shared by multiple guests. Users must refrain from behavior that disturbs others, including excessive noise or monopolizing shared spaces.
2. Smoking is prohibited throughout the Facility except in areas specifically designated by the Facility. Smoking is permitted only in those designated areas.
3. Users must safeguard their own valuables. The Facility shall not be liable for loss, theft, or similar incidents if the Facility is not at fault due to intentional misconduct or negligence.
4. If a User damages or soils the Facility or its furnishings, the User must promptly notify the Facility and may be required to pay the actual cost of repairs or replacement.
5. Cooking on the premises (including the use of gas burners, induction cooktops, hot plates, electric cooking pots, and similar appliances), as well as preparing meals using ingredients brought into the Facility, is prohibited for safety and hygiene reasons.
6. If a guest leaves luggage or personal belongings at the Facility, food, beverages, and other items that are difficult to store for sanitary reasons (including underwear) may be disposed of, depending on their condition and to the extent permitted by law.
   Other lost or forgotten items will, in principle, be held temporarily for no more than seven days including the date of discovery, and will be handled in accordance with the Lost Property Act, including return to the owner or delivery to a police station.
   Items submitted to a police station will be retained and handled for the period prescribed by that Act.
7. Pets of any kind are prohibited inside the Facility, except for assistance dogs for persons with disabilities (guide dogs, service dogs, and hearing dogs).

8. Because the Facility is operated entirely without on-site staff, reservations for stays consisting solely of guests under the age of 18 are, in principle, not accepted for safety management reasons.

Article 9 (Refusal of Accommodation)

The Facility may refuse accommodation if grounds for refusal exist under the Hotel Business Act, applicable local ordinances, or other relevant laws and regulations.

In the following circumstances, the Facility may, in accordance with applicable laws and the individual situation, terminate an accommodation contract, restrict entry or continued use of the Facility, or take other necessary measures:

1. If the content of an accommodation application is considered contrary to laws or public order and morals.
2. If a person is judged to be in a condition, such as severe intoxication, that is likely to cause serious disturbance to the Facility or other Users.
3. If accommodation cannot be provided safely due to over-occupancy, equipment problems, or similar circumstances.
4. If a prospective guest falls within the category of patients or other persons affected by specified infectious diseases as defined by the Hotel Business Act.
5. If a person brings in dangerous items (including heaters or other fire-producing appliances and petroleum products) or substances harmful to the human body.
6. If any other grounds for refusal of accommodation under the Hotel Business Act or other relevant laws and regulations apply.

Settlement of accommodation charges following refusal of accommodation or a request to leave will be handled appropriately in accordance with the grounds for termination, the circumstances of use, and applicable laws and regulations.

Article 10 (Language Support)

1. Information provided by the Facility is primarily in Japanese and English. Emergency telephone inquiries are handled in Japanese.
2. Because the Facility is unstaffed, telephone support is available in Japanese only. Inquiries in other languages are generally handled by email.

Article 11 (Exclusion of Anti-social Forces)

1. The Facility strictly prohibits use by persons belonging to organized crime groups, their members, affiliated companies, corporate racketeers, or other anti-social forces (collectively, "Anti-social Forces"), as well as persons closely associated with them.
2. If a User is found to belong to, or have close ties with, Anti-social Forces, the Facility may immediately terminate the accommodation contract and require the User to leave without delay.
3. If an accommodation contract is terminated under the preceding paragraph, settlement of accommodation charges and other fees will be conducted in accordance with applicable laws and regulations. The Facility may also claim compensation for any damage it suffers.
4. If the exclusion of Anti-social Forces results in damage to the Facility or any third party, the User shall be responsible for compensating the Facility and the affected third party for such damage.

Article 12 (Compensation for Damage to Facilities and Furnishings)

1. If a User intentionally or negligently damages, soils, or loses any equipment or furnishings belonging to the Facility, the User shall be liable to compensate the Facility for the resulting damage.
2. If substantial soiling, offensive odors, disorder, or similar conditions beyond the scope of ordinary use are found, the Facility may charge the costs necessary to restore the premises to their original condition.

Article 13 (Handling of Personal Information)

1. The Facility shall manage Users' personal information appropriately and take care to protect their privacy.
2. The Facility shall not disclose or provide personal information it has obtained to third parties, except in the following cases:
   (1) When the User has given consent.
   (2) When disclosure is required by law.
   (3) When necessary to protect significant interests relating to life, physical safety, property, or similar matters, and it is difficult to obtain the User's consent.
   (4) When the minimum information necessary to provide Accommodation Services smoothly is shared with the Facility's employees or contractors who are bound by confidentiality agreements (such as catering or cleaning service providers).

Article 14 (Disclaimer of Liability)

1. The Facility shall not be liable for accidents, theft, loss, or similar incidents arising from a User's carelessness or failure to manage their belongings, provided that the Facility is not at fault due to intentional misconduct or negligence. The same shall apply to accidents and theft in parking areas.
2. The Facility shall not be liable if Users are unable to receive Accommodation Services because of natural disasters, suspension of public transportation, or other circumstances not attributable to the Facility.
3. Disputes arising between Users while using the Facility shall, in principle, be resolved between the parties concerned. This shall not apply where the Facility is at fault due to intentional misconduct or negligence.
4. In the event of a disaster, fire, issuance of an alert, or other situation requiring safety measures, the Facility may require Users to leave or evacuate.

Article 15 (Amendment of Terms and Conditions)

The Facility may amend these Terms and Conditions to the extent necessary and reasonable in accordance with applicable laws and regulations. When amendments are made, the Facility will announce the changes and their effective date on its website or through similar means.

Article 16 (Governing Law and Exclusive Jurisdiction)

These Terms and Conditions shall be governed by the laws of Japan. The court having jurisdiction over the location of the Facility shall have exclusive jurisdiction by agreement over any dispute arising from these Terms and Conditions or the use of the Facility.