

Terms of Service

In order to ensure a safe and comfortable stay at the hostel, all guests are required to abide by the following terms and conditions according to Article 10 of the Accommodation Contract.

In the event of any failure to abide by these Terms of Service, the hostel reserves the right, according to Article 7 of the Accommodation Contract, to refuse entry to the hostel or use of any hostel facilities.

Furthermore, the guest will be liable for any costs incurred by the hostel as a result of failure to adhere to the Terms of Service. The hostel holds no responsibility for any incidents which arise due to failure to adhere to the Terms of Service.

1. Payment

- A) Payments for accommodation can be made in advance or upon arrival at the hostel.
- B) Non-accommodation payments, such as food and beverages, must be paid at the point of purchase.
- C) Payments can not be made by the hostel on behalf of guests for non-accommodation services, such as shopping, tickets, taxis, stamps and shipping.

2. Use of hostel

- A) Upon entering rooms, guests are asked to observe the location of the emergency exits and evacuation routes, so as to be prepared in the unlikely event of an emergency.
- B) When leaving rooms, guests must carry card keys and confirm that the door is locked.
- C) Guests in the dormitory are not permitted to move to or use beds other than their allocated bed. Use of non-allocated beds will result in an additional charge.
- D) Foods and drinks, other than soft drink in pet-bottles with caps, are not permitted in the guest rooms. Also, it is not permitted to bring foods and drinks purchased elsewhere to the hostel's restaurant.
- E) Smoking is not permitted anywhere in the building except for the designated smoking area. Smoking in the building will incur a penalty of ¥30,000. Any damage to hostel property as a result of smoking will incur further charges.
- F) Guests are asked to adhere to any further usage regulations on display when using the hostel's lounge and common areas. Food left in communal fridges is left at the risk of the guest. Guests are asked to follow instructions displayed on the fridge as well as to dispose of any waste themselves.
- G) When using the bathrooms, showers and toilets, guests are asked to keep all valuables with them and be sure to lock doors behind them. Facilities should be left in a clean, suitable condition for the next guest.
- H) Other than the hostel's heaters, air conditioners and kitchen appliances, guests are asked not to use any items which could easily lead to a fire in the guest rooms.
- I) Guests are not permitted to use the rooms for any purpose other than accommodation, such as meetings, events or other business.
- J) Guests are not permitted to relocate or make adjustments to any hostel equipment or furniture.
- K) It is prohibited to place anything in the windows which may alter the external appearance of the hostel.
- L) No one other than guests with reservations are permitted to enter the guest rooms. Any one

found to be staying in the hostel without a reservation will incur a charge of ¥30,000. Any damage to hostel property as a result of inviting any non-guests to the guest rooms will incur further charges.

M) The hostel reserves the right to refuse entry to excessively drunk guests. Any damage caused by alcohol-related vomiting etc will result in a fine.

N) The facility accepts guests aged 18 and over. 16 or 17 years old may stay in the accommodation with written parental consent. Those aged between 6 and 16 may stay in the accommodation only if accompanied by a parent or guardian. Children under 6 years old can only stay in private rooms if accompanied by a parent or guardian. *Children under 6 years old may sleep with a parent or guardian, while every child over 6 must be counted as a person like adults. The same conditions apply when a dormitory room is rented as a private room. Please contact us for more information.

O) To avoid disturbance to other guests, the following are all prohibited throughout the hostel:

- 1) Pets or animals, other than guide dogs.
- 2) Gunpowder, gasoline or other explosive or flammable materials.
- 3) Any items with a strong or offensive odor.
- 4) Loud or disruptive behavior.
- 5) Illegal items such as guns, blades and narcotics.
- 6) Gambling, sexual activity or other immoral behavior which may disturb other guests.
- 7) The hostel's yukata (pajamas) or slippers may not be worn outside the hostel.
- 8) Unsolicited advertising or sale of goods and services.
- 9) Taking of photos inside the hostel for business purposes without permission from the hostel.
- 10) Entry to staff-only areas, emergency stairs or rooftops, except for in emergencies.

P) Except for in unavoidable circumstances, any damage to the hostel building or property will incur a charge.

Q) Our hostel shall not be responsible for any loss, damages and troubles between guests in dormitory rooms or common areas.

R) We ask you to follow the facility's policy on how to dispose of wastes properly in the facility. Furthermore, if you throw litter or cigarettes away outside the facility, regardless of whether it was public area or private property, you may not be allowed to stay with us and you might be charged for its cleaning expenses.

3. Valuables and deposited items

A) Cash and valuables may not be deposited at reception during staying in the hostel.

B) Guests who would like to have their baggage stored prior to check-in / after check-out, they shall inform front desk & receive baggage tags which guests need to return the tags to reclaim their baggage / belongings. Any belongings not collected by midnight of the day of deposit will be disposed of according to the Accommodation Contract, Article 16.



WISE OWL HOSTELS