



GUEST SERVICES DIRECTORY



MAKING YOUR STAY WONDERFUL IS OUR LEGACY

Welcome to Hamamatsu 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.

BAGGAGE HOLD AND
COURIER SERVICES

COPY SERVICE

IN-ROOM DINING (ROOM SERVICE)

INTERNET ACCESS

DRY CLEANING SERVICE

LOST AND FOUND

OUTGOING FAX AND MAIL

TAXI SERVICE

TRANSPORTATION INFORMATION

WAKE-UP CALLS





SERVICES & INFORMATION

RESTAURANT

■ "Rochester" All Day Dining

- 12F
- Breakfast 06:30 - 10:30 (10:00LO)
- Lunch 11:30 - 14:00 (13:30 LO)
- Tea Time 14:00 - 17:30
- Dinner 17:30 - 22:00 (21:30LO)

■ "Inanba" Japanese Restaurant

Shabu Shabu, Teppanyaki Steak, and Japanese Cuisine

- Annex 1F - 2F
 - Lunch 11:30 - 14:00 (13:30LO)
 - Dinner 17:00 - 22:00 (21:00LO)
- *Closed on Mondays.

■ "Chotokan" Japanese Restaurant

Traditional kaiseki cuisine. Japanese Restaurants

- Annex 1F
 - Lunch 11:30 - 14:00 (13:30LO)
 - Dinner 11:30 - 22:00 (21:00LO)
- *Closed on Mondays.

■ "Greatroom"

Lounge, Bar, Patisserie

- 1F (Lobby)
- 10:00 - 22:00 (21:30LO)

■ "In - Room Dining

Call At Your Service® for In Room Service

- 06:30 - 23:00 (22:30LO)

EXECUTIVE LOUNGE

- 12F
- Lounge 6:30 - 22:00
- Breakfast 06:30 - 10:30
- 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 control panel.

LAUNDRY SERVICES

Call At Your Service® for pickup.

SERVICES & INFORMATION

PARKING

- On-Site Parking
Per Stay: ¥1,000 (Per Night)

FACSIMILE SERVICES

Incoming fax number : 053-454-7204

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 (0)53-452-2112
- 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 member 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.

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.

FITNESS ROOM

- 3F
- Open 24 hours (Key Card Access)

SMOKING AREA

Non-Smoking Hotel. Two designated smoking areas are available on the 2nd floor and are open daily from 6:30 AM to 11:00 PM.

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

- HAMAMATSU STATION (JR LINES)

Taxi: 5 minutes approximately Walking: 15–20 minutes approximately.

- MT. FUJI SHIZUOKA AIRPORT

Airport limousine bus to Hamamatsu Station: Time required: 50–60 minutes approximately. Taxi: 45 minutes approximately

- TOKYO (TOKYO STATION)

Shinkansen to Hamamatsu Station: Time required: 1 hour 30 minutes approximately. Taxi from Hamamatsu Station to hotel: 5 minutes approximately.

Taxi: Time required: 60 minutes approximately.

- NAGOYA (NAGOYA STATION)

JR Tokaido Line or Shinkansen to Hamamatsu Station: Time required: 30–40 minutes approximately. Taxi from Hamamatsu Station to hotel: 5 minutes approximately.

- KANSAI INTERNATIONAL AIRPORT (KIX)

Airport limousine bus to Osaka or Shin-Osaka Station, then Shinkansen to Hamamatsu Station: Time required: 2 hours 30–3 hours approximately. Taxi from Hamamatsu Station to hotel: 5 minutes.

LOCAL ATTRACTIONS

- HAMAMATSU CASTLE –
10 MIN BY CAR

A historic landmark known as the "Castle of Success," once home to Tokugawa Ieyasu, offering scenic grounds and a glimpse into Japan's feudal past.

- ACT CITY HAMAMATSU –
5 MIN BY CAR / 15 MIN WALK

A prominent cultural and business complex featuring a concert hall, observation deck, and event spaces, reflecting the city's strong connection to music and innovation.

- HAMAMATSU MUSEUM OF MUSICAL
INSTRUMENTS – 5 MIN BY CAR / 15 MIN WALK

A unique museum showcasing instruments from around the world, celebrating Hamamatsu's legacy as Japan's "City of Music.

- LAKE HAMANA (HAMANAKO) – 30 MIN BY CAR

A tranquil coastal lake known for its scenic beauty, hot springs, and local delicacies such as eel cuisine.

- NAKATAJIMA SAND DUNES – 15 MIN BY CAR

One of Japan's largest sand dune areas, offering expansive coastal views and a peaceful natural setting.

- HAMAMATSU FLOWER PARK – 25 MIN BY CAR

A beautifully landscaped garden featuring seasonal blooms, walking paths, and serene views overlooking Lake Hamana.



PRECAUTIONS

DEAR GUESTS

Welcome to Hamamatsu 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 Hamamatsu 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, Hamamatsu 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. Hamamatsu 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 12years 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

1. Please deposit your valuables in a safety box or with the Front Desk. Use is limited during your stay. Hamamatsu 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 Hamamatsu Marriott Hotel's facilities and equipment Hamamatsu 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. Accommodation contracts and related agreements to be entered into between the Hotel and the Guest shall be governed by these Accommodation Terms and Conditions. Matters not provided for herein shall be governed by applicable laws and regulations (hereinafter referred to as "laws and regulations") and/or generally accepted practices.
2. Notwithstanding the provisions of the preceding paragraph, where the Hotel has entered into a special contract with the Guest that does not violate laws and regulations or generally accepted practices, such special contract shall take precedence over these Accommodation Terms and Conditions.

Article 2. Application for Accommodation Contract

1. A Guest who intends to apply for an accommodation contract with the Hotel shall notify the Hotel of the following particulars:
 1. Name(s) of the Guest(s);
 2. Date(s) of stay and estimated time of arrival;
 3. Accommodation charges (in principle, based on the Basic Accommodation Charges set forth in Attached Table No. 1);
2. Any other particulars deemed necessary by the Hotel.
3. If the Guest requests an extension of stay during the period of accommodation beyond the date specified in Item (2) of the preceding paragraph, such request shall be regarded as an application for a new accommodation contract at the time the request is made.

Article 3. Conclusion of Accommodation Contracts, etc.

1. An accommodation contract shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, this shall not apply where it is proven that the Hotel has not accepted the application.
2. When an accommodation contract has been concluded pursuant to the provisions of the preceding paragraph, the Guest shall pay an accommodation deposit specified by the Hotel, within the limit of the basic accommodation charges covering the entire period of stay (or three (3) days when the period of stay exceeds three (3) days), by the date designated by the Hotel.
3. The deposit shall first be applied to the total accommodation charges payable by the Guest, second to any cancellation charges under Article 6, and third to any reparations under Article 18, as applicable. Any remaining balance shall be refunded at the time of payment of the accommodation charges as prescribed in Article 12.
4. If the Guest fails to pay the deposit by the date specified in Paragraph 2, the Hotel shall treat the accommodation contract as invalid. However, this shall apply only where the Guest has been informed of such effect by the Hotel at the time the payment deadline for the deposit is specified.

Article 4.1 Special Contracts Requiring No Accommodation Deposit

1. Notwithstanding the provisions of Article 3, Paragraph 2, the Hotel may enter into a special contract with the Guest that does not require payment of an accommodation deposit after the accommodation contract has been concluded.
2. Where the Hotel has not requested payment of a deposit as stipulated in Article 3, Paragraph 2, and/or has not specified the payment deadline at the time the application for accommodation has been accepted, such circumstances shall be deemed acceptance by the Hotel of a special contract prescribed in the preceding paragraph.

Article 4.2 Request for Cooperation in Infection Control Measures

The Hotel may request cooperation from persons seeking accommodation 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 refuse to enter into an accommodation contract under any of the following circumstances. However, this Article shall not be construed as permitting the Hotel to refuse accommodation in cases other than those specified in Article 5 of the Hotel Business Act.

1. When the application for accommodation does not comply with these Accommodation Terms and Conditions.
2. When the Hotel is fully booked and no guest rooms are available.
3. When the person seeking accommodation is deemed likely to engage in conduct that violates laws or regulations, or that is contrary to public order or good morals in connection with the accommodation.
4. When the person seeking accommodation is deemed to fall under any of the following categories (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 Act (hereinafter referred to as "Members of Organized Crime Groups"); associate members of organized crime groups; persons related to organized crime groups; and other antisocial forces.
 - b. 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 juridical person whose officers include a person who is a Member of an Organized Crime Group.
5. When the person seeking accommodation behaves in a manner that causes significant inconvenience or annoyance to other guests.
6. When the person seeking accommodation 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 a "Patient, etc. of a Specified Infectious Disease").
7. When a violent act of demand is committed, or when a burden exceeding a reasonable range is demanded with regard to accommodation, excluding cases in which the person seeking accommodation requests the removal of social barriers pursuant to Article 7, Paragraph 2 of Article 8, Paragraph 2 of the Act on the Promotion of Elimination of Discrimination on the Basis of Disability (Act No. 65 of 2013) (hereinafter referred to as the "Act on Elimination of Discrimination against Persons with Disabilities").
8. When the person seeking accommodation has repeatedly made requests to the Hotel that are specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as requests whose implementation would impose an excessive burden and may seriously impede the provision of accommodation-related services to other guests.

9. When the Hotel is unable to provide accommodation due to natural disasters, facility malfunctions, or other unavoidable causes.
10. When the case falls under grounds for refusing accommodation as stipulated in the Ordinance for Enforcement of the Ryokan Business Act enacted by the relevant prefecture, based on other grounds prescribed by prefectural ordinance.

Article 5-2. Explanation of Refusal to Conclude a Contract of Accommodation

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 cancels the accommodation contract, in whole or in part, due to reasons attributable to the Guest (except where the Hotel has requested payment of a deposit within the period specified in Article 3, Paragraph 2, and the Guest cancels the contract prior to making such payment), the Guest shall pay cancellation charges as set forth in Attached Table No. 2. However, where a special contract as prescribed in Article 4, Paragraph 1 has been concluded, this provision shall apply only if the Guest has been informed in advance of the obligation to pay cancellation charges in the event of cancellation.
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

The Hotel may cancel the accommodation contract under any of the following circumstances. However, this Article shall not be construed as permitting the Hotel to refuse accommodation in cases other than those specified in Article 5 of the Hotel Business Act.

1. When the Guest is deemed likely to engage in, or has engaged in, conduct that violates laws or regulations, or that is contrary to public order and good morals in connection with the Guest's accommodation.
2. When it is recognized that the Guest falls under any of the following categories (Items (a) through (c)):
 - a. The Guest is an organized crime group, a member of an organized crime group, an associate member thereof, a person related to an organized crime group, or any other antisocial force.
 - b. The Guest is a juridical person or other organization whose business activities are controlled by an organized crime group or a member thereof.
 - c. The Guest seeking accommodation is a corporation whose directors include a person who is a member of an organized crime group.
3. When the Guest behaves in a manner that causes significant inconvenience or annoyance to other guests.
4. When the Guest is identified as a patient, etc., of a specified infectious disease.
5. When the Guest seeking accommodation commits a violent act of demand or requests a burden exceeding a reasonable range with regard to accommodation, except where the Guest requests the removal of social barriers pursuant to 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 requests to the Hotel that impose an excessive burden in their implementation and 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 disasters or other causes of force majeure.
8. When the case falls under grounds for refusing accommodation as stipulated in the Ordinance for Enforcement of the Ryokan Business Act enacted by the relevant prefecture, based on other grounds prescribed by prefectural ordinance.
9. When the Guest fails to observe prohibited acts, such as smoking in bed, tampers with fire-fighting facilities, or

otherwise violates the Hotel's regulations stipulated for the prevention of fires.

10. When the Hotel cancels the accommodation contract in accordance with the preceding paragraphs, the Hotel shall not charge the Guest for any services not received during the remaining contractual period.

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:
 - I. 1. Name, address, and contact information of the Guest(s);
 - II. 2. Nationality and passport number for foreigners without a domicile in Japan;
 - III. 3. Other particulars deemed necessary by the Hotel.
2. When the Guest intends to make payment of the charges in accordance with Article 12 by means other than Japanese currency, such as traveler's cheques, coupons, or credit cards, such credentials shall be presented 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 3:00 p.m. on the day of arrival until 12:00 p.m. on the day of departure. However, in the case of continuous accommodation, the Guest may occupy the guest room throughout the day, except on the days of arrival and departure.
2. Guests who are not Japanese nationals and do not have a home address in Japan will be requested to present their passport and submit a copy thereof.
3. Notwithstanding the provisions of the preceding paragraph, the Hotel may permit the Guest to occupy the guest room beyond the time prescribed therein. In such cases, the following additional charges shall apply:
 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's facilities shall be provided in detail through brochures, notices displayed in various locations, the Service Directory in guest rooms, and other appropriate means.
2. The business hours specified in the preceding paragraph are subject to temporary change 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 any damage caused to the Guest due to the fulfillment or non-fulfillment of the Accommodation Contract and/or related agreements, provided that such damage is attributable to the Hotel. However, this shall not apply where the damage has been caused by 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. When the Hotel is unable to provide the contracted guest room, the Hotel shall, insofar as practicable and with the consent of the Guest, arrange alternative accommodation of the same standard for the Guest.
2. When alternative accommodation cannot be arranged, notwithstanding the provisions of the preceding paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the applicable cancellation charges, which shall be applied toward reparations. However, where the Hotel is unable to provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not be required to compensate the Guest.

Article 15. Handling of Deposited Items

1. The Hotel shall compensate the Guest for any loss, breakage, or other damage to goods, cash, or valuables deposited at the Front Desk by the Guest, except where such damage is caused by force majeure. However, with respect to cash and valuables, where the Hotel has requested the Guest to declare their value and the Guest has failed to do so, the Hotel's liability shall be limited to a maximum of JPY 150,000.
2. The Hotel shall compensate the Guest for any loss, breakage, or other damage caused to goods, cash, or valuables brought onto the Hotel premises by the Guest but not deposited at the Front Desk, provided that such damage is caused by the intent or negligence of the Hotel. However, where the type and value of such property have not been disclosed in advance, the Hotel's liability shall be limited to a maximum of JPY 150,000, except in cases of intent or gross negligence on the part of the Hotel.

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

1. When the Guest's baggage is brought into the Hotel prior to the Guest's arrival, the Hotel shall accept responsibility for its custody only if such request has been approved by the Hotel. The baggage shall be returned to the Guest at the Front Desk upon check-in.
2. When baggage or belongings of a Guest are found after check-out and ownership is confirmed, the Hotel shall notify the owner and request further instructions. If no instructions are received from the owner, or if ownership cannot be confirmed, the Hotel shall retain the property for seven (7) days, including the day of discovery, after which it shall be reported to the nearest police station.
3. The Hotel's liability with respect to the custody of the Guest's baggage and belongings under the preceding two paragraphs shall be governed by the provisions of Paragraph 1 of the preceding Article in the case of Paragraph 1 above, and by the provisions of Paragraph 2 of the same Article in the case of Paragraph 2 above.

Article 17. Liability in regards to Parking

The Hotel shall not be liable for the custody of a Guest's vehicle when the Guest uses the parking facilities on the Hotel premises, as the Hotel is deemed to provide parking space only, regardless of whether the vehicle key has been deposited with the Hotel. However, the Hotel shall compensate the Guest for any damage caused by the Hotel's intent or negligence in the management of the parking facilities.

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 prepared in both Japanese and English. In the event of any inconsistency or discrepancy between the two versions, the Japanese version shall prevail in all respects.

Article 20. Agreed Jurisdiction and Governing Law

In the event that any dispute arises in connection with these Accommodation Terms and Conditions, the accommodation contract between the Hotel and the Guest, or any related contracts, the Tokyo District Court shall have exclusive jurisdiction as the court of first instance. These Accommodation Terms and Conditions, the accommodation contract, and any related contracts between the Hotel and the Guest shall be governed by and construed in accordance with the laws of Japan.

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

		Contents
TOTAL AMOUNT TO BE PAID BY GUESTS	Accommodation Charge	1. Basic Accommodation Charge (RoomCharge) 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.

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 - 3 DAYS BEFORE	-	75%
4 - 7 DAYS BEFORE	-	50%
08-14 DAYS BEFORE	-	25%
15 - 20 DAYS BEFORE	-	10%

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

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.