

[Scope of Application of These Terms]

Article 1

1. Contracts for accommodation and related agreements entered into between this Hotel and the Guest shall be governed by these Terms and Conditions. Matters not provided for herein shall be governed by laws and regulations, etc. (meaning laws and regulations, or matters based on laws and regulations; the same applies hereinafter) or by generally established customs.
2. When the Hotel agrees to a special arrangement to the extent that it does not contravene laws, regulations, etc., and customs, such special arrangement shall prevail notwithstanding the preceding paragraph.

[Application for an Accommodation Contract]

Article 2

1. A person who intends to apply to the Hotel for an accommodation contract shall notify the Hotel of the following particulars:
 - (1) The name of the Guest
 - (2) The date(s) of accommodation and the estimated time of arrival
 - (3) The accommodation charge (in principle, based on the basic accommodation charge in Table 2)
 - (4) Any other particulars deemed necessary by the Hotel
2. If, during the stay, a Guest requests to continue the accommodation beyond the date referred to in item (2) of the preceding paragraph, the Hotel shall treat such request as an application for a new accommodation contract made at the time the request is received.
3. When the person(s) seeking accommodation consist solely of persons under 18 years of age, they shall inform the Hotel that the consent of a parent or guardian has been obtained. The Hotel may decline the application for an accommodation contract when it is unable to confirm the consent of a parent or guardian.

[Conclusion of the Accommodation Contract, etc.]

Article 3

1. The accommodation contract shall be deemed concluded when the Hotel accepts the application described in the preceding Article, except where the Hotel proves that it did not accept the application.
2. When an accommodation contract has been concluded pursuant to the preceding paragraph, the Guest shall pay, by the date designated by the Hotel, a deposit set by the Hotel not exceeding the basic accommodation charge for the period of stay.
3. The deposit shall first be applied to the total accommodation charge ultimately payable by the Guest. Should circumstances arise to which Article 6 and Article 18 apply, the deposit shall be applied first to the cancellation fee and then to the compensation, and any balance shall be refunded at the time of payment of the charges under Article 12.
4. If the deposit under paragraph 2 is not paid by the date designated by the Hotel under that paragraph, the accommodation contract shall cease to be effective. This applies only where the Hotel, in designating the deposit due date, has notified the Guest accordingly.

[Special Provision Waiving Payment of the Deposit]

Article 4-1

1. Notwithstanding paragraph 2 of the preceding Article, the Hotel may, after the conclusion of the contract, agree to a special provision that does not require payment of the deposit referred to in that paragraph.
2. If, in accepting an application for an accommodation contract, the Hotel does not request payment of the deposit under paragraph 2 of the preceding Article and does not designate a due date for such deposit, the Hotel shall be deemed to have agreed to the special provision described in the preceding paragraph.

[Request for Cooperation with Infection-Prevention Measures at the Facility]

Article 4-2

1. The Hotel may request a person who intends to stay to cooperate as provided in Article 4-2, paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

[Refusal to Conclude an Accommodation Contract]

Article 5-1

1. The Hotel may decline to conclude an accommodation contract in the following cases. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those set forth in Article 5 of the Hotel Business Act.
 - (1) When the application for accommodation does not conform to these Terms and Conditions.
 - (2) When there is no room available due to full occupancy.
 - (3) When the person seeking accommodation is deemed likely to act, in regard to the accommodation, in a manner that violates laws and regulations or contravenes public order or good morals.
 - (4) When the person seeking accommodation is deemed to fall under any of (a) through (c) below:
 - (a) An organized crime group as defined in Article 2, item 2 of the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991) (hereinafter an “organized crime group”); a member of an organized crime group as defined in item 6 of the same Article (hereinafter an “organized crime group member”); a quasi-member of an organized crime group; a person related to an organized crime group; or any other antisocial force.
 - (b) A corporation or other organization whose business activities are controlled by an organized crime group or its members.
 - (c) A corporation, one of whose officers is a member of an organized crime group.
 - (5) When the person seeking accommodation has spoken or acted in a manner causing serious nuisance to other guests.
 - (6) When the person seeking accommodation is a patient, etc., of a specified infectious disease as defined in Article 4-2, paragraph 1, item 2 of the Hotel Business Act (hereinafter a “patient, etc., of a specified infectious disease”).
 - (7) When a violent demand is made in regard to the accommodation, or a burden exceeding a reasonable scope is requested (excluding cases where the person seeking accommodation requests the removal of a social barrier under Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on the Elimination of Discrimination against Persons with Disabilities (Act No. 65 of 2013; hereinafter the “Disability Discrimination Elimination Act”)).
 - (8) When the person seeking accommodation has repeatedly made, to the Hotel, requests specified in Article 5-6 of the Ordinance for Enforcement of the Hotel Business Act — that is, requests that impose an excessive burden in their fulfillment and are likely to seriously impede the provision of accommodation services to other guests.
 - (9) When accommodation cannot be provided due to natural disaster, malfunction of facilities, or other unavoidable causes.
 - (10) When the case falls under the provisions of Article 5 of the Toyama City Ordinance for Enforcement of the Hotel Business Act.

[Explanation of Refusal to Conclude an Accommodation Contract]

Article 5-2

1. A person seeking accommodation may request the Hotel to explain the reason when the Hotel declines to conclude an accommodation contract pursuant to the preceding Article.

[Right of the Guest to Cancel the Contract]

Article 6

- 1. The Guest may cancel the accommodation contract by so notifying the Hotel.
- 2. The Hotel shall charge a cancellation fee as set out in Table 1 below when the Guest cancels all or part of the accommodation contract for reasons attributable to the Guest (excluding cases where the Hotel has, pursuant to Article 3, paragraph 2, designated a due date for payment of the deposit and requested such payment, and the Guest cancels the contract before making that payment). However, where the Hotel has agreed to the special provision under Article 4-1, paragraph 1, this shall apply only where the Hotel, in agreeing to that special provision, has notified the Guest of the obligation to pay a cancellation fee upon cancellation.

Table 1 Cancellation Fees

General (14 persons or fewer, or 4 rooms or fewer)

No-show / Day of stay to 3 days prior	4 to 21 days prior
100%	10%

Groups (15 persons or more, or 5 rooms or more)

No-show / Day of stay	1-2 days prior	3-7 days prior	8-14 days prior	15-28 days prior
100%	80%	50%	30%	20%

Note 1: The percentages represent the ratio of the cancellation fee to the basic accommodation charge.

Note 2: If the contracted number of days is shortened, a cancellation fee for one day (the first day) shall be collected, regardless of the number of days shortened.

- 3. If the Guest does not arrive by 9:00 p.m. on the day of accommodation without notice (or, where an estimated time of arrival has been specified in advance, by two hours after that time), the Hotel may treat the accommodation contract as having been cancelled by the Guest.

[Right of the Hotel to Cancel the Contract]

Article 7-1

1. The Hotel may cancel the accommodation contract in the following cases. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those set forth in Article 5 of the Hotel Business Act.
 - (1) When the Guest is deemed likely to act, or is deemed to have acted, in regard to the accommodation, in a manner that violates laws and regulations or contravenes public order or good morals.
 - (2) When the Guest is deemed to fall under any of (a) through (c) below:
 - (a) An organized crime group, an organized crime group member, a quasi-member of an organized crime group, a person related to an organized crime group, or any other antisocial force.
 - (b) A corporation or other organization whose business activities are controlled by an organized crime group or its members.
 - (c) A corporation, one of whose officers is a member of an organized crime group.
 - (3) When the Guest has spoken or acted in a manner causing serious nuisance to other guests.
 - (4) When the Guest is a patient, etc., of a specified infectious disease.
 - (5) When a violent demand is made in regard to the accommodation, or a burden exceeding a reasonable scope is requested (excluding cases where the Guest requests the removal of a social barrier under Article 7, paragraph 2 or Article 8, paragraph 2 of the Disability Discrimination Elimination Act).
 - (6) When the Guest has repeatedly made, to the Hotel, requests specified in Article 5-6 of the Ordinance for Enforcement of the Hotel Business Act — that is, requests that impose an excessive burden in their fulfillment and are likely to seriously impede the provision of accommodation services to other guests.
 - (7) When accommodation cannot be provided due to force majeure such as natural disaster.
 - (8) When the case falls under the provisions of Article 5 of the Toyama City Ordinance for Enforcement of the Hotel Business Act.
 - (9) When the Guest fails to observe the prohibitions in the House Rules established by the Hotel, such as smoking in places other than those designated by the Hotel or tampering with fire-fighting equipment.
2. When the Hotel cancels the accommodation contract pursuant to the preceding paragraph, the Hotel shall not charge the Guest for any accommodation services, etc., not yet provided.

[Explanation of Cancellation of the Contract]

Article 7-2

1. The Guest may request the Hotel to explain the reason when the Hotel cancels the accommodation contract pursuant to the preceding Article.

[Registration]

Article 8

1. On the day of accommodation, the Guest shall register the following particulars at the Hotel's front desk:
 - (1) The name, address, and contact information of the Guest
 - (2) For a foreign national who has no address in Japan: nationality and passport number
 - (3) Any other particulars deemed necessary by the Hotel
2. When a Guest intends to pay the charges under Article 12 by traveler's check, accommodation voucher, credit card, or other means that may serve in lieu of currency, these shall be presented in advance at the time of registration under the preceding paragraph.

[Hours of Use of Guest Rooms]

Article 9

1. The hours during which the Guest may use the guest room shall be from 2:00 p.m. to 11:00 a.m. the following morning. However, in the case of consecutive nights, the room may be used throughout the day, except on the days of arrival and departure.
2. Notwithstanding the preceding paragraph, the Hotel may permit use of the guest room outside the hours specified therein. In such cases, the following additional charges shall apply:
 - (1) Until 12:00 noon 30% of the room charge
 - (2) Until 2:00 p.m. 50% of the room charge
 - (3) Until 4:00 p.m. 100% of the room charge

[Observance of the House Rules]

Article 10

1. The Guest shall observe the House Rules established by the Hotel and posted within the Hotel while on the Hotel premises.

[Business Hours]

Article 11

1. The business hours of the Hotel's principal facilities, etc., are provided in brochures and on notices posted at various locations.
2. The hours referred to in the preceding paragraph may be changed temporarily when unavoidably necessary. In such cases, notice will be given by appropriate means.

[Payment of Charges]

Article 12

1. The breakdown of the accommodation charges, etc., payable by the Guest shall be as set out in Table 2.
2. Payment of the accommodation charges, etc., referred to in the preceding paragraph shall be made in currency or by traveler's check, accommodation voucher, credit card, or other equivalent means recognized by the Hotel, at the front desk upon the Guest's departure or when requested by the Hotel.
3. Accommodation charges shall apply even where the Guest voluntarily does not stay, once the Hotel has provided the guest room to the Guest and made it available for use.

Table 2 Breakdown of Accommodation Charges, etc. (relating to Article 2, paragraph 1 and Article 12, paragraph 1)

Breakdown		
Total amount payable by the Guest	Accommodation charge	① Basic accommodation charge (room charge + breakfast, or room charge + dinner + breakfast) ② Service charge (① × 10%)
	Additional charge	③ Additional food and beverages (excluding those included in ①) and other usage charges ④ Service charge (③ × 10%)
	Taxes	(a) Consumption tax (b) Bathing tax

Note 1: In the event that the tax laws are amended, the amended provisions shall apply.

Note 2: Children's rates apply to those of elementary-school age and younger: a facility usage charge of ¥3,000 for ages 1-2 and ¥5,000 for ages 3-12, plus the applicable meal charge where meals are required. Children under 1 year of age are free.

[Liability of the Hotel and Disclaimer]

Article 13

1. When the Hotel causes damage to the Guest in the performance, or non-performance, of the accommodation contract or related agreements, the Hotel shall compensate for such damage. This shall not apply, however, where the damage is not due to a cause attributable to the Hotel.
2. The Hotel carries hotel liability insurance to address fire and other contingencies.
3. Use of computer/network communications from within the Hotel is undertaken at the Guest's own responsibility. The Hotel assumes no liability whatsoever for any damage suffered by a user as a result of an interruption of service due to a system failure or other cause during such use. Furthermore, should the Hotel or a third party suffer damage due to any act the Hotel deems inappropriate in connection with such use, the Guest shall compensate for that damage.

[Handling When the Contracted Room Cannot Be Provided]

Article 14

1. When the Hotel is unable to provide the Guest with the contracted room, it shall, with the Guest's consent, arrange other accommodation on conditions as similar as possible.
2. Notwithstanding the preceding paragraph, when the Hotel is unable to arrange other accommodation, it shall pay the Guest a compensation fee equivalent to the cancellation fee, and that compensation fee shall be applied to the amount of damages. However, the Hotel shall not pay the compensation fee where there is no cause attributable to the Hotel for the inability to provide the room.

[Handling of Deposited Articles, etc.]

Article 15

1. When loss, damage, or the like occurs to articles, cash, or valuables deposited by the Guest at the front desk, the Hotel shall compensate for such damage, except where it is caused by force majeure. However, with respect to cash and valuables, when the Hotel has requested the Guest to declare their kind and value and the Guest has failed to do so, the Hotel shall compensate for such damage up to a limit of ¥100,000.
2. When loss, damage, or the like occurs, through the intent or negligence of the Hotel, to articles, cash, or valuables brought into the Hotel by the Guest that were not deposited at the front desk, the Hotel shall compensate for such damage. However, with respect to items for which the Guest has not declared their kind and value in advance, the Hotel shall compensate for such damage up to a limit of ¥100,000, except where there is intent or gross negligence on the part of the Hotel.

[Custody of the Guest's Baggage or Belongings]

Article 16

1. When a Guest's baggage arrives at the Hotel prior to the stay, the Hotel shall take responsibility for its custody only if it has consented to the arrival in advance, and shall hand it over to the Guest at check-in at the front desk.
2. When a Guest's baggage or belongings are left behind at the Hotel after the Guest has checked out, and the owner is identified, the Hotel shall contact the owner and seek instructions. However, if there are no instructions from the owner, or the owner cannot be identified, valuables shall be kept for seven days including the day of discovery and thereafter delivered to the nearest police station, and other articles shall be disposed of after three months have elapsed. Food and beverages, tobacco, magazines, and the like shall be disposed of on the day following discovery.
3. The Hotel's liability for the custody of the Guest's baggage or belongings in the cases of the preceding two paragraphs shall be governed, in the case of paragraph 1, by the provisions of Article 15, paragraph 1, and, in the case of the preceding paragraph, by the provisions of Article 15, paragraph 2.

[Liability for Parking]

Article 17

1. When the Guest uses the Hotel's parking lot, the Hotel provides the parking space only, irrespective of whether the vehicle key is deposited, and does not assume responsibility for management of the vehicle. However, should the Hotel cause damage through its intent or negligence in the management of the parking lot, the Hotel shall be liable to compensate for such damage.

[Liability of the Guest]

Article 18

1. Should the Hotel suffer damage through the intent or negligence of the Guest, that Guest shall compensate the Hotel for such damage.

[Handling of Personal Information]

Article 19

1. Personal information of the Guest obtained by the Hotel in connection with the accommodation contract shall be handled appropriately in accordance with the Act on the Protection of Personal Information and other relevant laws and regulations, as well as the Privacy Policy separately established by the Hotel.

[Governing Language]

Article 20

1. These Terms and Conditions are prepared in Japanese and English; in the event of any discrepancy between the two versions, the Japanese version shall prevail.

Revised on August 26, 2026

○ River Retreat Garaku — House Rules

To preserve the public character and safety of the Hotel, and pursuant to Article 10 of the Accommodation Terms and Conditions, the Hotel has established the following rules for guests using the Hotel.

1. Do not use heating or cooking fire appliances in corridors or guest rooms.
2. Do not smoke in places other than those designated by the Hotel.
3. Do not bring the following items into the Hotel:
 - (1) Animals, birds, and the like (assistance dogs, such as guide dogs, service dogs, and hearing dogs, are excepted)
 - (2) Items emitting a markedly offensive odor
 - (3) Gunpowder, volatile oils, and chemicals liable to cause bodily harm
 - (4) Firearms or swords not lawfully permitted to be possessed
 - (5) Stimulants, narcotics, and other substances whose possession is prohibited by law
4. Do not engage in gambling or in acts that disturb public morals within the Hotel.
5. Do not bring outside visitors into guest rooms without authorization, nor allow them to use the fixtures or articles therein.
6. Do not use guest rooms or the lobby as an office or place of business.
7. Do not use the Hotel's fixtures or articles for any purpose other than that intended.
8. Do not take the Hotel's articles outside the Hotel, nor move them to other locations within the Hotel.
9. Do not affix foreign objects to the Hotel's buildings or facilities, nor carry out alterations that change their existing condition.
10. Do not hang on windows or elsewhere any item that mars the appearance of the Hotel.
11. Do not distribute advertising materials to other guests.
12. Do not order food or drink deliveries from outside the Hotel.
13. Do not use photographs taken within the Hotel for commercial purposes without the Hotel's permission.
14. Guests with tattoos are kindly asked to refrain from using the large communal baths and similar facilities.
15. In the following cases, use of the Hotel will be declined immediately:
 - (1) When violence, threats, extortion, intimidating unjust demands, or similar acts are recognized.
 - (2) When a person using the Hotel is unable to ensure their own safety due to mental or physical incapacity, medication, intoxication, or the like, or is deemed likely to cause danger, fear, or anxiety to other guests.
 - (3) When there has been loud noise, loud singing, or boisterous conduct in the building or guest rooms, or any other act causing discomfort or nuisance to others, or gambling or acts contrary to public order and morals.

[A Request]

The Hotel is engaged in efforts to protect the environment, and we would be grateful for your cooperation with the following:

1. If you do not require cleaning during a consecutive stay, please let us know.
2. If there are any in-room amenities you do not need at the time of cleaning during a consecutive stay, please let us know.
3. For a single-night stay, no cleaning is performed during the stay.
4. For consecutive stays, cleaning is provided once per night (10:00–13:00).