House Regulations

THE THOUSAND HIEI —— Mui no Okuyama (the "Hotel") has established the following regulations governing the usage of our facilities, in accordance with Article 10 of the Terms and Conditions of Accommodation Contracts to ensure that guests have a safe and pleasant stay. When these regulations are not observed, we may be obliged to refuse permission for continued occupancy of guest rooms or usage of other facilities. Kindly note that guests may also be held liable for damages caused to the Hotel by non-observance of these regulations.

1. Use of Guest Rooms

(1) Upon your arrival, please be sure to review the emergency exit map posted on the inside of your guest room door and the emergency exits on each floor.
(2) Use of heating devices, cooking equipment, and other heat-generating articles is strictly forbidden inside guest rooms.
(3) Smoking is prohibited inside guest rooms.
(4) Please lock the door while in your room, especially when sleeping.
(5) When leaving your room during your stay, be sure to take your room key with you and ensure the door is locked.
(6) When you hear a knock on your door, please confirm the person's identity through the peephole before opening the door. Please contact the operator if you see any suspicious persons.
(7) Please use our lobby to meet with outside visitors.
(8) Unless permitted by the Hotel, please do not use the guest room or lobby for purposes other than lodging, such as for office spaces or business activities.
(9) Unless permitted by the Hotel, please do not move, modify, or make significant changes to the furniture, fixtures, and equipment provided in guest rooms.
(10) Please refrain from having loud conversations and making loud noises.

2. Water Garden

(1) Please note that access to the Water Garden may be unavailable or restricted without prior notice due to reasons including bad weather, facility inspections, and repairs.
(2) Access is not permitted for individuals who are heavily intoxicated, unwell, suffering from skin conditions or infectious diseases, or who have been advised by a physician against entering the water.
(3) Please change into your swimwear in your guest room before using the Water Basin Terrace.

(4) To prevent inconvenience to other guests and to avoid accidents or injuries, dangerous pool activities such as diving and prolonged submersion are strictly prohibited.

3. Payments
(1) Please make your accommodation payment at the front cashier at check-in.
(2) Upon arrival, the Hotel may verify your credit card or request a security deposit.
(3) The Hotel does not accept check payments and does not break bills.
(4) The Hotel does not make advance payments for purchases, tickets, taxi fares, postage stamps, shipping costs, or similar expenses.

4. Your Belongings
Unless otherwise specified, the storage period for your belongings kept in the cloakroom is one week from the date of deposit. Please note that any belongings left in the cloakroom after this period will be disposed of.

5. Lost Property
Any lost property will be kept by the Hotel for a certain period of time, after which it will be handled according to the Lost Property Act.

6. Prohibitions
While at the Hotel, please refrain from bringing in or engaging in the conducts listed below as they may cause a nuisance to other guests.
(1) Dogs, cats, small birds, and other pets (except assistance dogs);
(2) Objects that can catch fire or is flammable;
(3) Objects emitting a foul odor;
(4) Gambling or other conduct that disrupts public morals, or speech or behavior that may cause a nuisance to other guests;
(5) Affixing foreign objects to the Hotel's structures or facilities, or altering their condition. You must pay for any damage, stains, or missing items caused to the Hotel's property unless it happens due to unavoidable emergencies outside your control;
(6) Leaving your room in a yukata, bathrobe, slippers, etc.;
(7) Visiting the front desk, lobby, restaurant, tea room, or Chigusa Research Institute while wearing in-house loungewear or slippers;
(8) Firearms, bladed weapons, drugs, or other articles the possession of which is prohibited by the laws of Japan;

(9) Ordering delivery from outside the Hotel, such as pizza;
(10) Advertising, distribution of promotional materials, selling goods, solicitation, etc.

7. Accommodation of Minors

Children aged 12 and under (including elementary school students) are not permitted to stay at the Hotel. If minors (under 18 years of age) wish to stay unaccompanied, the consent of a parent or legal guardian is required. Please download the consent form here and submit it at check-in.

8. Smoking in Guest Rooms

(1) If smoking is confirmed in the guest room, a cleaning fee of 50,000 yen will be charged in addition to the accommodation fee.
(2) The entire building is non-smoking. Please use the designated smoking area for smoking, including the use of electronic cigarettes.

9. Emergency Response

The use of open flames in guest rooms is strictly prohibited. Please contact the operator in the event of a fire. Hotel staff will guide you to evacuate in the event of a fire, earthquake, or other emergency. Please follow the evacuation instructions.

10. Other Regulations

We reserve the right to refuse accommodation and use of the Hotel if any of the following items (4), (5), (6), (7), (8), (9), (10), (11), or (12) in Article 5 of the Terms and Conditions of Accommodation Contracts, separately stipulated by the Hotel, applies to you.