

Terms of Use of "Family Bath ("YU-WAKU Family Bath" in a guest room with a spectacular view at a long-established ryokan.)" at Umino Hotel HAJIME

Terms of Use

These Terms of Use (hereinafter referred to as the "Terms of Use") (hereafter referred to as "this service"), which is "Family Bath ("YU-WAKU Family Bath" in a guest room with a spectacular view at a long-established ryokan.)" provided by Umino Hotel Hajime (hereafter referred to as "the hotel"). This document sets forth the terms and conditions of use of the family baths provided by the Ryokan (the "Service"). All users of the Service are requested to use the Service in accordance with these Terms of Use.

Article 1 Purpose of Use

In principle, this service shall be used for purposes such as family baths, workcations, parties, workshops, filming, live-streaming, study and training sessions, business negotiations, and meetings.

Article 2 Business Hours

In principle, 365 days a year from 11:00 a.m. to 8:00 p.m.

Article 3: Hours of Use

Hours of use are in units of 1 pack (1 pack refers to 1-3 hours as determined by the Museum, and hours of use may vary depending on the date and time of use). The usage time will be based on the time reserved. The reserved time must be strictly adhered to. Extension of time is not permitted in principle. However, depending on the situation, it may be possible to use the room for an extended period of time. In such cases, the fee for extending the use of the room will be charged according to the amount of time used.

Article 4 Reservation Method

Reservations can be made through the "Family Bath Reservations" page on the "Family Baths" page of the hotel's official website ("YU-WAKU Family Bath" in a guest room with a spectacular view at a long-established ryokan.). Reservations by phone are not accepted.

Article 5 Usage Fees

Fees are based on a variable fee system that changes according to circumstances, and no fixed fee has been set. Fees are as listed on the "Family Bath Reservations" page of the "Family Baths" section of the "Family Baths" page of the hotel's official website ("YU-WAKU Family Bath" in a guest room with a spectacular view at a long-established ryokan.).

Article 6 Method of Payment of Usage Fees

Payment of the usage fee can only be made by cash card. Payment must be made at the same time as the reservation (cash card payment) on the "Family Bath Reservation" page of the "Family Baths ("YU-WAKU Family Bath" in a guest room with a spectacular view at a long-established ryokan.)" section of the hotel's official website. Reservations are not complete until payment is received.

Article 7 Cancellation after Reservation

If you wish to cancel your reservation after it has been made due to unavoidable circumstances, please contact us by telephone. However, a cancellation fee will be charged depending on the date and time of cancellation.

Article 8 Cancellation Charges

A cancellation fee will be charged depending on the date and time of the cancellation request.

If cancellation is requested at least 15 days prior to the date of use, no cancellation fee will be charged.

Cancellations made between the day of use and 14 days prior to the day of use will be charged the full amount of the usage fee.

Example: Reservation date and time: "April 20, 1 pack from 1 PM" Cancellation date and time: "April 5, 23:59 of the same year" No cancellation fee will be charged. Cancellation date and time: "April 6, 0:00 AM (or later) of the same year": The cancellation fee will be the full amount of the usage fee.

Article 9. Cancellation of Usage License

Regardless of the use license, the Museum will cancel the use of the facilities if it determines that the use is in violation of the "Terms of Use" or "Prohibited Items". In such a case, the usage fee received will not be refunded.

Article 10 Indemnification and Compensation for Damages

① The Museum shall not be liable for any theft, loss, or damage to exhibits or items (including valuables) brought in by users or participants during the use of this service, regardless of the cause.

② The Museum shall not be held responsible for any damage caused by natural disasters, instructions from relevant government ministries and agencies, or other reasons beyond the Museum's control that cause the Museum to suspend the service.

③ In the event of damage, defacement, or loss of buildings, facilities, or equipment inside or outside the service, the Museum will claim full compensation for such damage.

④ In the event that a key is lost, the user will be billed for the replacement of the key and cylinder, the labor cost thereof, and any damages incurred as a result thereof.

⑤ In the event of any other damages incurred by the Museum as a result of the User's violation of these Terms and Conditions, the Museum will claim full compensation for such damages.

⑥ In the event that the applicant for use suffers damages due to reasons attributable to the Museum and claims compensation for such damages from the Museum, the Museum shall compensate the applicant for such damages up to the amount of the fee received. However, the Museum shall not be liable for any lost profits, such as lost opportunities, among the applicant's damages.

Article 11. Safety Confirmation

① During the period of use of this service, the user is responsible for checking the safety of disaster prevention and crime prevention.

② The person responsible for the use of this service (the person who made the reservation) must be present during the use of this service.

③ The Museum will not be responsible for any injuries that may occur during the use of this service.

④ Animals other than assistance dogs are not allowed in the facility.

- ⑤ Hazardous materials are not allowed in this service.

Article 12 Handling of Lost and Found

Any items that leave the possession of the occupant (lost property) without the occupant's consent within the service will be disposed of on the same day. If there is any cost incurred in disposing of the lost property, the full cost of disposal will be charged to the owner.

The hotel will not contact you regarding any lost property.

Article 13. After use

- ① After use, if you have moved the TV, tables, sofas, etc., please return them to a state close to that before use. *Please complete this during the usage time.
- ② With the exception of wrapping bags and containers for food and beverages, and bottles and cans for drinks, please be sure to take all items you brought into the facility with you. If you are charged for the disposal of items left behind, including lost and found items, you will be billed for the full cost of disposal.
- ③ If you damage, deface, or lose any of the rooms used for this service, or any of the buildings, facilities, fixtures, or loaner equipment inside or outside the hotel, and we determine that it will require actual costs and man-hours to restore them to their original state, we will charge you for the full amount.

Article 14 Restrictions on Use

In the following cases, the Museum may, at its own discretion, cancel or suspend a reservation, or demand compensation for damages. In no event shall the Museum be liable for any loss or damage incurred by the user in such cases. In addition, the Museum may ask you to refrain from using the Museum the next time you visit.

- ① In the event that the information provided in the application is found to be false.
- ② In the event that the information is deemed undesirable in terms of public morals.
- ③ In the event of violence or antisocial behavior.
- ④ When minors (including high school students over 18 years old) are the only users.
- ⑤ Damage, defacement, or loss of buildings, facilities, or rental equipment.
- ⑥ Bringing in hazardous materials or pets.
- ⑦ Use of fire (including IH equipment, etc.)
- ⑧ When vibrations or odors are generated and are deemed to be a nuisance to the surrounding environment.
- ⑨ When a person does not follow the instructions of the hotel, or when it is judged that he/she violates these terms and rules.
- ⑩ When the person who intends to use the facility is a crime syndicate or a corporation or other organization whose business activities are controlled by a member of a crime syndicate.
- ⑪ The party seeking to use the facility is a juridical person, any of whose officers falls under the category of Bouryokudan-in (organized crime group) member.
- ⑫ Cases other than the above where there is a violation of prohibitions.

Article 15 Governing Law and Jurisdiction

These Terms of Use shall be governed by and construed in accordance with the laws

of Japan. Any dispute arising from the use of this service shall be subject to the exclusive jurisdiction of the court having jurisdiction over the location of the Museum's head office.

May 1, 2023