Hotel Royal Classic Osaka Customer Harassment Policy

1. Introduction

Since we opened, Hotel Royal Classic Osaka has been patronized by many domestic and international guests and has received much positive feedback. We aim to continue providing hospitality and services that will delight each and every guest.

On the other hand, we will take firm action against customer harassment, as it is a serious infringement on the human rights and working environment of our employees, and will address it systematically as an organization.

2. Definition of customer harassment

The "Customer Harassment Response Corporate Manual" established by the Japanese Ministry of Health, Labor and Welfare defines customer harassment primarily as "complaints and actions from customers, etc., in which, in light of the validity of the content of the demands in the complaint or action, the means and manner of fulfilling the demands are socially unacceptable, and such means and manner harm the working environment of employees."

3. Actions that constitute customer harassment

This will comply with the "Customer Harassment Prevention Corporate Manual" established by the Japanese Ministry of Health, Labor and Welfare.

Please be advised that the scope of this policy is not limited to the following actions only.

1) **Interference with Operations:**
   - Disruption of duties, or repetitive complains

2) **Excessive Demands:**
   - Persistent and unreasonable request exceeding hotel policies or reservation.

3) **Verbal Abuse and Discrimination:**
   - Shouting, insults, or discriminatory remarks regarding race, gender, etc.

4) Defamation:
   - Harmful social media posts, internet or false claims about the hotel or staff

5) **Intimidating Behavior and Threats:**
   - Verbal threats of harm and filming for the purpose of intimidation

6) **Violence and Property Damages:**
   - Physical assault against staff or intentional damage to equipment

7) **Sexual Misconduct and Voyeurism:**
   - Illicit filming, public indecency, lewd remarks, or stalking

8) **Fraud and Deception:**

- Identity fraud, unauthorized use of passport or fraudulent claims
- Stay by the other person's identification or incidental information

9) **Unauthorized Access:**

- Entering or loitering in staff's workspaces and restricting spaces

4. Responding to customer harassment

In the event of any customer harassment, we will take firm action to protect our employees and, if necessary, may refuse service to the customer. We will also cooperate with external experts such as the police and lawyers to take strict action, including legal measures.

5. A request to our customers

We will continue to strive to provide our guests with a comfortable space and excellent hospitality. However, if we determine that a guest's words or requests constitute customer harassment, we may interrupt or refuse to provide service to that guest.

Furthermore, in cases deemed malicious, we may cooperate with the police, lawyers, etc., and take strict action as an organization.

Formulated in October 2026
Hotel Royal Classic Osaka