



# GUEST SERVICES DIRECTORY



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## MAKING YOUR STAY WONDERFUL IS OUR LEGACY

Welcome to Kobe Marriott Hotel.

Everything you need to make your hotel experience pleasant and comfortable is just a phone call away.

We have an entire team dedicated to providing personal service. Call At Your Service® directly from your in-room phone

— our team will be there to help.

Best regards,

A team dedicated to outstanding service is here to host you during your stay. Whether you need an in-room meal or to arrange for taxi service, simply press the At Your Service® button and help is on the way.

お荷物のお預かり、宅配のお手伝い

コピーサービス

インルームダイニング（ルームサービス）

客室インターネットご利用方法のご案内

ランドリーサービス

落としものについてのお問い合わせ

ファックス、郵便物のご手配

タクシーのご手配

交通機関 運行時間のご案内

モーニングコール





## SERVICES & INFORMATION

### RESTAURANT

#### ■ Chinese Restaurant 'Mandarin Court'

- B1
- EXT.2010
- Lunch 11:30 - 14:30 (14:00LO)  
Dinner 17:30 - 22:00 (21:30LO)  
Mondays' and Tuesdays' Closed.

#### ■ Harbor Cafe (Lobby Lounge)

- 1F
- EXT.2114
- 11:30 - 22:00
- The Grill Table
- 17F
- EXT.2170
- Breakfast 06:30 - 10:00 (09:30LO)

#### Lunch (Weekdays)

11:30 - 14:30 (14:00LO)

#### Lunch (Weekends)

11:30 - 15:00 (14:30LO)

#### Afternoon Tea 11:30 - 17:30 (17:00LO)

#### Dinner (weekdays)

18:00 - 22:00 (21:30LO)

#### Dinner (Saturdays' & Days before Holidays)

17:30 - 22:00 (21:30LO)

#### Dinner (Sundays' & Holidays)

17:30 - 21:00 (20:30LO)

### EXECUTIVE LOUNGE (M CLUB)

- 17F
- EXT.2820
- Lounge 6:30 - 22:00
- Breakfast 06:30 - 09:30
- Hors d'oeuvres 17:30 - 20:00

Experience the exclusive benefits of the Executive Lounge, where you can enjoy the following complimentary services and amenities:

\*The executive lounge is an exclusive space reserved for guests staying on executive floors and for guests upper Marriott Bonvoy™ platinum members.

### CONFERENCE AND BANQUET FACILITIES

"Call At Your Service® for assistance. We offer 8 meeting rooms of various sizes."

### VALUABLES

In-room safety-deposit box is located in the chest drawer

### ROOM AMENITIES

Call At Your Service® for pickup.

### PRIVACY

If you do not wish to be disturbed, please press the [Do Not Disturb] switch on the doorbell control panel.

### LAUNDRY SERVICES

Call At Your Service® for pickup.

### FITNESS ROOM

- 7F
- Open 24 hours (Key Card Access)

### THE CLUB & SPA

- 7F
- Open: 15:00 - 23:30 (LAST ENTRY AT 23:00)

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# SERVICES & INFORMATION

## PARKING

- On-Site Parking  
Every 30 minutes: ¥250.00  
Per Stay: ¥1,500

## FACSIMILE SERVICES

Incoming fax number : 078-362-1159

If you have received a fax, the message light on your room telephone will blink. Pickup of the document is available at Front Desk. Delivery to your room is also available upon request.

## QUICK GUIDE

- Hotel Telephone Number 078.362.1155
- Country Code +81

## ROOM TO ROOM

For room-to-room calls, please dial 1 followed by the guest room number for rooms on the 8th and 9th floors. For all other floors, please dial the room number directly.

## LOCAL DOMESTIC LONG DISTANCE CALL

0 + Area Code + Number

## INTERNATIONAL CALL

"0 + 001 + 010 + Country Code + Area Code + Number

\*For international calls, please omit the first "0" of the Area Code."

## MESSAGE LIGHT

"The message indicator lamp on your telephone will illuminate when you have a new message.

- Please press At Your Service® to retrieve your voicemail."

## CREDIT CARDS

We honor Visa, American Express, MasterCard, Discover, Diners Club, Union Pay and JCB. Electronic Money, IC Cards, QR Code Payments, Apple Pay, Google Pay

## FRONT DESK

Call At Your Service® for pickup.

## MARRIOTT BONVOY

Marriott Bonvoy™ opens the door to 30 extraordinary hotel brands and endless experiences. Unlock a world of exclusive member benefits, including complimentary Wi-Fi, members-only rates, and points that take you places. The journey starts in the Marriott Bonvoy App. Where Can We Take You?

To join, visit [marriottbonvoy.com](http://marriottbonvoy.com).

## CURRENCY EXCHANGE

Currency Exchange Machine is located at the Lobby and is operational for 24 Hours.

## COURIER SERVICE

Call At Your Service® for pickup.

## EMERGENCY / SECURITY

Call At Your Service® for assistance.

Emergency evacuation instructions are located on the back of your guest room door.

## SERVICE FOR PEOPLE WITH DISABILITIES

Call At Your Service® for assistance.

Accessible rooms and wheelchairs are available.

## LOST AND FOUND

Call At Your Service® for assistance.

## SMOKING AREA

Non-Smoking Hotel. Designated smoking zone located outside the hotel.

## SMOKING POLICY

we are happy to provide a smoke-free environment. Smoking in guest room is not allowed. A 30,000 Yen recovery fee per incident will be charged for smoking in guest rooms.

## TRANSPORTATION

### • KOBE STATION (JR LINES)

Directly connected via underground passage  
Time required: 3 minutes walk.

### • KOBE AIRPORT

Port Liner from Kobe Station via Sannomiya:  
Time required: 30 minutes approximately  
Taxi: 15 minutes approximately"

### • OSAKA ITAMI AIRPORT

Limousine bus to Sannomiya, then JR Line to Kobe Station: Time required: 40-50 minutes approximately

Taxi: Time required: 60 minutes approximately.

### • KANSAI INTERNATIONAL AIRPORT (KIX)

Limousine bus (direct to Sannomiya):  
Time required: 60 minutes approximately  
Then JR Line to Kobe Station: 5 minutes approximately.

### • TOKYO STATION

Shinkansen to Shin-Kobe Station: Time required: 2 hours 30 minutes approximately.

Taxi from Shin-Kobe Station to hotel: 15 minutes approximately"

## LOCAL ATTRACTIONS

### • KOBE PORT TOWER – 10 MIN WALK

An iconic red steel landmark symbolizing Kobe, offering a 360-degree observation deck with breathtaking views of the city, harbor, and Mount Rokko.

### • MERIKEN PARK – 10 MIN WALK

A scenic waterfront park home to the Port Tower, BE KOBE sign, and Maritime Museum — perfect for a relaxing stroll by the sea.

### • KOBE HARBORLAND – ADJACENT TO HOTEL

A vibrant shopping and dining district connected directly via "Duo Kobe" underground mall, featuring waterfront promenades and Ferris wheel views.

### • NANKINMACHI (KOBE CHINATOWN) – 15 MIN

A lively cultural quarter with colorful gates, authentic street food, and bustling markets — one of Japan's top three Chinatowns.

### • IKUTA SHRINE – 10 MIN BY CAR

One of Japan's oldest Shinto shrines, offering a tranquil sanctuary amidst the heart of downtown Sannomiya.

### • MOUNT ROKKO – 30 MIN BY CAR

A beautiful mountain retreat with panoramic night views of Kobe and Osaka Bay, hiking trails, and charming cafes.



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## PRECAUTIONS

### DEAR GUESTS

Welcome to Kobe Marriott Hotel

To ensure your safety, we are always working hard to prepare for any emergency situations.

As a safety precaution, we would like you to take note of the following guidelines.

Thank you for your cooperation.

### WHEN ARRIVING AT YOUR ROOM

- On the back of your door, you will find a map outlining emergency evacuation routes. Please make sure you know where at least two emergency exits are located.

- Each floor has two routes leading to emergency exits. Take a brief walk along these routes to familiarize yourself with their locations and destinations.

- Please remain mindful of any potential fire hazards.

### IF YOU NOTICE FIRE

Please call "At Your Service®" immediately.

Please alert any occupants of nearby rooms.

Please call At Your Service® even in the event you see or smell any smoke.

### IF A FIRE OCCURS WITHIN THE HOTEL

- Our emergency announcement system will sound an alarm in the event of a fire.

- Please follow the instructions of hotel staff in a calm and orderly manner as they guide you to safety."

### WHEN YOU NEED TO ESCAPE FROM A FIRE

- To prevent the spread of smoke and fire, please close the door when leaving your room.

- Cover your mouth and nose with a wet towel.

- Stay low and move quickly along the hallway toward an emergency exit free of smoke.

- Do not use the elevators under any circumstances if a fire has occurred.

- After you have reached safety, do not re-enter the building for any reason.

### IF AN EARTHQUAKE OCCURS

Follow the instructions broadcast throughout the hotel.

Stay away from windows and glass objects.

Protect your head and stay in a safe area until the shaking stops.

Extinguish any cigarettes immediately.

Do not use the elevators under any circumstances.

# HOUSE REGULATION

Every guest is requested to observe and comply with the following Regulations established by Kobe Marriott Hotel to maintain the hotel's quality and ensure that Hotel guests have a pleasant and safe stay. In accordance with Article 10 of the Terms and Conditions for Accommodation Contracts. If a guest does not comply with the House Regulations, Kobe Marriott Hotel may choose not to permit further use by the guest of the guest's Hotel room and other Hotel facilities pursuant to Section 1 of Article 7 of said Terms and Conditions. Kobe Marriott Hotel will not be liable to any guest or other person for any damage caused by its/failure to comply with the House Regulations.

## 1. Guest Rooms

- (1) Please refrain from using your room for purpose other than lodging.
- (2) Please do not use guest rooms for business activities or private parties as offices or for any purposes other than accommodation use without the consent of the Hotel.
- (3) Please refrain from smoking in places that may easily catch fire especially in bed.
- (4) Please do not use and bring in inflammables for heating, cooking, or the like, irons, etc., in the guest room or the corridors without the consent of the Hotel.
- (5) Maximum occupancy for a room is 3pax including a guest under 12 years old with rollaway bed. It will be 4pax if you share a bed with a child. The room can be used as a quadruple room.

## 2. Valuables

Please deposit your valuables in a safety box or with the Front Desk. Use is limited during your stay. Kobe Marriott Hotel is not responsible for loss or theft of any valuables.

## 3. Guest Room Keys and Locks

- (1) When leaving your room, please make sure the door is locked.
- (2) Please use the door latch whenever you are in your rooms.
- (3) Please answer a knock at the door with the door latch attached or after checking through the peephole.

## 4. Visitors

- (1) Please do not make visitor use guest room's equipment and furniture.
- (2) Please refrain from inviting outside visitors to your guest room after 10 p.m.

## 5. Payment

- (1) You may be requested to settle your account at some point during your stay. If so, please make payment at that time.
- (2) Please understand that a deposit is requested upon your arrival or extending your stay at the Hotel.
- (3) In circumstances where a party other than the staying guest is to make payment for charges incurred by the Guest and payment is not made by determined date, the Hotel shall request payment directly from the Guest.
- (4) Payment of charges incurred in during use of the Hotel shall be settled with cash, credit cards or a means accepted by the Hotel in place of such.
- (5) When signing for bills at the Hotel restaurants and bars, please show your key card"

6. Please refrain from such activity as described below that may cause a nuisance to other guests of the Hotel.

- (1) Bringing dogs, birds, other animals or pets
- (2) Bringing objects emitting a foul odor into the Hotel
- (3) Bringing objects of an unusually large size or in unusually large quantities into the Hotel.
- (4) Bringing firearms, sword, drugs or other articles, the possession of which is prohibited by the law of Japan into the Hotel.
- (5) Bringing explosives or inflammable substances into the Hotel
- (6) Gambling, behavior corrupting of public morals
- (7) Drinking heavily, making loud noises, singing, creating a disturbance or any other disgusting behavior.
- (8) Leaving your guest room attired in a bathrobe, slippers, and the like
- (9) Distribution of advertising or publicity literature, sales of goods or other such activity within the Hotel
- (10) Bringing and ordering meals and drinks to be delivered from outside the Hotel.
- (11) Placing any personal belongings in the lobby or hall way
- (12) Accommodations to minors without an appropriate attendant.
- (13) Guest who behaves in a manner which may physically or

mentally cause harm to other guests and property as well as his/her own self due to dementia or intoxication

- (14) A sick or injured person without an appropriate attendant
- (15) In case of breakage or loss to Kobe Marriott Hotel's facilities and equipment Kobe Marriott Hotel may claim damages.
- (16) Please do not remove, alter any equipment or fixtures of the Hotel or use for purposes other than those intended
- (17) The Hotel shall refuse to accommodate people behaving unpleasantly toward other guests or who carry a disease which causes an annoyance to other guests."

(18) Guests are reminded that unauthorized publication for commercial purpose of photographs taken on premises of the Hotel is prohibited.

(19) Entering the area of Back of House, machine room, emergency exit except in the case of emergency.

7. Lost property and items left at the Hotel will be handled in accordance with the law

## 8. Unclaimed Items

- (1) Unclaimed items shall be held during your stay.
- (2) Fresh products shall not be taken in principle.

## 9. Governing Language

Governing Language These Provisions are written both in Japanese and in English. In the event of any inconsistency or difference between the two versions of these provisions, the Japanese version shall prevail in all respects

# TERMS & CONDITIONS FOR ACCOMMODATION CONTRACTS

## Article 1. Scope of Application

1. Contracts for accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations ("laws and regulations." or those based on laws and regulations The same shall apply hereinafter) and/or generally accepted practices.

2. In the case when the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices, the special contract shall take precedence over the provisions of these Terms and Conditions, notwithstanding the preceding Paragraph.

## Article 2. Application for Accommodation Contract

1. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:

- (1) Name of the Guest(s).
- (2) Date of accommodation and estimated time of arrival
- (3) Accommodation charges (based in principle on the Basic Accommodation Charges listed in the Attached Table No. 1).
- (4) Other particulars deemed necessary by the Hotel.

2. If Guests request to extend their stay, during their stay beyond the date in subparagraph (2) of the preceding Paragraph. It shall be regarded as an application for a new Accommodation Contract at the time such request is made.

## Article 3. Conclusion of Accommodation Contracts, etc.

1. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply where it has been proved that the Hotel has not accepted the application.

2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, The Guest is requested to pay an accommodation deposit set by the Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Hotel.

3. The deposit shall first be used for the Total Accommodation Charge to be paid by the Guest. Secondly, for cancellation charges under Article 6, and thirdly, for reparations under Article 18 as applicable. The remainder, if any, shall be refunded at the time of payment for accommodation as stated in Article 12

4. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of Payment of the deposit is specified

## Article 4.1 Special Contracts Requiring No Accommodation Deposit

1. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph

2. In the case when the Hotel has not requested payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of payment of the deposit at the time the application for an Accommodation Contract has been accepted. It shall be treated as though the Hotel has accepted a special contract prescribed in the preceding Paragraph.

## Article 4.2 Request for cooperation in infection control measures at facilities

The Hotel may request cooperation from the person who intends to stay at the hotel in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

## Article 5. Request for Cooperation in Infection Control Measures at the Facilities

The Hotel may request the Guest to cooperate with measures to

prevent the spread of infection in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

## Article 5-1. Refusal of Accommodation Contract

The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act

1. When the application for accommodation does not conform with the provisions of these Terms and Conditions.

2. When the Hotel is fully booked and there is no vacancy.

3. When the Guest seeking accommodation is deemed liable to conduct himself/herself in a manner that will violate laws or act against the public order or good morals in regards to his/her accommodation.

4. When the person who intends to stay at this hotel is deemed to fall under any of the following items (a) through (c).

A. Organized Crime Groups as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Groups (Act No. 77 of 1991) (hereinafter referred to as "Organized Crime Groups"), members of organized crime groups as defined in Article 2, Item 6 of the same article (hereinafter referred to as "Members of Organized Crime Groups"), associate members of organized crime groups or persons related to organized crime groups, or other antisocial groups.

B. When the person is an organized crime group or a corporation or other organization whose business activities are controlled by an organized crime group or a member of an organized crime group.

C. A person who is a juridical person and one of its officers falls under the category of an organized crime group member.

5. When the person is behaving in such a manner as to be an annoyance to other guests.

6. When a person who intends to stay at this hotel is a patient, etc. of a specified infectious disease as defined in Article 4-2, paragraph 1, item 2 of the Hotel Business Act (hereinafter referred to as "patient, etc. of specified infectious disease").

7. When a violent act of demand is committed or a burden exceeding a reasonable range is demanded with regard to accommodation (Excluding cases where the person seeking accommodation requests the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act (Act No. 65 of 2013, Hereinafter referred to as the "Act on Elimination of Discrimination against Persons with Disabilities") on Promotion of Elimination of Discrimination on the Basis of Disability.)

8. When the person who intends to stay in the Hotel has repeatedly made a request to the Hotel as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as a request whose burden is excessive in its implementation and which may seriously impede the provision of accommodation-related services to other guests

9. When the Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes.

10. When the case falls under the grounds for refusing accommodation as stipulated in the "Ordinance for Enforcement of the Ryokan Business Law" enacted by the relevant prefecture based on "other grounds stipulated by the prefecture by ordinance".

## Article 5-2. Explanation of refusal to conclude a contract of accommodation

1. The person who intends to stay may request the Hotel to explain the reasons for its refusal to enter into a contract of accommodation in accordance with the preceding article.

**Article 6. Right to Cancel Accommodation Contract by the Guest.**

1.The Guest is entitled to cancel the Accommodation Contract by notifying the Hotel.

2.If the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of payment of cancellation charges in case of cancellation by the Guest.

3.If the Guest does not appear by 6 p.m. of the accommodation date (without advance notice 2 hours after the expected time of arrival if the Hotel is notified), the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

**Article 7. Right to Cancel Accommodation Contract by the Hotel**

1.The Hotel may cancel the Accommodation Contract under any of the following circumstances. However, This paragraph does not mean that this hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act

1.When the Guest is deemed liable for conduct and/or has conducted himself/herself in a manner that will violate laws or act against the public order and good morals in regards to his/ her accommodation.

2.When it is recognized that the Guest falls under any of the following items (a through c)

A. When the Guest is a crime group, a member of a crime group, a quasi-constituent of a crime group, or a person related to a crime group, or any other antisocial group.

B. When the Guest is a juridical person or other organization whose business activities are controlled by a crime group or a member of a crime group

C. When the Guest seeking accommodation is a corporation which any of directors are proven to be a member of an organized crime group.

3. When the Guest is behaving in such a manner as to be an annoyance to other guests.

4. When the Guest is a patient, etc. of the specified infectious disease.

5. When the Guest who intends to stay at the accommodation commits a violent demand act or asks for a burden exceeding a reasonable range with regard to the accommodation (except when the guest requests the removal of social barriers as provided in Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act on Elimination of Discrimination against Persons with Disabilities.

6. When the Guest repeatedly makes a request to this hotel that is so burdensome in its implementation that it may seriously impede the provision of accommodation-related services to other guests, as specified in Article 5 -6 of the Enforcement Regulations of the Hotel Business Act.

7. When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure.

8. When the case falls under the grounds for refusing accommodation as stipulated in the "Ordinance for Enforcement of the Ryokan Business Law" enacted by the relevant prefecture based on "other grounds stipulated by the prefecture by ordinance".

9. When the Guest does not observe prohibited actions, such as smoking in bed, tampering with fire-fighting facilities and otherwise breaches Hotel Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid causing fires)

10. If the Hotel has canceled the Accommodation Contract in accordance with the preceding Paragraph. The Hotel shall not charge the Guest for any of the services during the contractual period he/she has not received.

**Article 7-2. Explanation of Cancellation of Accommodation Contract**

In the event that the Hotel cancels the accommodation contract in accordance with the preceding article. The Guest may request an explanation of the reasons for such cancellation.

**Article 8. Registration**

1.The Guest shall register the following particulars at the Front Desk of the Hotel on the day of accommodation:

1. Name, address, and contact information of the Guest(s)

2. Nationality and passport number for foreigners without a domicile in Japan.

3. Other particulars deemed necessary by the Hotel.

2. In the case when the Guest intends to make payment of the charges in accordance with Article 12 by any means other than Japanese currency, such as traveler's cheques, coupons, credit cards, etc., these credentials shall be shown in advance at the time of registration in accordance with the preceding Paragraph.

**Article 9. Occupancy Hours of Guest Rooms**

1.The Guest is entitled to occupy the contracted guest room of the Hotel from 3 p.m. on the day of arrival to 12 p.m. on the day of departure. However, in the case when the Guest is accommodated continuously, The guest may occupy the guest room all day, except for the days of arrival and departure.

2. In the case of the Guest is not Japanese national and who does not hold home address in Japan will be requested to present and submit a copy of their passport.

3. The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the guest room beyond the time prescribed in the same Paragraph in this case. Extra charges shall apply as follows

1. Stay until 3:00 PM, 30% of the room charge.

2. Stay until 6:00 PM, 50% of the room charge

3. Stay after 6:00 PM, 100% of the room charge

**Article 10. Observance of Hotel Regulations**

The Guest shall observe the Hotel Regulations established by the Hotel. Hotel Regulations are posted within the premises of the Hotel

**Article 11. Business Hours**

1. The business hours of the Hotel facilities shall be notified in detail in the brochures as provided, notices displayed in various places. The Service Directory in guest rooms and other means.

2. The business hours specified in the preceding Paragraph are subject to temporary changes due to unavoidable circumstances of the Hotel. In such cases, The Guest shall be informed by appropriate means.

**Article 12. Payment of Accommodation Charges**

1. The explanation of accommodation charges, etc. that the Guest shall pay is as listed in the attached Table No. 1.

2. Accommodation charges, etc., as stated in the preceding Paragraph, shall be paid at the Front Desk at the time of the Guest's departure or upon request by the Hotel in Japanese currency. Other means acceptable to the Hotel are traveler's cheques, coupons and credit cards.

3. Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the Hotel.

**Article 13. Liabilities of the Hotel**

1. The Hotel shall compensate the Guest for damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, The same shall not apply in cases where such damage has been caused due to reasons for which the Hotel is not liable.

2. The Hotel is covered by Hotel Liability Insurance to address unexpected fires and/or other disasters.

**Article 14. Handling when Unable to Provide Contracted Rooms**

1. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest, insofar as practicable, with the consent of the Guest

2. When arrangements for other accommodation cannot be made. Notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges, and the compensation fee shall be applied to reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel will not compensate the Guest.

**Article 15. Handling when Unable to Provide Contracted Rooms**

1. The Hotel shall compensate for the Guest for damages when loss, breakage or other damage occurs to goods, cash, or valuables deposited at the front desk by the Guest, except in the case when such damage is caused by force majeure. However, for cash and valuables. When the Hotel has requested an appraisal of the value from the Guest and the Guest has failed to provide one. The Hotel shall compensate the Guest up to a maximum of 150,000JPY

2. The Hotel shall compensate the Guest for damages when loss, breakage or other damage is caused, through intent or negligence on the part of the Hotel, to the goods, cash or valuables brought onto the premises of the Hotel by the Guest but are not deposited at the Front Desk. However, in the event that the type and value of the guest's property or cash and valuables have not been disclosed in advance. This hotel shall compensate for damages up to 150,000 JPY, except in the case of intent or gross negligence on the part of the hotel.

**Article 16. Custody of Baggage and/or Belongings of Guest**

1. When the baggage of the Guest is brought into the Hotel before his/her arrival. The Hotel shall be liable to store it only in the case when such a request has been accepted by the Hotel. The baggage shall be handed over to the Guest at the Front Desk upon his/her check-in.

2. When the baggage or belongings of the Guest are found after check-out and ownership of the article is confirmed. The Hotel shall inform the owner of the article left behind and request further instructions. When no such instructions are given to the Hotel by the owner or when ownership is not confirmed. The hotel will keep the property for 7 days, including the day of discovery. After which, it will be reported to the nearest police station

3. The Hotel's liability in regards to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2

**Article 17. Liability in regards to Parking**

The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot within the premises of the Hotel, as it shall be regarded that the Hotel simply offers the space for parking, whether the key of the vehicle has been deposited to the Hotel or not. However, The Hotel shall compensate the Guest for damage caused by the Hotel's intent or negligence in the management of the parking lot.

**Article 18. Liability of the Guest**

The Guest shall compensate the Hotel for any damage caused by the Guest's intent or negligence.

**Article 19. Governing Language**

These Provisions are written both in Japanese and English. In the event of any inconsistency or difference between the two versions of these Provisions. The Japanese version shall prevail in all respects

**Article 20. Agreed Jurisdiction and Governing Law**

In the event that a dispute arises regarding these Accommodation Terms and Conditions, the accommodation contract between the hotel and the guest, and related contracts, the Tokyo District Court shall have the exclusive jurisdiction of the first instance, and these Accommodation Terms and Conditions and Accommodation contracts and related contracts between our hotel and guests shall be governed by and interpreted in accordance with Japanese law.

Table No. 2. Cancellation Charge

DATE OF CANCELLATION OF THE RESERVATION	INDIVIDUAL	Group
	up to 7 rooms	8 rooms per day or more.
NO SHOW	100%	100%
ACCOMMODATION DAY	100%	100%
1 - 7 DAYS BEFORE	-	100%
8 - 14 DAYS BEFORE	-	80%
15 - 30 DAYS BEFORE	-	50%

1. The percentage signifies the rate of cancellation charges to total amount to be paid by guests from the entire period.

2. When the number of days contracted is shortened, Cancellation charge for the first day shall be paid by the Guest regardless of the number of days shortened.

Table no. 1: Calculation Method for Accommodation Charges, Etc.

TOTAL AMOUNT TO BE PAID BY GUESTS		Contents
	Accommodation Charge	1. Basic Accommodation Charge (Room Charge) 2. Service Charge ((1)x10%)
	Extra Charge	3. Meals and Drinks, and Other Expenses 4. Service Charge ((3)x10%)
	Tax	5. Consumption Tax

The most recent revision to the taxation law governs these terms.

Part of  
**MARRIOTT BONVOY®**

#### ABOUT OUR GRAPHIC PATTERNS

At Marriott Hotels, we thoughtfully consider each detail you experience during your stay with us. Our printed materials support this attention to detail by layering textures of natural materials, such as marble, sand, onyx, and water, with intricate patterns. This juxtaposition creates an intriguing design that both comforts and inspires exploration.