

Crafts inn Waraku
Accommodation Contract of Terms and Conditions

(Applicability)

Article 1:

1. The accommodation contract and any related agreements entered into between the “accommodation facility” [Waraku] and the “guest” [you] shall be governed by the provisions of these Terms and Conditions. Matters not specified in these Terms and Conditions shall be subject to applicable laws and generally established practices.
2. In cases where the accommodation facility agrees to specific provisions within the limits permitted by laws and customs, such provisions shall take precedence over the provisions stated in the preceding paragraph.

(Reservations)

Article 2:

1. Individuals seeking to make a reservation for an accommodation contract at the accommodation facility shall provide the following information to the facility:
 - (1) Name of the guest
 - (2) Date of stay and expected time of arrival
 - (3) Accommodation fee (generally based on the basic accommodation rates listed in Annex 1)
 - (4) Any other information deemed necessary by the accommodation facility
2. If a guest requests to extend their stay beyond the accommodation date specified in item (2) of the preceding paragraph, the accommodation facility shall process the request as a new application for an accommodation contract at the time the request is made.

(Establishment of Accommodation Contract)

Article 3:

1. The accommodation contract shall be deemed established when the accommodation facility accepts the application as stated in the preceding article. However, this provision shall not apply if it can be proven that the accommodation facility did not accept the application.
2. When the accommodation contract is established as per the preceding paragraph, the guest shall make payment of the application deposit specified by the accommodation facility, up to the basic accommodation fee for the accommodation period (up to 3 days, in the case of a stay exceeding 3 days), by the designated date set by the accommodation facility.
3. The application deposit shall be first allocated towards the accommodation fee that the guest is ultimately responsible for paying. In the event that circumstances covered by Article 6 and Article 18 arise, the application deposit shall be allocated to total accommodation fees after any penalty fees and compensation/reparation fees. If there is any remaining balance, it shall be refunded during the payment of fees in accordance with the provisions of Article 12.
4. If the guest fails to make payment of the application deposit by the date specified in paragraph 2 of this article, the accommodation contract shall lose its effect. However, this shall apply only if the accommodation facility has notified the guest of the payment due date.

(Special Provision for Exemption from Accommodation Deposit)

Article 4:

1. Notwithstanding the provisions of paragraph 2 of the preceding article, the accommodation facility may agree to a special

provision that does not require the payment of the deposit specified in the same paragraph after the contract is established.

2. When accepting the application for the accommodation contract, if the accommodation facility does not request payment of the deposit as specified in paragraph 2 of the preceding article, or does not specify a payment due date for the deposit, it shall be treated as an agreement in accordance with the preceding paragraph's special provision.

(Denial of Accommodation Contract)

Article 5:

1. The accommodation facility has the right to refuse an accommodation contract in the following cases:
 - (1) When the accommodation application does not comply with these terms and conditions.
 - (2) When there is no availability of guest rooms due to full occupancy.
 - (3) When the individual intending to stay is deemed to have the potential to engage in acts that violate laws and regulations, public order, or good morals related to accommodation.
 - (4) When the individual intending to stay falls under any of the following criteria:
 - a. Violent groups as defined in Article 2, Paragraph 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), including violent organizations (hereinafter referred to as "organized crime groups") as defined in the same paragraph, and members of organized crime groups, quasi-members, or other related parties involved in anti-social forces.
 - b. When a corporation or other organization is controlled by organized crime groups or organized crime group members.
 - c. When a corporation has executive officers who are considered to be organized crime group members.
 - (5) When the individual intending to stay engages in behavior that significantly disturbs other guests.
 - (6) When the individual intending to stay is clearly recognized as being infected with a contagious disease.
 - (7) When there are acts of violent demands related to accommodation or when unreasonable burdens beyond a reasonable range are imposed.
 - (8) When it is impossible to accommodate due to natural disasters, facility malfunctions, or other unavoidable reasons.

(Right of Contract Termination by Accommodation Guest)

Article 6:

1. The accommodation guest may request the accommodation facility to terminate the accommodation contract.
2. If the accommodation guest terminates the entire or a part of the accommodation contract due to reasons attributable to them (except when the accommodation facility has specified a payment due date for the application deposit as stipulated in Article 3, Paragraph 2, and the accommodation guest terminates the contract before making the payment), the accommodation facility may claim a penalty fee as specified in Appendix 2.

However, if the accommodation facility agrees to the special provision in Article 4, Paragraph 1, the obligation to pay the penalty fee upon the termination of the accommodation contract shall be limited to cases where the accommodation facility has notified the accommodation guest of such obligation.
3. If the accommodation guest fails to arrive without notifying the accommodation facility by 7:00 PM on the scheduled day of arrival (or 2 hours past the explicitly stated expected arrival time, if provided in advance), the accommodation facility may consider the accommodation contract terminated by the accommodation guest and handle it accordingly.

(The Accommodation Facility's Termination Right)

Article 7:

1. The accommodation facility may terminate the accommodation contract in the following cases:
 - (1) When the accommodation guest is deemed to have a possibility of engaging in or has engaged in acts that violate laws, public order, or good morals.
 - (2) When the accommodation guest is deemed to fall under any of the following:
 - a. Members or quasi-members of organized crime groups and persons involved with organized crime groups or

other antisocial forces.

b. Cases where a corporation or other organization is controlled by organized crime groups or their members.

c. Cases where a corporation has executive officers who are members of organized crime groups.

(3) When the accommodation guest engages in behavior that significantly disturbs other guests.

(4) When the accommodation facility determines that the guest may be infected with contagious diseases such as Norovirus.

(5) When there are violent demands related to the accommodation or demands that exceed a reasonable range of burdens.

(6) When the accommodation cannot be provided due to reasons arising from forces of nature or other unavoidable circumstances.

(7) When the guest violates the accommodation facility's rules, including smoking in bedrooms, tampering with fire protection equipment, or other prohibited items specified in the facility's rules (limited to those necessary for fire prevention).

2. In the event that the accommodation facility terminates the accommodation contract based on the provisions of the preceding paragraph, no fees shall be charged for accommodation services or any other services that the guest has not yet received.

(Registration of Accommodation)

Article 8:

1. On the day of accommodation, the accommodation guest shall register the following information at the front desk of the accommodation facility:

(1) Name, age, gender, address, and occupation of the guest.

(2) For foreigners, nationality, passport number, port of entry, and date of entry.

(3) Departure date and expected departure time.

(4) Any other information deemed necessary by the accommodation facility.

2. If the accommodation guest intends to make payment of the fees specified in Article 12 by means such as traveler's checks, accommodation vouchers, credit cards, or any other alternative currency, they shall present them at the time of registration in the preceding paragraph.

3. For "foreigners without a residential address in Japan" who wish to stay, in addition to providing their name, address, occupation, etc., the accommodation facility shall request a copy of a personal identification document that includes their nationality and passport number, as well as the presentation of their passport, and keep it on file at the facility.

(Usage Hours of Guest Rooms)

Article 9:

1. The time during which accommodation guests can use the guest rooms of the accommodation facility is from 3:00 p.m. to 12:00 p.m. the following day. However, in the case of consecutive stays, excluding the arrival day and departure day, the guest rooms can be used throughout the day.

2. Notwithstanding the provisions of the preceding paragraph, the accommodation facility may accommodate the use of guest rooms outside the hours specified in the same paragraph. In such cases, an additional fee as follows shall be charged:

(1) 5,000 yen (excluding tax) per room for each hour exceeded.

(Compliance with Usage Rules)

Article 10:

1. Accommodation guests shall comply with the usage rules established by the accommodation facility which are posted within the facility.

(Operating Hours)

Article 11:

1. The operating hours of the main facilities of the accommodation facility are as follows, and detailed operating hours of other facilities will be provided in brochures, posted notices, service directories in guest rooms, and other means of communication.

(1) Front Desk and Cashier Services Hours:

- Front Desk Service: 3:00 pm-6:00 pm

(2) Food and Beverage (Facilities) Service Hours:

- Breakfast: 8:00-10:00 (9:30 Last entry)

- Dinner (Simples): 5:30 pm-8:30 pm

2. The above-mentioned hours may be temporarily changed in unavoidable circumstances. In such cases, appropriate methods will be used to inform guests of the changes.

(Payment of Charges)

Article 12:

1. The breakdown of accommodation fees and other charges to be paid by guests shall be as listed in Appendix 1.

2. The payment of the aforementioned accommodation fees and other charges shall be made by currency or by methods recognized by the accommodation facility, such as traveler's checks, accommodation vouchers, credit cards, or other alternative methods, upon the guest's departure or when requested by the accommodation facility at the front desk.

3. Even if the accommodation facility has provided the guest with a guest room and it becomes available for use, accommodation fees will still be charged in the event that the guest voluntarily chooses not to stay.

(Responsibility of the Accommodation Facility)

Article 13:

1. The accommodation facility shall be liable to compensate the guest for any damages incurred as a result of the performance or non-performance of the accommodation contract and related contracts. However, this liability shall not apply if the damages are not attributable to the fault of the accommodation facility.

2. The accommodation facility is covered by liability insurance for hotels to deal with contingencies such as fires.

(Handling in Case the Contracted Room Cannot Be Provided)

Article 14:

1. In the event that the accommodation facility is unable to provide the guest with the contracted room, the accommodation facility shall seek the guest's consent to arrange alternative accommodation with conditions as similar as possible.

2. If the accommodation facility is unable to arrange alternative accommodation despite the provisions of the preceding paragraph, the accommodation facility shall compensate the guest with an amount equivalent to the penalty fee, and this compensation shall be offset against the amount of damages to be paid. However, if the inability to provide the room is not attributable to the fault of the accommodation facility, no compensation shall be paid.

(Handling of Deposited Items, etc.)

Article 15:

1. In the event that damage such as loss or destruction occurs to items deposited by the guest at the front desk (excluding cash or valuables), except in cases of unavoidable forces, the hotel shall compensate for the damages incurred.

2. In the event that loss, destruction, or other damages occur to items or cash and valuables brought into the hotel by the guest and not deposited at the front desk due to the intentional or negligent acts of the hotel, the hotel shall compensate for the damages incurred.

3. In cases where the hotel is liable for compensation under this article, for items for which the type and value were not declared in advance by the guest, the hotel shall compensate for the damages within the limits specified by the innkeeper's liability insurance. However, this provision shall not apply in cases of willful misconduct or gross negligence on the part of the hotel.

(Handling of Guests' Baggage or Belongings)

Article 16

1. When a guest's baggage arrives at the accommodation before the guest does, the facility will only take responsibility for it if it has agreed in advance and confirmed receipt. The baggage will be handed over to the guest upon check-in at the front desk.

2. Lost items found within the accommodation will be held for a fixed period, then delivered to the police in accordance with the law. However, the facility accepts no responsibility for any damage, deterioration, or loss during possession of items. Items deemed unsuitable for storage, such as food and beverages, may be discarded at the facility's discretion.

3. In the cases mentioned above, the facility's responsibility for the guest's baggage or belongings shall follow the provisions of the previous article, Paragraph 1 in the case of item 1, and Paragraph 2 of the same article in the case of item 2.

(Liability for Parking)

Article 17

1. When a guest uses the accommodation's parking facilities, the facility is providing only the space and does not assume responsibility for the management of the vehicle, regardless of whether the car keys are deposited. However, if damage occurs due to willful misconduct or negligence by the facility, the facility shall be liable for compensation.

(Guest Responsibility)

Article 18

If the guest violates this agreement or the usage rules, or causes damage due to the following or similar reasons attributable to the guest, the facility may claim compensation for cleaning, repair, loss of sales opportunity, and other damages:

1. When the guest causes significant damage to the building, fixtures, or other property of the facility
2. When vomit, blood, bodily fluids, or other soiling occurs that requires special cleaning beyond normal maintenance
3. When smoking is detected outside of designated smoking areas within the facility

(Handling of In-Room Fixtures and Items)

Article 19

1. The fixtures, equipment, and decorative items installed in guest rooms and elsewhere on the premises ("Items") are provided solely for use within the Property.

2. Guests may not, without prior permission, remove Items from the premises, relocate, modify, or cause wear or damage to them.

3. If a violation results in loss, damage, or removal of any Item, the Property will charge the guest the actual replacement cost and/or the cost required to restore the Item.
4. Depending on the level of intent or negligence, additional actual expenses may be charged.

(Notice on Building Structure and Safety)

Article 20

Guests shall not engage in the following acts within the accommodation facilities and grounds:

1. As the Property is a renovated traditional kominka, there are steps, narrow passages, and low ceilings. Due to the building's structure, full barrier-free access is not available.
2. For safety reasons, guests who use wheelchairs or who have difficulty walking must consult us in advance. Due to the building's structure, we may be unable to provide sufficient safety accommodations.
3. Fragile items, including handcrafted pieces, are displayed in guest rooms and shared areas. Please handle all displays with care.
4. Of our guest rooms, only one room can accommodate children 12 years old and under. For the preservation of the building and exhibits and to ensure safety, all other rooms do not accept guests 12 years old and under.
5. To prioritize guest safety, the Property may, at its discretion and according to circumstances, determine whether a stay can be accepted.

(Prohibitions)

Article 21

Guests shall not engage in the following acts within the accommodation facilities and grounds:

1. Acts that cause inconvenience or disturbance to other guests or staff of the accommodation
2. Use of the facility by members of organized crime groups, antisocial forces, or individuals affiliated with them
3. Bringing in or possessing explosives, volatile oils, drugs, or other hazardous items
4. Making loud noises or causing foul odors within the accommodation
5. Damaging, relocating, or improperly using the facility's fixtures or equipment
6. Conducting sales, solicitation, propaganda, or product promotion without permission
7. Gambling, disrupting public morals, or any other illegal activity
8. Bringing in animals (excluding assistance animals) or unsanitary items
9. Smoking outside designated areas or engaging in behavior that could cause a fire
10. Any other act deemed inappropriate by the facility

Appendix 1 Breakdown of Accommodation Charges (Related to Article 2, Paragraph 1, and Article 12, Paragraph 1)

Contents		Breakdown
Total amount payable by guest	Accommodation Fee	Basic Accommodation Charges (Room Rate + Dinner Food and Beverage)
	Additional Fee	Additional Food and Beverage (Excluding items included in the Accommodation Charges)
	Tax	Consumer Tax

Appendix 2 Penalty for Breach of Contract (Related to Article 6, Clause 2)

Date of receiving the notice of contract termination	No show	Same Day	Day Before	3 Days Before	7 Days Before
Ratio of penalty to the basic accommodation fee	100%	100%	80%	50%	30%