



THE PARK FRONT HOTEL

AT UNIVERSAL STUDIOS JAPAN

ACCOMMODATION CONTRACT

TERMS AND CONDITIONS

Article 1 Scope of Application

- Contracts for accommodation and related agreements to be concluded between this Hotel and the Guest to be accommodated shall be subject to the terms and conditions of this Accommodation Contract. Any matters not stipulated herein shall be governed by and construed in accordance with laws and regulations and/or generally accepted practices.
- Notwithstanding the provision of the preceding paragraph, in the case where the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate the laws and regulations and generally accepted practices, the special contract shall have precedence over this Accommodation Contract.

Article 2 Application for Accommodation Contracts

- 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 and number of the Guest(s).
 - (2) dates of accommodation and estimated time of arrival.
 - (3) accommodation charges (normally based on the basic accommodation charges listed in the Attached Table No. 1).
 - (4) a. name of applicant and the contact information.
b. name of payer of accommodation charges and the contact information.
 - (5) other particulars deemed necessary by the Hotel.
- If a guest requests to extend their stay beyond the second night specified in the preceding paragraph during their stay, the hotel shall treat this request as a new application for an accommodation contract at the time it is made.

Article 3 Conclusion of Accommodation Contract

- The Accommodation Contract shall be deemed to have concluded when the Hotel has duly accepted the application described in the preceding article, provided, however, that the same shall not apply where the Hotel proves that it has not accepted the application.
- When the Accommodation Contract has been concluded in accordance with the provisions in the preceding paragraph, the Guest shall pay, on or before the date designated by the Hotel, a specified amount not exceeding the Basic Accommodation Charges for the expected period of stay (three days when the period stay exceeds three days).
- The deposit shall be first used for the total Accommodation Charges to be paid by the Guest. When such situations occur as the provisions of Article 8 and Article 21 are applicable to, the deposit shall be used for the cancellation charges secondly and for the reparations thirdly. And the remainder, if any, shall be refunded at the time of payment of the Accommodation Charges as stated in Article 15.
- When the Guest has failed to pay the deposit as stipulated in Paragraph 2 by the date designated by the Hotel according to the provisions of the same paragraph, 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 deadline of the deposit payment is specified.

Article 4 Request for Cooperation with Infection Prevention Measures at the Facility

- This hotel may request cooperation from guests in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

Article 5 Special Contracts Requiring No Accommodation Deposit

- Notwithstanding the provisions of Article 3, Paragraph 2, the hotel may agree to a special arrangement whereby payment of the deposit specified in said paragraph is not required after the contract is concluded.
- When accepting an application for an accommodation contract, if the hotel does not request payment of the application fee specified in Article 3, Paragraph 2, or does not specify a payment deadline for said application fee, it shall be treated as having agreed to the special provision in the preceding paragraph.

Article 6 Refusal of Accommodation Contract Conclusion

This hotel may refuse to enter into an accommodation contract in the following cases. However, this clause does not imply that the hotel may refuse lodging in cases other than those listed in Article 5 of the Hotel Business Act.

- When the application for accommodation is not made in accordance with the terms and conditions of this Accommodation Contract.
- when the Hotel is fully booked and no rooms is available.
- when the Guest wishing to stay at the Hotel is deemed liable to conduct him/herself in a manner that will violate applicable laws, or act against public order or good public morals with regard to accommodation.
- When a person seeking lodging is a patient or other individual with a specified infectious disease as defined in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act (hereinafter referred to as "a patient or other individual with a specified infectious disease").
- When the person seeking lodging is an antisocial force, such as a gang 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 "gang"), a gang member as defined in Article 2, Item 6 of the same Act (hereinafter referred to as "gang member"), or a person associated with gang-related enterprises or organizations.
- when the Guest wishing to stay at the Hotel is a member of corporation or other body whose operations are controlled by a organized crime group or a member thereof.
- When the person seeking lodging is a corporation and any of its officers are members of organized crime groups or other antisocial forces.
- When a person seeking lodging engages in intimidating or violent demands concerning lodging, or requests burdens exceeding reasonable limits (except when the person seeking lodging is requesting the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2, or Article 8, Paragraph 2 of the Act on the Elimination of Discrimination against Persons with Disabilities (Act No. 65 of 2016; hereinafter referred to as the "Act on the Elimination of Discrimination against Persons with Disabilities") Article 7, Paragraph 2 or Article 8, Paragraph 2).
- When a guest repeatedly makes demands to this hotel that, due to the excessive burden involved in their implementation, are likely to significantly impede the provision of lodging services to other guests, as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act.
- When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.
- When a person seeking lodging is likely to cause significant disturbance to other lodgers due to being heavily intoxicated or similar reasons, or when such a person engages in conduct that causes significant disturbance to lodgers (based on ordinances established by prefectures (cities or special wards that establish public health centers)).

Article 7 Explanation for Refusal to Enter into an Accommodation Contract

- A person seeking lodging may request an explanation from the hotel regarding the reasons why the hotel refuses to enter into a lodging contract based on the preceding article.

Article 8 Right to Cancel Accommodation Contracts by the Guest

- The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
- In the case where 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 where the Hotel has requested the payment of the deposit during the specified period as prescribed in Article 3, Paragraph 2, and the Guest has cancelled the Accommodation Contract before the payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 2. However, in the case where the Hotel has accepted the conclusion of a special contract as prescribed in Article 4, Paragraph 1, the same shall apply only when the Guest is informed, at the time of conclusion of the special contract, of the obligation of payment of the cancellation charges by cancellation of the Guest.
- In the case where the Guest does not arrive at the Hotel by 8:00 p.m. on the date of accommodation (or in two hours after the expected arrival time notified by the Guest in advance) without an advance notice, the Hotel may regard and handle the Accommodation Contract as being cancelled by the Guest.

Article 9 The Hotel's Right to the Contract

- The hotel may cancel the lodging contract in the following cases. However, this clause does not imply that the hotel may refuse lodging except in the cases listed in Article 5 of the Hotel Business Act.
 - when the Guest is deemed liable to conduct him/herself in a manner that will violate applicable laws, or act against public order or good public morals with regard to accommodation, or when it is observed that the Guest actually performed such act.
 - When a guest is a patient with a specific infectious disease.
 - When accommodation cannot be provided due to natural disasters, facility malfunctions, or other unavoidable circumstances.
 - When a guest is deemed likely to affect other guests due to being heavily intoxicated, etc. Or when a guest engages in behavior that causes significant nuisance to other guests.
 - when the Guest does not observe the prohibited activities prescribed in the Hotel Regulations.
 - When smoking outside of designated smoking rooms or areas.
 - when the Guest does not observe the prohibited activities (limited to conducts necessary for fire prevention) prescribed in the Hotel Regulations, such as smoking in bed, mischievous use of fire extinguishers, or other actions.
 - When a guest is identified as an antisocial force, such as a gang, gang member, or affiliate of a gang-related company or organization.
 - When the guest is a corporation or other organization whose business activities are controlled by organized crime groups or organized crime group members.
 - when it is found that the Guest is a corporation whose director corresponds to a member of the organized crime group.
 - when the Guest makes a coercive and unreasonable demand using violence, threat, or extortion to the accommodation or employees of the accommodation or demands burden beyond the reasonable range, or if it is found that the relevant Guest performed the aforementioned act at the Hotel or another hotel before.
 - When a guest repeatedly makes demands that are deemed to impose an excessive burden in their implementation and are likely to significantly impede the provision of lodging services to other guests, as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act.
- When the Hotel cancels the Accommodation Contract based on the provisions in the preceding paragraph, the Hotel shall not charge the Guest for any accommodation services not yet rendered.

Article 10 Explanation of Cancellation of Accommodation Contract

- Guests may request an explanation from the hotel regarding the reasons for termination of the lodging contract by the hotel pursuant to the preceding article.

Article 11 Accommodation Registration

- Guests are required to register the following information at the hotel front desk on the day of their stay.
 - (1) Guest name, address, and contact information.
 - (2) For foreign nationals without a residential address in Japan: nationality, passport number, (a copy or scanned image of the passport).
 - (3) Other matters deemed necessary by the hotel.
- When a guest intends to pay the fees specified in Article 15 using traveler's checks, accommodation vouchers, credit cards, or other methods substituting for currency, they must present such items in advance at the time of registration as described in the preceding paragraph.

Article 12 Occupancy Hours of Guest Rooms

- Guests may use their hotel rooms from 3:00 PM until noon the following day. However, for consecutive stays, guests may use their rooms throughout the day, excluding the arrival and departure dates.
- Notwithstanding the provisions of the preceding paragraph, this hotel may accommodate requests for room use outside the hours specified therein. In such cases, the following additional charges will apply:
 - (1) For up to 3 hours over the standard time, charges will be applied according to the hotel policy.
 - (2) For over 3 hours, 100% of the room charge.

Article 13 Compliance with Terms of Use

- Guests staying at this hotel must comply with the hotel's established rules of use while on the premises.

Article 14 Business Hours

- The operating hours for the hotel's main facilities are as listed in Appendix 3. Detailed operating hours for other facilities are provided in the brochures available at the front desk, on signs throughout the hotel, and in the in-room service directory.
- The times specified in the preceding paragraph may be temporarily changed when absolutely necessary. In such cases, notification will be provided by appropriate means.

Article 15 Payment of Accommodation Charges

- The breakdown of lodging fees and other charges payable by guests shall be as set forth in Schedule 1.
- Payment for the accommodation charges and other fees specified in the preceding paragraph shall be made in Japanese currency or by traveler's checks, accommodation vouchers, credit cards, or other equivalent methods accepted by the hotel. Payment shall be made at the front desk upon the guest's arrival or departure, or when requested by the hotel.
- Even if a guest chooses not to stay after the hotel has provided the guest with a room and made it available for use, the hotel will charge the accommodation fee.

Article 16 Liability of the Hotel

- This hotel shall compensate guests for damages incurred in connection with the performance of the lodging contract and related agreements, or due to non-performance thereof, up to a maximum of (150,000) yen, except where the hotel acted with intent or gross negligence. However, this shall not apply if the damages were not attributable to the hotel.
- This hotel is covered by lodging liability insurance to address unforeseen events such as fire.

Article 17 Handling When Unable to Provide Contracted Rooms

- Should this hotel be unable to provide a guest with the contracted room, with the guest's consent, arrange alternative lodging under conditions as similar as possible.
- Notwithstanding the preceding provision, if this hotel is unable to arrange alternative lodging, it shall pay the guest compensation equivalent to the penalty fee, which shall serve as the amount of damages. However, no compensation shall be paid if the inability to provide a room is not attributable to this hotel.

Article 18 Handling of Deposited Articles

- The hotel shall compensate guests for any loss, damage, or destruction of items, cash, or valuables deposited at the front desk, except in cases of force majeure. However, for cash and valuables, if the hotel requested the guest to declare the type and value of such items and the guest failed to do so, the hotel's liability for damages shall be limited to (150,000) yen.
- The hotel shall compensate guests for any loss, damage, or other harm caused to items, cash, or valuables brought into the hotel by the guest and not deposited at the front desk, if such loss, damage, or harm results from the hotel's intentional act or negligence. However, for items whose type and value were not declared in advance by the guest, the hotel shall compensate for damages up to a maximum of (150,000) yen, unless the hotel acted with intent or gross negligence.

Article 19 Custody of Baggage/Belongings of Guest

- If a guest's luggage arrives at the hotel prior to their check-in, the hotel will store it securely only if the hotel has given its prior consent. The luggage will be handed over to the guest at the front desk upon check-in.
- If a guest's luggage or personal belongings are left behind at the hotel after checkout, the hotel will store them for 7 days, including the day of discovery. After this period, they will be reported to the nearest police station. However, minor items (such as everyday household goods) deemed to have been abandoned by the guest will be stored for 3 months, including the day of acquisition, and then disposed of. Additionally, if the forgotten item is food or difficult to store and manage, it may be discarded.
- The hotel's liability for the storage of guests' luggage or personal belongings in the cases described in the preceding two paragraphs shall be governed by the provisions of the preceding article, paragraph 1 in the case described in paragraph 1, and by the provisions of the same article, paragraph 2 in the case described in the preceding paragraph.

Article 20 Parking Lot Liability

- When guests use the hotel parking lot, regardless of whether vehicle keys are deposited, the hotel provides the space but assumes no responsibility for managing the vehicles. However, the hotel shall be liable for compensation if damage occurs due to the hotel's intentional act or negligence in managing the parking lot.

Article 21 Liability of the Guest

- If the hotel suffers damage due to the intentional or negligent acts of a guest, that guest shall compensate the hotel for such damage.

Article 22 Personal Information

- This hotel will handle personal information provided by guests appropriately in accordance with our privacy policy.

Article 23 Change of Accommodation Contract

- These Terms and Conditions constitute standard terms and conditions as defined by the Civil Code. When deemed necessary and appropriate for the general interests of guests, or when changes are deemed necessary and reasonable, each provision of these Terms and Conditions may be amended in accordance with the provisions of the Civil Code.
- In the event these Terms and Conditions are amended, the amended provisions shall be posted on the website, and the amended content shall apply from the effective date specified at the time of posting. Furthermore, when amending these Terms and Conditions, we shall notify users by appropriate means detailing the changes.
- For reservations made prior to any amendment to these terms and conditions, where the date of stay falls on or after the effective date of the amendment, the terms and conditions in effect at the time of stay shall apply.

Table No.1 Breakdown of Accommodation, etc.
(Ref. Article 2, Paragraph 1, and Article 15, Paragraph 1)

Total amount to be paid by the Guest	Details	
	Accommodation charges	① Basic Accommodation Fee ② Service charge (①×10%)
	Extra charges	③ Meals and drinks charges ④ Service charge (③×10%) ⑤ Other usage fees
Taxes	⑥ Consumption Tax, etc. ⑦ Osaka Prefecture Lodging Tax	

Table No.2 Cancellation Charges (Ref. Article 8, Paragraph 2)

Individual	Stay	Noshov	Accommodation day	Previous day	Reservations accumulated day	Subsequent accommodation day
Group	1~14	100%	80%	20%	-	-
	15~99	100%	80%	20%	10%	-
	100 or more	100%	100%	80%	20%	10%

- (Notes)
- The percentage represents the ratio of the cancellation fee to the total reservation cost (including service charges, consumption tax, etc.).
 - For accommodation packages and other services where separate cancellation fees are specified, the publicly announced amount shall be collected as the cancellation fee.
 - If the contract period is shortened, we will collect a penalty fee equivalent to one day's worth (the first day) regardless of the number of days shortened.
 - For group bookings of 15 or more guests, if a portion of the group cancels, we will not charge a cancellation fee for up to 10% of the total number of guests scheduled to stay as of 10 days prior to the stay (or the date the booking was accepted if accepted after that date), rounded up to the nearest whole number.
 - Cancellations of reservations made through travel agencies shall be subject to the policies of the respective travel agency through which the reservation was made.

Table No.3

Operating Hours

- Restaurant Buffet Dining "Akala"

<Breakfast>	7:00 - 10:00 (L.O. 09:30)
<Lunch>	12:00 - 15:00 (L.O. 14:30)
<Dinner>	17:30 - 21:30 (L.O. 21:00)
<Bar>	20:00 - 22:30 (L.O. 22:00)
- "O'ahu" service time is irregular.
- Shipping Service Counter 9:00 ~ 13:00
(※ After 13:00, you can ship a package from Bell Desk if it is paid by cash on delivery.)
- Ticket Counter 7:00 ~ 21:00
(※ Open hours are subject to change according to seasons)
- Laundromat 24 hours a day