



HOUSE REGULATIONS

Every guest is requested to observe and comply with the following Regulations established by montan HAKATA (the Hotel) to maintain the quality of the hotel and to 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, the Hotel may choose not to permit further use by the guest of the guest's Hotel room and other Hotel facilities pursuant to Article 7 of said Terms and Conditions. The Hotel will not be liable to any guest or other person for any damage caused by his/her failure to comply with the House Regulations.

【Regarding Usage of the Hotel】

1. Please confirm the Emergency Evacuation Map attached inside the room door.
2. Please use the internal lock and door latch when you stay in your room especially during sleep.
3. Please answer the door with your door latched or through your door scoop when there is a knock on your room door. If a stranger visit your room, do not open the door and call the front desk right away.
4. Please refrain from smoking in your room or inside the Hotel other than the designated area. If we confirm any smoking inside the guestroom, the guest shall compensate for all the cleaning fees including linen, curtain, wallpaper and other places needed to be repaired up to a maximum of 100,000 yen.
5. Please refrain from doing anything that may cause fire.
6. Please refrain from using flammable cooking items and/or heating equipment that may cause fire.
7. Please do not put anything along the corridor or staircases as it may obstruct the evacuation during the disaster.
8. Please call the front desk when there is any fire identified on premises.
9. Please do not use guestrooms for business activities or private parties, as offices or for any purposes other than accommodation use, without the consent of the Hotel.
10. Please do not move any furnishings without the hotel's consent, and do not remodel any part of the guestroom.
11. Please use the 1F lounge to meet with visitors from outside.
12. The Hotel refuses the lodging of unregistered guests.
13. The Hotel refuses the lodging of minors when there is no permission and/or certificate of consent from the parent.
14. When the hotel cannot reach out to the guest for a long period of time, the hotel may decide to visit your room or call your phone even when there is a "Do not disturb" sign on the door for guest safety.
15. Please confirm the door is locked when leaving your room and bring your key with you or leave them at the front desk. (Guestroom door will automatically lock.)

16. The hotel will clean the room at least once every 3 days for sanitary reasons. However the hotel will clean the room when the hotel deems necessary.
17. Please return the key card(s) to the front desk upon check out.
18. The hotel will refuse the stay of guest(s) when the guest is deemed liable to conduct and/or have conducted himself/herself in a manner that will contravene the laws or act against the public order and good morals.
19. The Guest shall compensate the Hotel for any damage caused through intention or negligence on the part of the Guest up to a maximum of 100,000 yen.
20. Please dispose trash to the bin inside the guestroom or the trash bin at the 1F lounge.

【Payment】

1. Please make your payment upon check-in. The hotel may request for payment during the stay when needed.
2. The Hotel cannot reimburse any of your shopping fee, ticket fee and/or shipping fee.

【Valuables and Lost & Found】

1. The Hotel will keep luggage any time before the check in until the day of check out at the front desk complimentary.
2. The Hotel will ask for 500 yen per day for any luggage to be kept at the Hotel after the day of check out.
3. The Hotel is not responsible for loss or theft of any valuables.
4. Lost property and items will be held at the hotel for a certain period and processed based on the Lost Goods Law and Article 15 of Terms & Conditions for Accommodation Contracts. The luggage kept at the front desk will be processed the same when the luggage is not picked up on the expected date.

【Please Refrain from Such Activities Described Below】

1. Please refrain from such activity as described below that may cause a nuisance to other guests of the hotel.
 - a. Bringing dogs, birds, other animals or pets. (Excluding service dogs & guide dogs)
 - b. Bringing explosives or inflammable substances into the Hotel.
 - c. Bringing objects emitting a foul odor into the Hotel.
 - d. Bringing firearms, sword, drugs or other articles, the possession of which is prohibited by the law of Japan into the Hotel.
 - e. Bringing in other items prohibited by law.
 - f. Gambling, behavior corrupting of public morals.
 - g. Leaving your guest room attired in a yukata wear & slippers.
 - h. Dissemination of advertising matter, merchandising business, and/or solicitation.
 - i. Guests are reminded that unauthorized publication for commercial purpose of photographs taken on premises of the Hotel is prohibited.
 - j. Entering the area of Back of House, machine room, emergency exit except in the case of emergency.
 - k. Leaving trash and/or personal items on public spaces.
2. The Guest shall compensate up to a maximum of 100,000 yen for any damage, contamination, and/or loss caused to the building or furnishings.
3. Please refrain from shouting or singing in a loud voice, and/or turning the speaker too loud that may effect other guest's stay experience.