

## **Terms of Use**

In order to make your stay as safe and comfortable as possible, we at R. STAR HOSTEL KYOTO JAPAN (the "Hostel") provide the following Terms of Use for guests and request your cooperation in adhering to them. Please be aware that if you do not follow the Terms of Use, we will be obligated to refuse you the use of the facilities of our Hostel.

### **1. Application of the Terms of Use**

These Terms of Use apply to all guests and visitors to the Hostel facilities, which include all accommodation facilities, common facilities, and other areas in the Hostel, (collectively "Facilities.") Regarding any matters which are not stipulated in these Terms of Use, the Terms and Conditions of Accommodation Contract shall be applied.

### **2. Fire Prevention and Safety**

1. Please be sure to use the smoking room on the first floor when you smoke. All guestrooms are non-smoking.
2. Cooking and any use of fire or flames in guestrooms is strictly prohibited.
3. Please do not enter the restricted areas such as the backyard, machine rooms, etc.

### **3. Handling of the baggage and belongings of guests**

1. When the baggage of a guest arrives at the Hostel prior to his or her arrival, the Hostel will keep such baggage or belongings only when such a request has been previously accepted by the Hostel. The baggage shall be handed over to the guest at the Front Desk at the time of his or her check in.
2. When the baggage or belongings of a guest are found to have been left behind after check out, the Hostel will ask the owner of such items for his or her instructions when the owner has been identified. However, when there are no instructions from the owner or the owner has not been identified, the Hostel will dispose of food and drinks, magazines, and newspapers on the day they are found, and keep other items for 7 days including the day on which they were found and then deliver them to the police station nearest our Hostel.

### **4. Hostel facilities**

1. Internet access
  - Although we provide wireless LAN to the guests as part of our service, we do not guarantee a perfectly stable Internet environment.

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- Please be aware that the internet connection in the Hostel facilities may sometimes be slow or unavailable depending on the setting of your computer or device or other circumstance such as heavy use of the Internet connection by others.
- We do not provide any support for setting up your personal computer or communication terminal device to use the Internet connection at our Hostel.
- It is the guest's responsibility to secure and protect his or her computer or other devices when using the internet connection at facilities in the Hostel, and we are not liable for any damage you may incur due to the Internet connection at the Hostel.

#### 2. Business hours of the Facilities

◆ Front desk: from 7:30 to 22:00

※ When you plan to check in before or after the business hours, please inform us of your check in time in advance.

◆ Public Bath: 24 hours/day (except during cleaning time).

Guests may use the Hostel facilities from 15:00 on the day of their arrival until 10:00 on the day of their departure. Additional fees will be charged if you use the facilities in the Hostel before check in time and after check out time.

#### 5. Prohibited acts

1. Please be sure to act and behave in accordance with the directions of the staff of our Hostel. If you do not follow their directions, we may request that you leave the Hostel.
2. A guest is allowed to enter into the Hostel facilities when he or she has entered into an accommodation agreement with the Hostel
3. All guestrooms in this hostel are non-smoking (including Heat-not-burn tobacco products and electronic cigarettes), except for the smoking room on the first floor.  
※A cleaning fee of 30,000 yen will be charged for smoking where it is not allowed.
4. Please comply with the recycling rules of our Hostel when you dispose of waste within the Hostel facilities.
5. Driving a car or riding a bicycle under the influence of alcohol is strictly prohibited.
6. Carrying dangerous objects and/or illegal articles into the Hostel facilities is strictly prohibited.
7. The front door of the Hostel is open 24 hours/day and there is no restriction on the use of lights at night, but we request and expect guests to moderate their behavior so as not to disturb other guests and neighboring residents.

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### 6. Conflicts between guests

1. The Hostel is not liable or responsible for any conflicts or problems that may occur between the guests. The parties involved will need to settle any conflicts or problems that arise by themselves.

### 7. Other prohibited acts

1. Gambling or conducting any act which is injurious to public morals in the Hostel facilities
2. Loud talking, singing, or any unwanted sound that may cause a disturbance for other guests in the Hostel facilities.
3. Having an extremely dirty body or clothing which may cause disturbances for the other guests.
4. Using a guest room for any purpose other than accommodation or drinking and eating without permission from the Hostel.
5. Bringing into the Hostel facilities any articles which may cause disturbances for other guests as below:
  - A. Animals such as dogs, cats, birds, or any pets in general (excluding guide dogs and assisting dogs)
  - B. Gunpowder, oils and other combustible substances, dangerous or odorous products, and other items the possession of which are prohibited by laws and regulations.
6. Causing impairment or decreasing the value of equipment and/or furnishings of the Hostel facilities, transferring the position of the equipment and/or furnishings of the facilities without prior permission from the Hostel, and moving the equipment and/or furnishings out of the Hostel facilities.
7. Advertising, distributing or displaying advertisements, selling products, soliciting sales, and engaging in other business activities, or distributing any kind of propaganda or conducting political activities, lobbying, etc. in front of or inside of the Hostel facilities without permission from the Hostel
8. Making use of photographs or videos taken inside the facilities for business purposes without permission from the Hostel.
9. Any other acts which are deemed inappropriate by the Hostel.

### 8. Compliance with Laws and Personal Information Protection Policy

1. Our trade name, R.STAR HOSTEL KYOTO JAPAN, is our exclusive property and no third party is allowed to use our trade name.
2. Our accommodation facilities are categorized as a "simple lodging house," as set forth in the "Inns and Hotels Act, Act No. 138 of 1948," and we have duly operated our business with permission to operate as such from the authorities.
3. Your personal information obtained by the Hostel shall be protected pursuant to the "Act on the Protection of Personal Information Act No. 57 of May 30, 2003" and we will not disclose, transfer or sell your personal information to any third parties, except:

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- A. when the guest himself or herself agrees to such disclosure in advance.
- B. when disclosure is required by laws and regulations or competent government agencies.
- 4. Please be aware that we have monitoring cameras equipped in common areas of the Hostel facilities for the purpose of protecting the safety of our guests.
- 5. We may send direct mails and/or newsletters from time to time to the email address you provide at the time of registration to the Hostel.
- 6. We possess the ownership of all photographs, text designs, and other content posted on our website and it is forbidden to use this content without permission from the Hostel.
- 7. We may alter, modify and/or change any of the provisions of this User's Guide without prior notification or announcement.

### **9. Patrolling and Cleaning**

- 1. Please be aware and understanding of the fact that our male staff may patrol and/or conduct cleaning in the guest rooms and Hostel facilities.

#### Supplementary Provisions

These Terms of Use shall come into force on November 1<sup>st</sup>, 2017