

# Terms of service

Our hotel has established rules for use in order for our guests to use our facilities safely and comfortably, so we ask for your cooperation in complying with them as stipulated in Article 10 of the Accommodation Terms and Conditions. If you do not comply, we may be forced to refuse your stay or use of the hotel's facilities, and in some cases, you may be required to pay for any damages, so please be especially aware of this.

## ***[Matters to be observed for fire prevention]***

1. Please refrain from smoking in areas where it is likely to cause a fire (smoking in bed or while walking in the building).
2. Please do not bring or use firearms for heating or cooking, irons, etc. into the guest room.
3. Please refrain from any other actions that may cause a fire.
4. Please refrain from tampering with firefighting equipment, etc. as this will hinder the maintenance of safety.

## ***[Matters to be observed for security reasons]***

1. Please make sure to lock the door before leaving your room during your stay.
2. When you go out of the building, please leave your key at the front desk.
3. Please refrain from meeting with visitors in your guest room.
4. Please use the lobby for meetings.

## ***[Regarding handling of valuables, entrusted items, and lost items]***

1. The storage lockers in guest rooms are conveniently provided for guests to use freely, but since they are simple, to prevent accidents, be sure to clearly indicate the type and value of cash and valuables at the front desk (ticket counter). Please leave it at ).
2. Please note that we will only be able to compensate you for any damage caused by loss or damage to cash or valuables that you do not leave at the front desk during your stay, but only within a certain limit. Masu.
3. We will handle lost items that fall under the provisions of Article 16, Paragraph 2, Paragraph 3 of the Accommodation Terms and Conditions and related laws and regulations.

## ***[About payment]***

1. Please note that payments must be made in currency or in traveler's checks, accommodation vouchers, or credit cards approved by the hotel at the front desk upon departure or when requested by the hotel. Please note that if you wish to pay with a traveler's check, accommodation voucher, credit card, or any other alternative to currency, please present it in advance.
2. Please note that we cannot accept payments by check other than traveler's checks.
3. If you wish to use the in-house bar etc. by signing in, please present your room key.
4. Please note that depending on circumstances, a deposit may be required upon arrival.

***[Other matters that should be observed]***

1. Possession of items that may cause a nuisance to other guests within the facility, pets such as dogs (excluding assistance dogs), cats, small birds, and other animals, items that are ignitable or flammable, items that emit a foul odor, and other items prohibited by law. Please do not bring in any items that have been marked.
2. Please refrain from speaking in a high voice, singing loudly, making a loud noise, shouting, disturbing public morals, disturbing public order, or engaging in behavior that may cause a nuisance to other guests. Please also refrain from entering the museum wearing geta, rubber boots, etc.
3. Please do not use the guest rooms, lobby, etc. for other purposes such as business activities (exhibitions, advertisements, publicity, sales, etc.) without permission from the hotel.
4. Please refrain from making significant changes to the current state of the facilities and equipment in the building or using them for purposes other than their intended purpose.
5. Please do not display or leave items near the window of your guest room, on your balcony, in the hallway, or in the lobby.
6. Please be sure to turn off the hot water supply after using the bath or washroom. Please be aware that if you allow the sink to overflow, it may cause damage to the adjacent room or downstairs room.
7. Please note that we will not allow minors to stay overnight unless they have permission from a guardian.
8. In order to use energy carefully, we ask for your cooperation in conserving electricity and water.
9. Please note that if you use the telephone from your room, a facility usage fee will be added.

***[Regarding use of parking lot]***

Matters regarding the use of Matsusaki Parking Lot (hereinafter referred to as "this parking lot") are subject to these terms and conditions. Users of the parking lot (hereinafter referred to as "users") shall use this parking lot after approving these terms and conditions.

1. Vehicles that cannot be parked

Vehicles that fall under the following conditions cannot be parked. In addition, due to the management of this parking lot, we may refuse parking to vehicles that are deemed to be a problem.

(1) Vehicles exceeding 5.05m in length and 1.95m in width.

(2) Vehicles carrying dangerous goods, explosives, or items that emit a foul odor.

2. Prohibition of unauthorized entry

You can use this parking lot only for customers who use this facility. In addition, the hours of use shall be in accordance with the hours of use of this facility.

Please note that you may not enter this parking lot for any purpose other than parking.

Activities other than parking (sales, advertising, fundraising, signature activities, etc.) are prohibited in this parking lot.

3. Compliance matters

- (1) Drive slowly in this parking lot and do not overtake. In addition, priority will be given to vehicles leaving the warehouse.
- (2) Drive quietly and do not use the horn inappropriately.
- (3) Smoking and the use of open flames in this parking lot are strictly prohibited.
- (4) When parking in this parking lot, please be sure to stop the engine.
- (5) Activities that may cause a nuisance to neighbors, such as using loud car stereos, violently opening and closing doors, and loud talking at night, are prohibited.
- (6) It is prohibited to throw away bottles, cans, paper scraps, cigarette butts, magazines, and household garbage in this parking lot.
- (7) Activities that may disturb other users, such as drinking alcohol, sleeping overnight, or washing cars, are prohibited in this parking lot.

#### 4. Administrator Disclaimer

This facility is not responsible for the following matters.

- (1) Accidents or troubles between users in this parking lot
- (2) Theft, destruction, or damage to vehicles
- (3) Vehicle damage due to the shape or structure of the vehicle, etc.
- (4) Theft, loss, damage, or damage to vehicle cargo or items left inside the vehicle
- (5) Damage caused by being prevented from exiting the garage by other vehicles
- (6) Damage incurred due to the actions of other users of this parking lot, other third parties, animals, etc., or damage sustained due to vehicles existing in this parking lot or their accessories or loaded items. damage, or other damage caused by reasons that occur within the parking lot and are not attributable to the facility.
- (7) Damages caused by force majeure such as earthquakes, lightning strikes, fires, floods, etc.
- (8) Damage caused by the usage of this parking lot or violation of these Terms of Use
- (9) Accidents caused by infants and children playing in the parking lot
- (10) Damages suffered by users due to restrictions on entry and exit of general vehicles due to traffic restrictions due to construction or special events.

#### 5. User's responsibility for damages

If you violate the usage method of this parking lot or these terms of use, or if there is any other illegal act, or if it is deemed that there is a risk of harming the safety of users, this facility will change the parking location (towing), etc. , may take necessary measures. In this case, damages

You must pay this facility a fee (including actual costs such as towing costs). Users are responsible for the facilities of this parking lot and other parked cars.

If you cause damage to the Company or users, you must immediately compensate for the damage.

#### 6. Be careful of car break-ins

There is a risk of "vehicle burglary," which involves breaking open the vehicle door and stealing valuables and valuables inside the vehicle. Cash, credit card, cash card, spare key, Please do not leave driver's licenses, ID cards, and other valuables in the car or trunk; please bring them with you to your cabin. Credit card/license/

There have been cases where ID cards have been misused, leading to secondary damage.

When parking your vehicle, be sure to close the windows completely and remove the key.

***[Regarding wireless LAN (Wi-Fi) usage]***

When using our Internet service, please understand and agree to the following matters and agree to use this service at your own risk.

1. Internet services cannot be guaranteed to be used by all customers. You may not be able to use this service depending on the settings of your smartphone, computer, or other network device, software, or other settings.
2. We recommend that you do not use "MATSUSAKI" when making communications that require security, such as entering personal information, through this service.
3. We cannot compensate you for any damage caused by unauthorized access, so we recommend that you disable the file sharing function.
4. Please refrain from sending spam emails or engaging in illegal activities using file exchange software.
5. If suspicious packet transmission or port usage is discovered, our hotel will suspend service.
6. If a large number of guests use the in-room Internet service at the same time, communication speed may decrease.
7. This service may be suspended without prior notice if there is a malfunction with the communication equipment at our facility or due to a communication failure with the provider. The hotel is not responsible for any problems or losses caused by these reasons.

***[Regarding the use of the bathhouse]***

In order to enjoy the comfort and safety of our hotel's public bath (hereinafter referred to as the "facility"), we ask that our guests adhere to the following:

<User>

1. This facility can only be used by guests staying overnight or using a day trip plan, or by those who have been granted admission based on a contract with the facility.
2. Our staff conducts patrol inspections at our facility. At that time, we may ask you to confirm your room number and name.
3. Please refrain from entering the venue if you fall under any of the following categories.
  - (1) Organized crime groups, etc.
  - (2) Those with tattoos. However, this does not apply if it can be covered with a sticker.
  - (3) Those who are suspected of having an infectious disease or who are prohibited from bathing by a doctor
  - (4) Persons who are menstruating, are unwell, have consumed alcohol, or are unable to use the facility without a caregiver may enter the facility alone.
  - (5) Bringing in dangerous items (glasses/bottles, metal/cutlery, fire/explosives) and entering with pets
  - (6) Those who violate these terms and conditions and other terms of use, etc.
4. If you see someone who looks unwell, please let a staff member know.
5. Children under elementary school age must be accompanied by a guardian. In this case, parents are asked to stay close to their children and keep an eye on them throughout the

session.

6. Based on Ishikawa Prefecture regulations, we may refuse mixed bathing for children depending on their age.

*<Manners>*

1. Please do not bring food, drinks, laundry, precision equipment, or accessories into the bathhouse.
2. Before bathing, be sure to rinse your body with hot water or a shower.
3. Please be sure to use the restroom when using the toilet. Please do not relieve yourself in the bathroom.
4. When using soap, body wash, shampoo, or showers, please be careful not to splash them on those around you.
5. Please refrain from taking up space in the washing area and using the equipment for long periods of time that may cause an inconvenience to other customers. When it is crowded, please give space to each other.
6. Luggage and bathing supplies left unattended for a long time may be collected.
7. Please return the provided washbasins and chairs to their original positions after use.
8. Please do not bathe fully clothed, swimsuits, or with a towel wrapped around your body.
9. Do not put towels or hair in the bathtub.
10. Hair dyeing in the changing rooms and bathhouses is prohibited.
11. Please refrain from jumping in or swimming in the bathtub, as this may cause a nuisance to other guests.
12. Please wipe your body thoroughly before entering the changing room from the bathhouse.
13. Please do not run or make noise inside our facility.
14. Please do not lie down or take a nap in our facility.

*<Safety and health>*

1. This facility is non-smoking.
2. Please be careful as the inside of the bathhouse is very slippery.
3. Please do not carry wet towels anywhere other than the bathing area.
4. Please do not put foreign objects or items with strange odors, such as soap, body soap, shampoo, bath salts, etc., into the bathtub.

*<Luggage/key management>*

1. Please store your luggage in a locker and lock it, and leave valuables at the locker or at the front desk.
2. It is the customer's responsibility to strictly manage the key. If your item is lost or damaged, you may be required to pay a corresponding amount.

*<Prohibited acts>*

1. We strictly prohibit any behavior that may cause inconvenience to other guests or any behavior that disrupts public morals within the facility.
2. Photography, video recording, audio recording, and the use of electronic devices are strictly prohibited within this facility.
3. Due to cleaning and security concerns, this facility cannot be used outside of business hours.

4. Please refrain from entering staff-only areas without permission.

*<Other notes>*

1. Please follow the instructions and immediately stop any behavior that our staff deems to be in violation of these Terms of Use or to be a nuisance to other customers. If you violate the instructions, you may be asked to leave.

2. Even if items are not listed in these Terms of Use, at the discretion of our staff, we may ask you not to bring them in or engage in other activities or use our facility. Please note.

3. If you do not leave the venue despite the staff's instructions, we may report it to the police or other relevant authorities. Please note that no fees will be refunded.

4. Please note that our hotel cannot be held responsible for any accidents related to use, loss or theft of luggage or keys, or troubles between guests.

5. In the event of unforeseen circumstances or operational necessity, this facility may not be available for use.

6. In the event of an emergency that requires evacuation, please remain calm and follow the announcements in the building and guidance from staff.

7. Matters not stipulated in these Terms of Use shall be governed by the hotel's accommodation terms and conditions.

8. These Terms of Use may be changed irregularly.

### ***[Regarding online reservations]***

Matsusaki (hereinafter referred to as "this hotel") has adopted the following usage rules (hereinafter referred to as "these rules") in order to enable customers to properly use the internet reservation system operated by this hotel (hereinafter referred to as "this reservation system"). Please agree to these rules before using the service.

I'll tell you.

#### *Article 1: Compliance with basic matters*

1. When using this reservation system, customers are requested to comply with general etiquette and rules for using the Internet.

2. Use of this reservation system for commercial purposes is strictly prohibited.

3. Only customers who agree to these rules may use this reservation system. Furthermore, when you make a reservation using this reservation system, you are deemed to have agreed to these rules and are required to comply with these rules.

4. This reservation system is applicable only to the acceptance of reservation applications, and after a reservation is made, you will be required to comply with the accommodation terms and conditions and facility usage rules established by the hotel.

#### *Article 2: Reservation method and contract establishment*

1. You can apply for a reservation by entering the necessary information on this reservation system screen and sending it. A reservation is confirmed when a confirmation of acceptance of the reservation application is displayed on the URL of the hotel's reservation reception site on the Internet (hereinafter referred to as "this site"), or when an e-mail to that effect is sent to the customer's designated email address. Assume that the server that manages the address is reached.

2. When applying for a reservation, please fill in the required information accurately in the designated form. In the unlikely event that there is an error in the input, the application may be invalidated.

3. In this reservation system, the selling price may change without prior notice to the customer, but the accommodation fee will be the rate at the time the contract is established (at the time the reservation is completed).

4. If our hotel displays an incorrect accommodation fee and an application for an accommodation contract is made based on the incorrect accommodation fee, and the hotel accepts the application, the fee is significantly lower than the accommodation fee for the previous or subsequent dates. In this case, unless there is an indication of the reason why the price is low, such as ``limited'', ``special'', ``campaign'', etc., the accommodation contract will be invalidated as the consent is based on a mistake under civil law. We will promptly notify you of this.

5. The products sold on this site are "Internet sales only" plans intended for personal users. We cannot accept reservations for the purpose of resale or resale by travel agents, land operators, etc.

*Article 3: Regarding reservation confirmation*

Please confirm your reservation by checking the reservation confirmation e-mail sent to the e-mail address registered upon completion of reservation.

*Article 4: Regarding cancellation of reservations*

1. Guests may cancel their accommodation contract by notifying the hotel.

2. If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as listed in Attached Table 2-1.

However, regarding the obligation to pay a cancellation fee when the guest cancels the accommodation contract when the hotel accepts the application stipulated in Article 3, Paragraph 1, Only when the hotel notifies the guest.

3. The hotel will close the hotel at 6:00 p.m. on the day of accommodation without contacting the guest (if the expected time of arrival is specified in advance, the hotel will close the hotel by 2 hours from that time). If the guest does not arrive by the specified time, the accommodation contract may be deemed to have been canceled by the guest.

4. Special plans (for fireworks displays, concerts, sports tournaments, expositions, and other events) with our museum or business partners affiliated with our museum. If you apply for an accommodation plan (accommodation plan during busy seasons designated by the hotel such as Golden Week, summer, New Year, etc.) In this case, regardless of the penalty rate listed in Attached Table 2-1 specified in the previous paragraph, the amount confirmed at the time of applying for the special plan. The amount calculated according to the Cancellation Policy Attached Table 2-2 will be charged as a penalty fee. In this case, when specifying the event and period to which the penalty fee applies in the special plan, the content and period of the event and the cancellation policy will be posted on the website of the museum and businesses affiliated with the museum. .

5. Regarding changes, reservations for fewer rooms or fewer nights can be changed under the same conditions such as usage dates, usage plan, room type, number of guests, etc., but

reservations for more rooms or more nights can be changed. Reservations made will be new reservations, and the accommodation rate at the time of change will apply.

6. If you wish to change the details of your reservation made through this reservation system, please use this reservation system to make the changes. However, if there are any changes that cannot be accommodated by our reservation system, please contact the accommodation directly by phone, or use our reservation system to cancel and make a new reservation.

However, please note that we may not be able to make a reservation due to full occupancy.

*Article 5: Regarding payment of accommodation fee*

Accommodation charges must be paid in currency or by an alternative method such as credit card at the front desk upon departure of the guest or when requested by the hotel.

*Article 6: About contacting users*

The property may contact the guest by phone or email for purposes such as confirming the reservation.

*Article 7: Prohibited matters*

The following acts are prohibited when using this reservation system.

1. Acts of making false or unfair applications when making reservations. In addition, acts of non-accommodation without permission
2. The act of applying for a reservation without the consent of the applicant or the guest.
3. Acts that cause disadvantage or infringement of rights to other customers, third parties, or the management of this museum, or acts that may pose a risk of doing so.
4. The products sold on this site are "Internet sales only" plans intended for personal users. Journey We cannot accept reservations for the purpose of resale or resale, such as from bank agents and land operators.
5. Acts of using or providing harmful programs such as computer viruses through or in connection with this reservation system.
6. Acts that violate or are likely to violate laws and regulations.
7. violent demands
8. Unreasonable demands beyond legal responsibility
9. Acts of threatening behavior or violence regarding reservations
10. Acts of spreading rumors, using fraudulent means or force to damage the credibility of the accommodation facility, or disrupting the business of the accommodation facility.
11. Acts that violate these rules, the accommodation terms and conditions and facility usage rules established by the hotel.
12. Other acts deemed inappropriate

*Article 8: Suspension of use and compensation for damages*

1. Customers who violate the preceding article may be refused use of this reservation system.
2. In the event that any act that falls under any of the preceding articles causes damage to the Hotel, the Hotel may claim compensation for all damages suffered from the customer.

*Article 9: Disclaimer*

1. If the customer causes inconvenience or damage to others by using this reservation system, the customer shall resolve the matter at his or her own risk and expense, and the hotel shall not be held responsible in any way.



2. This reservation system is intended for those who have properly configured text (Japanese display), e-mail, printer, etc. settings. The museum will not be held responsible for the results of actions or any effects caused by those who do not meet these conditions. In addition, even if the above conditions are met, if this reservation system does not operate properly due to any environmental conditions beyond the control of the hotel, such as the customer's Internet connection, device settings, or communication circumstances, The museum will not be held responsible for any effects caused by this.

3. When a customer uses this reservation system, the hotel is responsible for all actions taken by the customer himself/herself, using his/her email address, credit card number, and the results thereof, regardless of whether or not the customer was responsible for the act. assumes no responsibility.

*Article 10: Regarding changes to this reservation system content*

Changes to the operation or content of this reservation system may be made without prior notice to customers if the hotel deems it necessary. Please be sure to check these rules each time you use the service. Please note that after changing the contents of these rules, only the changed contents will be valid, and the contents before the change will become invalid.

*Article 11: Regarding suspension of use of this reservation system*

The hotel may temporarily suspend the reservation system without prior notice or consent to the customer if any of the following items apply: Regardless of the reason, the hotel will not be held responsible for any damage caused to customers due to the suspension or discontinuation of the provision of this reservation system.

1. In the event that a natural disaster or other emergency situation occurs or is likely to occur.
2. When performing regular or emergency maintenance on equipment installed or managed by our hotel in connection with our reservation system.
3. In the event that there is an abnormality, breakdown, failure, or other reason in which the facility installed or managed by the hotel is unable to provide this reservation system.
4. In other cases where the hotel deems it unavoidable.

*Article 12: Validity of regulations*

These rules will be effective from April 1, 2019.  
Please note that these rules may be revised or changed without prior notice.

\*Appended table 2-1 Penalty fee (regular period)  
(Related to Article 4, Paragraph 2)

Number of contract applicants	Date of receiving notice of contract cancellation									
	No-show	On the day	The day before	2 days ago	3 days ago	5 days ago	7 days ago	10ays ago	14ays ago	30 days ago
1 to 14 people	100%	100%	50%	40%	30%	30%	20%	10%		
15 to 30 people	100%	100%	50%	40%	30%	30%	20%	10%	10%	5%
31 to 100 people	100%	100%	80%	60%	50%	30%	30%	20%	20%	10%

[Appended Table 2-1 Notes]

1. % is the ratio of the penalty fee to the basic accommodation fee.
2. If the number of contract days is shortened, a penalty fee of one day (first day) will be

collected regardless of the number of days shortened.

3. If the contract is canceled for part of a group of guests (15 or more people), 10% of the number of guests (if the number of guests is a fraction) 10 days before the stay (if the application is accepted after that date, the date of acceptance) No penalty will be charged for the number of people corresponding to (rounded up if applicable).

\*Appended Table 2-2 Penalty fees (May 2nd to 5th, August 8th to 15th, December 28th to January 3rd, busy periods designated by the hotel)

(Related to Article 4, Paragraph 4)

Number of contract applicants	Date of receiving notice of contract cancellation									
	No-show	On the day	The day before	2 days ago	3 days ago	5 days ago	7 days ago	10ays ago	14ays ago	30 days ago
1 to 14 people	100%	100%	80%	50%	50%	30%	30%	20%	20%	
15 to 30 people	100%	100%	80%	50%	50%	30%	30%	20%	20%	10%
31 to 100 people	100%	100%	80%	60%	50%	40%	30%	30%	20%	15%

[Appended Table 2-2 Notes]

1. % is the ratio of the penalty fee to the basic accommodation fee.
2. If the number of contract days is shortened, a penalty fee of one day (first day) will be collected regardless of the number of days shortened.
3. If the contract is canceled for part of a group of guests (15 or more people), 10% of the number of guests (if the number of guests is a fraction) 10 days before the stay (if the application is accepted after that date, the date of acceptance) No penalty will be charged for the number of people corresponding to (rounded up if applicable).