

Hotel Hokke Club Hiroshima: Self-Service Coat Closet User Agreement

This Agreement defines the terms of use for customers who are going to stay or have concluded a stay at The Hotel and wish to temporarily store their personal luggage or belongings (hereinafter: "Baggage, etc.") in the "Self-Service Coat Closet for Guests Only" (locker system or wire system) (hereinafter: "Self-Service Lockers") either before checking in or after checking out. Customers using the Self-Service Lockers (hereinafter: "The Users") shall be deemed to have agreed to the terms of This Agreement upon usage of the Self-Service Lockers. In addition, usage of the Self-Service Lockers consists of the lending of space for temporary storage of Baggage, etc. of The Users, and is not entrusting of Baggage, etc. to The Hotel. Accordingly, the responsibilities of The Hotel are limited to those defined by This Agreement.

Article 1 (Time Period and Purpose of Self-Service Lockers Usage)

The Users may use the Self-Service Lockers prior to check-in and after check-out on the day(s) of their stay at The Hotel, up to midnight on the day of check-out.

Article 2 (Storage Restrictions)

1. The following items may not be stored in the Self-Storage Lockers.

(1) Cash and marketable securities

(2) Valuable items (including credit cards, debit cards, and other items equivalent to cash; items such as passports which could serve as personal ID; high-priced items such as gemstones, precious metals, calligraphy, paintings, antiques, cameras, and computers; items which contain large amounts of personal information; items worth 30,000 yen or more; and other items, documents, and materials considered valuable by The User)

(3) Living things such as plants and animals, including corpses, carcasses, and other remains

(4) Items requiring refrigeration or freezer storage

(5) Dangerous items such as explosives and volatile or toxic substances

(6) Firearms, swords, other weapons, narcotic and stimulant drugs, or other items suspected to be related to criminal activity, as well as items for which possession or carrying is prohibited by law

(7) Stolen items or other materials acquired by criminal means

(8) Items emitting strange or foul odors, unsanitary items, items which could easily spoil or break, or items for which there are suspicions they could contaminate or damage the Self-Storage Lockers

(9) Excessively heavy items (over 15 kg) or items deemed inappropriate for storage in the Self-Storage Lockers

2. If Baggage, etc. stored in the Self-Storage Lockers by The User (hereinafter: "Stored Items") are found to be inappropriate for storage pursuant to the previous clause or The Hotel determines there is a suspicion of such, The Hotel may open the Self-Storage Lockers even if it is within the specified usage period, open the Stored Items, store the Stored Items in a separate area, dispose of the Stored Items, file a police report, or submit the Stored Items to the police. The User gives consent for this handling in advance, and The Hotel will not accept any objections related to said handling. Also, if The Hotel has any expenses related to said disposal or other handling measures, The Hotel may request payment of said expenses by The User. In addition, The Hotel shall bear no responsibility for any losses suffered by The User pursuant to handling measures determined by The Hotel.

Article 3 (Handling of Passwords and Lost Keys)

1. The User shall handle the password for the Self-Storage Lockers (wire type) with care to ensure it is not discovered by a third party, and shall be responsible for safeguarding items such as memo pads on which this password is recorded. The Hotel shall bear no responsibility whatsoever for such memo pads and other media. If a loss of memo pads or other media results in unauthorized unlocking and theft of items, The Hotel shall bear no responsibility.

2. If The User informs The Hotel of a lost password for the Self-Storage Lockers (wire type) or is unable to open the lock, such as due to entering an incorrect password, The Hotel's staff may open the applicable Self-Storage Lockers lock for The User, however this shall only apply in cases where The Hotel can reasonably determine that The User is in fact The User of the applicable Self-Storage Lockers. In this case, The User making the request will be required to submit a photo ID or other means of proving their identity and enter information such as their name, address, and phone number to receive the Stored Items or articles. The Hotel may take a copy of the applicable photo ID or proof of identity at this time. The applicable Stored Items will be given to The User only in cases where The Hotel can reasonably determine that the items are in fact the Baggage, etc. of the applicable The User through this procedure. Also, when opening the applicable Self-Storage Lockers (wire type), if this involves cutting the wire, repair fees shall be charged as necessary expenses. In addition, in cases where Stored Items or articles are handed over pursuant to this clause, even if The User given the items turns out to not be the actual The User who stored the items, The Hotel shall bear no responsibility.

Article 4 (Handling When the Usage Period is Exceeded)

1. If The User does not remove their Stored Items even after the usage period specified in Article 1 has passed, The Hotel shall open the Self-Storage Lockers, remove the Stored Items, and store them in a specified location for a maximum of one week as items left behind. In this case, The Hotel may confirm the content of the items left behind in some cases. In addition, The User shall pay a storage fee of 500 yen per day, starting from the day after check-out, for the days the items left behind are stored. However, if there are food, drinks, or other articles which The Hotel

determines cannot be stored for sanitary reasons included in the items left behind, The Hotel will dispose of said items on the same day, even if this is within the storage period.

2. If The Hotel discovers items left behind after the usage period has ended and identifies The User, The Hotel shall contact The User as necessary. However, if The User does not respond to this contact from The Hotel or The User cannot be identified, and The User does not take the items left behind within the storage period specified above, The User shall be deemed to have given up ownership of said items left behind and The Hotel may dispose of said items left behind as it sees fit.

3. If there are earnings related to the disposal of items left behind pursuant to proviso 1. of this Article or proviso 2. above, said earnings shall be applied to the storage fees, and even if said earnings exceed the storage fees, The Hotel shall bear no responsibility for delivering them to The User. In addition, if storage fees borne by The Hotel remain even after appropriation of earnings, The User shall be responsible for repayment of the applicable fees. In addition, no objections from The User related to disposal of items left behind will be accepted by The Hotel.

4. If The Hotel gives items left behind to The User or their representative who is requesting to take them, the applicable The User or representative will be required to submit a photo ID or other means of proving their identity and enter information such as their name, address, and phone number to receive said items. The Hotel may take a copy of the applicable photo ID or proof of identity at this time. A representative will be allowed to take applicable Stored Items only in cases where The Hotel can reasonably determine that the items are in fact the Baggage, etc. of the applicable The User through this procedure. In addition, in cases where items left behind are handed over pursuant to this clause, even if The User or their representative given the items turns out to not be the actual The User or representative, The Hotel shall bear no responsibility.

Article 5 (Reparations Responsibilities of The User)

If The User causes The Hotel or a third party to suffer losses in the course of using the Self-Storage Lockers or related to said usage, The User shall pay reparations for said losses.

Article 6 (Exemptions and Reparations Responsibilities)

1. Usage of the Self-Storage Lockers is temporary storage with The User personally bearing all responsibility and risk, and the Stored Items within the Self-Storage Lockers are not handled by The Hotel.

2. In any of the following cases, regardless of the presence or absence of errors attributable to The User, The Hotel shall bear no responsibility for any loss, damage, destruction, or deterioration of stored items (hereinafter: "Loss, etc."):

(1) The stored items were items which cannot be stored as specified in (1) through (9) or Article 2 of This Agreement

(2) The user suffered losses due to issues such as locking the Self-Storage Lockers incorrectly or forgetting to lock it

(3) Loss, etc. occurred as a result of a natural disaster or other force majeure

(4) The items were inspected, tested, or seized by a government office or other authority, or a request for their submission was received from such an organization

(5) Stored items were stolen or suffered Loss, etc. due to actions of a third party such as destruction of the Self-Storage Locker

(6) The Self-Storage Lockers were used for a purpose in violation of This Agreement

(7) Other circumstances not attributable to The Hotel

3. If stored items are stolen or suffer Loss, etc., and said theft or Loss, etc. occurred due to circumstances attributable to The Hotel, the maximum reparations paid to The User by The Hotel shall correspond to either the equivalent market value of the stored items which were stolen or suffered Loss, etc. (only in cases where said market value can be reasonably proved by the applicable The User) or 30,000 yen, whichever is lower.

Article 7 (Prohibitions)

Usage by customers who are not staying at the hotel (hereinafter: "Violating Users") is strictly prohibited. In addition, if The Hotel discovers such usage, Violating Users shall pay a storage fee of 1,000 yen per day, starting from the day of storage, for all of the days the applicable items are stored, up until the day of retrieval, regardless of the usage purpose, reason, or other factors.

Article 8 (Agreement Jurisdiction)

For any disputes arising related to these terms of use, the district court with jurisdiction at the address of The Hotel shall have jurisdiction.

Article 9 (Agreement Changes)

1. This Agreement is subject to change at the discretion of The Hotel.

2. If The Hotel makes changes to This Agreement, The Hotel shall post a statement of changes, the content of said changes, and the date on which they come into effect within the Self-Storage Lockers space at least two days prior to the effective date.

3. Starting from the day after the changes come into effect, The User shall be considered to consent to the new user agreement upon usage of the Self-Storage Lockers.