

## ITOGA - Accommodation Terms and Conditions

### Article 1 (Refusal of Accommodation)

The management reserves the right to refuse accommodation in the following cases:

- (1) When a guest is deemed likely to cause significant disturbance or engage in excessive noise or disorderly conduct that affects other guests or neighbors.
- (2) When the facility is unable to provide accommodation due to natural disasters, facility failure, or other unavoidable circumstances.
- (3) When a guest fails to comply with any of the terms set forth in these Terms and Conditions.

### Article 2 (Management of Valuables and Personal Belongings)

- (1) Guests are responsible for managing their own cash, valuables, and other belongings brought into the facility (including guest rooms and common spaces).
- (2) The facility shall not be held liable for any loss, theft, damage, or destruction of items on the premises, except in cases of intentional misconduct or gross negligence by the facility.

### Article 3 (Rules and Prohibited Acts)

Guests are prohibited from the following acts within the facility:

- (1) Using fire outside of designated areas (e.g., self-cooking stoves, candles, incense, etc.).
- (2) Smoking anywhere on the premises (including e-cigarettes and heated tobacco products).
- (3) Making excessive noise that disturbs the peace of neighbors or other guests during late-night hours (21:00 to 7:00).
- (4) Inviting non-guests into the guest rooms without prior permission from the facility.

### Article 4 (Compensation for Damages)

- (1) If a guest causes damage, staining, or loss to the building, furniture, or equipment due to intent or negligence, the facility may charge for the actual costs required for repair or replacement.
- (2) If a room becomes unusable due to the damages mentioned above, the facility may claim compensation for the loss of business during the repair period.

### Article 5 (Use of Parking)

- (1) The facility shall not be held liable for any accidents, theft, or damage to vehicles occurring within the parking area.

#### Article 6 (Lost and Found)

- (1) Any items left behind after checkout will be stored for 7 days (including the day they are found).
- (2) If no contact is made by the guest or if there is no intention to claim the items within this period, the facility will dispose of them appropriately.
- (3) Food, beverages, unsanitary items, or items that are significantly difficult to store may be disposed of on the day they are found, regardless of the storage period.
- (4) Costs for returning lost items (shipping, etc.) shall be borne by the guest (cash on delivery).

#### Article 7 (Room Cleaning and Entry)

- (1) Even if a guest requests "No Cleaning," the facility may perform cleaning and inspection on days deemed necessary for hygiene and maintenance purposes.
- (2) In emergencies such as fire prevention, crime prevention, or equipment maintenance, the facility may enter the guest room without the guest's prior consent.
- (3) Guests may not refuse cleaning or entry as stipulated in this article without a justifiable reason.

#### Supplementary Provisions

Established and Enforced: March 6, 2026

ITOGA

Representative: Chikako Itoga