

ホテルロイヤルクラシック大阪

宿泊約款

客室利用規則

客室備品等ご利用のご案内

緊急時の対応について

Hotel Royal Classic Osaka

Terms and Conditions for Accommodation Contracts

Rules of Conducts

How to use of equipped facilities in room

Emergency Guidance

Hotel Royal Classic Osaka

Terms and Conditions for Accommodation Contracts

Scope of Application

- Article 1 Contracts for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions. And any particulars not provided for herein shall be governed by laws and regulations and generally accepted practices.
- 2 In the case when the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, notwithstanding the preceding Paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

Application for Accommodation Contract

- Article 2 A guest who intends to make an application for an Accommodation Contract with Hotel shall notify the Hotel of the following particulars:
- (1) Name of the Guest(s) and phone number
 - (2) Date of accommodation and estimated time of arrival;
 - (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in the Attached Table No. 1); and
 - (4) Other particulars deemed necessary by the Hotel
- 2 In the case when the Guest requests, during his stay, extension of the accommodation beyond the date in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

Conclusion of Accommodation Contracts, etc.

- Article 3 A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article.
However, the same shall not apply where it has been proved that the Hotel has not accepted the application.
- 2 When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit fixed by the Hotel within the limits of Basic Accommodation Charges covering the Guest's entire periods of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Hotel.

- 3 The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest, then secondly for the cancellation charges under Article 6 and thirdly for the reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12.
- 4 When the Guest has failed to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid, however the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of payments of the deposit is specified.

Special Contract Requiring No Accommodation Deposit

- Article 4 Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.
- 2 In the case when the Hotel has not requested the payment of the deposit as stipulated in Paragraph 2 of the preceding Article and has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as that the Hotel has accepted, a special contract prescribed in the preceding Paragraph.

Application for Accommodation Contract

The Hotel may not accept the conclusion of an Accommodation Contract under any of the following case:

- (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions;
- (2) When the Hotel is fully booked and no room is available;
- (3) When the Guest seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or act against the public order or good morals in regard to his accommodation;
- (4) When the Guest seeking accommodation is identified as a member of an organized crime group, or is involved with an organized crime group, or is involved with an organized crime group or other antisocial force, as specified by the Law Concerning Prevention of Unjust Acts by Organized Crime Group Members.
(hereinafter referred to as "organized crime group");

- (5) When the Guest seeking accommodation is considered as a member of a corporate body or other groups whose business is governed by an organized crime group or similar groups;
- (6) When the Guest seeking accommodation operates or is considered as a member of corporate body whose Board Members belong to a group that is deemed an organized crime group or similar groups;
- (7) When the Guest seeking accommodation commits any illegal acts of violence, intimidation, extortion, or other threatening acts to the Hotel facilities or its employees, or requests the hotel to assume unreasonable burden, or is deemed liable to have ever committed the same acts against them;
- (8) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease;
- (9) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and other unavoidable causes; and
- (10) When the Guest seeking accommodation is liable to cause annoyance to other guests.
(The Osaka prefectural Ordinance)

Right to Cancel Accommodation Contract by the Guest

- Article 6 The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
- 2 In case when the Guest has cancelled the Accommodation Contract in whole or in part due to cause for which the Guest is liable (except in the case when the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the Guest.
 - 3 In the case when the Guest does not appear by 8 p.m. of the accommodation date (2 hours after the expected time of arrival if the Hotel is notified of it) without an advance notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

Special Contract Requiring No Accommodation Deposit

- Article 7 The Hotel may cancel the Accommodation Contract under any of the following cases;
- (1) When the Guest is deemed liable to conduct and have conducted himself in a manner that will contravene the law or act against the public order and good morals in regard to his accommodation;
 - (2) When the Guest is considered as a member of an organized crime group or similar groups;
 - (3) When the Guest is considered as a member of a corporate body or other groups whose business is governed by an organized crime group or similar groups;
 - (4) When the Guest operates or is considered as a member of a corporate body whose Board Members belong to a group that is deemed an organized crime group or similar groups;
 - (5) When the Guest commits any illegal acts of violence, intimidation, extortion or other threatening act to the Hotel facilities or its employees, or requests the hotel to assume unreasonable burden, or is deemed liable to have ever committed the same acts against them;
 - (6) When the Guest can be clearly detected as carrying an infectious disease;
 - (7) When the Hotel is unable to provide accommodation due to natural calamities and other causes of force majeure;
 - (8) When the Guest is deemed liable to behave in a manner that will infringe upon other Guests of this Hotel (The Osaka Prefectural Ordinance); and
 - (9) When the Guest does not observe prohibited actions such as smoking in bed, mischief to the fire-fighting facilities and other prohibitions of the Use Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid the causing of fires)
- 2 In the case when the Hotel has cancelled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not be entitled to charge the Guest for any of the services in the future during the contractual period which he has not received.

Hotel Royal Classic Osaka

Terms and Conditions for Accommodation Contracts

Registration

- Article 8 The Guest shall register the following particulars at the Front Desk of the Hotel on the day of accommodation;
- (1) Name, age, sex, address and occupation of the Guest (s);
 - (2) Except Japanese, nationality, passport number, port and date of entry in Japan, or submitting the copy of passport;
 - (3) Date and estimated time of departure; and
 - (4) Other particulars deemed necessary by the Hotel.
- 2 In the case when the Guest intends to pay his Accommodation Charges prescribed in Article 12 by any means other than Japanese currency, such as traveler' s cheques, coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

Occupancy Hours of Gues Room

- Article 9 The Guest is entitled to occupy the contracted guest room of the Hotel from 3 p.m. to 12 p.m. the next noon. However, in the case when the Guest is accommodated continuously, the Guest may occupy it all day long, except for the day of arrival and departure.

The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, extra charges shall be paid as follows:

- (1) Up to 3 hours: one third of the room charge
- (2) Up to 6 hours: one half of the room charge
- (3) Mora than 6 hours: room charge in gull

Occupancy Hours of Guest Room

- Article 10 The Guest shall observe the Use Regulation established by the Hotel which are posted within the premises of the Hotel.

Business Hours

- Article 11 Business hours of the front desk, etc. of the Hotel are as follows, and those of other facilities, etc. shall be notified in detail by the provided brochures, notices displayed, the VOD menu in guest rooms' TV, and others.

Service hours of the front desk, cashier' s desk, etc.

- | | |
|-----------------------|----------|
| (1) Closing time | None |
| (2) Front | 24 hours |
| (3) Currency Exchange | 24 hours |

- 2 Business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable causes of the Hotel. In such a case, the Guest shall be informed by appropriate means.

Payment of Accommodation Charges

- Article 12 The breakdown of the Accommodation Charge, etc. that the Guest shall pay is as listed in the Attached Table No.1.
- 2 Accommodation Charges, etc. as stated in the preceding Paragraph shall be paid with Japanese currency or by any means other than Japanese currency such as traveler' s cheques, coupons or credit card recognized by the Hotel at the front desk at the time of the departure of the Guest or upon request by the Hotel.
- 3 Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him by the Hotel and are at his disposal.

Liabilities of the Hotel

- Article 13 The Hotel shall compensate the Guest for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfilment of the Accommodation Contract and related agreements. However, the same shall not apply in case where such damage has been caused due to reasons for which the Hotel is not liable.
- 2 The Hotel is covered by the Hotel Liability Insurance in order to deal with unexpected fire and other disasters.

Handling When unable to provide Contracted Rooms

- Article 14 The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.

- 2 When arrangement of other accommodation cannot be made notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodation due to cause for which the Hotel is not liable, the Hotel shall not compensate the Guest.

Handling of Deposited Articles

Article 15 The Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused to the goods, cash or valuables deposited at the Front Desk by the Guest, except in the case when this has occurred due to caused of force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report its kind and value but the Guest has failed to do so, the Hotel shall compensate the Guest within the limits of 100,000 yen.

- 2 The Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused, through intention or negligence on the part of the Hotel, to the goods, cash or valuables which are brought into the premises of the Hotel by the Guest but are not deposited at the Front Desk. However, for articles of which the kind and value has not been reported in advance by the Guest, the Hotel shall compensate the Guest within the limits of 100,000 yen, except in case where loss or damage was caused intentionally or by gross negligence on the part of the Hotel.

Custody of Baggage and Belongings of the Guest

Article 16 When the baggage of the Guest is brought into the Hotel before his arrival, the Hotel shall be liable to keep it only in the case when such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the front desk at the time of his check-in.

- 2 When the baggage or belongings of the Guest is founded left after his check-out, and the ownership of the article is confirmed, the Hotel shall inform the owner of the article left and ask for further instructions. When no instruction is given to the Hotel by the owner or when the ownership is not confirmed, the Hotel shall keep the article for 7 days including the day it is found, and after this period, the Hotel shall turn it over to the nearest police station.

- 3 The Hotel' s liability in regard to the custody of the Guest' s baggage and belongings in the case of the preceding two Paragraphs shall be assumed in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2.

Liabilities in regard to Parking

Article 17 The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilize the parking lot within the premises of the Hotel, as it shall be regarded that the Hotel simply offers the space for parking, whether the key of the vehicle has been deposited to the Hotel or not. However, the Hotel shall compensate the Guest for the damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

Liability of the Guest

Article 18 The Guest shall compensate the Hotel for the damage caused through intention or negligence on the part of the Guest.

Hotel Royal Classic Osaka

Terms and Conditions for Accommodation Contracts

Attached table No.1 The breakdown for Accommodation Charge, etc.
(Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

		Contents
Total Amount be paid by the Guest	Accommodation Charge	1) Basic Accommodation Charge [Room Charge (or Room and Breakfast charge)] 2) Searvice Charge [1) x 10%]
	Extra Charge	3) Meals & Drink and Other Expenses 4) Service Charge [3) x 10%]
	Taxes	5) Consumption Tax 6) Accommodation Tax

Attached table No.2 Cancellation Charge for Hotel
(Ref. Paragraph 2 of Article 6)

		No show	Accommodation Day	1 day prior to Accommodation Day	9 days prior to Accommodation Day	20 days prior to Accommodation Day
Individuals	1 to 14	100 %	80 %	20 %	---	---
	15 to 99	100 %	80 %	20 %	10 %	---
Group	100 and more	100 %	100 %	80 %	20 %	10 %

Remarks:

- The percentage signifies the rate of cancellation charge to the Basic Accommodation Charges.
- When the number of days contacted is shortened, cancellation charge for its first day shall be paid by the Guest regardless of the number of days shortened.
- When part of a group booking (for 15 persons or more) is cancelled, the cancellation charges shall not be charged for the number of person equivalent to 10% of the number of persons booked as of 10 days prior to the occupancy (When accepted less than 10 days prior to the occupancy, as of the date) with fractions counted as a whole number.

Hotel Royal Classic Osaka

Rules of Conducts

The hotel takes this opportunity to welcome you and to invite you to make full use of our facilities.

Our accommodations and facilities are operated under rules similar to those of other hotels with international standard. The management kindly requests that hotel guests observe these rules and hope that your stay with us will be an enjoyable one. Hotel rules are out-lined in Article 10 of Provisions Governing Accommodations and are clarified for your convenience.

Guests are graciously requested to observe the following rules:

- (1) Not to use the guest room for purposes other than sleeping, eating and drinking.
- (2) Not to order meals or drinks from outside the hotel.
- (3) Not to use the guest room or hallway for cooking, ironing or heating.
- (4) Not to attempt to open windows.
- (5) Not to smoke in bed, a fire hazard.
- (6) Not to let your visitors use the facilities of your room and not to invite visitors to your room.
- (7) Not to move furniture from fixed positions within the hotel room.
- (8) Not to alter or rearrange the fixtures in the room without permission of hotel officials.
- (9) Not to bring items into the hotel, such as animals and birds, offensive smelling items, illegally-owned guns and swords, gasoline, explosives, inflammable items or bulky objects.
- (10) Not to annoy other guests by creating a noise in room or in the hallways.
- (11) Not to gamble in the hotel and not to commit any offense against public modesty or public order.
- (12) Not to use the hotel for soliciting business of any type unless specially authorized.
- (13) Not to annoy guest by taking sleeping drug or other medicines.
- (14) Not to enter into the private facilities of the hotel without permission.
- (15) Hotel will not accommodate guests when they have infectious diseases.
- (16) Minors are not allowed to stay at this hotel without the consent of their parents or guardians.
- (17) Do not leave your belongings in the lobby or the hall-way at any time.
- (18) Please keep the money and valuable in the the same at the each guest room and be notified that the hotel will not be responsible for money and valuables. Articles such as works of art and antiques, however, cannot be accepted.
- (19) Your laundry or other belongings will be stored for 3 months in the Front Office and one day at the cloakroom after your departure.
- (20) Your account with us should be settles every 7days. Even within 7 days, the settlement should be made upon our request.
- (21) If you wish to extend your stay, you are requested to settle your original account.
- (22) Without hotel permission, do not shoot photograph and movie for the purpose of profit and not sell those for a profit.
- (23) Please be advised that when a guest uses the telephone installed in his room, a maintenance cost will be added to the telephone rate.
- (24) Going outside the guest room dressed in bathrobe or slippers is forbidden.
- (25) Photographing within the hotel premises, either for commercial purpose or in cases where it would cause a nuisance for hotel guests, is strictly prohibited.
- (26) Please be advised that cooking used by the room facilities is highly prohibited.
- (27) When the guest request the hotel to discard the suitcase or large laggage, the hotel will charge the disposal fee from the guest.

Hotel Royal Classic Osaka Rules of Conducts

- (28) Please make sure that you put trash in the designated place in the room and facilities.
Do not throw away cigarette butts or trash outside the facilities.

Hotel Royal Classic Osaka

How to use of equipped facility in room / Emergency Guidance

Please be advised of usage for the equipped facilities in the room.

- (1) **Phone**
You can call to the other guest room by the phone in the room, without through the operator. Please hung up the phone and dial the room number you want to call.
- (2) **Air Condition System**
Please be advised that the guest can control the air conditioning temperature, or air volume by the tablet controller or the controller on the wall.
- (3) **Air Purifier**
Air purifier is equipped at all guest room in our hotel. Please use it upon necessary.
- (4) **Electric Hot Pot**
Electric hot pot is equipped at all guest room in our hotel. Please be advised this electric hot pot is in order to boil the hot walter. Do not use this electric hot pot to cook some food in the room.

In case of fire or medical emergency, please be advised the following.

- (1) **Fire Occurrence at the guest room**
Our hotel equipped necessaru fire detective and extinguish system, such as the smoke detector and the sprinkler system. However, if you find or notice the fire occurence in the room, please contact to Front desk and evacuate. You can contact to the front by the phone in the room or at the elevator hall. (Extension to the Front desk is 3600)
Immediately, front clerk or secuiry come to check, extinguish a fire, and guide to evacuate the guest, appropriately.
- (2) **Phisycal / Medical Emmergency**
During stay, if you feel in bad shape, please do not hesitate to contact to the Front desk by the phone in the room.