

SHIGIRA RESORT

SEVEN MILES

Accommodation terms and conditions

The revision will be made on March 1, 2025. Please note that the cancellation policy will differ depending on whether your reservation date is before or after the revision date.

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Accommodation terms and conditions

(Operated by: Nansei Rakuen Resort Co., Ltd.)

(Scope of Application)

Article 1: Accommodation contracts concluded between this hotel and guests, as well as related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions will be governed by applicable laws or generally accepted customs.

In cases where this hotel agrees to special arrangements within the scope not contrary to laws and customs, such arrangements shall take precedence over the provisions of the preceding paragraph.

(Application for Accommodation Contract)

Article 2: Individuals wishing to apply for an accommodation contract with this hotel must provide the following information:

- (1) Name of the guest
- (2) Dates of stay and expected arrival time
- (3) Accommodation fee (typically based on the basic accommodation fee listed in Appendix 1)
- (4) Other matters deemed necessary by the hotel

1.-2. Applicants for accommodation shall promptly submit a guest list including the guest's name, address, telephone number, etc., as requested by the hotel, even after the accommodation contract has been concluded.

If a guest requests to extend their stay beyond the dates specified in item 2 of the first paragraph, the hotel will treat this request as a new application for an accommodation contract.

(Conclusion of Accommodation Contract, etc.)

Article 3: An accommodation contract shall be deemed to have been concluded when this hotel accepts the application as stipulated in the preceding article.

1.-2. If the hotel unintentionally accepts an application based on an incorrect accommodation fee that is significantly lower than the usual rate, it reserves the right to cancel the contract, unless the low fee was clearly indicated as a 'limited,' 'special,' or 'campaign' rate. The hotel will

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notify the applicant promptly in such cases.

1.-3. This hotel may contact guests at any time before the scheduled date of stay to confirm reservations.

Upon concluding an accommodation contract, the applicant must pay the application fee specified by the hotel, which can be up to the basic accommodation fee for the stay (up to 3 days if exceeding 3 days), by the specified date.

The application fee shall first be applied towards the final accommodation fee owed by the guest, and in the event of circumstances falling under Article 6, Article 7, paragraph 2, and Article 18, it shall be applied towards cancellation fees and then compensation fees in that order. Any remaining balance shall be refunded when making payments according to the provisions of Article 12.

If the application fee specified in paragraph 2 is not paid by the date designated by the hotel, the accommodation contract shall become null and void. However, the hotel shall only designate a payment deadline for the application fee after notifying the guest of such a requirement.

(Special Arrangement to Waive Application Fee)

Article 4: Notwithstanding the provisions of the preceding article, this hotel may agree to waive the payment of the application fee specified in paragraph 2 thereof after the conclusion of the contract.

When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee specified in paragraph 2 of the preceding article or does not specify the deadline for such payment, it shall be treated as agreeing to the arrangement in the preceding paragraph.

(Refusal to Conclude Accommodation Contract)

Article 5: This hotel may refuse to conclude an accommodation contract in the following cases:

- (1) When the application for accommodation does not comply with these terms and conditions.
- (2) When there is no availability of rooms due to full occupancy.
- (3) If it is believed that the applicant may engage in activities contrary to laws, public order, or good morals.
- (3)-2. When it is recognized that the applicant for accommodation may disrupt the peaceful order within the hotel premises by lodging unreasonable complaints or requests, etc.
- (4) When the applicant for accommodation falls under any of the following categories:

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- i. Violent gangs (hereinafter referred to as "gangs") as defined in Article 2, paragraph 2 of the Act on Prevention of Unjust Acts by Gang Members (Act No. 77 of 1991), gang members (hereinafter referred to as "gang members") as defined in Article 2, paragraph 6 of the same Act, quasi-members of gangs, gang affiliates, or other antisocial forces.
 - ii. When the business activities are controlled by gangs or gang members.
 - iii. When there are gang members among the officers of the corporation.
- (5) When the applicant for accommodation engages in behavior causing significant inconvenience to other guests.
 - (6) When the applicant for accommodation is clearly identified as a carrier of infectious diseases.
 - (7) When violent demands or requests beyond reasonable limits are made concerning accommodation.
 - (8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.
 - (9) When falling under the provisions of Article 5 of the Okinawa Prefectural Ordinance on the Implementation of the Ryokan Business Act.
 - (10) When the applicant for accommodation applies secretly for commercial purposes.

(Cancellation Right of Guests)

Article 6: Guests may request the cancellation of the accommodation contract from the hotel.

If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as specified in Attached Table No.2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, and the hotel has not received the payment. However, in the case where the hotel has agreed to the special agreement under Article 4, the obligation to pay the cancellation fee when the guest cancels the accommodation contract shall be notified to the guest by the hotel when the hotel has agreed to the special agreement under Article 4.

If the guest does not arrive by 8:00 p.m. on the day of arrival, the hotel may consider the accommodation contract to have been canceled by the guest and may handle it accordingly.

(Hotel's Right to Cancel)

Article 7: The hotel may cancel the accommodation contract in the following cases:

- (1) If it is believed that the guest may engage in activities contrary to laws, public order, or good morals, or if such acts have already been committed.

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- (1)-2 When it is recognized that the guest is disrupting the peaceful order within the hotel premises by making unreasonable complaints or demands, etc.
- (2) When it is recognized that the guest falls under any of the following:
 - (i) Gangs, gang members, gang affiliates, or other antisocial forces
 - (ii) Corporations or other organizations controlled by gangs or gang members
 - (iii) Corporations where gang members serve as officers
- (3) When the guest causes significant inconvenience to other guests.
- (4) When the guest is clearly identified as being infected with a contagious disease.
- (5) When violent demands are made regarding accommodation, or when demands exceeding reasonable limits are made.
- (6) When accommodation cannot be provided due to force majeure, etc.
- (7) When it falls under the provisions of Article 5 of the Okinawa Prefectural Ryokan Business Enforcement Regulations.
- (8) When smoking in the bedroom, mischief against firefighting equipment, or other violations of the hotel's rules and regulations are observed.
- (9) When it is discovered after the conclusion of the accommodation contract that the applicant falls under Article 5 (10).
- (10) When the applicant for accommodation falls under Article 2, (1)-2, and does not promptly respond to the notification from the hotel.

When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, if the reason for cancellation falls under the provisions of the preceding paragraph (6) or (7), the hotel will not charge fees for accommodation services not yet provided to the guest. In the case of other reasons for cancellation, fees for accommodation services not yet provided will also be charged as cancellation fees.

(Registration of Accommodation)

Article 8: Guests are required to register the following items at the hotel front desk on the day of accommodation:

- (1) Name, age, gender, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, entry place, and date of entry
- (3) Departure date and scheduled departure time
- (4) Any other information deemed necessary by the hotel

If the guest intends to make payment for the charges specified in Article 12 by means other than currency, such as traveler's checks, accommodation vouchers, or credit cards, the guest must

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present them at the time of registration as specified in the preceding paragraph.

(Use Hours of Rooms)

Article 9: Guests may use hotel rooms from 3:00 p.m. to 11:00 a.m. the following day. However, in the case of consecutive stays, guests may use the room for the entire day except for the arrival and departure days.

Notwithstanding the provisions of the preceding paragraph, the hotel may accommodate the use of rooms outside the hours specified in the same paragraph. In this case, additional charges as follows will be applied:

- (i) Up to 3 hours: 30% of the room rate (until 2:00 p.m.)
- (ii) Up to 6 hours: 50% of the room rate (until 5:00 p.m.)
- (iii) Over 6 hours: 100% of the room rate (after 5:00 p.m.)

(Compliance with Rules of Use)

Article 10: Guests must comply with the rules of use posted within the hotel premises.

(Business Hours)

Article 11: The operating hours of the hotel's main facilities will be provided in brochures, notices at various locations, and service directories in guest rooms.

The hours specified in the preceding paragraph may be temporarily changed if necessary. In such cases, appropriate notices will be provided.

(Payment of Charges)

Article 12: The breakdown of accommodation charges to be paid by guests shall be as specified in Table No. 1.

Payment of the accommodation charges specified in the preceding paragraph shall be made by currency or by means accepted by the hotel, such as traveler's

(Hotel's Responsibility)

Article 13: The hotel shall compensate the guest for any damages caused to them due to the performance or non-performance of the accommodation contract and related contracts, provided that such damages are not attributable to the hotel's fault.

The hotel has subscribed to Hotel Liability Insurance to address unforeseen events such as fires.

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(Handling When Unable to Provide Contracted Rooms)

Article 14: If the hotel cannot provide the contracted room, it will make every effort to arrange alternative accommodation under similar conditions, with the guest's consent.

If the hotel cannot arrange alternative accommodation despite the provisions of the preceding paragraph, it shall pay compensation equivalent to the cancellation fee to the guest. This compensation shall be deducted from any damages payable. However, if the inability to provide the room is not attributable to the hotel's fault, no compensation shall be paid.

(Handling of Deposited Items)

Article 15: If items, cash, or valuables deposited by guests at the front desk are lost or damaged, the hotel will compensate for such damages, except in cases of force majeure.

However, regarding cash and valuables, if the hotel requested disclosure of their type and value, and the guest failed to comply, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

1-2. The hotel cannot accept cash exceeding ¥150,000 or items valued at or above ¥150,000.

If loss or damage occurs to items, cash, or valuables brought into the hotel by guests and not deposited at the front desk due to the hotel's intentional or negligent actions, the hotel shall compensate for such damages. However, for items without prior disclosure of their type and value by the guest, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

2-2. Even in cases where the hotel is liable for compensation based on paragraphs 1 and 2, the hotel shall not be liable for the following items:

(1) Drafts, designs, drawings, ledgers, and similar items (including those recorded on media directly processed by information equipment such as magnetic tapes, magnetic disks, CD-ROMs, optical disks, etc.).

(Storage of Guests' Baggage or Portable Items)

Article 16: If guests' baggage arrives at the hotel before their stay, the hotel shall store it responsibly only upon prior agreement and return it to guests upon check-in at the front desk.

If guests leave their baggage or portable items at the hotel after checking out, and the owner is

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identified, the hotel shall contact the owner and follow their instructions. However, if there are no instructions or the owner cannot be identified, the hotel shall store the items for 7 days including the discovery date, then deliver them to the nearest police station.

The hotel's responsibility for storing guests' baggage or portable items under the preceding two paragraphs shall be subject to the provisions of Article 15, paragraph 1 in the case of paragraph 1 and paragraph 2 in the case of paragraph 2.

(Parking Responsibility)

Article 17: If guests use the hotel's parking lot, the hotel only provides space for parking and does not assume responsibility for managing the vehicles unless damage is caused due to the hotel's intentional or negligent actions in managing the parking lot.

(Guest's Responsibility)

Article 18: If the hotel suffers damages due to the guest's intentional or negligent actions, the guest shall compensate the hotel for such damages.

1-2. If smoking (including electronic cigarettes and heated cigarettes) is witnessed or evidence of smoking is found in the hotel room or on the balcony, the hotel may charge the guest ¥50,000 for cleaning the room and the room's unavailability for sale as a non-smoking room during the period.

1-3. To ensure smooth enjoyment of accommodation services based on the accommodation contract, if a guest recognizes that accommodation services provided differ from the contract, they must promptly notify the hotel of the discrepancy.

(Regarding Customer Harassment)

Article 19: If the guest commits any of the following acts against an employee, the hotel reserves the right to classify it as "customer harassment." However, this does not include acts resulting from unfair discriminatory treatment by a business operator against a guest seeking accommodation as provided for in Article 8, Paragraph 1 of the Act on Promotion of Elimination of Disability Discrimination, or other similar reasonable grounds. If an act constitutes customer harassment, the hotel may take measures such as terminating the accommodation contract, requesting that the guest leave, or reporting the guest to the police.

1-2. Customer Harassment includes but is not limited to the following

(1) Actions constituting physical attack (assault, injury etc.) or psychological attack (threats, abusive language, slander, etc.)

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- (2) Excessive demands such as reductions in accommodation fees (including demands that go beyond the scope of reasonable consideration under the Act on the Elimination of Discrimination against Persons with Disabilities)
- (3) Demanding that employees get on all fours or apologize, or other demands that are not socially appropriate
- (4) Actions that force employees to remain in a room, confine them, or restrict their availability for long periods of time (including long phone calls or excessive questioning)
- (5) Shouting or using abusive language to threaten or blame employees
- (6) Making excuses not to pay cancellation fees, making excessive demands for refunds, or unreasonable demands for exchanges or monetary compensation (including repeated demands that go beyond the scope of reason when compared to other guests)
- (7) Making excessive complaints or making excessive demands for things that cannot be handled according to operational rules
- (8) Threatening employees or the hotel's operations by indicating you will post negative or damaging content on social media or in the media outlets (including disclosing employees' names or private information)
- (9) Stalking or surveilling specific employees

1-3. In the event that the hotel incurs damages resulting from any of the above actions, the hotel may claim compensation.

(Disclaimer for Facility Use)

Article 20: The guest shall use the hotel's swimming pool, gym, spa, and other ancillary facilities (hereinafter referred to as "the facilities") at their own risk, and the hotel shall not be liable for any injuries or accidents suffered by users within the facilities, except in cases where such injuries or accidents are the result of the hotel's deliberate or gross negligence.

1-2. The hotel shall not be held responsible for any trouble that occurs between users within the facilities or any accidents caused by the user's carelessness. Please observe the rules and precautions of each facility to ensure safe use.

1-3. The hotel shall not be obligated to take into consideration the health or physical strength of users when using the facilities. Please use the facilities safely and according to your own physical condition.

1-4. Use of the facilities may be restricted due to damage, matters of cleanliness, or malfunction

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of equipment. Please note that in such cases, we will not be able to provide a substitute or compensate for damages.

(Disclaimer regarding use of the Internet)

Article 21: The Internet connection services provided by the hotel (including Wi-Fi and use of the hotel's smart TVs, hereinafter referred to as "Internet services") are for the convenience of our guests, and we do not guarantee the stability, communication speed, or security of the connection.

1-2. The hotel shall not be liable for any problems that may occur while guests are using the Internet services, such as virus infection, unauthorized access, information leakage, interruption or slowdown of communication, etc.

1-3. The hotel reserves the right to restrict or suspend the use of Internet services in the event of any act contrary to public order and morals, unauthorized access, etc. Furthermore, if such acts cause damage to the hotel or a third party, the hotel may request compensation for such damages from the guest in question.

1-4. The hotel does not provide support for guests regarding software, hardware, or security measures required when using the Internet service. Guests are responsible for using the Internet in a safe manner.

(Cooperation in Infectious Disease Prevention Measures)

Article 22: In order to protect the health and safety of our guests and employees, the hotel is taking necessary measures to prevent the spread of infectious diseases. We ask that guests cooperate with the following infection prevention measures.

1-2. The hotel reserves the right to implement the following measures as necessary and to ask guests to cooperate.

- (1) Hand disinfection, wearing a mask, temperature checks, health checks
- (2) Avoiding crowds in shared spaces and maintaining social distance
- (3) Immediate notification to hotel staff if you have any symptoms that may be an infectious disease, such as fever, cough, or fatigue
- (4) If necessary, we may ask you to take isolation measures or visit a medical institution to prevent infection of other guests and employees.

1-3. If a guest does not cooperate with the infection control measures described in the previous paragraph, the hotel reserves the right to cancel the accommodation contract and ask the guest to

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leave. Furthermore, if such behavior causes damage to other guests or employees, the hotel may request compensation for such damage.

(Jurisdiction and Applicable Law)

Article 23: Disputes regarding the accommodation contract between the hotel and the guest shall be governed by Japanese law, and the district court or summary court having jurisdiction over the location of the hotel shall have exclusive jurisdiction as the first-instance court by mutual agreement.

Attached Table No.1: The breakdown of Accommodation Charges (Related to Article 2, Clause 1, and Article 12, Clause 1)

		Contents
Total amount to be paid by the Guest Accommodation	Accommodation Charges	(1) Basic Accommodation Charges (Room Charge)
		(2) Service Charge ((1)×10%)
	Food and Beverage Charges	(3) Food and Beverage Expenses or Additional Food and Beverage
		(4) Service Charge ((3) × 10%)
	Extra Charges	(5) Telephone, FAX
		(6) Laundry Charges
		(7) Other Accommodation-Related Charges
	Taxes	(8) Consumption Tax
		(9) Accommodation Tax

The basic accommodation charge is determined by the rate table. In the event of a revision to tax laws, the revised provisions shall apply.

Taxes are applied using the method of excluding tax from the displayed price.

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Attached Table No.2: Cancellation charge for Hotels (Related to Article 6, Clause 2)

<Applicable for reservations made on or after March 1, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests	
	1 to 14	15
No Show	100%	100%
Accommodation Day	100%	100%
1 Day Prior to Accommodation Day	100%	100%
2 Days Prior to Accommodation Day	80%	100%
9 Days Prior to Accommodation Day	50%	80%
20 Days Prior to Accommodation Day	20%	50%
30 Days Prior to Accommodation Day		20%

Policy for canceling "all" nights in a consecutive stay reservation

When all nights in a consecutive stay reservation are canceled at the same time, a cancellation fee based on the cancellation fee above will be charged for each night.

Policy for a "partial cancellation" in a consecutive stay reservation

When only canceling some of the nights in a consecutive stay reservation, a cancellation fee based on the cancellation fee above will be charged for each canceled night.

- In the case of partial cancellation of a reservation, a cancellation fee will only be applied to the number of people canceled.
- If a guest does not arrive by 8pm on the day of their stay (or two hours after a specified expected arrival time stated by the guest in advance) without any prior notice, the accommodation contract may be treated as having been canceled by the guest.

<Applicable for reservations made on or before February 28, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests	
	1 to 14	15
No Show	100%	100%
Accommodation Day	100%	100%
1 Day Prior to Accommodation Day	100%	100%
2 Days Prior to Accommodation Day	80%	100%
9 Days Prior to Accommodation Day	50%	80%
20 Days Prior to Accommodation Day	20%	50%
30 Days Prior to Accommodation Day		20%

Cancellation Policy for "All Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if all nights are canceled at once, the cancellation fee for the first night will be applied to all the nights.

Cancellation Policy for "Partial Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if some nights are canceled, a one-night cancellation fee will apply, regardless of the

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number of canceled days. The fee will be based on the cancellation rate for the first canceled night.

Cancellation Policy for Partial Reduction in the Number of Guests

If the number of reserved guests is reduced, cancellation fees will apply to the number of canceled guests according to the above cancellation policy.

Treatment of Unoccupied Reserved Rooms After 8:00 PM

Reserved rooms that remain unoccupied after 8:00 PM may be sold to other guests.

Priority of Cancellation Terms in Each Accommodation Contract or Accommodation Plan

If specific cancellation terms are included in an accommodation contract or plan, those terms will take precedence.

Large Group Reservations of 100 or More

Reservations for large groups of 100 or more may require individual contracts.

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HOTEL SHIGIRA MIRAGE

HOTEL SHIGIRA MIRAGE (BAYSIDE and POOL VILLA PREMIER)

Accommodation terms and conditions

(Operated by: Nansei Rakuen Resort Co., Ltd.)

(Scope of Application)

Article 1: Accommodation contracts concluded between this hotel and guests, as well as related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions will be governed by applicable laws or generally accepted customs.

In cases where this hotel agrees to special arrangements within the scope not contrary to laws and customs, such arrangements shall take precedence over the provisions of the preceding paragraph.

(Application for Accommodation Contract)

Article 2: Individuals wishing to apply for an accommodation contract with this hotel must provide the following information:

- (1) Name of the guest
- (2) Dates of stay and expected arrival time
- (3) Accommodation fee (typically based on the basic accommodation fee listed in Appendix 1)
- (4) Other matters deemed necessary by the hotel

1.-2. Applicants for accommodation shall promptly submit a guest list including the guest's name, address, telephone number, etc., as requested by the hotel, even after the accommodation contract has been concluded.

If a guest requests to extend their stay beyond the dates specified in item 2 of the first paragraph, the hotel will treat this request as a new application for an accommodation contract.

(Conclusion of Accommodation Contract, etc.)

Article 3: An accommodation contract shall be deemed to have been concluded when this hotel accepts the application as stipulated in the preceding article.

1.-2. If the hotel unintentionally accepts an application based on an incorrect accommodation fee that is significantly lower than the usual rate, it reserves the right to cancel the contract, unless the low fee was clearly indicated as a 'limited,' 'special,' or 'campaign' rate. The hotel will notify the applicant promptly in such cases.

1.-3. This hotel may contact guests at any time before the scheduled date of stay to confirm reservations.



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Upon concluding an accommodation contract, the applicant must pay the application fee specified by the hotel, which can be up to the basic accommodation fee for the stay (up to 3 days if exceeding 3 days), by the specified date.

The application fee shall first be applied towards the final accommodation fee owed by the guest, and in the event of circumstances falling under Article 6, Article 7, paragraph 2, and Article 18, it shall be applied towards cancellation fees and then compensation fees in that order. Any remaining balance shall be refunded when making payments according to the provisions of Article 12.

If the application fee specified in paragraph 2 is not paid by the date designated by the hotel, the accommodation contract shall become null and void. However, the hotel shall only designate a payment deadline for the application fee after notifying the guest of such a requirement.

(Special Arrangement to Waive Application Fee)

Article 4: Notwithstanding the provisions of the preceding article, this hotel may agree to waive the payment of the application fee specified in paragraph 2 thereof after the conclusion of the contract.

When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee specified in paragraph 2 of the preceding article or does not specify the deadline for such payment, it shall be treated as agreeing to the arrangement in the preceding paragraph.

(Refusal to Conclude Accommodation Contract)

Article 5: This hotel may refuse to conclude an accommodation contract in the following cases:

- (1) When the application for accommodation does not comply with these terms and conditions.
- (2) When there is no availability of rooms due to full occupancy.
- (3) If it is believed that the applicant may engage in activities contrary to laws, public order, or good morals.
- (3)-2. When it is recognized that the applicant for accommodation may disrupt the peaceful order within the hotel premises by lodging unreasonable complaints or requests, etc.
- (4) When the applicant for accommodation falls under any of the following categories:
 - i. Violent gangs (hereinafter referred to as "gangs") as defined in Article 2, paragraph 2 of the Act on Prevention of Unjust Acts by Gang Members (Act No. 77 of 1991), gang members (hereinafter referred to as "gang members") as defined in Article 2, paragraph 6 of the same Act, quasi-members



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of gangs, gang affiliates, or other antisocial forces.

ii. When the business activities are controlled by gangs or gang members.

iii. When there are gang members among the officers of the corporation.

(5) When the applicant for accommodation engages in behavior causing significant inconvenience to other guests.

(6) When the applicant for accommodation is clearly identified as a carrier of infectious diseases.

(7) When violent demands or requests beyond reasonable limits are made concerning accommodation.

(8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.

(9) When falling under the provisions of Article 5 of the Okinawa Prefectural Ordinance on the Implementation of the Ryokan Business Act.

(10) When the applicant for accommodation applies secretly for commercial purposes.

(Cancellation Right of Guests)

Article 6: Guests may request the cancellation of the accommodation contract from the hotel.

If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as specified in Attached Table No.2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, and the hotel has not received the payment. However, in the case where the hotel has agreed to the special agreement under Article 4, the obligation to pay the cancellation fee when the guest cancels the accommodation contract shall be notified to the guest by the hotel when the hotel has agreed to the special agreement under Article 4.

If the guest does not arrive by 8:00 p.m. on the day of arrival, the hotel may consider the accommodation contract to have been canceled by the guest and may handle it accordingly.

(Hotel's Right to Cancel)

Article 7: The hotel may cancel the accommodation contract in the following cases:

(1) If it is believed that the guest may engage in activities contrary to laws, public order, or good morals, or if such acts have already been committed.

(1)-2 When it is recognized that the guest is disrupting the peaceful order within the hotel premises by making unreasonable complaints or demands, etc.

(2) When it is recognized that the guest falls under any of the following:



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- (i) Gangs, gang members, gang affiliates, or other antisocial forces
- (ii) Corporations or other organizations controlled by gangs or gang members
- (iii) Corporations where gang members serve as officers
- (3) When the guest causes significant inconvenience to other guests.
- (4) When the guest is clearly identified as being infected with a contagious disease.
- (5) When violent demands are made regarding accommodation, or when demands exceeding reasonable limits are made.
- (6) When accommodation cannot be provided due to force majeure, etc.
- (7) When it falls under the provisions of Article 5 of the Okinawa Prefectural Ryokan Business Enforcement Regulations.
- (8) When smoking in the bedroom, mischief against firefighting equipment, or other violations of the hotel's rules and regulations are observed.
- (9) When it is discovered after the conclusion of the accommodation contract that the applicant falls under Article 5 (10).
- (10) When the applicant for accommodation falls under Article 2, (1)-2, and does not promptly respond to the notification from the hotel.

When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, if the reason for cancellation falls under the provisions of the preceding paragraph (6) or (7), the hotel will not charge fees for accommodation services not yet provided to the guest. In the case of other reasons for cancellation, fees for accommodation services not yet provided will also be charged as cancellation fees.

(Registration of Accommodation)

Article 8: Guests are required to register the following items at the hotel front desk on the day of accommodation:

- (1) Name, age, gender, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, entry place, and date of entry
- (3) Departure date and scheduled departure time
- (4) Any other information deemed necessary by the hotel

If the guest intends to make payment for the charges specified in Article 12 by means other than currency, such as traveler's checks, accommodation vouchers, or credit cards, the guest must present them at the time of registration as specified in the preceding paragraph.

(Use Hours of Rooms)



HOTEL SHIGIRA MIRAGE

Article 9: Guests may use hotel rooms from 3:00 p.m. to 11:00 a.m. the following day. However, in the case of consecutive stays, guests may use the room for the entire day except for the arrival and departure days.

Notwithstanding the provisions of the preceding paragraph, the hotel may accommodate the use of rooms outside the hours specified in the same paragraph. In this case, additional charges as follows will be applied:

- (i) Up to 3 hours: 30% of the room rate (until 2:00 p.m.)
 - (ii) Up to 6 hours: 50% of the room rate (until 5:00 p.m.)
 - (iii) Over 6 hours: 100% of the room rate (after 5:00 p.m.)
- (Compliance with Rules of Use)

Article 10: Guests must comply with the rules of use posted within the hotel premises.

(Business Hours)

Article 11: The operating hours of the hotel's main facilities will be provided in brochures, notices at various locations, and service directories in guest rooms.

The hours specified in the preceding paragraph may be temporarily changed if necessary. In such cases, appropriate notices will be provided.

(Payment of Charges)

Article 12: The breakdown of accommodation charges to be paid by guests shall be as specified in Table No. 1.

Payment of the accommodation charges specified in the preceding paragraph shall be made by currency or by means accepted by the hotel, such as traveler's

(Hotel's Responsibility)

Article 13: The hotel shall compensate the guest for any damages caused to them due to the performance or non-performance of the accommodation contract and related contracts, provided that such damages are not attributable to the hotel's fault.

The hotel has subscribed to Hotel Liability Insurance to address unforeseen events such as fires.

(Handling When Unable to Provide Contracted Rooms)

Article 14: If the hotel cannot provide the contracted room, it will make every effort to arrange



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alternative accommodation under similar conditions, with the guest's consent.

If the hotel cannot arrange alternative accommodation despite the provisions of the preceding paragraph, it shall pay compensation equivalent to the cancellation fee to the guest. This compensation shall be deducted from any damages payable. However, if the inability to provide the room is not attributable to the hotel's fault, no compensation shall be paid.

(Handling of Deposited Items)

Article 15: If items, cash, or valuables deposited by guests at the front desk are lost or damaged, the hotel will compensate for such damages, except in cases of force majeure.

However, regarding cash and valuables, if the hotel requested disclosure of their type and value, and the guest failed to comply, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

1-2. The hotel cannot accept cash exceeding ¥150,000 or items valued at or above ¥150,000.

If loss or damage occurs to items, cash, or valuables brought into the hotel by guests and not deposited at the front desk due to the hotel's intentional or negligent actions, the hotel shall compensate for such damages. However, for items without prior disclosure of their type and value by the guest, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

2-2. Even in cases where the hotel is liable for compensation based on paragraphs 1 and 2, the hotel shall not be liable for the following items:

(1) Drafts, designs, drawings, ledgers, and similar items (including those recorded on media directly processed by information equipment such as magnetic tapes, magnetic disks, CD-ROMs, optical disks, etc.).

(Storage of Guests' Baggage or Portable Items)

Article 16: If guests' baggage arrives at the hotel before their stay, the hotel shall store it responsibly only upon prior agreement and return it to guests upon check-in at the front desk.

If guests leave their baggage or portable items at the hotel after checking out, and the owner is identified, the hotel shall contact the owner and follow their instructions. However, if there are no instructions or the owner cannot be identified, the hotel shall store the items for 7 days including the discovery date, then deliver them to the nearest police station.



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The hotel's responsibility for storing guests' baggage or portable items under the preceding two paragraphs shall be subject to the provisions of Article 15, paragraph 1 in the case of paragraph 1 and paragraph 2 in the case of paragraph 2.

(Parking Responsibility)

Article 17: If guests use the hotel's parking lot, the hotel only provides space for parking and does not assume responsibility for managing the vehicles unless damage is caused due to the hotel's intentional or negligent actions in managing the parking lot.

(Guest's Responsibility)

Article 18: If the hotel suffers damages due to the guest's intentional or negligent actions, the guest shall compensate the hotel for such damages.

1-2. If smoking (including electronic cigarettes and heated cigarettes) is witnessed or evidence of smoking is found in the hotel room or on the balcony, the hotel may charge the guest ¥50,000 for cleaning the room and the room's unavailability for sale as a non-smoking room during the period.

1-3. To ensure smooth enjoyment of accommodation services based on the accommodation contract, if a guest recognizes that accommodation services provided differ from the contract, they must promptly notify the hotel of the discrepancy.

(Regarding Customer Harassment)

Article 19: If the guest commits any of the following acts against an employee, the hotel reserves the right to classify it as "customer harassment." However, this does not include acts resulting from unfair discriminatory treatment by a business operator against a guest seeking accommodation as provided for in Article 8, Paragraph 1 of the Act on Promotion of Elimination of Disability Discrimination, or other similar reasonable grounds. If an act constitutes customer harassment, the hotel may take measures such as terminating the accommodation contract, requesting that the guest leave, or reporting the guest to the police.

1-2. Customer Harassment includes but is not limited to the following

- (1) Actions constituting physical attack (assault, injury etc.) or psychological attack (threats, abusive language, slander, etc.)
- (2) Excessive demands such as reductions in accommodation fees (including demands that go beyond the scope of reasonable consideration under the Act on the Elimination of Discrimination against Persons with Disabilities)



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- (3) Demanding that employees get on all fours or apologize, or other demands that are not socially appropriate
- (4) Actions that force employees to remain in a room, confine them, or restrict their availability for long periods of time (including long phone calls or excessive questioning)
- (5) Shouting or using abusive language to threaten or blame employees
- (6) Making excuses not to pay cancellation fees, making excessive demands for refunds, or unreasonable demands for exchanges or monetary compensation (including repeated demands that go beyond the scope of reason when compared to other guests)
- (7) Making excessive complaints or making excessive demands for things that cannot be handled according to operational rules
- (8) Threatening employees or the hotel's operations by indicating you will post negative or damaging content on social media or in the media outlets (including disclosing employees' names or private information)
- (9) Stalking or surveilling specific employees

1-3. In the event that the hotel incurs damages resulting from any of the above actions, the hotel may claim compensation.

(Disclaimer for Facility Use)

Article 20: The guest shall use the hotel's swimming pool, gym, spa, and other ancillary facilities (hereinafter referred to as "the facilities") at their own risk, and the hotel shall not be liable for any injuries or accidents suffered by users within the facilities, except in cases where such injuries or accidents are the result of the hotel's deliberate or gross negligence.

1-2. The hotel shall not be held responsible for any trouble that occurs between users within the facilities or any accidents caused by the user's carelessness. Please observe the rules and precautions of each facility to ensure safe use.

1-3. The hotel shall not be obligated to take into consideration the health or physical strength of users when using the facilities. Please use the facilities safely and according to your own physical condition.

1-4. Use of the facilities may be restricted due to damage, matters of cleanliness, or malfunction of equipment. Please note that in such cases, we will not be able to provide a substitute or compensate for damages.

(Disclaimer regarding use of the Internet)



HOTEL SHIGIRA MIRAGE

Article 21: The Internet connection services provided by the hotel (including Wi-Fi and use of the hotel's smart TVs, hereinafter referred to as "Internet services") are for the convenience of our guests, and we do not guarantee the stability, communication speed, or security of the connection.

1-2. The hotel shall not be liable for any problems that may occur while guests are using the Internet services, such as virus infection, unauthorized access, information leakage, interruption or slowdown of communication, etc.

1-3. The hotel reserves the right to restrict or suspend the use of Internet services in the event of any act contrary to public order and morals, unauthorized access, etc. Furthermore, if such acts cause damage to the hotel or a third party, the hotel may request compensation for such damages from the guest in question.

1-4. The hotel does not provide support for guests regarding software, hardware, or security measures required when using the Internet service. Guests are responsible for using the Internet in a safe manner.

(Cooperation in Infectious Disease Prevention Measures)

Article 22: In order to protect the health and safety of our guests and employees, the hotel is taking necessary measures to prevent the spread of infectious diseases. We ask that guests cooperate with the following infection prevention measures.

1-2. The hotel reserves the right to implement the following measures as necessary and to ask guests to cooperate.

- (1) Hand disinfection, wearing a mask, temperature checks, health checks
- (2) Avoiding crowds in shared spaces and maintaining social distance
- (3) Immediate notification to hotel staff if you have any symptoms that may be an infectious disease, such as fever, cough, or fatigue
- (4) If necessary, we may ask you to take isolation measures or visit a medical institution to prevent infection of other guests and employees.

1-3. If a guest does not cooperate with the infection control measures described in the previous paragraph, the hotel reserves the right to cancel the accommodation contract and ask the guest to leave. Furthermore, if such behavior causes damage to other guests or employees, the hotel may request compensation for such damage.



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(Jurisdiction and Applicable Law)

Article 23: Disputes regarding the accommodation contract between the hotel and the guest shall be governed by Japanese law, and the district court or summary court having jurisdiction over the location of the hotel shall have exclusive jurisdiction as the first-instance court by mutual agreement.

Attached Table No.1: The breakdown of Accommodation Charges (Related to Article 2, Clause 1, and Article 12, Clause 1)

		Contents
Total amount to be paid by the Guest Accommodation	Accommodation Charges	(1) Basic Accommodation Charges (Room Charge)
		(2) Service Charge ((1)×10%)
	Food and Beverage Charges	(3) Food and Beverage Expenses or Additional Food and Beverage
		(4) Service Charge ((3) × 10%)
	Extra Charges	(5) Telephone, FAX
		(6) Laundry Charges
		(7) Other Accommodation-Related Charges
	Taxes	(8) Consumption Tax
		(9) Accommodation Tax

The basic accommodation charge is determined by the rate table. In the event of a revision to tax laws, the revised provisions shall apply.

Taxes are applied using the method of excluding tax from the displayed price.



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Attached Table No.2: Cancellation charge for Hotels (Related to Article 6, Clause 2)

<Applicable for reservations made on or after March 1, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests			
	1 to 14	15 to 99	100 and more	200 and more
No Show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%	80%
14 Days Prior to Accommodation Day	20%	40%	40%	50%
21 Days Prior to Accommodation Day		30%	30%	30%
30 Days Prior to Accommodation Day		10%	10%	20%
60 Days Prior to Accommodation Day		10%	10%	20%

Policy for canceling "all" nights in a consecutive stay reservation

When all nights in a consecutive stay reservation are canceled at the same time, a cancellation fee based on the cancellation fee above will be charged for each night.

Policy for a "partial cancellation" in a consecutive stay reservation

When only canceling some of the nights in a consecutive stay reservation, a cancellation fee based on the cancellation fee above will be charged for each canceled night.

- In the case of partial cancellation of a reservation, a cancellation fee will only be applied to the number of people canceled.
- If a guest does not arrive by 8pm on the day of their stay (or two hours after a specified expected arrival time stated by the guest in advance) without any prior notice, the accommodation contract may be treated as having been canceled by the guest.
- For large groups of 200 or more, individual contracts may be made for each case.

<Applicable for reservations made on or before February 28, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests		
	1 to 14	15 to 99	100 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%
14 Days Prior to Accommodation Day	20%	40%	40%
20 Days Prior to Accommodation Day		30%	30%
30 Days Prior to Accommodation Day		10%	10%

Cancellation Policy for "All Stay Nights" in Consecutive Booking Reservations



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For consecutive booking reservations, if all nights are canceled at once, the cancellation fee for the first night will be applied to all the nights.

Cancellation Policy for "Partial Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if some nights are canceled, a one-night cancellation fee will apply, regardless of the number of canceled days. The fee will be based on the cancellation rate for the first canceled night.

Cancellation Policy for Partial Reduction in the Number of Guests

If the number of reserved guests is reduced, cancellation fees will apply to the number of canceled guests according to the above cancellation policy.

Treatment of Unoccupied Reserved Rooms After 8:00 PM

Reserved rooms that remain unoccupied after 8:00 PM may be sold to other guests.

Priority of Cancellation Terms in Each Accommodation Contract or Accommodation Plan

If specific cancellation terms are included in an accommodation contract or plan, those terms will take precedence.

Large Group Reservations of 100 or More

Reservations for large groups of 100 or more may require individual contracts.



HOTEL SHIGIRA MIRAGE



HOTEL SHIGIRA MIRAGE (BEACHFRONT)

Accommodation terms and conditions

(Operated by: Unimat Nansei Real Estate Co., Ltd.)

(Scope of Application)

Article 1: Accommodation contracts concluded between this hotel and guests, as well as related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions will be governed by applicable laws or generally accepted customs.

In cases where this hotel agrees to special arrangements within the scope not contrary to laws and customs, such arrangements shall take precedence over the provisions of the preceding paragraph.

(Application for Accommodation Contract)

Article 2: Individuals wishing to apply for an accommodation contract with this hotel must provide the following information:

- (1) Name of the guest
- (2) Dates of stay and expected arrival time
- (3) Accommodation fee (typically based on the basic accommodation fee listed in Appendix 1)
- (4) Other matters deemed necessary by the hotel

1.-2. Applicants for accommodation shall promptly submit a guest list including the guest's name, address, telephone number, etc., as requested by the hotel, even after the accommodation contract has been concluded.

If a guest requests to extend their stay beyond the dates specified in item 2 of the first paragraph, the hotel will treat this request as a new application for an accommodation contract.

(Conclusion of Accommodation Contract, etc.)

Article 3: An accommodation contract shall be deemed to have been concluded when this hotel accepts the application as stipulated in the preceding article.

1.-2. If the hotel unintentionally accepts an application based on an incorrect accommodation fee that is significantly lower than the usual rate, it reserves the right to cancel the contract, unless the low fee was clearly indicated as a 'limited,' 'special,' or 'campaign' rate. The hotel will notify the applicant promptly in such cases.

1.-3. This hotel may contact guests at any time before the scheduled date of stay to confirm reservations.

Upon concluding an accommodation contract, the applicant must pay the application fee specified by the hotel, which can be up to the basic accommodation fee for the stay (up to 3 days if exceeding 3 days), by the specified date.

The application fee shall first be applied towards the final accommodation fee owed by the guest, and in the event of circumstances falling under Article 6, Article 7, paragraph 2, and Article 18, it shall be applied towards cancellation fees and then compensation fees in that order. Any remaining balance shall be refunded when making payments according to the provisions of Article 12.

If the application fee specified in paragraph 2 is not paid by the date designated by the hotel, the accommodation contract shall become null and void. However, the hotel shall only designate a payment deadline for the application fee after notifying the guest of such a requirement.

(Special Arrangement to Waive Application Fee)

Article 4: Notwithstanding the provisions of the preceding article, this hotel may agree to waive the payment of the application fee specified in paragraph 2 thereof after the conclusion of the contract.

When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee specified in paragraph 2 of the preceding article or does not specify the deadline for such payment, it shall be treated as agreeing to the arrangement in the preceding paragraph.

(Refusal to Conclude Accommodation Contract)

Article 5: This hotel may refuse to conclude an accommodation contract in the following cases:

- (1) When the application for accommodation does not comply with these terms and conditions.
- (2) When there is no availability of rooms due to full occupancy.
- (3) If it is believed that the applicant may engage in activities contrary to laws, public order, or good morals.
- (3)-2. When it is recognized that the applicant for accommodation may disrupt the peaceful order within the hotel premises by lodging unreasonable complaints or requests, etc.
- (4) When the applicant for accommodation falls under any of the following categories:
 - i. Violent gangs (hereinafter referred to as "gangs") as defined in Article 2, paragraph 2 of the Act on Prevention of Unjust Acts by Gang Members (Act No. 77 of 1991), gang members (hereinafter referred to as "gang members") as defined in Article 2, paragraph 6 of the same Act, quasi-members

of gangs, gang affiliates, or other antisocial forces.

ii. When the business activities are controlled by gangs or gang members.

iii. When there are gang members among the officers of the corporation.

(5) When the applicant for accommodation engages in behavior causing significant inconvenience to other guests.

(6) When the applicant for accommodation is clearly identified as a carrier of infectious diseases.

(7) When violent demands or requests beyond reasonable limits are made concerning accommodation.

(8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.

(9) When falling under the provisions of Article 5 of the Okinawa Prefectural Ordinance on the Implementation of the Ryokan Business Act.

(10) When the applicant for accommodation applies secretly for commercial purposes.

(Cancellation Right of Guests)

Article 6: Guests may request the cancellation of the accommodation contract from the hotel.

If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as specified in Attached Table No.2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, and the hotel has not received the payment. However, in the case where the hotel has agreed to the special agreement under Article 4, the obligation to pay the cancellation fee when the guest cancels the accommodation contract shall be notified to the guest by the hotel when the hotel has agreed to the special agreement under Article 4.

If the guest does not arrive by 8:00 p.m. on the day of arrival, the hotel may consider the accommodation contract to have been canceled by the guest and may handle it accordingly.

(Hotel's Right to Cancel)

Article 7: The hotel may cancel the accommodation contract in the following cases:

(1) If it is believed that the guest may engage in activities contrary to laws, public order, or good morals, or if such acts have already been committed.

(1)-2 When it is recognized that the guest is disrupting the peaceful order within the hotel premises by making unreasonable complaints or demands, etc.

(2) When it is recognized that the guest falls under any of the following:

- (i) Gangs, gang members, gang affiliates, or other antisocial forces
- (ii) Corporations or other organizations controlled by gangs or gang members
- (iii) Corporations where gang members serve as officers
- (3) When the guest causes significant inconvenience to other guests.
- (4) When the guest is clearly identified as being infected with a contagious disease.
- (5) When violent demands are made regarding accommodation, or when demands exceeding reasonable limits are made.
- (6) When accommodation cannot be provided due to force majeure, etc.
- (7) When it falls under the provisions of Article 5 of the Okinawa Prefectural Ryokan Business Enforcement Regulations.
- (8) When smoking in the bedroom, mischief against firefighting equipment, or other violations of the hotel's rules and regulations are observed.
- (9) When it is discovered after the conclusion of the accommodation contract that the applicant falls under Article 5 (10).
- (10) When the applicant for accommodation falls under Article 2, (1)-2, and does not promptly respond to the notification from the hotel.

When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, if the reason for cancellation falls under the provisions of the preceding paragraph (6) or (7), the hotel will not charge fees for accommodation services not yet provided to the guest. In the case of other reasons for cancellation, fees for accommodation services not yet provided will also be charged as cancellation fees.

(Registration of Accommodation)

Article 8: Guests are required to register the following items at the hotel front desk on the day of accommodation:

- (1) Name, age, gender, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, entry place, and date of entry
- (3) Departure date and scheduled departure time
- (4) Any other information deemed necessary by the hotel

If the guest intends to make payment for the charges specified in Article 12 by means other than currency, such as traveler's checks, accommodation vouchers, or credit cards, the guest must present them at the time of registration as specified in the preceding paragraph.

(Use Hours of Rooms)

Article 9: Guests may use hotel rooms from 3:00 p.m. to 11:00 a.m. the following day. However, in the case of consecutive stays, guests may use the room for the entire day except for the arrival and departure days.

Notwithstanding the provisions of the preceding paragraph, the hotel may accommodate the use of rooms outside the hours specified in the same paragraph. In this case, additional charges as follows will be applied:

- (i) Up to 3 hours: 30% of the room rate (until 2:00 p.m.)
- (ii) Up to 6 hours: 50% of the room rate (until 5:00 p.m.)
- (iii) Over 6 hours: 100% of the room rate (after 5:00 p.m.)

(Compliance with Rules of Use)

Article 10: Guests must comply with the rules of use posted within the hotel premises.

(Business Hours)

Article 11: The operating hours of the hotel's main facilities will be provided in brochures, notices at various locations, and service directories in guest rooms.

The hours specified in the preceding paragraph may be temporarily changed if necessary. In such cases, appropriate notices will be provided.

(Payment of Charges)

Article 12: The breakdown of accommodation charges to be paid by guests shall be as specified in Table No. 1.

Payment of the accommodation charges specified in the preceding paragraph shall be made by currency or by means accepted by the hotel, such as traveler's

(Hotel's Responsibility)

Article 13: The hotel shall compensate the guest for any damages caused to them due to the performance or non-performance of the accommodation contract and related contracts, provided that such damages are not attributable to the hotel's fault.

The hotel has subscribed to Hotel Liability Insurance to address unforeseen events such as fires.

(Handling When Unable to Provide Contracted Rooms)

Article 14: If the hotel cannot provide the contracted room, it will make every effort to arrange

alternative accommodation under similar conditions, with the guest's consent.

If the hotel cannot arrange alternative accommodation despite the provisions of the preceding paragraph, it shall pay compensation equivalent to the cancellation fee to the guest. This compensation shall be deducted from any damages payable. However, if the inability to provide the room is not attributable to the hotel's fault, no compensation shall be paid.

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- (2) Avoiding crowds in shared spaces and maintaining social distance
- (3) Immediate notification to hotel staff if you have any symptoms that may be an infectious disease, such as fever, cough, or fatigue
- (4) If necessary, we may ask you to take isolation measures or visit a medical institution to prevent infection of other guests and employees.

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		(7) Other Accommodation-Related Charges
	Taxes	(8) Consumption Tax
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The basic accommodation charge is determined by the rate table. In the event of a revision to tax laws, the revised provisions shall apply.

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<Applicable for reservations made on or after March 1, 2025>

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	1 to 14	15 to 99	100 and more	200 and more
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Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%	80%
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When all nights in a consecutive stay reservation are canceled at the same time, a cancellation fee based on the cancellation fee above will be charged for each night.

Policy for a "partial cancellation" in a consecutive stay reservation

When only canceling some of the nights in a consecutive stay reservation, a cancellation fee based on the cancellation fee above will be charged for each canceled night.

- In the case of partial cancellation of a reservation, a cancellation fee will only be applied to the number of people canceled.
- If a guest does not arrive by 8pm on the day of their stay (or two hours after a specified expected arrival time stated by the guest in advance) without any prior notice, the accommodation contract may be treated as having been canceled by the guest.
- For large groups of 200 or more, individual contracts may be made for each case.

<Applicable for reservations made on or before February 28, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests		
	1 to 14	15 to 99	100 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%
14 Days Prior to Accommodation Day	20%	40%	40%
20 Days Prior to Accommodation Day		30%	30%
30 Days Prior to Accommodation Day		10%	10%

Cancellation Policy for "All Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if all nights are canceled at once, the cancellation fee for the first night will be applied to all the nights.

Cancellation Policy for "Partial Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if some nights are canceled, a one-night cancellation fee will apply, regardless of the number of canceled days. The fee will be based on the cancellation rate for the first canceled night.

Cancellation Policy for Partial Reduction in the Number of Guests

If the number of reserved guests is reduced, cancellation fees will apply to the number of canceled guests according to the above cancellation policy.

Treatment of Unoccupied Reserved Rooms After 8:00 PM

Reserved rooms that remain unoccupied after 8:00 PM may be sold to other guests.

Priority of Cancellation Terms in Each Accommodation Contract or Accommodation Plan

If specific cancellation terms are included in an accommodation contract or plan, those terms will take precedence.

Large Group Reservations of 100 or More

Reservations for large groups of 100 or more may require individual contracts.



ALLAMANDA

Shigira Bayside Suite

SHIGIRA BAYSIDE SUITE ALLAMANDA

Accommodation terms and conditions

(Operated by: Nansei Rakuen Resort Co., Ltd.)

(Scope of Application)

Article 1: Accommodation contracts concluded between this hotel and guests, as well as related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions will be governed by applicable laws or generally accepted customs.

In cases where this hotel agrees to special arrangements within the scope not contrary to laws and customs, such arrangements shall take precedence over the provisions of the preceding paragraph.

(Application for Accommodation Contract)

Article 2: Individuals wishing to apply for an accommodation contract with this hotel must provide the following information:

- (1) Name of the guest
- (2) Dates of stay and expected arrival time
- (3) Accommodation fee (typically based on the basic accommodation fee listed in Appendix 1)
- (4) Other matters deemed necessary by the hotel

1.-2. Applicants for accommodation shall promptly submit a guest list including the guest's name, address, telephone number, etc., as requested by the hotel, even after the accommodation contract has been concluded.

If a guest requests to extend their stay beyond the dates specified in item 2 of the first paragraph, the hotel will treat this request as a new application for an accommodation contract.

(Conclusion of Accommodation Contract, etc.)

Article 3: An accommodation contract shall be deemed to have been concluded when this hotel accepts the application as stipulated in the preceding article.

1.-2. If the hotel unintentionally accepts an application based on an incorrect accommodation fee that is significantly lower than the usual rate, it reserves the right to cancel the contract, unless the low fee was clearly indicated as a 'limited,' 'special,' or 'campaign' rate. The hotel will notify the applicant promptly in such cases.

1.-3. This hotel may contact guests at any time before the scheduled date of stay to confirm reservations.

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Upon concluding an accommodation contract, the applicant must pay the application fee specified by the hotel, which can be up to the basic accommodation fee for the stay (up to 3 days if exceeding 3 days), by the specified date.

The application fee shall first be applied towards the final accommodation fee owed by the guest, and in the event of circumstances falling under Article 6, Article 7, paragraph 2, and Article 18, it shall be applied towards cancellation fees and then compensation fees in that order. Any remaining balance shall be refunded when making payments according to the provisions of Article 12.

If the application fee specified in paragraph 2 is not paid by the date designated by the hotel, the accommodation contract shall become null and void. However, the hotel shall only designate a payment deadline for the application fee after notifying the guest of such a requirement.

(Special Arrangement to Waive Application Fee)

Article 4: Notwithstanding the provisions of the preceding article, this hotel may agree to waive the payment of the application fee specified in paragraph 2 thereof after the conclusion of the contract.

When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee specified in paragraph 2 of the preceding article or does not specify the deadline for such payment, it shall be treated as agreeing to the arrangement in the preceding paragraph.

(Refusal to Conclude Accommodation Contract)

Article 5: This hotel may refuse to conclude an accommodation contract in the following cases:

- (1) When the application for accommodation does not comply with these terms and conditions.
- (2) When there is no availability of rooms due to full occupancy.
- (3) If it is believed that the applicant may engage in activities contrary to laws, public order, or good morals.
- (3)-2. When it is recognized that the applicant for accommodation may disrupt the peaceful order within the hotel premises by lodging unreasonable complaints or requests, etc.
- (4) When the applicant for accommodation falls under any of the following categories:
 - i. Violent gangs (hereinafter referred to as "gangs") as defined in Article 2, paragraph 2 of the Act on Prevention of Unjust Acts by Gang Members (Act No. 77 of 1991), gang members (hereinafter referred to as "gang members") as defined in Article 2, paragraph 6 of the same Act, quasi-members

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of gangs, gang affiliates, or other antisocial forces.

ii. When the business activities are controlled by gangs or gang members.

iii. When there are gang members among the officers of the corporation.

(5) When the applicant for accommodation engages in behavior causing significant inconvenience to other guests.

(6) When the applicant for accommodation is clearly identified as a carrier of infectious diseases.

(7) When violent demands or requests beyond reasonable limits are made concerning accommodation.

(8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.

(9) When falling under the provisions of Article 5 of the Okinawa Prefectural Ordinance on the Implementation of the Ryokan Business Act.

(10) When the applicant for accommodation applies secretly for commercial purposes.

(Cancellation Right of Guests)

Article 6: Guests may request the cancellation of the accommodation contract from the hotel.

If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as specified in Attached Table No.2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, and the hotel has not received the payment. However, in the case where the hotel has agreed to the special agreement under Article 4, the obligation to pay the cancellation fee when the guest cancels the accommodation contract shall be notified to the guest by the hotel when the hotel has agreed to the special agreement under Article 4.

If the guest does not arrive by 8:00 p.m. on the day of arrival, the hotel may consider the accommodation contract to have been canceled by the guest and may handle it accordingly.

(Hotel's Right to Cancel)

Article 7: The hotel may cancel the accommodation contract in the following cases:

(1) If it is believed that the guest may engage in activities contrary to laws, public order, or good morals, or if such acts have already been committed.

(1)-2 When it is recognized that the guest is disrupting the peaceful order within the hotel premises by making unreasonable complaints or demands, etc.

(2) When it is recognized that the guest falls under any of the following:

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- (i) Gangs, gang members, gang affiliates, or other antisocial forces
- (ii) Corporations or other organizations controlled by gangs or gang members
- (iii) Corporations where gang members serve as officers
- (3) When the guest causes significant inconvenience to other guests.
- (4) When the guest is clearly identified as being infected with a contagious disease.
- (5) When violent demands are made regarding accommodation, or when demands exceeding reasonable limits are made.
- (6) When accommodation cannot be provided due to force majeure, etc.
- (7) When it falls under the provisions of Article 5 of the Okinawa Prefectural Ryokan Business Enforcement Regulations.
- (8) When smoking in the bedroom, mischief against firefighting equipment, or other violations of the hotel's rules and regulations are observed.
- (9) When it is discovered after the conclusion of the accommodation contract that the applicant falls under Article 5 (10).
- (10) When the applicant for accommodation falls under Article 2, (1)-2, and does not promptly respond to the notification from the hotel.

When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, if the reason for cancellation falls under the provisions of the preceding paragraph (6) or (7), the hotel will not charge fees for accommodation services not yet provided to the guest. In the case of other reasons for cancellation, fees for accommodation services not yet provided will also be charged as cancellation fees.

(Registration of Accommodation)

Article 8: Guests are required to register the following items at the hotel front desk on the day of accommodation:

- (1) Name, age, gender, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, entry place, and date of entry
- (3) Departure date and scheduled departure time
- (4) Any other information deemed necessary by the hotel

If the guest intends to make payment for the charges specified in Article 12 by means other than currency, such as traveler's checks, accommodation vouchers, or credit cards, the guest must present them at the time of registration as specified in the preceding paragraph.

(Use Hours of Rooms)

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Article 9: Guests may use hotel rooms from 3:00 p.m. to 11:00 a.m. the following day. However, in the case of consecutive stays, guests may use the room for the entire day except for the arrival and departure days.

Notwithstanding the provisions of the preceding paragraph, the hotel may accommodate the use of rooms outside the hours specified in the same paragraph. In this case, additional charges as follows will be applied:

- (i) Up to 3 hours: 30% of the room rate (until 2:00 p.m.)
- (ii) Up to 6 hours: 50% of the room rate (until 5:00 p.m.)
- (iii) Over 6 hours: 100% of the room rate (after 5:00 p.m.)

(Compliance with Rules of Use)

Article 10: Guests must comply with the rules of use posted within the hotel premises.

(Business Hours)

Article 11: The operating hours of the hotel's main facilities will be provided in brochures, notices at various locations, and service directories in guest rooms.

The hours specified in the preceding paragraph may be temporarily changed if necessary. In such cases, appropriate notices will be provided.

(Payment of Charges)

Article 12: The breakdown of accommodation charges to be paid by guests shall be as specified in Table No. 1.

Payment of the accommodation charges specified in the preceding paragraph shall be made by currency or by means accepted by the hotel, such as traveler's

(Hotel's Responsibility)

Article 13: The hotel shall compensate the guest for any damages caused to them due to the performance or non-performance of the accommodation contract and related contracts, provided that such damages are not attributable to the hotel's fault.

The hotel has subscribed to Hotel Liability Insurance to address unforeseen events such as fires.

(Handling When Unable to Provide Contracted Rooms)

Article 14: If the hotel cannot provide the contracted room, it will make every effort to arrange

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alternative accommodation under similar conditions, with the guest's consent.

If the hotel cannot arrange alternative accommodation despite the provisions of the preceding paragraph, it shall pay compensation equivalent to the cancellation fee to the guest. This compensation shall be deducted from any damages payable. However, if the inability to provide the room is not attributable to the hotel's fault, no compensation shall be paid.

(Handling of Deposited Items)

Article 15: If items, cash, or valuables deposited by guests at the front desk are lost or damaged, the hotel will compensate for such damages, except in cases of force majeure.

However, regarding cash and valuables, if the hotel requested disclosure of their type and value, and the guest failed to comply, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

1-2. The hotel cannot accept cash exceeding ¥150,000 or items valued at or above ¥150,000.

If loss or damage occurs to items, cash, or valuables brought into the hotel by guests and not deposited at the front desk due to the hotel's intentional or negligent actions, the hotel shall compensate for such damages. However, for items without prior disclosure of their type and value by the guest, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

2-2. Even in cases where the hotel is liable for compensation based on paragraphs 1 and 2, the hotel shall not be liable for the following items:

(1) Drafts, designs, drawings, ledgers, and similar items (including those recorded on media directly processed by information equipment such as magnetic tapes, magnetic disks, CD-ROMs, optical disks, etc.).

(Storage of Guests' Baggage or Portable Items)

Article 16: If guests' baggage arrives at the hotel before their stay, the hotel shall store it responsibly only upon prior agreement and return it to guests upon check-in at the front desk.

If guests leave their baggage or portable items at the hotel after checking out, and the owner is identified, the hotel shall contact the owner and follow their instructions. However, if there are no instructions or the owner cannot be identified, the hotel shall store the items for 7 days including the discovery date, then deliver them to the nearest police station.

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The hotel's responsibility for storing guests' baggage or portable items under the preceding two paragraphs shall be subject to the provisions of Article 15, paragraph 1 in the case of paragraph 1 and paragraph 2 in the case of paragraph 2.

(Parking Responsibility)

Article 17: If guests use the hotel's parking lot, the hotel only provides space for parking and does not assume responsibility for managing the vehicles unless damage is caused due to the hotel's intentional or negligent actions in managing the parking lot.

(Guest's Responsibility)

Article 18: If the hotel suffers damages due to the guest's intentional or negligent actions, the guest shall compensate the hotel for such damages.

1-2. If smoking (including electronic cigarettes and heated cigarettes) is witnessed or evidence of smoking is found in the hotel room or on the balcony, the hotel may charge the guest ¥50,000 for cleaning the room and the room's unavailability for sale as a non-smoking room during the period.

1-3. To ensure smooth enjoyment of accommodation services based on the accommodation contract, if a guest recognizes that accommodation services provided differ from the contract, they must promptly notify the hotel of the discrepancy.

(Regarding Customer Harassment)

Article 19: If the guest commits any of the following acts against an employee, the hotel reserves the right to classify it as "customer harassment." However, this does not include acts resulting from unfair discriminatory treatment by a business operator against a guest seeking accommodation as provided for in Article 8, Paragraph 1 of the Act on Promotion of Elimination of Disability Discrimination, or other similar reasonable grounds. If an act constitutes customer harassment, the hotel may take measures such as terminating the accommodation contract, requesting that the guest leave, or reporting the guest to the police.

1-2. Customer Harassment includes but is not limited to the following

- (1) Actions constituting physical attack (assault, injury etc.) or psychological attack (threats, abusive language, slander, etc.)
- (2) Excessive demands such as reductions in accommodation fees (including demands that go beyond the scope of reasonable consideration under the Act on the Elimination of Discrimination against Persons with Disabilities)

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- (3) Demanding that employees get on all fours or apologize, or other demands that are not socially appropriate
- (4) Actions that force employees to remain in a room, confine them, or restrict their availability for long periods of time (including long phone calls or excessive questioning)
- (5) Shouting or using abusive language to threaten or blame employees
- (6) Making excuses not to pay cancellation fees, making excessive demands for refunds, or unreasonable demands for exchanges or monetary compensation (including repeated demands that go beyond the scope of reason when compared to other guests)
- (7) Making excessive complaints or making excessive demands for things that cannot be handled according to operational rules
- (8) Threatening employees or the hotel's operations by indicating you will post negative or damaging content on social media or in the media outlets (including disclosing employees' names or private information)
- (9) Stalking or surveilling specific employees

1-3. In the event that the hotel incurs damages resulting from any of the above actions, the hotel may claim compensation.

(Disclaimer for Facility Use)

Article 20: The guest shall use the hotel's swimming pool, gym, spa, and other ancillary facilities (hereinafter referred to as "the facilities") at their own risk, and the hotel shall not be liable for any injuries or accidents suffered by users within the facilities, except in cases where such injuries or accidents are the result of the hotel's deliberate or gross negligence.

1-2. The hotel shall not be held responsible for any trouble that occurs between users within the facilities or any accidents caused by the user's carelessness. Please observe the rules and precautions of each facility to ensure safe use.

1-3. The hotel shall not be obligated to take into consideration the health or physical strength of users when using the facilities. Please use the facilities safely and according to your own physical condition.

1-4. Use of the facilities may be restricted due to damage, matters of cleanliness, or malfunction of equipment. Please note that in such cases, we will not be able to provide a substitute or compensate for damages.

(Disclaimer regarding use of the Internet)

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Article 21: The Internet connection services provided by the hotel (including Wi-Fi and use of the hotel's smart TVs, hereinafter referred to as "Internet services") are for the convenience of our guests, and we do not guarantee the stability, communication speed, or security of the connection.

1-2. The hotel shall not be liable for any problems that may occur while guests are using the Internet services, such as virus infection, unauthorized access, information leakage, interruption or slowdown of communication, etc.

1-3. The hotel reserves the right to restrict or suspend the use of Internet services in the event of any act contrary to public order and morals, unauthorized access, etc. Furthermore, if such acts cause damage to the hotel or a third party, the hotel may request compensation for such damages from the guest in question.

1-4. The hotel does not provide support for guests regarding software, hardware, or security measures required when using the Internet service. Guests are responsible for using the Internet in a safe manner.

(Cooperation in Infectious Disease Prevention Measures)

Article 22: In order to protect the health and safety of our guests and employees, the hotel is taking necessary measures to prevent the spread of infectious diseases. We ask that guests cooperate with the following infection prevention measures.

1-2. The hotel reserves the right to implement the following measures as necessary and to ask guests to cooperate.

- (5) Hand disinfection, wearing a mask, temperature checks, health checks
- (1) Avoiding crowds in shared spaces and maintaining social distance
- (2) Immediate notification to hotel staff if you have any symptoms that may be an infectious disease, such as fever, cough, or fatigue
- (3) If necessary, we may ask you to take isolation measures or visit a medical institution to prevent infection of other guests and employees.

1-3. If a guest does not cooperate with the infection control measures described in the previous paragraph, the hotel reserves the right to cancel the accommodation contract and ask the guest to leave. Furthermore, if such behavior causes damage to other guests or employees, the hotel may request compensation for such damage.

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(Jurisdiction and Applicable Law)

Article 23: Disputes regarding the accommodation contract between the hotel and the guest shall be governed by Japanese law, and the district court or summary court having jurisdiction over the location of the hotel shall have exclusive jurisdiction as the first-instance court by mutual agreement.

Attached Table No.1: The breakdown of Accommodation Charges (Related to Article 2, Clause 1, and Article 12, Clause 1)

		Contents
Total amount to be paid by the Guest Accommodation	Accommodation Charges	(1) Basic Accommodation Charges (Room Charge)
		(2) Service Charge ((1)×10%)
	Food and Beverage Charges	(3) Food and Beverage Expenses or Additional Food and Beverage
		(4) Service Charge ((3) × 10%)
	Extra Charges	(5) Telephone, FAX
		(6) Laundry Charges
		(7) Other Accommodation-Related Charges
	Taxes	(8) Consumption Tax
		(9) Accommodation Tax

The basic accommodation charge is determined by the rate table. In the event of a revision to tax laws, the revised provisions shall apply.

Taxes are applied using the method of excluding tax from the displayed price.

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Attached Table No.2: Cancellation charge for Hotels (Related to Article 6, Clause 2)

<Applicable for reservations made on or after March 1, 2025>

A. Guest rooms excluding “Premier House”

Date when Cancellation of Contract is Notified	Contracted Number of Guests			
	1 to 14	15 to 99	100 and more	200 and more
No Show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%	80%
14 Days Prior to Accommodation Day	20%	40%	40%	50%
21 Days Prior to Accommodation Day		30%	30%	30%
30 Days Prior to Accommodation Day		10%	10%	20%
60 Days Prior to Accommodation Day		10%	10%	20%

B. Guest room “Premier House”

Date when Cancellation of Contract is Notified	Contracted Number of Guests	
	1 to 14	15
No Show	100%	100%
Accommodation Day	100%	100%
1 Day Prior to Accommodation Day	100%	100%
2 Days Prior to Accommodation Day	80%	100%
9 Days Prior to Accommodation Day	50%	80%
20 Days Prior to Accommodation Day	20%	50%
30 Days Prior to Accommodation Day		20%

Policy for canceling "all" nights in a consecutive stay reservation

When all nights in a consecutive stay reservation are canceled at the same time, a cancellation fee based on the cancellation fee above will be charged for each night.

Policy for a “partial cancellation” in a consecutive stay reservation

When only canceling some of the nights in a consecutive stay reservation, a cancellation fee based on the cancellation fee above will be charged for each canceled night.

- In the case of partial cancellation of a reservation, a cancellation fee will only be applied to the number of people canceled.
- If a guest does not arrive by 8pm on the day of their stay (or two hours after a specified expected arrival time stated by the guest in advance) without any prior notice, the accommodation contract may be treated as having been canceled by the guest.
- For large groups of 200 or more, individual contracts may be made for each case.

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<Applicable for reservations made on or before February 28, 2025>

A. Guest rooms excluding “Premier House”

Date when Cancellation of Contract is Notified	Contracted Number of Guests		
	1 to 14	15 to 99	100 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%
14 Days Prior to Accommodation Day	20%	40%	40%
20 Days Prior to Accommodation Day		30%	30%
30 Days Prior to Accommodation Day		10%	10%

B. Guest room “Premier House”

Date when Cancellation of Contract is Notified	Contracted Number of Guests	
	1 to 14	15
No Show	100%	100%
Accommodation Day	100%	100%
1 Day Prior to Accommodation Day	100%	100%
2 Days Prior to Accommodation Day	80%	100%
9 Days Prior to Accommodation Day	50%	80%
20 Days Prior to Accommodation Day	20%	50%
30 Days Prior to Accommodation Day		20%

Cancellation Policy for "All Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if all nights are canceled at once, the cancellation fee for the first night will be applied to all the nights.

Cancellation Policy for "Partial Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if some nights are canceled, a one-night cancellation fee will apply, regardless of the number of canceled days. The fee will be based on the cancellation rate for the first canceled night.

Cancellation Policy for Partial Reduction in the Number of Guests

If the number of reserved guests is reduced, cancellation fees will apply to the number of canceled guests according to the above cancellation policy.

Treatment of Unoccupied Reserved Rooms After 8:00 PM

Reserved rooms that remain unoccupied after 8:00 PM may be sold to other guests.

Priority of Cancellation Terms in Each Accommodation Contract or Accommodation Plan

If specific cancellation terms are included in an accommodation contract or plan, those terms will take precedence.

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Large Group Reservations of 100 or More

Reservations for large groups of 100 or more may require individual contracts.

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ALLAMANDA IMGYA CORAL VILLAGE

ALLAMANDA IMGYA CORAL VILLAGE

Accommodation terms and conditions

(Operated by: Nansei Rakuen Resort Co., Ltd.)

(Scope of Application)

Article 1: Accommodation contracts concluded between this hotel and guests, as well as related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions will be governed by applicable laws or generally accepted customs.

In cases where this hotel agrees to special arrangements within the scope not contrary to laws and customs, such arrangements shall take precedence over the provisions of the preceding paragraph.

(Application for Accommodation Contract)

Article 2: Individuals wishing to apply for an accommodation contract with this hotel must provide the following information:

- (1) Name of the guest
- (2) Dates of stay and expected arrival time
- (3) Accommodation fee (typically based on the basic accommodation fee listed in Appendix 1)
- (4) Other matters deemed necessary by the hotel

1.-2. Applicants for accommodation shall promptly submit a guest list including the guest's name, address, telephone number, etc., as requested by the hotel, even after the accommodation contract has been concluded.

If a guest requests to extend their stay beyond the dates specified in item 2 of the first paragraph, the hotel will treat this request as a new application for an accommodation contract.

(Conclusion of Accommodation Contract, etc.)

Article 3: An accommodation contract shall be deemed to have been concluded when this hotel accepts the application as stipulated in the preceding article.

1.-2. If the hotel unintentionally accepts an application based on an incorrect accommodation fee that is significantly lower than the usual rate, it reserves the right to cancel the contract, unless the low fee was clearly indicated as a 'limited,' 'special,' or 'campaign' rate. The hotel will notify the applicant promptly in such cases.

1.-3. This hotel may contact guests at any time before the scheduled date of stay to confirm reservations.

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Upon concluding an accommodation contract, the applicant must pay the application fee specified by the hotel, which can be up to the basic accommodation fee for the stay (up to 3 days if exceeding 3 days), by the specified date.

The application fee shall first be applied towards the final accommodation fee owed by the guest, and in the event of circumstances falling under Article 6, Article 7, paragraph 2, and Article 18, it shall be applied towards cancellation fees and then compensation fees in that order. Any remaining balance shall be refunded when making payments according to the provisions of Article 12.

If the application fee specified in paragraph 2 is not paid by the date designated by the hotel, the accommodation contract shall become null and void. However, the hotel shall only designate a payment deadline for the application fee after notifying the guest of such a requirement.

(Special Arrangement to Waive Application Fee)

Article 4: Notwithstanding the provisions of the preceding article, this hotel may agree to waive the payment of the application fee specified in paragraph 2 thereof after the conclusion of the contract.

When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee specified in paragraph 2 of the preceding article or does not specify the deadline for such payment, it shall be treated as agreeing to the arrangement in the preceding paragraph.

(Refusal to Conclude Accommodation Contract)

Article 5: This hotel may refuse to conclude an accommodation contract in the following cases:

- (1) When the application for accommodation does not comply with these terms and conditions.
- (2) When there is no availability of rooms due to full occupancy.
- (3) If it is believed that the applicant may engage in activities contrary to laws, public order, or good morals.
- (3)-2. When it is recognized that the applicant for accommodation may disrupt the peaceful order within the hotel premises by lodging unreasonable complaints or requests, etc.
- (4) When the applicant for accommodation falls under any of the following categories:
 - i. Violent gangs (hereinafter referred to as "gangs") as defined in Article 2, paragraph 2 of the Act on Prevention of Unjust Acts by Gang Members (Act No. 77 of 1991), gang members (hereinafter referred to as "gang members") as defined in Article 2, paragraph 6 of the same Act, quasi-members

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of gangs, gang affiliates, or other antisocial forces.

ii. When the business activities are controlled by gangs or gang members.

iii. When there are gang members among the officers of the corporation.

(5) When the applicant for accommodation engages in behavior causing significant inconvenience to other guests.

(6) When the applicant for accommodation is clearly identified as a carrier of infectious diseases.

(7) When violent demands or requests beyond reasonable limits are made concerning accommodation.

(8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.

(9) When falling under the provisions of Article 5 of the Okinawa Prefectural Ordinance on the Implementation of the Ryokan Business Act.

(10) When the applicant for accommodation applies secretly for commercial purposes.

(Cancellation Right of Guests)

Article 6: Guests may request the cancellation of the accommodation contract from the hotel.

If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as specified in Attached Table No.2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, and the hotel has not received the payment. However, in the case where the hotel has agreed to the special agreement under Article 4, the obligation to pay the cancellation fee when the guest cancels the accommodation contract shall be notified to the guest by the hotel when the hotel has agreed to the special agreement under Article 4.

If the guest does not arrive by 8:00 p.m. on the day of arrival, the hotel may consider the accommodation contract to have been canceled by the guest and may handle it accordingly.

(Hotel's Right to Cancel)

Article 7: The hotel may cancel the accommodation contract in the following cases:

(1) If it is believed that the guest may engage in activities contrary to laws, public order, or good morals, or if such acts have already been committed.

(1)-2 When it is recognized that the guest is disrupting the peaceful order within the hotel premises by making unreasonable complaints or demands, etc.

(2) When it is recognized that the guest falls under any of the following:

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- (i) Gangs, gang members, gang affiliates, or other antisocial forces
- (ii) Corporations or other organizations controlled by gangs or gang members
- (iii) Corporations where gang members serve as officers
- (3) When the guest causes significant inconvenience to other guests.
- (4) When the guest is clearly identified as being infected with a contagious disease.
- (5) When violent demands are made regarding accommodation, or when demands exceeding reasonable limits are made.
- (6) When accommodation cannot be provided due to force majeure, etc.
- (7) When it falls under the provisions of Article 5 of the Okinawa Prefectural Ryokan Business Enforcement Regulations.
- (8) When smoking in the bedroom, mischief against firefighting equipment, or other violations of the hotel's rules and regulations are observed.
- (9) When it is discovered after the conclusion of the accommodation contract that the applicant falls under Article 5 (10).
- (10) When the applicant for accommodation falls under Article 2, (1)-2, and does not promptly respond to the notification from the hotel.

When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, if the reason for cancellation falls under the provisions of the preceding paragraph (6) or (7), the hotel will not charge fees for accommodation services not yet provided to the guest. In the case of other reasons for cancellation, fees for accommodation services not yet provided will also be charged as cancellation fees.

(Registration of Accommodation)

Article 8: Guests are required to register the following items at the hotel front desk on the day of accommodation:

- (1) Name, age, gender, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, entry place, and date of entry
- (3) Departure date and scheduled departure time
- (4) Any other information deemed necessary by the hotel

If the guest intends to make payment for the charges specified in Article 12 by means other than currency, such as traveler's checks, accommodation vouchers, or credit cards, the guest must present them at the time of registration as specified in the preceding paragraph.

(Use Hours of Rooms)

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Article 9: Guests may use hotel rooms from 3:00 p.m. to 11:00 a.m. the following day. However, in the case of consecutive stays, guests may use the room for the entire day except for the arrival and departure days.

Notwithstanding the provisions of the preceding paragraph, the hotel may accommodate the use of rooms outside the hours specified in the same paragraph. In this case, additional charges as follows will be applied:

- (i) Up to 3 hours: 30% of the room rate (until 2:00 p.m.)
 - (ii) Up to 6 hours: 50% of the room rate (until 5:00 p.m.)
 - (iii) Over 6 hours: 100% of the room rate (after 5:00 p.m.)
- (Compliance with Rules of Use)

Article 10: Guests must comply with the rules of use posted within the hotel premises.

(Business Hours)

Article 11: The operating hours of the hotel's main facilities will be provided in brochures, notices at various locations, and service directories in guest rooms.

The hours specified in the preceding paragraph may be temporarily changed if necessary. In such cases, appropriate notices will be provided.

(Payment of Charges)

Article 12: The breakdown of accommodation charges to be paid by guests shall be as specified in Table No. 1.

Payment of the accommodation charges specified in the preceding paragraph shall be made by currency or by means accepted by the hotel, such as traveler's

(Hotel's Responsibility)

Article 13: The hotel shall compensate the guest for any damages caused to them due to the performance or non-performance of the accommodation contract and related contracts, provided that such damages are not attributable to the hotel's fault.

The hotel has subscribed to Hotel Liability Insurance to address unforeseen events such as fires.

(Handling When Unable to Provide Contracted Rooms)

Article 14: If the hotel cannot provide the contracted room, it will make every effort to arrange

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alternative accommodation under similar conditions, with the guest's consent.

If the hotel cannot arrange alternative accommodation despite the provisions of the preceding paragraph, it shall pay compensation equivalent to the cancellation fee to the guest. This compensation shall be deducted from any damages payable. However, if the inability to provide the room is not attributable to the hotel's fault, no compensation shall be paid.

(Handling of Deposited Items)

Article 15: If items, cash, or valuables deposited by guests at the front desk are lost or damaged, the hotel will compensate for such damages, except in cases of force majeure.

However, regarding cash and valuables, if the hotel requested disclosure of their type and value, and the guest failed to comply, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

1-2. The hotel cannot accept cash exceeding ¥150,000 or items valued at or above ¥150,000.

If loss or damage occurs to items, cash, or valuables brought into the hotel by guests and not deposited at the front desk due to the hotel's intentional or negligent actions, the hotel shall compensate for such damages. However, for items without prior disclosure of their type and value by the guest, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

2-2. Even in cases where the hotel is liable for compensation based on paragraphs 1 and 2, the hotel shall not be liable for the following items:

(1) Drafts, designs, drawings, ledgers, and similar items (including those recorded on media directly processed by information equipment such as magnetic tapes, magnetic disks, CD-ROMs, optical disks, etc.).

(Storage of Guests' Baggage or Portable Items)

Article 16: If guests' baggage arrives at the hotel before their stay, the hotel shall store it responsibly only upon prior agreement and return it to guests upon check-in at the front desk.

If guests leave their baggage or portable items at the hotel after checking out, and the owner is identified, the hotel shall contact the owner and follow their instructions. However, if there are no instructions or the owner cannot be identified, the hotel shall store the items for 7 days including the discovery date, then deliver them to the nearest police station.

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The hotel's responsibility for storing guests' baggage or portable items under the preceding two paragraphs shall be subject to the provisions of Article 15, paragraph 1 in the case of paragraph 1 and paragraph 2 in the case of paragraph 2.

(Parking Responsibility)

Article 17: If guests use the hotel's parking lot, the hotel only provides space for parking and does not assume responsibility for managing the vehicles unless damage is caused due to the hotel's intentional or negligent actions in managing the parking lot.

(Guest's Responsibility)

Article 18: If the hotel suffers damages due to the guest's intentional or negligent actions, the guest shall compensate the hotel for such damages.

1-2. If smoking (including electronic cigarettes and heated cigarettes) is witnessed or evidence of smoking is found in the hotel room or on the balcony, the hotel may charge the guest ¥50,000 for cleaning the room and the room's unavailability for sale as a non-smoking room during the period.

1-3. To ensure smooth enjoyment of accommodation services based on the accommodation contract, if a guest recognizes that accommodation services provided differ from the contract, they must promptly notify the hotel of the discrepancy.

(Regarding Customer Harassment)

Article 19: If the guest commits any of the following acts against an employee, the hotel reserves the right to classify it as "customer harassment." However, this does not include acts resulting from unfair discriminatory treatment by a business operator against a guest seeking accommodation as provided for in Article 8, Paragraph 1 of the Act on Promotion of Elimination of Disability Discrimination, or other similar reasonable grounds. If an act constitutes customer harassment, the hotel may take measures such as terminating the accommodation contract, requesting that the guest leave, or reporting the guest to the police.

1-2. Customer Harassment includes but is not limited to the following

- (1) Actions constituting physical attack (assault, injury etc.) or psychological attack (threats, abusive language, slander, etc.)
- (2) Excessive demands such as reductions in accommodation fees (including demands that go beyond the scope of reasonable consideration under the Act on the Elimination of Discrimination against Persons with Disabilities)

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- (3) Demanding that employees get on all fours or apologize, or other demands that are not socially appropriate
- (4) Actions that force employees to remain in a room, confine them, or restrict their availability for long periods of time (including long phone calls or excessive questioning)
- (5) Shouting or using abusive language to threaten or blame employees
- (6) Making excuses not to pay cancellation fees, making excessive demands for refunds, or unreasonable demands for exchanges or monetary compensation (including repeated demands that go beyond the scope of reason when compared to other guests)
- (7) Making excessive complaints or making excessive demands for things that cannot be handled according to operational rules
- (8) Threatening employees or the hotel's operations by indicating you will post negative or damaging content on social media or in the media outlets (including disclosing employees' names or private information)
- (9) Stalking or surveilling specific employees

1-3. In the event that the hotel incurs damages resulting from any of the above actions, the hotel may claim compensation.

(Disclaimer for Facility Use)

Article 20: The guest shall use the hotel's swimming pool, gym, spa, and other ancillary facilities (hereinafter referred to as "the facilities") at their own risk, and the hotel shall not be liable for any injuries or accidents suffered by users within the facilities, except in cases where such injuries or accidents are the result of the hotel's deliberate or gross negligence.

1-2. The hotel shall not be held responsible for any trouble that occurs between users within the facilities or any accidents caused by the user's carelessness. Please observe the rules and precautions of each facility to ensure safe use.

1-3. The hotel shall not be obligated to take into consideration the health or physical strength of users when using the facilities. Please use the facilities safely and according to your own physical condition.

1-4. Use of the facilities may be restricted due to damage, matters of cleanliness, or malfunction of equipment. Please note that in such cases, we will not be able to provide a substitute or compensate for damages.

(Disclaimer regarding use of the Internet)

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Article 21: The Internet connection services provided by the hotel (including Wi-Fi and use of the hotel's smart TVs, hereinafter referred to as "Internet services") are for the convenience of our guests, and we do not guarantee the stability, communication speed, or security of the connection.

1-2. The hotel shall not be liable for any problems that may occur while guests are using the Internet services, such as virus infection, unauthorized access, information leakage, interruption or slowdown of communication, etc.

1-3. The hotel reserves the right to restrict or suspend the use of Internet services in the event of any act contrary to public order and morals, unauthorized access, etc. Furthermore, if such acts cause damage to the hotel or a third party, the hotel may request compensation for such damages from the guest in question.

1-4. The hotel does not provide support for guests regarding software, hardware, or security measures required when using the Internet service. Guests are responsible for using the Internet in a safe manner.

(Cooperation in Infectious Disease Prevention Measures)

Article 22: In order to protect the health and safety of our guests and employees, the hotel is taking necessary measures to prevent the spread of infectious diseases. We ask that guests cooperate with the following infection prevention measures.

1-2. The hotel reserves the right to implement the following measures as necessary and to ask guests to cooperate.

- (1) Hand disinfection, wearing a mask, temperature checks, health checks
- (2) Avoiding crowds in shared spaces and maintaining social distance
- (3) Immediate notification to hotel staff if you have any symptoms that may be an infectious disease, such as fever, cough, or fatigue
- (4) If necessary, we may ask you to take isolation measures or visit a medical institution to prevent infection of other guests and employees.

1-3. If a guest does not cooperate with the infection control measures described in the previous paragraph, the hotel reserves the right to cancel the accommodation contract and ask the guest to leave. Furthermore, if such behavior causes damage to other guests or employees, the hotel may request compensation for such damage.

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(Jurisdiction and Applicable Law)

Article 23: Disputes regarding the accommodation contract between the hotel and the guest shall be governed by Japanese law, and the district court or summary court having jurisdiction over the location of the hotel shall have exclusive jurisdiction as the first-instance court by mutual agreement.

Attached Table No.1: The breakdown of Accommodation Charges (Related to Article 2, Clause 1, and Article 12, Clause 1)

		Contents
Total amount to be paid by the Guest Accommodation	Accommodation Charges	(1) Basic Accommodation Charges (Room Charge)
		(2) Service Charge ((1)×10%)
	Food and Beverage Charges	(3) Food and Beverage Expenses or Additional Food and Beverage
		(4) Service Charge ((3) × 10%)
	Extra Charges	(5) Telephone, FAX
		(6) Laundry Charges
		(7) Other Accommodation-Related Charges
	Taxes	(8) Consumption Tax
		(9) Accommodation Tax

The basic accommodation charge is determined by the rate table. In the event of a revision to tax laws, the revised provisions shall apply.

Taxes are applied using the method of excluding tax from the displayed price.

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Attached Table No.2: Cancellation charge for Hotels (Related to Article 6, Clause 2)

<Applicable for reservations made on or after March 1, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests			
	1 to 14	15 to 99	100 and more	200 and more
No Show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%	80%
14 Days Prior to Accommodation Day	20%	40%	40%	50%
21 Days Prior to Accommodation Day		30%	30%	30%
30 Days Prior to Accommodation Day		10%	10%	20%
60 Days Prior to Accommodation Day		10%	10%	20%

Policy for canceling "all" nights in a consecutive stay reservation

When all nights in a consecutive stay reservation are canceled at the same time, a cancellation fee based on the cancellation fee above will be charged for each night.

Policy for a "partial cancellation" in a consecutive stay reservation

When only canceling some of the nights in a consecutive stay reservation, a cancellation fee based on the cancellation fee above will be charged for each canceled night.

- In the case of partial cancellation of a reservation, a cancellation fee will only be applied to the number of people canceled.
- If a guest does not arrive by 8pm on the day of their stay (or two hours after a specified expected arrival time stated by the guest in advance) without any prior notice, the accommodation contract may be treated as having been canceled by the guest.
- For large groups of 200 or more, individual contracts may be made for each case.

<Applicable for reservations made on or before February 28, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests		
	1 to 14	15 to 99	100 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%
14 Days Prior to Accommodation Day	20%	40%	40%
20 Days Prior to Accommodation Day		30%	30%
30 Days Prior to Accommodation Day		10%	10%

Cancellation Policy for "All Stay Nights" in Consecutive Booking Reservations

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For consecutive booking reservations, if all nights are canceled at once, the cancellation fee for the first night will be applied to all the nights.

Cancellation Policy for "Partial Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if some nights are canceled, a one-night cancellation fee will apply, regardless of the number of canceled days. The fee will be based on the cancellation rate for the first canceled night.

Cancellation Policy for Partial Reduction in the Number of Guests

If the number of reserved guests is reduced, cancellation fees will apply to the number of canceled guests according to the above cancellation policy.

Treatment of Unoccupied Reserved Rooms After 8:00 PM

Reserved rooms that remain unoccupied after 8:00 PM may be sold to other guests.

Priority of Cancellation Terms in Each Accommodation Contract or Accommodation Plan

If specific cancellation terms are included in an accommodation contract or plan, those terms will take precedence.

Large Group Reservations of 100 or More

Reservations for large groups of 100 or more may require individual contracts.

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HOTEL BREEZE BAY MARINA , WELLNESS VILLA BRISA**Accommodation terms and conditions**

(Operated by: Nansei Rakuen Resort Co., Ltd.)

(Scope of Application)

Article 1: Accommodation contracts concluded between this hotel and guests, as well as related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions will be governed by applicable laws or generally accepted customs.

In cases where this hotel agrees to special arrangements within the scope not contrary to laws and customs, such arrangements shall take precedence over the provisions of the preceding paragraph.

(Application for Accommodation Contract)

Article 2: Individuals wishing to apply for an accommodation contract with this hotel must provide the following information:

- (1) Name of the guest
- (2) Dates of stay and expected arrival time
- (3) Accommodation fee (typically based on the basic accommodation fee listed in Appendix 1)
- (4) Other matters deemed necessary by the hotel

1.-2. Applicants for accommodation shall promptly submit a guest list including the guest's name, address, telephone number, etc., as requested by the hotel, even after the accommodation contract has been concluded.

If a guest requests to extend their stay beyond the dates specified in item 2 of the first paragraph, the hotel will treat this request as a new application for an accommodation contract.

(Conclusion of Accommodation Contract, etc.)

Article 3: An accommodation contract shall be deemed to have been concluded when this hotel accepts the application as stipulated in the preceding article.

1.-2. If the hotel unintentionally accepts an application based on an incorrect accommodation fee that is significantly lower than the usual rate, it reserves the right to cancel the contract, unless the low fee was clearly indicated as a 'limited,' 'special,' or 'campaign' rate. The hotel will notify the applicant promptly in such cases.

1.-3. This hotel may contact guests at any time before the scheduled date of stay to confirm reservations.

Upon concluding an accommodation contract, the applicant must pay the application fee specified by the hotel, which can be up to the basic accommodation fee for the stay (up to 3 days if exceeding 3 days), by the specified date.

The application fee shall first be applied towards the final accommodation fee owed by the guest, and in the event of circumstances falling under Article 6, Article 7, paragraph 2, and Article 18, it shall be applied towards cancellation fees and then compensation fees in that order. Any remaining balance shall be refunded when making payments according to the provisions of Article 12.

If the application fee specified in paragraph 2 is not paid by the date designated by the hotel, the accommodation contract shall become null and void. However, the hotel shall only designate a payment deadline for the application fee after notifying the guest of such a requirement.

(Special Arrangement to Waive Application Fee)

Article 4: Notwithstanding the provisions of the preceding article, this hotel may agree to waive the payment of the application fee specified in paragraph 2 thereof after the conclusion of the contract.

When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee specified in paragraph 2 of the preceding article or does not specify the deadline for such payment, it shall be treated as agreeing to the arrangement in the preceding paragraph.

(Refusal to Conclude Accommodation Contract)

Article 5: This hotel may refuse to conclude an accommodation contract in the following cases:

- (1) When the application for accommodation does not comply with these terms and conditions.
- (2) When there is no availability of rooms due to full occupancy.
- (3) If it is believed that the applicant may engage in activities contrary to laws, public order, or good morals.
- (3)-2. When it is recognized that the applicant for accommodation may disrupt the peaceful order within the hotel premises by lodging unreasonable complaints or requests, etc.
- (4) When the applicant for accommodation falls under any of the following categories:
 - i. Violent gangs (hereinafter referred to as "gangs") as defined in Article 2, paragraph 2 of the Act on Prevention of Unjust Acts by Gang Members (Act No. 77 of 1991), gang members (hereinafter referred to as "gang members") as defined in Article 2, paragraph 6 of the same Act, quasi-members

of gangs, gang affiliates, or other antisocial forces.

ii. When the business activities are controlled by gangs or gang members.

iii. When there are gang members among the officers of the corporation.

(5) When the applicant for accommodation engages in behavior causing significant inconvenience to other guests.

(6) When the applicant for accommodation is clearly identified as a carrier of infectious diseases.

(7) When violent demands or requests beyond reasonable limits are made concerning accommodation.

(8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.

(9) When falling under the provisions of Article 5 of the Okinawa Prefectural Ordinance on the Implementation of the Ryokan Business Act.

(10) When the applicant for accommodation applies secretly for commercial purposes.

(Cancellation Right of Guests)

Article 6: Guests may request the cancellation of the accommodation contract from the hotel.

If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as specified in Attached Table No.2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, and the hotel has not received the payment. However, in the case where the hotel has agreed to the special agreement under Article 4, the obligation to pay the cancellation fee when the guest cancels the accommodation contract shall be notified to the guest by the hotel when the hotel has agreed to the special agreement under Article 4.

If the guest does not arrive by 8:00 p.m. on the day of arrival, the hotel may consider the accommodation contract to have been canceled by the guest and may handle it accordingly.

(Hotel's Right to Cancel)

Article 7: The hotel may cancel the accommodation contract in the following cases:

(1) If it is believed that the guest may engage in activities contrary to laws, public order, or good morals, or if such acts have already been committed.

(1)-2 When it is recognized that the guest is disrupting the peaceful order within the hotel premises by making unreasonable complaints or demands, etc.

(2) When it is recognized that the guest falls under any of the following:

- (i) Gangs, gang members, gang affiliates, or other antisocial forces
- (ii) Corporations or other organizations controlled by gangs or gang members
- (iii) Corporations where gang members serve as officers
- (3) When the guest causes significant inconvenience to other guests.
- (4) When the guest is clearly identified as being infected with a contagious disease.
- (5) When violent demands are made regarding accommodation, or when demands exceeding reasonable limits are made.
- (6) When accommodation cannot be provided due to force majeure, etc.
- (7) When it falls under the provisions of Article 5 of the Okinawa Prefectural Ryokan Business Enforcement Regulations.
- (8) When smoking in the bedroom, mischief against firefighting equipment, or other violations of the hotel's rules and regulations are observed.
- (9) When it is discovered after the conclusion of the accommodation contract that the applicant falls under Article 5 (10).
- (10) When the applicant for accommodation falls under Article 2, (1)-2, and does not promptly respond to the notification from the hotel.

When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, if the reason for cancellation falls under the provisions of the preceding paragraph (6) or (7), the hotel will not charge fees for accommodation services not yet provided to the guest. In the case of other reasons for cancellation, fees for accommodation services not yet provided will also be charged as cancellation fees.

(Registration of Accommodation)

Article 8: Guests are required to register the following items at the hotel front desk on the day of accommodation:

- (1) Name, age, gender, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, entry place, and date of entry
- (3) Departure date and scheduled departure time
- (4) Any other information deemed necessary by the hotel

If the guest intends to make payment for the charges specified in Article 12 by means other than currency, such as traveler's checks, accommodation vouchers, or credit cards, the guest must present them at the time of registration as specified in the preceding paragraph.

(Use Hours of Rooms)

Article 9: Guests may use hotel rooms from 3:00 p.m. to 11:00 a.m. the following day. However, in the case of consecutive stays, guests may use the room for the entire day except for the arrival and departure days.

Notwithstanding the provisions of the preceding paragraph, the hotel may accommodate the use of rooms outside the hours specified in the same paragraph. In this case, additional charges as follows will be applied:

- (i) Up to 3 hours: 30% of the room rate (until 2:00 p.m.)
 - (ii) Up to 6 hours: 50% of the room rate (until 5:00 p.m.)
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- (Compliance with Rules of Use)

Article 10: Guests must comply with the rules of use posted within the hotel premises.

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(Hotel's Responsibility)

Article 13: The hotel shall compensate the guest for any damages caused to them due to the performance or non-performance of the accommodation contract and related contracts, provided that such damages are not attributable to the hotel's fault.

The hotel has subscribed to Hotel Liability Insurance to address unforeseen events such as fires.

(Handling When Unable to Provide Contracted Rooms)

Article 14: If the hotel cannot provide the contracted room, it will make every effort to arrange

alternative accommodation under similar conditions, with the guest's consent.

If the hotel cannot arrange alternative accommodation despite the provisions of the preceding paragraph, it shall pay compensation equivalent to the cancellation fee to the guest. This compensation shall be deducted from any damages payable. However, if the inability to provide the room is not attributable to the hotel's fault, no compensation shall be paid.

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1-2. The hotel cannot accept cash exceeding ¥150,000 or items valued at or above ¥150,000.

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The hotel's responsibility for storing guests' baggage or portable items under the preceding two paragraphs shall be subject to the provisions of Article 15, paragraph 1 in the case of paragraph 1 and paragraph 2 in the case of paragraph 2.

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1-2. If smoking (including electronic cigarettes and heated cigarettes) is witnessed or evidence of smoking is found in the hotel room or on the balcony, the hotel may charge the guest ¥50,000 for cleaning the room and the room's unavailability for sale as a non-smoking room during the period.

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Article 19: If the guest commits any of the following acts against an employee, the hotel reserves the right to classify it as "customer harassment." However, this does not include acts resulting from unfair discriminatory treatment by a business operator against a guest seeking accommodation as provided for in Article 8, Paragraph 1 of the Act on Promotion of Elimination of Disability Discrimination, or other similar reasonable grounds. If an act constitutes customer harassment, the hotel may take measures such as terminating the accommodation contract, requesting that the guest leave, or reporting the guest to the police.

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- (4) Actions that force employees to remain in a room, confine them, or restrict their availability for long periods of time (including long phone calls or excessive questioning)
- (5) Shouting or using abusive language to threaten or blame employees
- (6) Making excuses not to pay cancellation fees, making excessive demands for refunds, or unreasonable demands for exchanges or monetary compensation (including repeated demands that go beyond the scope of reason when compared to other guests)
- (7) Making excessive complaints or making excessive demands for things that cannot be handled according to operational rules
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1-2. The hotel shall not be held responsible for any trouble that occurs between users within the facilities or any accidents caused by the user's carelessness. Please observe the rules and precautions of each facility to ensure safe use.

1-3. The hotel shall not be obligated to take into consideration the health or physical strength of users when using the facilities. Please use the facilities safely and according to your own physical condition.

1-4. Use of the facilities may be restricted due to damage, matters of cleanliness, or malfunction of equipment. Please note that in such cases, we will not be able to provide a substitute or compensate for damages.

(Disclaimer regarding use of the Internet)

Article 21: The Internet connection services provided by the hotel (including Wi-Fi and use of the hotel's smart TVs, hereinafter referred to as "Internet services") are for the convenience of our guests, and we do not guarantee the stability, communication speed, or security of the connection.

1-2. The hotel shall not be liable for any problems that may occur while guests are using the Internet services, such as virus infection, unauthorized access, information leakage, interruption or slowdown of communication, etc.

1-3. The hotel reserves the right to restrict or suspend the use of Internet services in the event of any act contrary to public order and morals, unauthorized access, etc. Furthermore, if such acts cause damage to the hotel or a third party, the hotel may request compensation for such damages from the guest in question.

1-4. The hotel does not provide support for guests regarding software, hardware, or security measures required when using the Internet service. Guests are responsible for using the Internet in a safe manner.

(Cooperation in Infectious Disease Prevention Measures)

Article 22: In order to protect the health and safety of our guests and employees, the hotel is taking necessary measures to prevent the spread of infectious diseases. We ask that guests cooperate with the following infection prevention measures.

1-2. The hotel reserves the right to implement the following measures as necessary and to ask guests to cooperate.

- (1) Hand disinfection, wearing a mask, temperature checks, health checks
- (2) Avoiding crowds in shared spaces and maintaining social distance
- (3) Immediate notification to hotel staff if you have any symptoms that may be an infectious disease, such as fever, cough, or fatigue
- (4) If necessary, we may ask you to take isolation measures or visit a medical institution to prevent infection of other guests and employees.

1-3. If a guest does not cooperate with the infection control measures described in the previous paragraph, the hotel reserves the right to cancel the accommodation contract and ask the guest to leave. Furthermore, if such behavior causes damage to other guests or employees, the hotel may request compensation for such damage.

(Jurisdiction and Applicable Law)

Article 23: Disputes regarding the accommodation contract between the hotel and the guest shall be governed by Japanese law, and the district court or summary court having jurisdiction over the location of the hotel shall have exclusive jurisdiction as the first-instance court by mutual agreement.

Attached Table No.1: The breakdown of Accommodation Charges (Related to Article 2, Clause 1, and Article 12, Clause 1)

		Contents
Total amount to be paid by the Guest Accommodation	Accommodation Charges	(1) Basic Accommodation Charges (Room Charge)
		(2) Service Charge ((1)×10%)
	Food and Beverage Charges	(3) Food and Beverage Expenses or Additional Food and Beverage
		(4) Service Charge ((3) × 10%)
	Extra Charges	(5) Telephone, FAX
		(6) Laundry Charges
		(7) Other Accommodation-Related Charges
	Taxes	(8) Consumption Tax
		(9) Accommodation Tax

The basic accommodation charge is determined by the rate table. In the event of a revision to tax laws, the revised provisions shall apply.

Taxes are applied using the method of excluding tax from the displayed price.

Attached Table No.2: Cancellation charge for Hotels (Related to Article 6, Clause 2)
 <Applicable for reservations made on or after March 1, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests			
	1 to 14	15 to 99	100 and more	200 and more
No Show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%	80%
14 Days Prior to Accommodation Day	20%	40%	40%	50%
21 Days Prior to Accommodation Day		30%	30%	30%
30 Days Prior to Accommodation Day		10%	10%	20%
60 Days Prior to Accommodation Day		10%	10%	20%

Policy for canceling "all" nights in a consecutive stay reservation

When all nights in a consecutive stay reservation are canceled at the same time, a cancellation fee based on the cancellation fee above will be charged for each night.

Policy for a "partial cancellation" in a consecutive stay reservation

When only canceling some of the nights in a consecutive stay reservation, a cancellation fee based on the cancellation fee above will be charged for each canceled night.

- In the case of partial cancellation of a reservation, a cancellation fee will only be applied to the number of people canceled.
- If a guest does not arrive by 8pm on the day of their stay (or two hours after a specified expected arrival time stated by the guest in advance) without any prior notice, the accommodation contract may be treated as having been canceled by the guest.
- For large groups of 200 or more, individual contracts may be made for each case.

<Applicable for reservations made on or before February 28, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests		
	1 to 14	15 to 99	100 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%
14 Days Prior to Accommodation Day	20%	40%	40%
20 Days Prior to Accommodation Day		30%	30%
30 Days Prior to Accommodation Day		10%	10%

Cancellation Policy for "All Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if all nights are canceled at once, the cancellation fee for the first night will be applied to

all the nights.

Cancellation Policy for "Partial Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if some nights are canceled, a one-night cancellation fee will apply, regardless of the number of canceled days. The fee will be based on the cancellation rate for the first canceled night.

Cancellation Policy for Partial Reduction in the Number of Guests

If the number of reserved guests is reduced, cancellation fees will apply to the number of canceled guests according to the above cancellation policy.

Treatment of Unoccupied Reserved Rooms After 8:00 PM

Reserved rooms that remain unoccupied after 8:00 PM may be sold to other guests.

Priority of Cancellation Terms in Each Accommodation Contract or Accommodation Plan

If specific cancellation terms are included in an accommodation contract or plan, those terms will take precedence.

Large Group Reservations of 100 or More

Reservations for large groups of 100 or more may require individual contracts.



HOT CROSS POINT SANTA MONICA , HOTEL SEABREEZE CORAL**Accommodation terms and conditions**

(Operated by: Nansei Rakuen Resort Co., Ltd.)

(Scope of Application)

Article 1: Accommodation contracts concluded between this hotel and guests, as well as related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions will be governed by applicable laws or generally accepted customs.

In cases where this hotel agrees to special arrangements within the scope not contrary to laws and customs, such arrangements shall take precedence over the provisions of the preceding paragraph.

(Application for Accommodation Contract)

Article 2: Individuals wishing to apply for an accommodation contract with this hotel must provide the following information:

- (1) Name of the guest
- (2) Dates of stay and expected arrival time
- (3) Accommodation fee (typically based on the basic accommodation fee listed in Appendix 1)
- (4) Other matters deemed necessary by the hotel

1.-2. Applicants for accommodation shall promptly submit a guest list including the guest's name, address, telephone number, etc., as requested by the hotel, even after the accommodation contract has been concluded.

If a guest requests to extend their stay beyond the dates specified in item 2 of the first paragraph, the hotel will treat this request as a new application for an accommodation contract.

(Conclusion of Accommodation Contract, etc.)

Article 3: An accommodation contract shall be deemed to have been concluded when this hotel accepts the application as stipulated in the preceding article.

1.-2. If the hotel unintentionally accepts an application based on an incorrect accommodation fee that is significantly lower than the usual rate, it reserves the right to cancel the contract, unless the low fee was clearly indicated as a 'limited,' 'special,' or 'campaign' rate. The hotel will notify the applicant promptly in such cases.

1.-3. This hotel may contact guests at any time before the scheduled date of stay to confirm reservations.

Upon concluding an accommodation contract, the applicant must pay the application fee specified by the hotel, which can be up to the basic accommodation fee for the stay (up to 3 days if exceeding 3 days), by the specified date.

The application fee shall first be applied towards the final accommodation fee owed by the guest, and in the event of circumstances falling under Article 6, Article 7, paragraph 2, and Article 18, it shall be applied towards cancellation fees and then compensation fees in that order. Any remaining balance shall be refunded when making payments according to the provisions of Article 12.

If the application fee specified in paragraph 2 is not paid by the date designated by the hotel, the accommodation contract shall become null and void. However, the hotel shall only designate a payment deadline for the application fee after notifying the guest of such a requirement.

(Special Arrangement to Waive Application Fee)

Article 4: Notwithstanding the provisions of the preceding article, this hotel may agree to waive the payment of the application fee specified in paragraph 2 thereof after the conclusion of the contract.

When accepting an application for an accommodation contract, if this hotel does not request payment of the application fee specified in paragraph 2 of the preceding article or does not specify the deadline for such payment, it shall be treated as agreeing to the arrangement in the preceding paragraph.

(Refusal to Conclude Accommodation Contract)

Article 5: This hotel may refuse to conclude an accommodation contract in the following cases:

- (1) When the application for accommodation does not comply with these terms and conditions.
- (2) When there is no availability of rooms due to full occupancy.
- (3) If it is believed that the applicant may engage in activities contrary to laws, public order, or good morals.
- (3)-2. When it is recognized that the applicant for accommodation may disrupt the peaceful order within the hotel premises by lodging unreasonable complaints or requests, etc.
- (4) When the applicant for accommodation falls under any of the following categories:
 - i. Violent gangs (hereinafter referred to as "gangs") as defined in Article 2, paragraph 2 of the Act on Prevention of Unjust Acts by Gang Members (Act No. 77 of 1991), gang members (hereinafter referred to as "gang members") as defined in Article 2, paragraph 6 of the same Act, quasi-members

of gangs, gang affiliates, or other antisocial forces.

ii. When the business activities are controlled by gangs or gang members.

iii. When there are gang members among the officers of the corporation.

(5) When the applicant for accommodation engages in behavior causing significant inconvenience to other guests.

(6) When the applicant for accommodation is clearly identified as a carrier of infectious diseases.

(7) When violent demands or requests beyond reasonable limits are made concerning accommodation.

(8) When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.

(9) When falling under the provisions of Article 5 of the Okinawa Prefectural Ordinance on the Implementation of the Ryokan Business Act.

(10) When the applicant for accommodation applies secretly for commercial purposes.

(Cancellation Right of Guests)

Article 6: Guests may request the cancellation of the accommodation contract from the hotel.

If the guest cancels all or part of the accommodation contract, the hotel will charge a cancellation fee as specified in Attached Table No.2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, except when the guest cancels the contract before the payment deadline for the application fee specified in Article 3, paragraph 2, and the hotel has not received the payment. However, in the case where the hotel has agreed to the special agreement under Article 4, the obligation to pay the cancellation fee when the guest cancels the accommodation contract shall be notified to the guest by the hotel when the hotel has agreed to the special agreement under Article 4.

If the guest does not arrive by 8:00 p.m. on the day of arrival, the hotel may consider the accommodation contract to have been canceled by the guest and may handle it accordingly.

(Hotel's Right to Cancel)

Article 7: The hotel may cancel the accommodation contract in the following cases:

(1) If it is believed that the guest may engage in activities contrary to laws, public order, or good morals, or if such acts have already been committed.

(1)-2 When it is recognized that the guest is disrupting the peaceful order within the hotel premises by making unreasonable complaints or demands, etc.

(2) When it is recognized that the guest falls under any of the following:

- (i) Gangs, gang members, gang affiliates, or other antisocial forces
- (ii) Corporations or other organizations controlled by gangs or gang members
- (iii) Corporations where gang members serve as officers
- (3) When the guest causes significant inconvenience to other guests.
- (4) When the guest is clearly identified as being infected with a contagious disease.
- (5) When violent demands are made regarding accommodation, or when demands exceeding reasonable limits are made.
- (6) When accommodation cannot be provided due to force majeure, etc.
- (7) When it falls under the provisions of Article 5 of the Okinawa Prefectural Ryokan Business Enforcement Regulations.
- (8) When smoking in the bedroom, mischief against firefighting equipment, or other violations of the hotel's rules and regulations are observed.
- (9) When it is discovered after the conclusion of the accommodation contract that the applicant falls under Article 5 (10).
- (10) When the applicant for accommodation falls under Article 2, (1)-2, and does not promptly respond to the notification from the hotel.

When the hotel cancels the accommodation contract based on the provisions of the preceding paragraph, if the reason for cancellation falls under the provisions of the preceding paragraph (6) or (7), the hotel will not charge fees for accommodation services not yet provided to the guest. In the case of other reasons for cancellation, fees for accommodation services not yet provided will also be charged as cancellation fees.

(Registration of Accommodation)

Article 8: Guests are required to register the following items at the hotel front desk on the day of accommodation:

- (1) Name, age, gender, address, and occupation of the guest
- (2) For foreigners, nationality, passport number, entry place, and date of entry
- (3) Departure date and scheduled departure time
- (4) Any other information deemed necessary by the hotel

If the guest intends to make payment for the charges specified in Article 12 by means other than currency, such as traveler's checks, accommodation vouchers, or credit cards, the guest must present them at the time of registration as specified in the preceding paragraph.

(Use Hours of Rooms)

Article 9: Guests may use hotel rooms from 3:00 p.m. to 11:00 a.m. the following day. However, in the case of consecutive stays, guests may use the room for the entire day except for the arrival and departure days.

Notwithstanding the provisions of the preceding paragraph, the hotel may accommodate the use of rooms outside the hours specified in the same paragraph. In this case, additional charges as follows will be applied:

- (i) Up to 3 hours: 30% of the room rate (until 2:00 p.m.)
 - (ii) Up to 6 hours: 50% of the room rate (until 5:00 p.m.)
 - (iii) Over 6 hours: 100% of the room rate (after 5:00 p.m.)
- (Compliance with Rules of Use)

Article 10: Guests must comply with the rules of use posted within the hotel premises.

(Business Hours)

Article 11: The operating hours of the hotel's main facilities will be provided in brochures, notices at various locations, and service directories in guest rooms.

The hours specified in the preceding paragraph may be temporarily changed if necessary. In such cases, appropriate notices will be provided.

(Payment of Charges)

Article 12: The breakdown of accommodation charges to be paid by guests shall be as specified in Table No. 1.

Payment of the accommodation charges specified in the preceding paragraph shall be made by currency or by means accepted by the hotel, such as traveler's

(Hotel's Responsibility)

Article 13: The hotel shall compensate the guest for any damages caused to them due to the performance or non-performance of the accommodation contract and related contracts, provided that such damages are not attributable to the hotel's fault.

The hotel has subscribed to Hotel Liability Insurance to address unforeseen events such as fires.

(Handling When Unable to Provide Contracted Rooms)

Article 14: If the hotel cannot provide the contracted room, it will make every effort to arrange

alternative accommodation under similar conditions, with the guest's consent.

If the hotel cannot arrange alternative accommodation despite the provisions of the preceding paragraph, it shall pay compensation equivalent to the cancellation fee to the guest. This compensation shall be deducted from any damages payable. However, if the inability to provide the room is not attributable to the hotel's fault, no compensation shall be paid.

(Handling of Deposited Items)

Article 15: If items, cash, or valuables deposited by guests at the front desk are lost or damaged, the hotel will compensate for such damages, except in cases of force majeure.

However, regarding cash and valuables, if the hotel requested disclosure of their type and value, and the guest failed to comply, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

1-2. The hotel cannot accept cash exceeding ¥150,000 or items valued at or above ¥150,000.

If loss or damage occurs to items, cash, or valuables brought into the hotel by guests and not deposited at the front desk due to the hotel's intentional or negligent actions, the hotel shall compensate for such damages. However, for items without prior disclosure of their type and value by the guest, the hotel's liability is limited to ¥150,000 unless there is intentional misconduct or gross negligence.

2-2. Even in cases where the hotel is liable for compensation based on paragraphs 1 and 2, the hotel shall not be liable for the following items:

(1) Drafts, designs, drawings, ledgers, and similar items (including those recorded on media directly processed by information equipment such as magnetic tapes, magnetic disks, CD-ROMs, optical disks, etc.).

(Storage of Guests' Baggage or Portable Items)

Article 16: If guests' baggage arrives at the hotel before their stay, the hotel shall store it responsibly only upon prior agreement and return it to guests upon check-in at the front desk.

If guests leave their baggage or portable items at the hotel after checking out, and the owner is identified, the hotel shall contact the owner and follow their instructions. However, if there are no instructions or the owner cannot be identified, the hotel shall store the items for 7 days including the discovery date, then deliver them to the nearest police station.

The hotel's responsibility for storing guests' baggage or portable items under the preceding two paragraphs shall be subject to the provisions of Article 15, paragraph 1 in the case of paragraph 1 and paragraph 2 in the case of paragraph 2.

(Parking Responsibility)

Article 17: If guests use the hotel's parking lot, the hotel only provides space for parking and does not assume responsibility for managing the vehicles unless damage is caused due to the hotel's intentional or negligent actions in managing the parking lot.

(Guest's Responsibility)

Article 18: If the hotel suffers damages due to the guest's intentional or negligent actions, the guest shall compensate the hotel for such damages.

1-2. If smoking (including electronic cigarettes and heated cigarettes) is witnessed or evidence of smoking is found in the hotel room or on the balcony, the hotel may charge the guest ¥50,000 for cleaning the room and the room's unavailability for sale as a non-smoking room during the period.

1-3. To ensure smooth enjoyment of accommodation services based on the accommodation contract, if a guest recognizes that accommodation services provided differ from the contract, they must promptly notify the hotel of the discrepancy.

(Regarding Customer Harassment)

Article 19: If the guest commits any of the following acts against an employee, the hotel reserves the right to classify it as "customer harassment." However, this does not include acts resulting from unfair discriminatory treatment by a business operator against a guest seeking accommodation as provided for in Article 8, Paragraph 1 of the Act on Promotion of Elimination of Disability Discrimination, or other similar reasonable grounds. If an act constitutes customer harassment, the hotel may take measures such as terminating the accommodation contract, requesting that the guest leave, or reporting the guest to the police.

1-2. Customer Harassment includes but is not limited to the following

- (1) Actions constituting physical attack (assault, injury etc.) or psychological attack (threats, abusive language, slander, etc.)
- (2) Excessive demands such as reductions in accommodation fees (including demands that go beyond the scope of reasonable consideration under the Act on the Elimination of Discrimination against Persons with Disabilities)

- (3) Demanding that employees get on all fours or apologize, or other demands that are not socially appropriate
- (4) Actions that force employees to remain in a room, confine them, or restrict their availability for long periods of time (including long phone calls or excessive questioning)
- (5) Shouting or using abusive language to threaten or blame employees
- (6) Making excuses not to pay cancellation fees, making excessive demands for refunds, or unreasonable demands for exchanges or monetary compensation (including repeated demands that go beyond the scope of reason when compared to other guests)
- (7) Making excessive complaints or making excessive demands for things that cannot be handled according to operational rules
- (8) Threatening employees or the hotel's operations by indicating you will post negative or damaging content on social media or in the media outlets (including disclosing employees' names or private information)
- (9) Stalking or surveilling specific employees

1-3. In the event that the hotel incurs damages resulting from any of the above actions, the hotel may claim compensation.

(Disclaimer for Facility Use)

Article 20: The guest shall use the hotel's swimming pool, gym, spa, and other ancillary facilities (hereinafter referred to as "the facilities") at their own risk, and the hotel shall not be liable for any injuries or accidents suffered by users within the facilities, except in cases where such injuries or accidents are the result of the hotel's deliberate or gross negligence.

1-2. The hotel shall not be held responsible for any trouble that occurs between users within the facilities or any accidents caused by the user's carelessness. Please observe the rules and precautions of each facility to ensure safe use.

1-3. The hotel shall not be obligated to take into consideration the health or physical strength of users when using the facilities. Please use the facilities safely and according to your own physical condition.

1-4. Use of the facilities may be restricted due to damage, matters of cleanliness, or malfunction of equipment. Please note that in such cases, we will not be able to provide a substitute or compensate for damages.

(Disclaimer regarding use of the Internet)

Article 21: The Internet connection services provided by the hotel (including Wi-Fi and use of the hotel's smart TVs, hereinafter referred to as "Internet services") are for the convenience of our guests, and we do not guarantee the stability, communication speed, or security of the connection.

1-2. The hotel shall not be liable for any problems that may occur while guests are using the Internet services, such as virus infection, unauthorized access, information leakage, interruption or slowdown of communication, etc.

1-3. The hotel reserves the right to restrict or suspend the use of Internet services in the event of any act contrary to public order and morals, unauthorized access, etc. Furthermore, if such acts cause damage to the hotel or a third party, the hotel may request compensation for such damages from the guest in question.

1-4. The hotel does not provide support for guests regarding software, hardware, or security measures required when using the Internet service. Guests are responsible for using the Internet in a safe manner.

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Article 22: In order to protect the health and safety of our guests and employees, the hotel is taking necessary measures to prevent the spread of infectious diseases. We ask that guests cooperate with the following infection prevention measures.

1-2. The hotel reserves the right to implement the following measures as necessary and to ask guests to cooperate.

- (1) Hand disinfection, wearing a mask, temperature checks, health checks
- (2) Avoiding crowds in shared spaces and maintaining social distance
- (3) Immediate notification to hotel staff if you have any symptoms that may be an infectious disease, such as fever, cough, or fatigue
- (4) If necessary, we may ask you to take isolation measures or visit a medical institution to prevent infection of other guests and employees.

1-3. If a guest does not cooperate with the infection control measures described in the previous paragraph, the hotel reserves the right to cancel the accommodation contract and ask the guest to leave. Furthermore, if such behavior causes damage to other guests or employees, the hotel may request compensation for such damage.

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Article 23: Disputes regarding the accommodation contract between the hotel and the guest shall be governed by Japanese law, and the district court or summary court having jurisdiction over the location of the hotel shall have exclusive jurisdiction as the first-instance court by mutual agreement.

Attached Table No.1: The breakdown of Accommodation Charges (Related to Article 2, Clause 1, and Article 12, Clause 1)

		Contents
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		(2) Service Charge ((1)×10%)
	Food and Beverage Charges	(3) Food and Beverage Expenses or Additional Food and Beverage
		(4) Service Charge ((3) × 10%)
	Extra Charges	(5) Telephone, FAX
		(6) Laundry Charges
		(7) Other Accommodation-Related Charges
	Taxes	(8) Consumption Tax
		(9) Accommodation Tax

The basic accommodation charge is determined by the rate table. In the event of a revision to tax laws, the revised provisions shall apply.

Taxes are applied using the method of excluding tax from the displayed price.

Attached Table No.2: Cancellation charge for Hotels (Related to Article 6, Clause 2)

<Applicable for reservations made on or after March 1, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests			
	1 to 14	15 to 99	100 and more	200 and more
No Show	100%	100%	100%	100%
Accommodation Day	100%	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%	80%
14 Days Prior to Accommodation Day	20%	40%	40%	50%
21 Days Prior to Accommodation Day		30%	30%	30%
30 Days Prior to Accommodation Day		10%	10%	20%
60 Days Prior to Accommodation Day		10%	10%	20%

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When all nights in a consecutive stay reservation are canceled at the same time, a cancellation fee based on the cancellation fee above will be charged for each night.

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When only canceling some of the nights in a consecutive stay reservation, a cancellation fee based on the cancellation fee above will be charged for each canceled night.

- In the case of partial cancellation of a reservation, a cancellation fee will only be applied to the number of people canceled.
- If a guest does not arrive by 8pm on the day of their stay (or two hours after a specified expected arrival time stated by the guest in advance) without any prior notice, the accommodation contract may be treated as having been canceled by the guest.
- For large groups of 200 or more, individual contracts may be made for each case.

<Applicable for reservations made on or before February 28, 2025>

Date when Cancellation of Contract is Notified	Contracted Number of Guests		
	1 to 14	15 to 99	100 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 Day Prior to Accommodation Day	50%	80%	80%
7 Days Prior to Accommodation Day	30%	50%	50%
14 Days Prior to Accommodation Day	20%	40%	40%
20 Days Prior to Accommodation Day		30%	30%
30 Days Prior to Accommodation Day		10%	10%

Cancellation Policy for "All Stay Nights" in Consecutive Booking Reservations



For consecutive booking reservations, if all nights are canceled at once, the cancellation fee for the first night will be applied to all the nights.

Cancellation Policy for "Partial Stay Nights" in Consecutive Booking Reservations

For consecutive booking reservations, if some nights are canceled, a one-night cancellation fee will apply, regardless of the number of canceled days. The fee will be based on the cancellation rate for the first canceled night.

Cancellation Policy for Partial Reduction in the Number of Guests

If the number of reserved guests is reduced, cancellation fees will apply to the number of canceled guests according to the above cancellation policy.

Treatment of Unoccupied Reserved Rooms After 8:00 PM

Reserved rooms that remain unoccupied after 8:00 PM may be sold to other guests.

Priority of Cancellation Terms in Each Accommodation Contract or Accommodation Plan

If specific cancellation terms are included in an accommodation contract or plan, those terms will take precedence.

Large Group Reservations of 100 or More

Reservations for large groups of 100 or more may require individual contracts.

