

Usage Rules

To ensure our guests a safe and comfortable stay, Hotel Cadenza Tokyo has established usage rules as follows in accordance with Article 10 of the Terms and Conditions of the Accommodation Contract. All guests are requested to follow these rules.

If you fail to observe these rules, the hotel will refuse your stay at the hotel and your use of its facilities pursuant to Article 7 and Article 18 of the Terms and Conditions of the Accommodation Contract.

Please note particularly that you may be held liable in such a case.

(Matters to be Observed for Safety and Security)

1. Please refrain from bringing into the guest room any heat-generating apparatus for heating or cooking, ironing, etc. Also, please refrain from using such equipment.
2. Please refrain from smoking anywhere in the hotel other than the smoking booth (smoking is prohibited in all rooms).
3. In addition to the foregoing, please refrain from doing anything that could cause a fire.
4. Please check the "evacuation route chart" on the back of the entrance door of each guest room.
5. Please make sure the door is locked when leaving your room during your stay.
6. Please use the inside lock and the security bar of the room door while you are in the room, particularly when sleeping. If someone calls on you in your room, do not open the door without precaution. You should open the door with the security bar on or identify the visitor through the peephole. If the person appears to be suspicious, call the reception desk (extension "9").
7. Please refrain from meeting your visitors in the guest room.
8. Persons other than registered guests are strictly prohibited from staying at the hotel.

(Handling of Valuables and Checked-in Items)

1. Please be sure to put cash and other valuables in the safety box available at the reception desk on the first floor. The hotel will not take responsibility for the theft, loss, etc. of items left in guest rooms.
2. The storage period of checked-in items is as follows except as otherwise noted. After the expiration of the storage period, checked-in items will be handled as unclaimed items in accordance with laws and regulations.
 - (a) Items checked in at the reception desk by guests : 1 month
 - (b) Items kept in the storeroom : 3 months

(Payment)

1. The hotel accepts payments in cash or by traveler's check or coupons designated by the hotel. Guests are requested to make payment each time the hotel charges exceeds 50,000 yen during their stay.
2. When signing bills at restaurants or lounges in the hotel, please present your room key or guest card that is handed to you at the reception desk on your arrival.
3. Please note that the hotel may request guests to pay an accommodation deposit on arrival for certain reasons.
4. Please note that the hotel does not accept payments or requests for exchange by checks other than traveler's checks.
5. The hotel will not make temporary payments on behalf of guests for shopping at shops in the hotel, airfares, train and bus fares, postage, baggage transport charges, and so on.
6. A service charge of 10% will be added to the guest's bill in addition to statutory taxes. The hotel's employees politely refuse other tips.

(Prohibited Acts)

1. Please refrain from bringing into the hotel any item that may cause nuisance or trouble to other guests, including:
 - (a) Pet animals such as dogs, cats, birds, etc. (excluding guide dogs, service dogs, etc.);

- (b) Inflammable or combustible substances, such as gunpowder or volatile oil, or hazardous articles;
 - (c) Items that emit an offensive smell or strong smell;
 - (d) Guns or swords that you are not licensed to carry;
 - (e) An extremely large quantity of baggage or goods; and
 - (f) Other items that are prohibited to carry by laws and regulations.
2. Please refrain from gambling or doing anything that corrupts public morals or order in the hotel or anything that may cause nuisance or offend other guests.
 3. Please refrain from using the hotel for other purposes than lodging, such as doing business in the guest room or the lobby or using the guest room as an office, without permission.
 4. Please refrain from hanging or displaying in the window of the guest room any item that defaces the appearance of the hotel.
 5. Please refrain from distributing advertising or promotional materials or selling goods in the hotel without permission.
 6. Please refrain from using facilities or fixtures in the hotel in places not designated or for unintended use, or in a way that substantially deteriorates their present condition.
 7. Please note that the act of showing photos, etc. taken in the hotel to the public for commercial purposes without permission may be subject to legal action.
 8. Please refrain from leaving your personal belongings in corridors or the lobby.
 9. Please refrain from walking out of the guest room to corridors, the lobby, restaurants, or other places wearing bathrobes or slippers. Please wear them only in the guest room.
 10. Please refrain from entering emergency stairways, the roof, the penthouse, the machine room, or other facilities that are not for the use of guests except in an emergency or under unavoidable circumstances.
 11. Minors unaccompanied by parents are not allowed to stay at the hotel without the permission of their parents.
 12. Please note that should a guest cause damage to, foul, or lose the building, fixtures, or other items of the hotel for reasons other than causes beyond his/her control, the guest may be required to compensate for the amount of the damage.
 13. Please refrain from smoking while walking in corridors or the lobby. (Smoking is prohibited in the hotel. Please use the smoking booth.)
 14. Please note that charges for telephone calls from guest rooms will be added to facilities charges. A pay phone is available at the lobby.
 15. Concerning organized crime groups, organized crime group members, and threat to public order
 - (a) The hotel does not allow designated organized crime groups or designated organized crime group members as defined in the Act on Prevention of Unjust Acts by Organized Crime Group Members (enforced March 1, 1992) to use the hotel. (If a guest transpires to be one of such persons after booking or during use of the hotel, the hotel will immediately prohibit the guest from using the hotel.)
 - (b) The hotel does not allow antisocial forces or members of antisocial forces (organized crime groups, extremist groups, and so on and their members) to use the hotel. (If a guest transpires to be one of such persons after booking or during use of the hotel, the hotel will immediately prohibit the guest from using the hotel.)
 - (c) If a guest is found to engage in acts of violence, threats, blackmail, unreasonable demands through intimidation, or similar acts, the hotel will immediately prohibit the guest from using the hotel. This applies to those who have ever committed such acts.
 - (d) If a guest of the hotel is considered to be unable to secure his/her own safety due to physical or mental breakdown or loss of self-control caused by drugs or alcohol, or is likely to cause danger, fear, or anxiety among other guests, the hotel will immediately prohibit the guest from using the hotel.
 - (e) If a guest causes nuisance or offends other guests by shouting or singing, by an act that creates a loud noise or other acts, by gambling, or by doing anything that corrupts public morals, the hotel will immediately prohibit the guest from using the hotel. The hotel also prohibits guests who engage in any act similar to those described above from using the hotel.