

House Rules

(Condominium Hotel Nago Resort Lieta Nakayama)

These House Rules (hereinafter referred to as the "Rules") are established by Condominium Hotel Nago Resort Lieta Nakayama (hereinafter referred to as the "Hotel") in accordance with Article 10 of the Accommodation Terms and Conditions. The purpose is to ensure a safe and comfortable stay for all guests. These Rules apply to all guests, and your understanding and cooperation are sincerely appreciated.

1. Prohibition of Noise and Disturbing Behavior

- To ensure the comfort of all guests, noise and disruptive behavior are strictly prohibited.
 - Please keep quiet especially during nighttime hours (after 10:00 p.m.).
 - Loud conversations, music, or TV volume in guest rooms, hallways, or the lobby are prohibited.
 - Group gatherings or parties in common areas (hallways, lobby, entrance, etc.) are not permitted.
 - If complaints are received from other guests, staff will issue a warning.
 - If the situation does not improve despite warnings, the accommodation contract may be terminated (eviction).
 - In serious cases, the Hotel may notify the police.
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2. Smoking

- All guest rooms are non-smoking, including balconies.
 - A designated smoking area is located on the first-floor entrance hallway.
 - Smoking in guest rooms or balconies will result in a special cleaning fee (10,000 JPY or more).
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3. Use and Damage of Rooms and Facilities

- Please use hotel facilities and equipment with care.
 - If damage or contamination is caused intentionally or negligently, repair, cleaning, or replacement costs will be charged.
 - In cases of vomiting or soiling bedding/furniture, please notify the front desk immediately.
 - Cleaning or professional cleaning fees will be charged as necessary.
 - Replacement costs will be charged if items are rendered unusable.
 - For damage to walls, furniture, or equipment, repair costs will be charged.
 - Minor repairs may result in partial costs; large-scale damage may require professional estimates, with costs charged accordingly.
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4. Guest Rooms

- Please lock your room for security during your stay.
- When receiving visitors, confirm their identity without unlocking the door unnecessarily. Report suspicious persons to the front desk immediately.
- Guest rooms may not be used for meetings with visitors.
- Only registered guests (under Article 8 of the Terms and Conditions) may stay in rooms. Non-registered persons may not be invited to stay.
- Under Article 20 of the Terms and Conditions, staff may enter guest rooms or move items if necessary. Please manage valuables personally and inform staff if certain items must not be moved.

5. Common Areas

- Please familiarize yourself with evacuation route maps and emergency exits.
 - Do not enter emergency facilities or rooftops except in emergencies.
 - Do not enter staff-only areas.
 - Do not leave personal belongings unattended in hallways, lobby, or public areas.
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6. Hygiene Control

Guests may be denied accommodation or restricted from moving within the facility in the following cases:

- Suspected infection with foodborne illness (e.g., norovirus).
 - Suspected infection with communicable diseases designated by law.
 - Other similar symptoms as determined by the Hotel.
 - The Hotel may refuse accommodation contracts in such cases.
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7. Consideration for Other Guests

- Animals and pets are prohibited, except in cases where special rules apply. Service dogs under the Act on Assistance Dogs for Persons with Disabilities are permitted.
 - Items with strong odors are prohibited.
 - Loud singing, shouting, noisy use of TV/audio equipment, and other disruptive behavior are not allowed.
 - Attire in public areas must be appropriate and as designated by the Hotel.
 - Please refrain from behavior or appearance that causes discomfort or anxiety to others.
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8. Public Order and Morality

- Gambling, immoral behavior, and acts contrary to public order are prohibited.
 - Firearms, swords, narcotics, and other prohibited items are not allowed.
 - Do not bring items that threaten safety, cause discomfort, or hinder Hotel operations.
 - If a guest or companion is identified as a member of organized crime or an anti-social group, use of the Hotel will be immediately terminated.
 - Acts of violence, threats, extortion, coercion, or obstruction of business will result in termination of use.
 - Any illegal acts or suspected illegal acts will result in termination of use.
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9. Protection of Facilities

- Do not move, modify, or misuse Hotel facilities, equipment, or fixtures.
 - Do not bring explosives, gasoline, or other flammable materials into the Hotel.
 - Do not use personal heating or cooking devices in guest rooms.
 - Any act that may cause fire is prohibited.
 - Damage, loss, contamination, or staining of facilities, furniture, or plants may result in compensation claims.
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10. Personal Belongings and Lost Items

- Costs incurred in returning lost items to their owners shall be borne by the owner.
- Abandoned bulky items or waste will result in disposal fees, including additional handling charges by the Hotel.
- Items deemed intentionally abandoned, or left beyond the retention period, will be treated as discarded and ownership

considered waived.

Retention Policy:

Category 1: Items unsanitary by nature (e.g., opened food, drinks)

- Retention Period: None
- After Retention: Discarded

Unopened food/drinks

- Retention Period: 1 day
- After Retention: Discarded

Category 2: Valuable items, items with personal information (e.g., jewelry, electronics, cell phones, ID cards, wallets)

- Retention Period: 3 months
- After Retention: Reported to police

Category 3: Other items (e.g., umbrellas, clothes, shoes, suitcases)

- Retention Period: 2 weeks
- After Retention: Discarded

Guests must report bulky items for disposal at the front desk. Do not leave them in the facility.

11. Settlement

- A deposit or credit card verification may be required prior to use.
- Taxi fares, shopping costs outside the Hotel, or unrelated expenses cannot be charged to the Hotel account.
- When settling charges at checkout, please bring room keys or proof of room number.
- Even if you wish to pay at checkout, the Hotel may request payment during your stay. Non-payment may result in refusal of further stays.
- Payments are accepted in Japanese yen, designated credit cards, or other approved methods.
- Changes to reserved plans or extensions beyond the reserved stay require a new contract and prior settlement.

12. Parking

- Parking is limited to guests using Hotel facilities.
- Drive slowly and follow staff and signs.
- Turn off the engine when leaving the vehicle.
- Do not leave children, pets, or valuables inside the vehicle unattended.
- Lock the vehicle when leaving.
- The Hotel is not responsible for loss, theft, or damage to vehicles in the parking area.
- The Hotel is not responsible for accidents or disputes between users.
- Vehicles parked without permission after checkout may be treated as abandoned.

13. Emergencies

- In case of fire, earthquake, or other emergencies, follow Hotel evacuation guidance calmly.
- Check evacuation routes and exits in advance.
- Do not use elevators during emergencies; use stairs.
- Report accidents or sudden illness immediately to the front desk or emergency contacts.
- Follow staff instructions and announcements during disasters for safety.

14. Other Requests

- Please show consideration so that all guests may enjoy a comfortable stay.
 - If you encounter any problems, please contact the front desk for assistance.
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