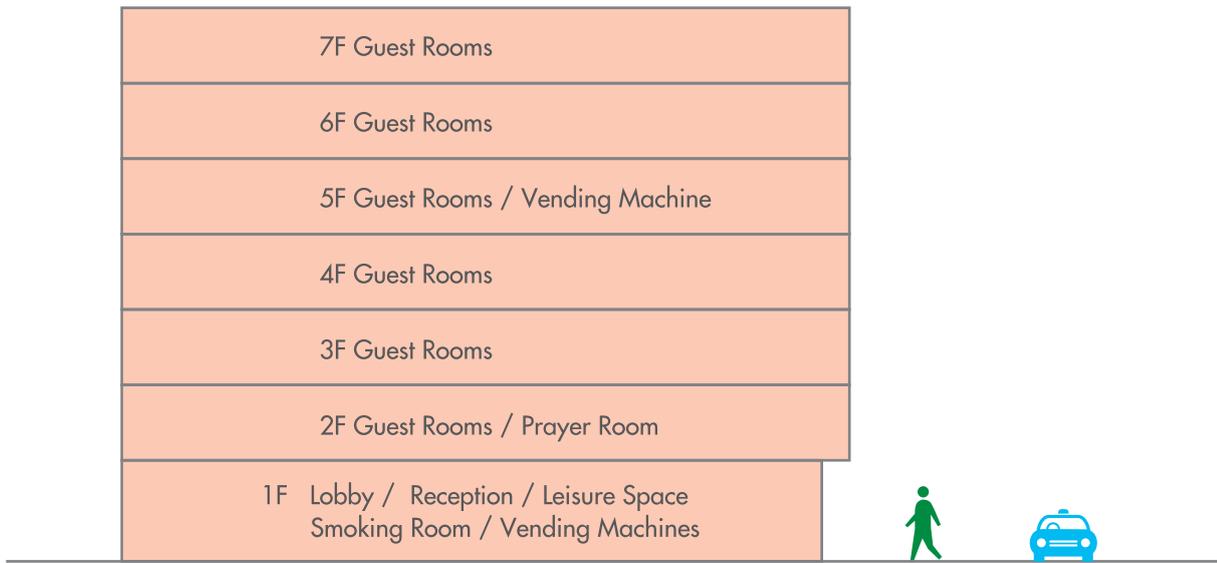
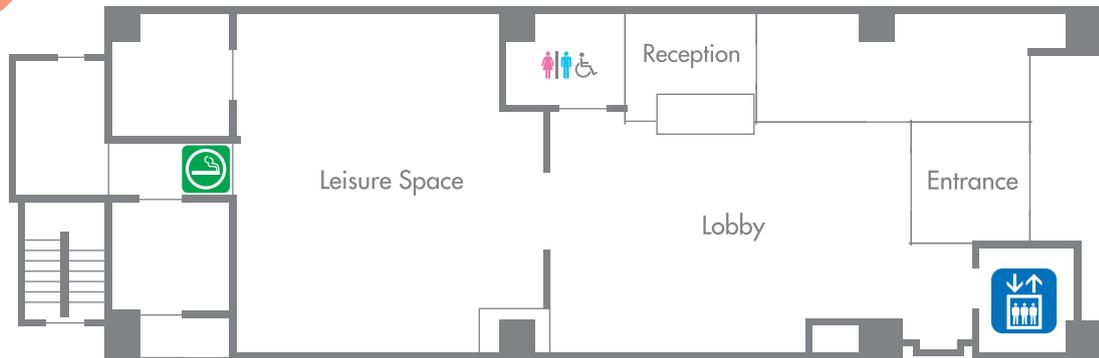


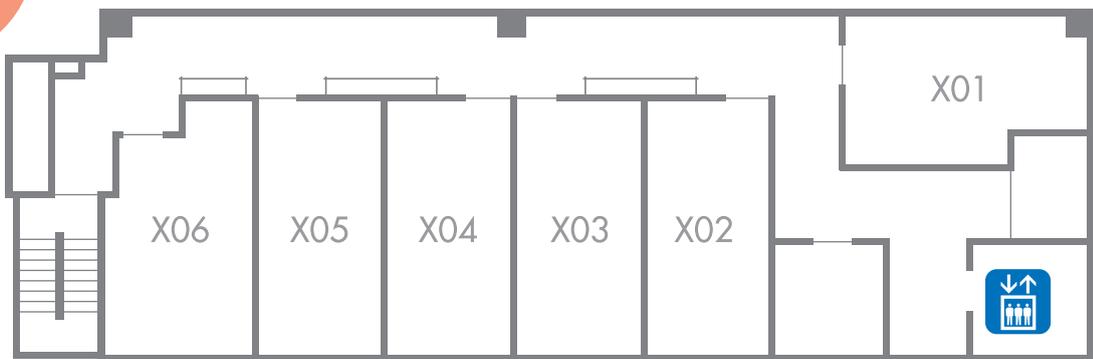
# Floor Guide



## 1F



## 2F ~ 7F



# Service Guide



## Front desk (open 24 hours a day)

- General reception services
- Check-in and check-out
- Payments (we accept all major credit cards)
- Free rental of certain items (see separate page for items available)



## Door locks

All rooms lock automatically when the door is shut. Once closed, the door may be opened from the inside only.

Accordingly, please make sure to take your key card with you whenever you leave your room.



## Check-in / check-out times

**Check-in time : After 3:00 p.m.**  
**Check-out time: By 11:00 a.m.**

- \* We kindly request that guests wishing to extend their stay contact the front desk (Ext. 9) as soon as possible.
- \* After check-in, please note the location of the emergency exits and emergency stairwells.



## Connecting to the Internet (free service)

Wi-Fi is provided free of charge throughout the hotel. (all guests will be provided with a password)



## Valuables

Please place valuables such as cash and jewelry in the safety deposit boxes in the first floor lobby.

We cannot take responsibility for lost or stolen items unless they were placed in the safety deposit boxes.



## Vending Machines

There is a vending machine area on the first floor. Soft drinks and original souvenirs can be purchased here.

On the fifth floor, there is a vending machine selling alcoholic drinks.



## Parcel delivery service

This service is available at the front desk.

Packaging materials are available upon request.



## Prayer Room

A prayer room is available to all guests on the second floor.

Please understand that there is limited space in this room.

Prayer mats and attire are also provided free of charge.



## Foreign currency exchange

The front desk has information on banks in the vicinity that can exchange foreign currency.



## Smoking Room

A smoking room is available on the first floor.

The smoking room is the only place where smoking is permitted in the hotel.



## Luggage storage (available 24 hours a day)

This service is available at the front desk.

Please let us know if you require assistance bringing your luggage to the front desk.



## Emergencies

In case of emergency please contact the front desk (Ext. 9) immediately.

Please check the guide map on the inside of your room door to confirm evacuation routes.



## Main power supply

Inserting your key card into the card slot at the entrance to your room will activate the main power supply.

When you remove your card, the power to your room will be cut off.



## Breakfast

Breakfast is available from 7 a.m. to 10 a.m. in the first floor Leisure Space.

## Leisure Space Information

Opening hours:

24 hours

Opening hours: Breakfast

7 : 00 a.m.  
to  
10 : 00 a.m.

## Items Available for Complimentary Rental

We have the following available for rent.  
Please inquire at the hotel reception.

### Electronic appliances:

Humidifier

Air purifier

Pants press

Rechargers for mobile phones and smart phones

Extension cords

Voltage converters

### Daily necessities:

Nail clippers

Sewing sets

Screwdrivers

### Games:

Cards

UNO

Othello

Chess

# Terms and Conditions for Accommodation Contracts

## Definitions

- (1) Accommodation Charge means the fee to be paid for staying in a room at the Hotel.
- (2) Accommodation Contract means a contract for accommodation at the Hotel entered into between the Hotel and the Guest.
- (3) Accommodation Coupon means the document produced by a travel agency that is approved by the Hotel, and is proof that an Accommodation Contract has been agreed and entered into for and on behalf of the Hotel by and between the travel agency and the Guest.
- (4) Applicant means the person (individual or corporate entity) who applied to enter into an Accommodation Contract.
- (5) Consumption Tax means the applicable consumption tax as prescribed by the Consumption Tax Act of Japan.
- (6) Guest means the person who enters into an Accommodation Contract with the Hotel.
- (7) Hotel means KARAKSA HOTELS KANSAI Corporation and the buildings, furniture, equipment, furnishing and fittings of the hotels managed and/or operated by KARAKSA HOTELS KANSAI Corporation.
- (8) Personal Information means the information belonging to an individual that is protected and governed by the Act on Protection of Personal Information of Japan (the “Personal Information Protection Act”).
- (9) Privacy Policy means the privacy policy of the Hotel that governs the use of the Personal Information, and which is prepared based on the Personal Information Protection Act

## Scope of Application

### Article 1

1. Accommodation Contracts and related agreements to be entered into between the Hotel and the Guest shall be subject to these Terms and Conditions. Any particulars not provided for herein shall be governed by laws and regulations and/or generally accepted practices.
2. In cases where the Hotel has entered into a special contract with the Guest, insofar as such special contract does not violate laws and regulations and/or generally accepted practices, notwithstanding the preceding paragraph, the special contract shall take precedence over the provisions of the Terms and Conditions herein.

## Application for Accommodation Contracts

### Article 2

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 of accommodation and estimated time of arrival
  - (3) Accommodation Charges (based, in principle, on Exhibit, Table 1)

- (4) a. Name and contact information of the applicant of the Accommodation Contract
- b. Name and contact information of the payer of the Accommodation Charges
- (5) Other particulars deemed necessary by the Hotel

2. In cases where the Guest requests, during his/her accommodation, an extension of accommodation beyond the date(s) in Subparagraph (2) of the preceding paragraph, the Hotel shall regard that the Guest has made a new application for another Accommodation Contract at the time, and shall process the request as such.

Conclusion of Accommodation Contracts, etc.

#### Article 3

1. The Accommodation Contract shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding article. The same shall not apply when the Hotel proves not to have accepted the application.
2. When the Accommodation Contract has been concluded in accordance with the provisions of the preceding paragraph, the Guest is requested to pay an accommodation deposit specified by the Hotel, which shall not exceed the value of the total Accommodation Charges covering the Guest's entire period of stay, 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 reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges under Article 12.
4. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid, provided that the Hotel has informed the Guest of the specified due date of the deposit payment.

Special Contracts Requiring No Accommodation Deposit

#### Article 4

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit upon the Guest's request after the Accommodation Contract is concluded.
2. In cases where the Hotel does not request the payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or does not specify any date of the payment of the deposit when accepting the application for the Accommodation Contract, the Hotel shall be treated as having accepted the Guest's request for a special contract as stipulated in the preceding paragraph.

## Refusal of Accommodation Contracts

### Article 5

1. The Hotel may refuse to accept an application for an Accommodation Contract under any of the following circumstances:
  - (1) The application for accommodation does not comply with the Terms and Conditions hereof.
  - (2) The Hotel is fully booked and no room is available.
  - (3) The Guest seeking accommodation is deemed to be likely to commit any act incompliant with laws or regulations, or against public order or morality, in respect to the accommodation.
  - (4) The Guest seeking accommodation has committed any act significantly inconvenient to other guests being accommodated in the Hotel.
  - (5) The Guest seeking accommodation has made unfair demand to the Hotel or employees thereof or demanded them to incur any unreasonable burden.
  - (6) The Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes.
  - (7) The Guest seeking accommodation is significantly drunk, or speaks and behaves in a significantly extraordinary way, and is deemed to be likely to cause any inconvenience to other guests in the Hotel.
  - (8) The Guest seeking accommodation is clearly deemed to be infected with the contagious disease, etc.
  
2. The Hotel shall not conclude the Accommodation Contract under any of the following circumstances:
  - (1) The Guest seeking accommodation is a member of organized crime group or involved with any organized crime-related groups or other anti-social forces.
  - (2) The Guest seeking accommodation is involved with any entity or other group managed/controlled by an organized crime group or a member thereof.

## Right to Cancel Accommodation Contracts by Guest

### Article 6

1. The Guest may cancel the Accommodation Contract by so notifying the Hotel.
  
2. In cases where the Guest has cancelled the whole or part of Accommodation Contract based on the causes for which the Guest is liable, the Guest shall pay cancellation charges as listed in Exhibit, Table 2.
  
3. In cases where the Guest does not appear by 8 p.m. on the accommodation date (or 2 hours after the expected time of arrival if the Hotel has been notified of it) without advance notice, the Hotel may regard the Accommodation Contract as being canceled by the Guest.

## Right to Cancel Accommodation Contract by Hotel

### Article 7

1. The Hotel may cancel the Accommodation Contract under any of the following circumstances:
  - (1) The Guest is deemed to be likely to commit any act incompliant with laws or regulations or against the public order or morality, or found to have committed such an act.
  - (2) The Guest has committed any act significantly inconvenient to other guests.
  - (3) The Guest has made any unfair demand to the Hotel or employees thereof, or demanded them to incur any unreasonable burden.
  - (4) The Hotel is unable to provide accommodation due to force majeure such as natural calamities.
  - (5) The Guest is deemed to be significantly drunk, speaks and behaves in a significantly extraordinary way, and be likely to cause any inconvenience to other guests.
  - (6) The Guest is clearly deemed to be infected with any contagious diseases, etc.
  - (7) The Guest does not observe bans under the house regulations established by the Hotel.
  
2. The Hotel shall cancel the Accommodation Contract under any of the following circumstances:
  - (1) The Guest is a member of criminal organization group or involved with any criminal organization group, related group thereto, or other anti-social forces.
  - (2) The Guest is involved with any entity or other group managed/controlled by a criminal organization group or a member thereof.
  
3. In cases where the Hotel cancels the Accommodation Contract in accordance with the preceding paragraphs, the Hotel shall not charge the Guest for any services not rendered.

## Registration of Accommodation

### Article 8

1. The Guest shall register the following particulars at the front counter of the Hotel on the day of accommodation:
  - (1) Name, age, sex, address, and occupation of the Guest(s)
  - (2) For foreign nationals, the nationality, passport number, point of entry in Japan, and date of entry in Japan
  - (3) Date and planned time of departure
  - (4) Other particulars deemed necessary by the Hotel
  
2. In cases where the Guest intends to pay his/her Accommodation Charges as provided in Article 12 by any means other than cash, such as Accommodation Coupons designated by the Hotel or credit cards, the Guest shall present them to the Hotel upon the above registration in advance of the payment.

## Occupancy Hours of Guest Rooms

### Article 9

1. The Guest is entitled to occupy the contracted guest room of the Hotel from 3 p.m. on the day of registration to 11 a.m. on the next day. When the Guest stays in the Hotel for consecutive days, he/she may occupy the room all day long, except for the dates of arrival and departure. When the Guest uses the special accommodation plans, etc., a further limitation may be placed on the check-in and check-out times.
2. Notwithstanding the provisions in the preceding paragraph, the Hotel may permit the Guest to occupy the room beyond the designated time period above, provided that the Guest shall additionally pay the whole Accommodation Charges (set forth in Exhibit, Table 1).

## Compliance with House Regulations

### Article 10

The Guest shall observe the house regulations established by the Hotel which are posted in the premises of the Hotel.

## Operating Hours

### Article 11

1. The Guest may refer to the brochures supplied and notices displayed at various places in the Hotel, and service directories in guest rooms, etc. for the details of the operating hours of facilities of the Hotel.
2. The above operating hours may be changed when necessary for any unavoidable reason. In such a case, the Hotel will inform the Guest of the fact in appropriate means.

## Payment of Accommodation Charges

### Article 12

1. The breakdown of the Accommodation Charges that the Guest shall pay and the way of payment thereof is listed in Exhibit, Table 1.
2. The Guest shall pay the Accommodation Charge in the currency or other alternative payment means designated by the Hotel, such as Accommodation Coupons or credit cards, at the front counter, at the departure or when requested by the Hotel.
3. The Guest shall pay the Accommodation Charges even when the Hotel has made the room available for use by the Guest but the Guest has not used or stayed in it at his/her own discretion.
4. In case of any accommodation plan including breakfast and dinner, or any other additional services, the Guest shall pay the Accommodation Charges even when the Guest has not had such meals or used such services at his/her own discretion.

## Liabilities of Hotel

### Article 13

The Hotel shall compensate the Guest for damages if it has caused such damages to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements, provided that the Hotel shall not be liable if such damages are not attributable to the Hotel. The Hotel has received the standard fire prevention qualification certificate from the local fire department.

## Arrangement at Unavailability of Contracted Rooms

### Article 14

1. When the Hotel is unable to provide the Guest with the contracted room(s), it shall arrange, with the consent of the Guest, another accommodation of the same quality as the contracted room as practically as possible.
2. When the arrangement of other accommodation cannot be made notwithstanding the provisions of the preceding paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges, which will constitute the payment for damage, unless the Hotel is not attributed to such failure to provide a room to the Guest.

## Liability of Hotel for Possessions of Guests

### Article 15

1. When any possession of the Guest is lost or destroyed while kept at the front counter, the Hotel shall compensate for such damage, except when such loss or destruction is caused by the force majeure or when the Guest hasn't declared to the Hotel the kind and value of the possessions in the case where they are cash or valuables.
2. In case of any loss or destruction of the possessions of the Guest that he/she has brought in the Hotel and has not left at the front counter, the Hotel shall not compensate for such damage, unless such damage, such as loss or destruction, is caused by the intent or fault of the Hotel. Even when the Hotel pays for such damage, it shall do so up to the value of JPY50,000 for those whose kind and value hasn't been declared to the front counter. The Hotel shall not pay for any damage of the loss or destruction of cash and valuables the Guest hasn't left at the front counter.

## Custody of Baggage and/or Belongings

### Article 16

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 counter at the time of his/her check-in only if the Hotel has agreed to do so in advance.

2. When the baggage or belongings of the Guest are left unattended after he/she checks out the Hotel, the Hotel shall temporarily keep the baggage or belongings, and shall take the necessary measures in accordance with the relevant provision of Lost Goods Act.
3. The Hotel's liability for the custody of the Guest's baggage or belongings under each preceding paragraph hereof shall be assumed in accordance with the provisions of the preceding Article 1-1 for cases under the preceding Paragraph 1 hereof, and the provisions of the preceding Article 1-2 for cases under the preceding Paragraph 2 hereof.

#### Liability in regard to Parking

##### Article 17

The Hotel shall not be liable for the custody of any vehicle belonging to the Guest when the Guest utilizes the parking lot in the Hotel, whether or not the key of the vehicle has been deposited with the Hotel.

#### Liability of Guest

##### Article 18

The Guest shall compensate the Hotel for any damage caused by his/her intention or faults.

#### Handling of Personal Information

##### Article 19

The Hotel shall properly handle the Personal Information provided by the Guest in accordance with the Privacy Policy.

#### Applicable Laws

##### Article 20

The Accommodation Contract concluded between the Hotel and Guest shall be in accordance with the laws of Japan, and Tokyo District Court or Osaka District Court shall be the exclusive jurisdiction over any lawsuit in connection with the Accommodation Contract.

#### Revision of Terms and Conditions

##### Article 21

1. This Terms and Conditions may be revised as necessary.
2. In the event that these Terms and Conditions are revised, the Hotel will make the revised Terms and Conditions publicly available on its website, while specifying the content of the revisions and the effective date.

Exhibit

Table 1: Breakdown of Accommodation Charges  
(Article 2-1 and Article 12-1)

Total Amount to be paid by Guest		Breakdown
	Accommodation Charges	Charge for reserving a room and breakfast
	Tax	Consumption Tax

Table 2: Cancellation Charges (Article 6-2)

	Contracted Number of Guests	Date when Cancellation of Contract is Notified		
		No Show	Accommodation Day	1 Day Prior to Accommodation Day
General	Up to 9 rooms, or 9 people total	100%	80%	50%

(Note)

1. The percentage is the ratio of the penalty fee against the total amount of the room charge plus consumption tax.
2. In case of an Accommodation Contract for a group (10 people or more), cancellation charges will be decided through mutual consultation between the Hotel and Guest.
3. For the accommodation on special dates or using special accommodation plan designated by the Hotel, additional charges will be incurred.
4. In the case of any refunds, the Guest is responsible for bank transfer fees.

# Hotel Regulations

In order to make your stay as pleasant and safe as possible, we have established the following regulations in accordance with article 10 of our Terms and Conditions for Accommodation Contracts. We request that all guests follow these regulations. If you fail to follow these regulations, we reserve the right to refuse you access to guest rooms and other hotel facilities, according to articles 7 and 18 of the Terms and Conditions for Accommodation Contracts. Furthermore, the Hotel is not liable for any incidents or damages that occur due to a violation of these regulations.

## Fire, smoking and emergencies

1. Do not bring fuels for heating, cooking devices or irons into the Hotel.
2. The entire Hotel is non-smoking, excluding designated smoking areas. Please refrain from smoking in the guest rooms, corridors and lobby.
3. Do not touch fire extinguishers or other emergency items except in the case of emergency.
4. Please double-check the emergency evacuation map in your room.

## Protecting your personal safety

1. During your stay, check the lock on your door whenever leaving your room.
2. Lock your room from the inside and use the door's security bar, particularly when you go to bed. If you have visitors, ensure the door is not left open inadvertently. If you believe a person has no business in the Hotel, contact the Hotel reception immediately.
3. Meet all visitors in the lobby.
4. Persons who are not registered guests are prohibited from staying in the Hotel.

## Valuables and items held for safekeeping

1. If you would like to store your valuables at the front counter, please clarify the items and their value in advance. The Hotel accepts no responsibility for the loss of valuables in guest rooms or other parts of the Hotel.
2. Lost goods shall be dealt with as necessary according to the law.
3. The treatment of items left with the Hotel covered by article 15 – Liability of Hotel for Possessions of Guests, in the Terms and Conditions for Accommodation Contracts.

## Payment

1. Upon arrival you be asked to pay a deposit (prepayment) stipulated by the Hotel. If there are other requests for payment during your stay, please pay promptly at that time.
2. We cannot accept payment by check, such as traveler's checks, and cannot assist with currency exchange.
3. We cannot assist with payments of airline tickets, train and bus fares, taxi charges, postal stamp charges, charges for forwarding of luggage, etc.
4. Tips are not accepted by Hotel staff.

## Prohibited behavior

1. Please refrain from any of the following activities that may disturb other guests.
  - (1) Do not bring into the Hotel items that may disturb other guests:
    - ① Dogs, cats, birds and all other small pets (seeing eye dogs, hearing dogs, service dogs, etc. are allowed).
    - ② Items giving off unpleasant or unusual smells.
    - ③ Items that are flammable such as gunpowder or spirits.
    - ④ Do not bring in other items that you are prohibited by law to possess.  
Do not gamble or engage in other acts that corrupt public morals within the Hotel.
  - (2) Do not engage in yelling, loud singing, or arguing within the Hotel that may disturb other guests.
  - (3) Do not use your guest room for purposes other than resting or eating and drinking without the permission of the Hotel.
  - (4) If you wish to order food from outside the hotel, please do not call the delivery person directly to your room. Please pick up your delivery in the hotel lobby.
  - (5) Do not move Hotel items to other places without permission or alter the state of your room, facilities or provided items.
  - (6) Do not hang anything from the window of your room that may detract from the appearance of the Hotel.
  - (7) Persons who are not registered guest are prohibited from staying in the Hotel. We request that you do not invite visitors into your room.
  - (8) Do not distribute or display advertising materials in the Hotel without permission from the Hotel. Sales and soliciting are also prohibited.
  - (9) Photographs taken in the Hotel may not be publicized for commercial purposes. Legal action against such content will be taken if necessary.
  - (10) Any other actions determined as disturbing other guests or disturbing the peace of the Hotel.
2. If you receive a warning from the Hotel regarding matters covered in the preceding "Prohibited behavior" section and do not cease the action immediately, you will be refused use of all Hotel facilities.

## Prohibition of Hotel use by antisocial groups, etc.

1. We refuse Hotel use by the following organizations and individuals:
  - (1) Members of criminal organizations, groups related to criminal organizations, or people involved with such activities
  - (2) Entities or other groups managed/controlled by criminal organization groups or a member thereof
  - (3) Antisocial organizations, members of antisocial organizations, and those related
  - (4) Those engaged in assault, injury, extortion, coercion or similar acts of intimidation and making undue demands
  - (5) People determined to have a diminished capacity or inability to ensure their own safety due to intoxication, which may cause danger or distress to other guests
2. If it is determined that a person meets any of the above criteria, any further use of the Hotel will be prohibited.

# Safety Procedures

## Check your emergency exits

We take all precautions to ensure your safety, however in the case of emergency you may be required to use an emergency exit. Check the map on the door of your guest room. Before evacuating, wait for instructions from Hotel staff or an emergency broadcast.

## In case of fire

If you discover a fire, contact a staff member or call the Hotel reception on a nearby telephone. The Hotel has their own firefighting unit to ensure the safety of our guests, and this unit will conduct initial firefighting and guide guests during evacuation.

You will also be guided in the evacuation by emergency broadcasts.

If there is smoke, keep your body low, cover your mouth with a towel or cloth, and evacuate the building. If the evacuation occurs at night, take your room's emergency flashlight with you and follow the emergency exit signs.

## In case of earthquake

You will be guided in the evacuation by emergency broadcasts. If an earthquake occurs, cover your head with a pillow or something protective and wait next to the bed in your room until the earthquake subsides.

If a fire occurs, use the emergency exits or wait in a safe place for help to arrive.

## Guest room locks

Guest room doors are auto locking, so please bring your key when you leave the room. When leaving the Hotel to go outside, please leave your room key with Hotel reception before departing.

When inside your room, lock the door with both the deadbolt and the latch. If there is a visitor at the door, confirm their identity through the peephole without opening the latch. Contact the Hotel reception if you are concerned about a suspicious visitor.

## If you feel unwell

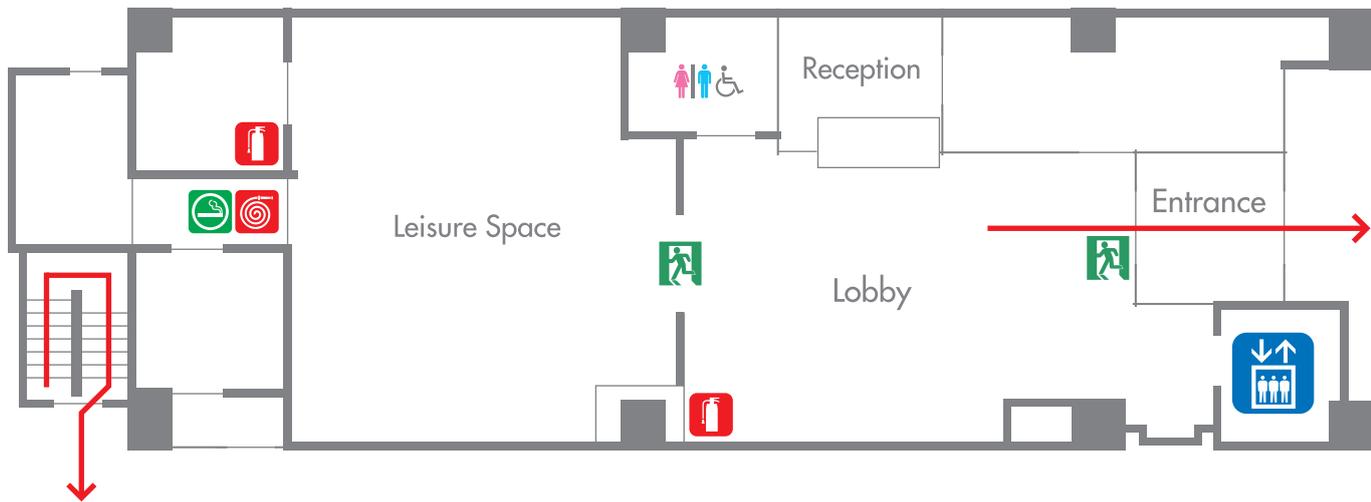
We will guide you to nearby medical facilities. If the situation is serious, we can arrange an ambulance.

## Miscellaneous (other security systems, etc.)

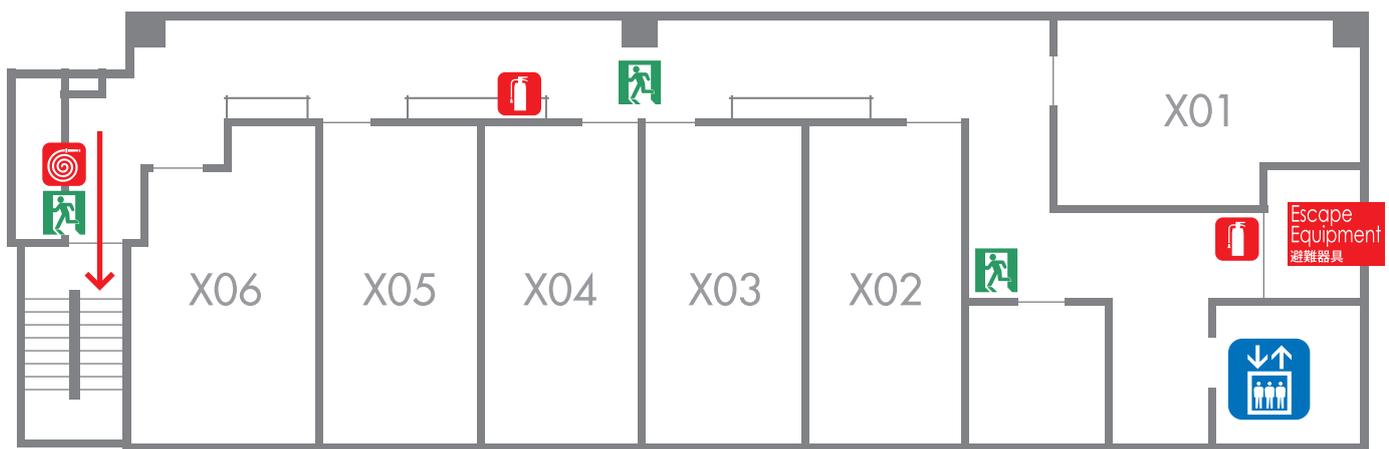
There are security personnel on site at the Hotel 24 hours a day. If you discover a suspicious object or person, contact nearby staff or call the Hotel reception.

# Emergency Fire Instruction

1F



2F  
7F



For additional fire safety information, please refer to the evacuation instruction posted on the back of the room door.



Fire Exit



Fire Extinguisher



Direction



Fire Hydrant



Elevator