

Accommodation Terms and Conditions

February 28, 2026

Name of Accommodation Facility: Villa El Cielo Myoko

Article 1 (Scope of Application)

Accommodation contracts entered into between this accommodation facility and guests, as well as any related contracts, shall be governed by the provisions of these terms and conditions. Matters not specified in these terms and conditions shall be governed by applicable laws and regulations (including those based thereon; the same shall apply hereinafter) or generally accepted customs.

2. If this accommodation facility agrees to special terms that do not conflict with laws, regulations, or established customs, such special terms shall take precedence over the provisions of the preceding paragraph.

Article 2 (Application for Accommodation Contract)

Any person wishing to apply for an accommodation contract with this accommodation facility shall provide the following information to this accommodation facility:

- (1) Guest name and contact information
 - (2) Date of stay and estimated arrival time
 - (3) Accommodation fees (principally based on the rates listed on the sales website)
 - (4) Other matters deemed necessary by this accommodation facility
2. If a guest requests to extend their stay beyond the date specified in Item 2 of the preceding paragraph during their stay, this accommodation facility shall treat such request as a new application for an accommodation contract at the time the request is made.

Article 3 (Establishment of Accommodation Contract)

The accommodation contract shall be established when the accommodation facility accepts the application described in the preceding article. However, this shall not apply if the accommodation facility can prove that it did not accept the application.

2. When the accommodation contract is established in accordance with the provisions of the preceding paragraph, the applicant shall pay the application fee specified by the accommodation facility, up to the amount of the accommodation fee for the accommodation period, by the date specified by the accommodation facility.

3. The deposit shall first be applied to the final accommodation fee payable by the guest. In the event of circumstances arising under the provisions of Articles 6 and 18, the deposit shall be applied in the order of liquidated damages followed by compensation, and any remaining amount shall be refunded at the time of payment of the fee under the provisions of Article 12.

4. If the deposit specified in paragraph 2 is not paid by the date specified by the accommodation facility in accordance with the provisions of the same paragraph, the accommodation contract shall become null and void. However, this shall apply only if the accommodation facility has notified the guest of the payment deadline for the deposit.

Article 4 (Special Agreement Exempting Payment of Deposit)

Notwithstanding the provisions of the second paragraph of the preceding article, the accommodation facility may agree to a special provision exempting the payment of the application fee specified in the same paragraph after the contract has been concluded.

2. If the accommodation facility does not request payment of the application fee specified in the second paragraph of the preceding article or does not specify the payment deadline for such application fee when accepting the application for the accommodation contract, it shall be deemed to have agreed to the special provision specified in the preceding paragraph.

Article 4-2 (Request for Cooperation in Infection Prevention Measures at the Facility)

This accommodation facility may request cooperation from guests in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

Article 5 (Refusal to Enter into an Accommodation Contract)

This accommodation facility may refuse to enter into an accommodation contract in the following cases:

- (1) When the accommodation application does not comply with these terms and conditions.
- (2) When there are no available rooms due to full occupancy.
- (3) When the person seeking accommodation is deemed likely to engage in conduct that violates laws and regulations, public order, or good morals in connection with accommodation.
- (4) When the person seeking accommodation is deemed to fall under any of the following categories:
 1. A member of a criminal organization as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Criminal Organizations (Law No. 77 of 1991) (hereinafter referred to as "criminal organization"), a member of a criminal organization as defined in Article 2, Item 6 of the same Act (hereinafter referred to as "criminal organization member"), an associate of a criminal organization, or any other antisocial force.
 2. When the facility is a corporation or other organization controlled by a violent group or a member of a violent group in its business activities.
 3. When the facility is a corporation with an officer who is a member of a violent group.
- (5) When the person seeking accommodation has engaged in conduct that causes significant inconvenience to other guests. Note that this includes specific examples specified in Article 2 of the Supplementary Provisions of these Accommodation Terms and Conditions, which correspond to the examples of illegal acts, etc., as announced by the Ministry of Health, Labour and Welfare under Article 5, Paragraph 1, Item 2 of the Hotel Business Act (including cases where the person seeking accommodation has already stayed at the facility).
- (6) When the person seeking accommodation is a patient or other individual with a specific infectious disease as defined in Article 4-2, Paragraph 1, Item 2 of the Hotel Business Act (hereinafter referred to as "patients or other individuals with specific infectious diseases").
- (7) When violent demands are made with respect to accommodation, or when unreasonable

burdens are imposed (excluding cases where the person seeking accommodation requests the removal of social barriers under Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act on the Elimination of Discrimination Against Persons with Disabilities (Act No. 65 of 2013; hereinafter referred to as the “Act on the Elimination of Discrimination Against Persons with Disabilities”)).

(8) When the person seeking accommodation repeatedly makes demands that, due to the burden they impose on the accommodation facility, may significantly hinder the provision of accommodation services to other guests, as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act (also stated verbatim in Article 3 of the Appendix to these Accommodation Terms and Conditions).

(9) When accommodation cannot be provided due to natural disasters, facility failures, or other unavoidable circumstances.

(10) When a guest is deemed likely to disrupt the peaceful operation of the accommodation facility by engaging in acts such as verbal abuse, physical violence, threats, extortion, fraud, prolonged detention of the accommodation facility's staff, or acts that interfere with the duties of the accommodation facility's staff.

(11) When the person seeking accommodation posts defamatory comments or other false or malicious content about the employees or other guests of the accommodation facility on social media services (SNS) or bulletin boards.

(12) When a person seeking accommodation is intoxicated and poses a significant risk of causing inconvenience to employees or other guests of this accommodation facility, or when such a person engages in behavior that significantly inconveniences employees or other guests of this accommodation facility.

(13) When a person seeking accommodation has previously caused trouble at this accommodation facility or other accommodation facilities operated by PLAY&co Co., Ltd.

Article 6 (Guest's Right to Cancel the Contract)

Guests may cancel their accommodation contract by notifying the accommodation facility.

2. If a guest cancels all or part of the accommodation contract due to reasons attributable to the guest (excluding cases where the accommodation facility has specified the payment deadline for the deposit under Article 3, Paragraph 2 and requested payment, and the guest cancels the accommodation contract before making the payment), the accommodation facility will charge a cancellation fee in accordance with the cancellation policy stated at the time of booking. However, if the accommodation facility has agreed to the special terms and conditions under Article 4, Paragraph 1, the accommodation facility shall only be liable for the cancellation fee when the accommodation facility has notified the guest of such liability at the time of agreeing to the special terms and conditions.

3. If the guest does not arrive by 11:00 PM on the day of arrival (or one hour after the scheduled arrival time specified at the time of the accommodation contract, if such a time was specified), the accommodation facility may treat the accommodation contract as having been canceled by the guest and proceed accordingly.

Article 7 (Right to Terminate the Accommodation Contract)

This accommodation facility may terminate the accommodation contract in the following cases:

- (1) When it is determined that a guest is likely to engage in conduct that violates laws and regulations, public order, or good morals in connection with their stay, or when such conduct has already been committed.
- (2) When the guest is deemed to fall under any of the following categories:
 - (i) Organized crime groups, members of organized crime groups, associates of organized crime groups, or other antisocial forces;
 - (ii) Corporations or other organizations where organized crime groups or their members exercise control over business activities;
 - (iii) Corporations where any of their officers are members of organized crime groups.
- (3) When a guest engages in behavior that causes significant inconvenience to other guests. This includes specific examples specified in Article 2 of the Supplementary Provisions of these Accommodation Terms and Conditions, which are examples that may fall under Article 5, Paragraph 1, Item 2 of the Hotel Business Act (illegal acts, etc.) as announced by the Ministry of Health, Labour and Welfare (including cases where the person seeking accommodation has already done so).
- (4) When a guest is a patient with a specific infectious disease.
- (5) When violent demands are made regarding accommodation, or when unreasonable burdens are imposed (excluding cases where a guest requests the removal of social barriers as stipulated in Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act on the Elimination of Discrimination Against Persons with Disabilities).
- (6) When the guest repeatedly makes demands that, due to the burden they impose on the accommodation facility, could significantly hinder the provision of accommodation services to other guests, as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act (also stated verbatim in Article 3 of the Appendix to these Accommodation Terms and Conditions).
- (7) When it is impossible to provide accommodation due to reasons attributable to force majeure such as natural disasters.
- (8) When a guest smokes in a no-smoking area, smokes in bed, tampers with firefighting equipment, or otherwise fails to comply with the prohibited items listed in the usage guidelines posted at the accommodation facility or explained by the accommodation facility staff.
- (9) When a guest engages in behavior that disrupts the peaceful operation of the accommodation facility, such as using abusive language, committing acts of violence, making threats, extortion, fraud, detaining accommodation facility staff for an extended period of time, or obstructing the duties of accommodation facility staff.
- (10) When a guest posts defamatory comments or other false or malicious content about the staff or other guests of the accommodation facility on social media services (SNS) or bulletin boards.

(11) When a guest is intoxicated and poses a significant risk of causing disturbance to the staff or other guests of the accommodation facility, or when a guest engages in behavior that significantly disturbs the staff or other guests of the accommodation facility.

(12) When a guest has previously caused trouble at this accommodation facility or other accommodation facilities operated by PLAY&co Co., Ltd.

(13) When a guest violates any provision of these accommodation terms and conditions.

2. When this accommodation facility terminates the accommodation contract based on the provisions of the preceding paragraph, any accommodation fees already paid by the guest shall not be refunded.

Article 8 (Registration for Accommodation)

Guests shall register the following information at the front desk of this accommodation facility on the day of their stay.

(1) Guest's name, age, gender, address, contact information, and occupation.

(2) For foreign nationals: nationality, passport number, port of entry, and date of entry. Please note that we will copy or electronically store your passport at check-in.

(3) Other information deemed necessary by the accommodation facility.

2. When guests wish to pay the fees specified in Article 12 using a credit card or other method, they must present such cards or other payment methods at the time of registration as described in the preceding paragraph.

Article 9 (Room Usage Hours)

Guests may use the rooms of the accommodation facility from 4:00 PM on the day of arrival until 11:00 AM on the following day. However, in cases of consecutive stays, guests may use the room throughout the day except on the arrival and departure dates.

2. This accommodation facility may, at its discretion, accommodate requests for room use outside the hours specified in the preceding paragraph. In such cases, the following additional fees will be charged:

(1) If the departure time is after 11:00 on the departure date, but an additional fee equivalent to one night's 50% accommodation fee will be charged.

(2) If the departure time is after 12:00 on the departure date, the additional fee specified in the preceding item will not be charged, but an additional fee equivalent to one night's accommodation fee will be charged.

Article 10 (Compliance with Usage Guidelines)

Guests must comply with the usage guidelines displayed within the accommodation facility or explained by the staff of the accommodation facility.

Article 11 (Business Hours)

The business hours for the main facilities of this accommodation facility are as follows:

As per the usage time stated in Article 9.

2. The hours specified in the preceding paragraph may be temporarily changed in cases of necessity. In such cases, notification will be provided by appropriate means.

Article 12 (Payment of Fees)

The breakdown of accommodation fees and other charges payable by guests shall be as posted on the sales website.

2. Payment of the accommodation fees and other charges referred to in the preceding paragraph shall be made at the front desk upon the guest's departure or when requested by the accommodation facility, using a credit card or other method approved by the accommodation facility, if the accommodation fees exceed the deposit specified in Article 3. Additionally, any additional fees specified in Article 9 and any compensation or liquidated damages specified in Article 18 shall also be settled at the same time.
3. Even if the guest chooses not to stay after the accommodation facility has provided the guest with a room and made it available for use, the accommodation fees shall still be charged.

Article 13 (Responsibility of the Accommodation Facility)

The accommodation facility shall compensate guests for any damages caused by the performance or non-performance of the accommodation contract or related contracts.

However, this does not apply if the damages are not attributable to the following reasons.

- (1) The accommodation facility conducts daily cleaning and safety inspections of the premises on business days, except for the rooms of consecutive guests or the linen exchange for consecutive guests. However, this does not apply to damage, breakage, contamination, introduction of severe infectious diseases, introduction of pests or wild animals, introduction of odorous substances, smoking despite the smoking ban, or fires that occur or are discovered on the same day.
 - (2) Natural disasters, fires, riots, power outages, water shortages, public gas service interruptions, or government-mandated closures.
 - (3) Health hazards or food poisoning related to food items that are fully sealed, meals provided by third parties that the accommodation facility only arranges, or food and beverages brought in by guests themselves.
 - (4) Other circumstances generally considered not attributable to the fault of the accommodation facility.
2. If the accommodation facility cannot provide lodging due to the reasons listed in items (1) and (2) above, it will refund only the lodging fee for the day when lodging cannot be provided and arrange for lodging at another accommodation facility as specified in the following article. However, the lodging fee for the arranged accommodation facility shall be borne by the guest.
 3. This accommodation facility will perform free linen changes, garbage collection, and amenity exchanges in guest rooms once every four days, upon request from guests staying for multiple nights.
 4. This accommodation facility may clean the rooms of guests staying for multiple nights for hygiene management reasons. However, cleaning will be conducted after prior notice to guests and consideration of their convenience.
 5. This accommodation facility is covered by inn liability insurance to address any unforeseen fires or other incidents.

Article 14 (Handling when contracted rooms cannot be provided)

In the event that this accommodation facility is unable to provide the contracted guest room to the guest, the facility shall, with the guest's consent, arrange for alternative accommodation at another facility under the same conditions to the greatest extent possible. Note that transportation expenses for moving to the alternative accommodation facility shall be borne by this accommodation facility only if the guest visits the front desk on the day of check-in, the facility arranges for alternative accommodation, and there is mutual agreement between the facility and the guest.

2. Notwithstanding the provisions of the preceding paragraph, if the hotel is unable to arrange alternative accommodation, it shall pay the guest compensation equivalent to the amount of the penalty fee, which shall be applied toward damages. However, if the hotel is not at fault for the inability to provide the room, no compensation shall be paid. Additionally, transportation expenses that are deemed inappropriate under social norms or excessive upgrades shall not be compensated.

Article 15 (Handling of Deposited Items)

This accommodation facility does not accept cash or valuables from guests. Even if this accommodation facility accepts cash or valuables from guests, it shall not be liable for any loss or damage to such items if the guest has not previously disclosed the type and value of the items.

2. If damage such as loss or damage occurs to items deposited by guests at the front desk of this accommodation facility, the facility shall not be liable for such damage if it is due to force majeure, and shall be exempt from liability for compensation.

3. If damage such as loss or damage occurs to items brought into this accommodation facility by a guest due to the intentional act or gross negligence of this accommodation facility, this accommodation facility shall compensate for such damage. However, for items for which the guest has not previously disclosed the type and value, this accommodation facility shall only compensate for such damage up to a limit of 50,000 yen if there is intentional act or gross negligence on the part of this accommodation facility.

Article 16 (Storage of Guests' Luggage or Personal Belongings)

Only when the guest has notified the accommodation facility in advance of sending luggage and the accommodation facility has given its consent, will the accommodation facility take responsibility for storing the guest's luggage that arrives at the accommodation facility prior to the guest's stay, and will hand it over to the guest at check-in at the front desk. However, the hotel shall not be liable for any luggage that arrives without prior notification from the guest or the hotel's approval, including misdelivery or delivery delays by the delivery company.

2. If a guest's luggage or personal belongings are left behind at the hotel after check-out, and the owner is identified, the hotel shall contact the owner and seek their instructions. However, if there are no instructions from the owner or the owner cannot be identified, the items will be stored for seven days including the discovery date, after which they will be reported to the

nearest police station. Additionally, if it becomes necessary to ship or dispose of the items based on communication with the owner, all costs will be borne by the owner, and even if the owner or former owner explicitly renounces ownership, they must settle the costs with the accommodation facility.

Article 17 (Responsibility for Parking and Bicycle Storage)

The accommodation facility does not assume any responsibility for the parking of cars, motorcycles or bicycles while using the accommodation facility.

Article 18 (Responsibility of Guests)

If the accommodation facility incurs damage due to the intentional or negligent acts of a guest, the guest shall indemnify the accommodation facility for the damage and pay a penalty. Note that each item applies to all applicable cases, not just one.

- (1) Smoking inside the accommodation facility, including on balconies or the roof: Penalty of 20,000 yen
- (2) Disposal of cigarette butts inside the accommodation facility or in facility trash bins: Penalty fee of 20,000 yen
- (3) Urination or defecation outside of toilets: Penalty fee of 20,000 yen
- (4) Hair dyeing in washrooms or bathrooms: Penalty fee of 20,000 yen
- (5) Bringing pets or animals into the facility: Penalty fee of 20,000 yen
- (6) Vomiting or bleeding on facilities: Penalty fee of 10,000 yen
- (7) Loss of keys: General key penalty fee of 5,000 yen, special key penalty fee of 30,000 yen, and any additional costs exceeding the penalty fee shall be charged separately as an additional penalty.
- (8) Damage or destruction of facilities or equipment: The amount required to restore the original condition (purchase or repair costs)
- (9) Suspension of room or bed sales: The penalty fee will be equivalent to the accommodation fee for the number of days the stay is suspended.
- (10) In cases where events similar to those listed in this section require cleaning beyond routine cleaning: Additional cleaning costs shall be charged separately from the penalties, and the guest shall be obligated to pay such costs.

Article 19 (Refusal to Enter into or Termination of Contracts for Services Other Than Accommodation at This Accommodation Facility)

This accommodation facility may refuse to enter into or terminate contracts for services other than accommodation if the provisions of Article 7, Paragraph 1 apply to not only guests but also users of services other than accommodation at this accommodation facility (hereinafter referred to as “facility service users”).

Article 20 (Internet Communication)

The use of internet communication within this accommodation facility shall be at the sole responsibility of the facility service user. Please note that internet communication may be interrupted or suspended without notice due to reasons attributable to the

communication company or other obstacles.

2. If any damage is incurred by the facility service user due to the interruption or suspension of communication while using the internet, such damage shall not be attributed to the fault of the accommodation facility, and the accommodation facility shall not be held liable for such damage.

3. If the facility service user improperly uses the internet within the accommodation facility and causes damage to the accommodation facility or a third party, the facility service user shall compensate for such damage.

Article 21 (Action Guidelines for Customer Harassment)

In the event of customer harassment by a user of our facility's services, we will terminate the contract as stipulated in Articles 7 and 19. Depending on the circumstances, we will take strict measures, such as contacting the police and lawyers, and taking legal action.

2. Customer harassment as referred to in the preceding article shall be defined as follows:

(1) Physical and mental attacks (assault, injury, threats, defamation, slander, insults, abusive language)

(2) Intimidating, discriminatory, or sexual remarks or behavior

(3) Demands for services not provided or excessive service provision

(4) Demands for apologies without reasonable cause

(5) Continuous, persistent, or excessive behavior (prolonged confinement, phone calls, or lingering)

(6) Stalking of employees of this accommodation facility and attacks on individuals

(7) Recording or videotaping without consent and without valid reason

(8) Defamation and dissemination of false information on social media or bulletin boards

(9) Excessive price negotiation, unreasonable product exchanges, and demands for monetary compensation

(10) Other acts, demands, or conduct that exceed the scope of what is considered reasonable by social norms

Article 22 (Other Detailed Rules and Scope of Responsibility)

Other detailed rules and scope of responsibility at this accommodation facility are as follows.

(1) In accordance with the Fire Service Act, fire alarms are installed throughout the facility, and in the event of a fire or other emergency, an announcement may be made over the intercom. Even if guests suffer damage as a result of the public address system, the accommodation facility shall not be held liable in any way.

(2) Photography or recording using any equipment, including cameras, video cameras, or DVDs, for commercial purposes without permission is prohibited within guest rooms or on the premises. Additionally, even if photography or recording is done for personal use, posting such content online for commercial purposes or streaming via social media platforms (including live streaming) without permission is strictly prohibited. Such actions may result in legal action.

(3) Visits with guests in guest rooms are not permitted.

(4) Visits with guests in guest rooms, as well as accommodating guests other than those registered under Article 2 of the Accommodation Terms and Conditions (including companions), are not permitted.

(5) If the hotel receives items addressed to guests on their behalf, the hotel shall not be liable for any loss or damage to such items unless such loss or damage is attributable to the hotel's negligence.

(6) The hotel does not permit the use of its address for residential registration purposes. Please note that the hotel issues "Accommodation Certificate" as proof of stay but does not issue "Certificate of Residence."

(7) In cases where there is a self-service cloakroom space, we shall not be liable for any troubles or accidents occurring in such areas if such troubles or accidents are not attributable to our facility.

(8) If a guest violates these terms and conditions and causes trouble, we may record the information with our operating company, PLAY&co Co., Ltd., and may refuse future use of facilities operated by the same company.

Article 23 (Changes to the Accommodation Terms and Conditions)

These Accommodation Terms and Conditions are subject to change.

Article 24 (Governing Law and Jurisdiction)

Any disputes between this accommodation facility and users of its services shall be governed by Japanese law. The Tokyo District Court or Tokyo Summary Court shall be the agreed court of first instance.

Supplementary Provisions

Supplementary Provision 1 (Response by Employees of the Accommodation Facility)

Employees of the accommodation facility shall respond to interactions with guests in accordance with Articles 7, 9, 12, 13, 14, 15, 16, 18, 22, Supplementary Provision 2, and other relevant provisions.

Supplementary Provision 2 (Announcement by the Ministry of Health, Labour and Welfare: Acts Causing Disturbance. Original Text as Is)

Examples that may constitute violations under Article 5, Paragraph 1, Item 2 of the Hotel Business Act (Illegal Acts, etc.).

(In all cases, this includes situations where the person seeking accommodation is intoxicated.)

(1) If a person seeking accommodation approaches staff members or other guests and repeatedly coughs excessively, spits, or grabs or pushes staff members or other guests, this may constitute assault.

(2) If a person seeking lodging, with the intent to obstruct the operations of the inn or hotel, loudly abuses staff members who have requested cooperation based on Article 4-2, Paragraph 1 of the Act, shouts that there is no need to cooperate, or spreads rumors in the presence of other guests that they are infected with a specific infectious disease, thereby forcing the inn or hotel to respond and obstructing its operations, or if, with the intent to obstruct the operations of the inn or hotel, the person loudly abuses an employee, thereby forcing the inn or hotel to respond, and obstructs the operations of the inn or hotel, the offense of obstruction of business by force may be established.

(3) If a person seeking accommodation engages in indecent acts toward staff or other guests without their consent, or takes advantage of a situation where consent cannot be clearly expressed, the offense of indecent assault without consent may apply.

(4) If a person seeking accommodation intentionally exposes their naked body in a public place where it can be seen by others, they may be charged with public indecency or violation of the Minor Offenses Act.

(5) If a person seeking accommodation intentionally destroys or damages facilities or equipment within the premises, they may be charged with property damage.

(6) If a person seeking accommodation threatens staff by saying, "I will post negative reviews about this inn on social media" or "I will set fire to this hotel," thereby threatening specific harm to life, body, freedom, honor, or property, they may be charged with the crime of intimidation.

(7) If a guest threatens staff members by saying, "If you don't waive the lodging fee, I will post negative reviews about this inn on social media," they may be charged with attempted extortion.

(8) If a person intending to stay at an inn threatens an employee by stating that they will harm their life, body, freedom, honor, or property, or forces them to kneel by using violence, it may constitute the crime of coercion.

(9) If a person intending to stay at an inn insults an employee by calling them "idiot" or "ugly" in front of an unspecified number of people, it may constitute the crime of insult.

(10) If a person seeking accommodation causes inconvenience to other guests through grossly rude or violent behavior, it may constitute a violation of the Minor Offenses Act.

(11) If a person seeking accommodation falsifies the number of people staying or fails to pay the accommodation fee by the due date, it may constitute fraud.

Supplementary Provision 3 (Hotel Business Act Enforcement Regulations, Article 5-6. Original text as is)

The items specified by the Ministry of Health, Labour and Welfare Ordinance under Article 5, Paragraph 1, Item 3 of the Act shall be those that fall under any of the following items and are likely to significantly hinder the provision of accommodation services to other guests.

(1) Demands for reductions in lodging fees or other matters whose implementation is difficult to achieve (excluding cases where the removal of social barriers as defined in Article 2, Item 2 of the Act on the Promotion of the Elimination of Discrimination Based on Disabilities in Accommodation Services (Act No. 65 of 2013) is sought).

(2) Demands accompanied by rude or violent behavior or other conduct that places a burden on the physical or mental well-being of staff (excluding cases where the operator has engaged in unfair discriminatory treatment as defined in Article 8, Paragraph 1 of the Act on the Promotion of the Elimination of Discrimination Against Persons with Disabilities, or other cases with reasonable grounds equivalent thereto), and which require efforts exceeding those typically necessary for the reception of the person making the demand.

Supplementary Provision 4 (Regarding Sauna Use)

When using the sauna facilities of this property, the following acts are strictly prohibited:

(1) Smoking within the sauna room and/or relaxation areas, including but not limited to cigarettes, heated tobacco products, electronic cigarettes, shisha, and any other similar smoking devices or items involving the use of fire.

(2) Hanging, drying, leaving, or storing swimsuits, towels, or any other flammable items inside the sauna room.

(3) Bringing in, using, or storing batteries, electrical devices, aerosol sprays, or any other items that may cause fire due to heat generation, ignition, or combustion.

(4) Performing löyly using any aroma or substance other than those designated or provided by the property.

2. In the event that any of the prohibited acts set forth in the preceding paragraph are discovered, the property may charge a contractual penalty (penalty fee) and may also refuse any further use of the facilities.

3. The property shall not be held liable for any fires, accidents, damages, or losses arising from the prohibited acts set forth above or from any use deemed equivalent thereto.