



Every guest is requested to observe and comply with the following regulations established by The Westin Rusutsu Resort to maintain the quality of the hotel and to ensure that hotel guests have a pleasant and a safe stay in accordance with Article 10 of Accommodation Contract. If a guest fails to comply with the House Regulation, the hotel may choose not to permit further use by the guest of the guest's room and other facilities in the Hotel, pursuant to paragraph 1 of Article 7 of Terms and Conditions for Accommodation Contract. The hotel may not be liable to damages in the event of an accident caused by a guest's failure to comply with the House Regulations.

■ FOR YOUR SAFETY AND SECURITY

1. Please refrain from using any electrical appliances such as heaters or cooking devices.
2. Please refrain from bringing golf clubs, skiing and snowboarding into the guest room.
3. All rooms are non-smoking. In accordance with paragraph 2 of Article 18 of Accommodation Contract, smoking in the guest room will be charged 20,000 yen as a special cleaning fee.
4. Please refrain from any other act which may cause a fire in the guest room or anywhere in the Hotel.
5. Please see the emergency exit instruction posted in the guest room and find the emergency exits on your floor promptly upon your arrival.
6. Please remember to carry your room key when you leave the room. All room doors will be locked automatically.
7. Please make sure your door is always locked during stay. Please be sure to use the door latch whenever you stay in the guest room particularly at night. Please identify any visitor at the door with the door latch and checking through the observation port. When in doubt please contact the Front desk (Extension: 7150).
8. Please refrain from holding meetings with visitors in your room.

■ REGARDING PERSONAL POSSESSIONS AND VALUABLES

1. Safe deposit boxes for money and valuables are available (free of charge) in the guest room and at the Front Desk on the 1st floor. The Hotel will not be liable to loss or theft of money and valuables. The Hotel is unable to accept for storage works of art.

or valuable antiques. Please refer the details of "In-room Safe " in " Other Regulation" .

2. Lost and found item, unless otherwise specified, shall be surrendered to the appropriate authorities in accordance with the law.

■REGARDING PAYMENT FOR SERVICES

1. Please understand a portion of room charges or guarantee of payment is requested when you check-in.
2. Payment for all hotel services may be settled with cash, credit card, traveler' s checks and travel vouchers or coupons accepted by the Hotel. Please pay your bills whenever requested by the Front Desk during staying at the Hotel. All bills are due upon demand.
3. When a guest wishes to prolong his/her registered departure date prior notice should be given to the Front Desk if an extension of stay is available, settlement of past due accounts shall follow.
4. Please show your room key case to the cashier when you sign for bills at restaurants and bars in the Hotel.
5. The Hotel cannot accept payment with any checks except traveler' s checks issued by banks or other recognized financial institutions and cannot cash any checks.
6. A 10% service charge shall be added to your bill in addition to taxes required by the law. You are cordially requested not to give tips to hotel employees.

■YOUR COOPERATION IS REQUESTED

1. Please do not bring onto the premises of the Hotel any of the following
 - A) Animals of birds of any kind, without prior permission (except partner dogs)
 - B) Gunpowder gasoline, oils or other explosives or inflammables;
 - C) Objects emitting a foul odor
 - D) Unregistered firearms or swords
 - E) Objects of unusual large size or in unusual large quantities
 - F) Illegal drugs or other articles, the possession of which is prohibited by the laws of Japan
2. Gambling or other games which are contrary to good morals or which cause an annoyance are strictly prohibited.
3. Please do not use the guest room for any primary purpose other than residential use without the prior approval of the Hotel
4. Ordering meals and drinks to be delivered from outside the Hotel is not permitted.
5. Please do not place any items or objects in the windows of the guest room that may detract from the appearance of the Hotel.
6. The distribution or display of advertisements and the sale of goods on the premises of the Hotel are prohibited without prior written authorization.
7. Please refrain from using equipment and fixtures for purposes other than those intended. Please do not remove or alter any equipment or fixtures of the Hotel.
8. Please remember that unauthorized publication for business purposes of photographs taken on the premises of the Hotel may be subject to legal action.
9. Please do not place any personal or Hotel belongings in the lobby or passageways of the Hotel.
10. Bathrobes, Yukata and Slippers have been provided for your use only in the guest room. Please refrain from going out of the room in Yukata or Slippers (Suite room/" SAMUI" Exclude).
11. Except in emergency situations, please refrain from using the emergency staircases, going up to the roofs, entering areas

where guest and visitors are not permitted.

12. Minors under the age of 20 may not stay in the Hotel unless accompanied by parents, relatives or other legal guardians or unless written permission is received from parents or guardians permitting such stays.
13. You will be charged for any damage to the Hotel' s property caused by you or by your guests.
14. Please refrain from leaving children, minors under the age of 20 alone in the guest room or any other hotel facilities (However, minors who are staying with the permission of the parents are excluded.)
15. All rooms are non-smoking. Please use smoking room on the 1st floor.

■ Contravening Public Order and or Crime Groups

1. Designated organization such as a crime group or a member of these organizations specified by the Legislations relating to prevention of unjust Acts by Boryoku-dan Members. (latest revision: the Constitution enforced on February 26th 2016)
2. The Guest designated as an antisocial or as a member of such a group (such as the one started in statement 1), he/she will not be permitted to be on the premises of the Hotel. When the Hotel identifies the guest as being a member of the group the Hotel may ask him/her to leave on the spot.
3. When the guest and/or organization/group are deemed to be violent or to threaten other guests and Hotel staff members the Hotel may ask him/her to leave on the spot. This may occur when the guest has had a similar case in the past.
4. The Hotel may ask the guest to leave on the spot when the guest lack the capacity to reason due to mental impairment, intoxicated or temporary disturbance, or who are deemed to potentially affect the safety and comfort of other hotel guests.
5. Other particular acts similar to those stated above will be dealt in the same manner as stated above.

Other Regulations.

■ " Do Not Disturb (DND)" Card

1. Guests have the option of hanging "Do Not Disturb" (DND) card on the entrance door if not desired.
2. A " Housekeeping card" is placed under the door to notify the guest that the room was not serviced due to the DND card.
3. Even if the DND card is hanging, hotel staff may enter the guest room in case of emergency.

■ WESTIN WORK OUT Fitness Studio

1. The Westin Rusutsu Resort may not be liable to any claims, failures and loss during using the equipment and facilities at Westin work out (Fitness Studio) located on the 1st floor.

■ In-Room safe

1. Application of these Rules.

These rules shall apply to the use by hotel guests of "In-room safe" .

2. Legal Classification of Contract.

The nature of the contract to use "In-room safe" is not a bailment but a lease of "In-room safe" . Therefore the Hotel shall not be the custodian of items stored in" In-room safe" box used by the Hotel guests (Hereinafter call "Guests") and shall not be responsible to Guests for any loss, damage to such stored items .

3. Term of Contract

The term of lease of "In-room safe" shall be from the time of guest registration until the time of guest check-out.

4. Item which may be store in " In-room safe"

(1) The following items may be stored in "In-room safe"

- a. Cash
- b. Jewels and other valuables
- c. Personal computer

(2) The Hotel may decline store even above items when there is a right reason.

5. Emergency Measures

When the Hotel is requested to open "In-room safe" required by the law, or in case an emergency such of fire or when the items stored in "In-room safe" are causing damages to the Hotel, certain measures will be taken by the Hotel. Also the Hotel shall not be liable to any damage caused thereby.

6. Compensation for Damage

(1) The Hotel shall not be liable to any damages caused by the failure of the Hotel to meet the request from the guest to open "In-room safe" due to reasons for which the Hotel is not liable (ex: fire, earthquake, being stolen of selected code, misuse by the guest) .

(2) Guest shall compensate the Hotel or a third party for any damages incurred by the items stored in "In-room safe" .