

Restaurant Terms and Conditions

THE THOUSAND KYOTO (hereinafter referred to as the “Hotel”) has established the following terms of use (hereinafter referred to as the “Terms and Conditions”) to ensure that our guests can use our facility with peace of mind. Please note that when booking or using our restaurants (hereinafter referred to as the “Restaurant”), you must abide by these Terms of Use and THE THOUSAND KYOTO Terms and Conditions established separately by the Hotel.

(Service Hours)

Restaurant hours are announced on our official website and on signage in various locations. Restaurant hours may also be temporarily changed or the Restaurant may be closed due to unavoidable circumstances. In such cases, we will notify you by appropriate means.

(Disclaimers)

1. Menus may be subject to change for reasons such as procurement.
2. Guests with food allergies are requested to notify the Hotel in advance. The Hotel assumes no responsibility for any damages incurred by guests who fail to notify us.

(Reservation Changes/Cancellations)

If you cancel a banquet or change the number of guests due to personal reasons (including partial cancellation of a reservation due to a decrease in the number of guests), the following cancellation fees apply. Fees will be charged for items that have already been ordered or otherwise arranged, including special orders.

If canceled 14 to 8 days before the date of use: 30% of the cost of the food and beverages

If canceled 7 to 3 days before the date of use: 50% of the cost of the food and beverages

If canceled 2 days before up to the day of use: 100% of the cost of the food and beverages

(Prohibited Activities)

The Hotel prohibits the following behaviors that may cause inconvenience to other guests.

1. Bringing dogs (excluding guide dogs and service dogs), cats, small birds, other pets, livestock, etc.;
2. Bringing combustible or flammable items;
3. Bringing items that give off a foul odor;

4. Gambling or other immoral conduct, or behavior that may cause inconvenience to other guests;
5. Moving equipment and the like;
6. Using the Hotel for purposes other than Hotel services;
7. Ordering or bringing food or beverages from outside the restaurant;
8. Other behaviors prohibited by law.

(Refusal of Use and Cancellation of Reservations and Contracts)

The Hotel may refuse use (including reservations and contracts) in the following cases, even if any of the following circumstances apply after a reservation has been made.

1. When Hotel use is impossible due to natural disasters, facility malfunctions, or other unavoidable reasons;
2. When the guest is:
 - (1) A designated organized crime group, designated organized crime group member, or their affiliates under the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), or other anti-social force (hereinafter referred to as “Organized Crime Groups”);
 - (2) A corporation or other organization whose business activities are controlled by Organized Crime Groups or their members;
 - (3) A corporation or members whose officers are categorized as Organized Crime Groups;
 - (4) A person who is deemed to be likely to engage in acts that violate laws and regulations or public order and morals.
3. If the guest behaves in a manner that causes significant inconvenience to other Hotel guests;
4. If the guest makes violent demands against the Hotel or Hotel staff, or makes unreasonable demands;
5. If the guest violates these Terms and Conditions and the THE THOUSAND KYOTO Terms and Conditions (including cases in which the Hotel determines there is a risk of such a violation);
6. If the Hotel determines that the guest’s use of the Hotel is unacceptable.

(Compensation for Damages)

The guest (and all related parties) and any contractors that the guest has directly engaged must take great care not to damage or break Hotel facilities, fixtures, or equipment. If any damage or loss occurs to the Hotels facilities, fixtures, or equipment, the guest is required to

promptly repair the damage or pay compensation.

(Parking)

When using the Restaurant, guests can park for up to three hours free of charge with purchases of at least 3,000 yen. At the time of payment, please present the ticket issued when parking. Please also abide by the parking rules posted in the parking lot.