

# General Terms & Conditions

Check in 16:00~23:00 / Check out 10:00

## Reservation

- ◆ Booking Confirmation will be sent to your registered email address within 24 hours once your booking has been confirmed.
- ◆ In case you don't receive the booking confirmation email more than 24 hours after booking made, please kindly contact us to make sure via email, call, or Facebook messenger.
- ◆ The booking through our websites offers the best rates guaranteed although you can book on other booking sites.

## Payments

- ◆ The payment should be paid upon check in either by cash (JPY only) or credit card.
- ◆ We take only VISA, Master cards, and AMEX. And we can only accept credit cards for lump sum not by installments.

## Accommodation

- ◆ Check in time is 16:00-23:00 & check out time is by 10:00. Please inform us in advance in case you request for check in / out after hours.
- ◆ Front desk is open during 8:00-10:00 / 16:00-23:00. The main lights in the lounge will go off at 23:00. Our staff will be staying in manager office.
- ◆ There is no curfew time for guests. You can come in and out at any time by yourself by encoding the passcode key provided upon check-in.
- ◆ Please make bed yourself during your stay.
- ◆ Bed sheets will be changed basically every 3 days during your stay. Please let us know if you want to change more often.
- ◆ Showers and bathroom are in the communal area where all the guests will be sharing.
- ◆ Guests can keep suitcase and backpack at the space under the bed. Also we provide you a small safety box beside your bed in the room for you to keep your valuables. Please make sure to take care of your valuables by yourself.
- ◆ Please note that we do not take any liability for loss or any troubles that may occur.
- ◆ In case of any loss or damage of our equipment, there might be a charge of its expenses at cost.
- ◆ Hostel is a sharing accommodation with other guests, so please note that each one should keep good manners and etiquette. In case of any troubles between guests or neighbors occurred and breaches of bad manners, we might need to refuse your stay any longer and payment will be non-refundable.

## **Services & Amenities**

- ◆WiFi is available for free in any area of the facility. The password will be provided upon check-in.
- ◆We can store your luggage for free during your stay. We only accept and return it during operation hours at the front desk. (8:00~10:00 / 16:00~23:00). In case you need to leave / get your luggage after-hours, please let us know in advance.
- ◆Please try to keep it clean for others and we appreciate if you could refrain from using showers, hair dryers and washing machines during night time. (24:00~6:00).

## **Others**

- ◆All public and private spaces are strictly non-smoking. Please find the smoking space outside beside the back door.
- ◆There is a pay parking lot within walking distance. (¥100/hour, ¥1,000/day )
- ◆As we are a small family owned hostel, please understand and respect other guests during your stay. We try our best to welcome you with what you need as much as possible. Please let us know anything you feel for more improvements.

## **Cancelation policy**

In case of booking cancellation, cancellation fee may apply as below.

- 5days prior : None
- 4 to 2 day prior : 50%
- 1 day prior and on the day / No show : 100%