

# HOUSE REGULATIONS

Every Guest is requested to observe and comply with the following Regulations established by the Hilton Fukuoka Sea Hawk (HFSH) to maintain the quality of the hotel and to ensure that Hotel Guests have a pleasant and safe stay in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts. If a Guest does not comply with the House Regulations, the HFSH may choose not to permit further use by the guest of the Guest's Hotel room and other Hotel facilities pursuant to Section 1 of Article 7 of said Terms and Conditions. The HFSH will not be liable to any Guest or other person for any damage caused by his/her failure to comply with the House Regulations.

1. Please do not smoke in bed or in any other place where smoking presents a fire hazard.
2. Please refrain from doing any act which is likely to cause a fire and from using any heat-generating articles such as a heating apparatus, cooking appliances or irons in guest rooms.
3. Please do not bring onto the premises of the Hotel any of the following as they disturb or endanger other Guests:
  - a) animals or birds of any kind except guide dogs and assistance dogs;
  - b) gunpowder, oils or other explosives or flammable substances;
  - c) objects emitting a foul odor;
  - d) objects of an unusually large size or in unusually large quantities; and
  - e) unregistered firearms or swords or drugs or other articles, the possession of which is prohibited by the laws of Japan.
4. Please refrain from inviting outside visitors to your guest room after 10 p.m.
5. Please refrain from using your room for purposes other than lodging.
6. Please refrain from using the lobby or other public areas as an office space unless permitted by special contract.
7. Gambling or other acts which are contrary to good morals or which cause an annoyance are strictly prohibited.
8. Rules regarding equipment and fixtures on the premises are as follows:
  - a) Refrain from using equipment or fixtures for purposes other than those intended.
  - b) Please do not take equipment and fixtures out of the Hotel.
  - c) Removal or alteration of equipment or fixtures is prohibited.
  - d) Please refrain from touching the security camera, sensor and sprinkler.
9. You will be charged for any damage or loss of the HFSH's facilities or equipment, inside or outside the Hotel caused by you or your Guests.
10. A bathrobe (yukata) and slippers have been provided for your use in your guest room. Please refrain from going out of your room in the yukata or slippers.

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11. Ordering meals and drinks to be delivered from outside the Hotel is not permitted.
12. The HFSH may refuse to accommodate a Guest who behaves in a manner which may physically or mentally cause harm to Guests and property as well as to his/her self due to dementia or intoxication. A sick or injured person without an appropriate attendant may also be refused.
13. Please use the safety deposit boxes for money and valuables which are available free of charge at the Front Desk or in-room safe. The HFSH will not be liable for the loss or theft of valuables not put in safety deposit boxes.
14. Please show your room key or guest card when you sign for any bills in the Hotel's restaurants, bars, or any other facilities.
15. Public telephones are located on the 4th Floor. An extra charge shall be added to each outgoing call made from your room.
16. Please pay your bills whenever the Front Cashier presents a bill while you are staying at the Hotel. All bills are due upon such presentation.
17. When no instructions are given by the owner to the Hotel on guest baggage or ownership is unknown, the Hotel will hold the article(s) for 3 months including the date it is found, and after this period, the Hotel shall dispose of it according to the Lost Property Act.
18. Unclaimed articles, whether valuable or non-valuable, shall be held for 14 days (including the day the item was found) unless otherwise specified. Articles which remain unclaimed after this period shall be discarded, in accordance with the law. Perishable items will be discarded immediately.

# TERMS & CONDITIONS

## FOR ACCOMMODATION CONTRACTS

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### Article 1. (Scope of Application)

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/or generally accepted practices.
2. In the case where the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations or generally accepted practices, notwithstanding the preceding Paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

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### Article 2. (Application for Accommodation Contracts)

1. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:
  - (1) Name of the Guest(s);
  - (2) Date(s) 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 Credit Card payment information.
  - (4) Other particulars deemed necessary by the Hotel.
2. In the case where the Guest requests, during his/her stay, an extension of the accommodation beyond the date(s) 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.

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### Article 3. (Conclusion of Accommodation Contracts, etc.)

1. 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 proven 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 the Basic Accommodation Charges covering the Guest's entire period 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 payment of the deposit is specified.

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### Article 4. (Special Contracts Requiring No Accommodation Deposit)

1. 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 where the Hotel has not requested the payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, the Hotel shall be treated as having accepted a special contract prescribed in the preceding Paragraph.

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### Article 5. (Refusal of Accommodation Contracts)

The Hotel shall have the right not to accept the application for an Accommodation Contract under any of the following cases:

- (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/herself in a manner that will contravene the laws or act against the public order or good morals in regard to his/her accommodations;
- (4) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease;
- (5) When the Hotel is requested to assume an unreasonable burden in regard to his/her accommodation;
- (6) When the Hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or other unavoidable causes;
- (7) When the Guest seeking accommodation is deemed liable to behave in a manner that will infringe upon other Guests of this Hotel or behaves in such a manner, due to intoxication or other causes. (Fukuoka City Ordinance)
- (8) When the Hotel deems the guest as inappropriate.

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### Article 6. (Right to Cancel Accommodation Contracts by the Guest)

1. The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
2. In the case where the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case where 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 where 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 where the Guest does not appear by 4 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.

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### Article 7. (Right to Cancel Accommodation Contracts by the Hotel)

1. The Hotel may cancel the Accommodation Contract under any of the following cases:
  - (1) When the Guest is deemed liable to conduct and/or have conducted himself/herself in a manner that will contravene the laws or act against the public order and good morals in regard to his/her accommodation;
  - (2) When the Guest can be clearly detected as carrying an infectious disease;
  - (3) When the Hotel is requested to assume an unreasonable burden in regard to his/her accommodation;
  - (4) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure;
  - (5) When the Guest seeking accommodation is deemed liable to behave in a manner that will infringe upon other Guests of this Hotel or behaves in such a manner, due to intoxication or other causes. (Fukuoka City Ordinance)
  - (6) When the Guest does not observe the rules prohibiting certain actions specified under the House Regulations stipulated by the Hotel (restricted to prohibitions deemed necessary in order to prevent fires), such as smoking in bed, and tampering with the fire-fighting facilities;
  - (7) When the Guest does not comply with a payment request by the Hotel.
2. In the case where 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 services which he/she has not received.

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### Article 8. (Registration)

1. 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 in the case of a Japanese national, nationality, passport number, port and date of entry in Japan;
  - (3) Date and estimated time of departure, and
  - (4) Other particulars deemed necessary by the Hotel.
2. In the case where the Guest intends to pay his Accommodation Charges prescribed in Article 12 by any means other than cash in Japanese currency, such as traveler's cheques, coupons or credit cards, such means of payment shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

# TERMS & CONDITIONS FOR ACCOMMODATION CONTRACTS

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## Article 9. (Occupancy Hours of Guest Rooms)

1. The Guest is entitled to occupy the contracted guest room of the hotel from 2 p.m. on the day of registration until 11:00 a.m. (noon) on the day of departure.
2. 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: 25% of the room charge
  - (2) Up to 6 hours: 50% of the room charge
  - (3) More than 6 hours: 100% of the room charge

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## Article 10. (Observance of House Regulations)

The Guest shall observe the House Regulations established by the Hotel, which are posted within the premises of the Hotel.

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## Article 11. (Payment of Accommodation Charges)

1. The breakdown and method of calculation of the Accommodation Charges, etc., that the Guest shall pay, are as listed in the Attached Table No. 1.
2. Accommodation Charges, etc., as stated in the preceding Paragraph, shall be paid at the front desk at the time of the Guest's departure or upon request by the Hotel in cash in Japanese currency, or by such other means as shall be acceptable to the Hotel such as traveler's cheques, coupons or credit cards.
3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities once such facilities have been made available to him/her by the Hotel.

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## Article 12. (Liabilities of the Hotel)

1. The Hotel shall compensate the Guest for any damages, if the Hotel has caused such damages to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in the case where such damage has been caused due to reasons for which the Hotel is not liable.
2. The Hotel has received the certificate of Excellence for Fire Prevention issued by the Fire Bureau. Furthermore, the Hotel is covered by a Hotel Liability Insurance in order to deal with unexpected fires and/or other disasters.

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### **Article 13. (Handling when Unable to Provide Contracted Rooms)**

1. 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 accommodations 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 accommodations due to causes for which the Hotel is not liable, the Hotel will not pay the compensation fee to the Guest.

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### **Article 14. (Handling of Deposited Articles)**

1. The Hotel shall compensate the Guest for any loss, breakage or other damage caused to goods, cash or valuables deposited at the front desk by the Guest, except in the case when this has occurred due to causes of force majeure. However, for cash and valuables, when the Hotel has requested the Guest to report the kind and value thereof but the Guest has failed to do so, the Hotel shall compensate the Guest up to the maximum of 150,000 yen.
2. The Hotel shall compensate the Guest for any loss, breakage or other damage caused, through intention or negligence on the part of the Hotel, to goods, cash or valuables which are brought onto 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 have not been reported in advance by the Guest, the Hotel shall compensate the Guest up to the maximum of 150,000 yen.

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### **Article 15. (Custody of Baggage and/or Belongings of the Guest)**

1. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to keep it and to hand it over to the Guest at the front desk at the time of his/her check-in only if the Hotel has agreed to do so in advance.
2. 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 of this Article, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2 of this Article.

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### **Article 16. (Liability in regard to Parking)**

1. The hotel shall not be liable for the custody of a vehicle of the Guest when the Guest utilizes the parking lot of the Hotel, whether the key of the vehicle has been deposited to the Hotel or not as the Hotel merely offers the space for parking. However, the Hotel shall compensate the Guest for any damage caused through intention or negligence on the part of the Hotel in regard to the management of the parking lot.

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### **Article 17. (Liability of the Guest)**

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

# TERMS & CONDITIONS FOR ACCOMMODATION CONTRACTS

## Attached Table No. 1

Calculation method for Accommodation Charges, etc. (Ref. Paragraph 1 of Article 2., Paragraph 2 of Article 3 and Paragraph 1 of Article 12)

Contents	Tax Calculation
① Basic Accommodation Charge (Room Charge) ② Service Charge (① x 10%) ③ Taxes a. Consumption Tax	a. Consumption Tax (① + ②) x 5%
④ Meals & Drinks and Other Expenses ⑤ Service Charge (④ x 10%) ⑥ Taxes b. Consumption Tax	b. Consumption Tax (④ + ⑤) x 5%

### Remarks of Attached Table No.1:

Charges are subject to change according to revisions of the Tax Laws concerned.



# TERMS & CONDITIONS FOR ACCOMMODATION CONTRACTS

## Attached Table No. 2

Cancellation Charge (Ref. Paragraph 2 of Article 6)

Contracted Number of Guest		Date when Cancellation of Contract is Notified				
		No Show	Accommodation Day	1 Day Prior to Accommodation Day	9 Days Prior to Accommodation Day	20 Days Prior to Accommodation Day
Individual	1 to 14	100%	80%	20%		
Group	15 to 99	100%	80%	20%	10%	
	100 and more	100%	100%	80%	20%	10%

### Remarks:

1. The percentages signify the rate of cancellation charge to the Basic Accommodation Charges.
2. When the number of days contracted is shortened, the cancellation charge for its first day shall be paid by the Guest regardless of the number of days shortened.
3. When part of a group booking (for 15 persons or more) is cancelled, the cancellation charge shall not be charged for the number of persons 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.
4. The regular cancellation policy does not apply for the special accommodation packages that require advance purchase. Please refer to each package detail for specific cancellation policy.