

INFOMATION

Check Out Time

Check out time is 11:00 am. If you would like to stay longer, please contact front desk.
(Late checkout)

Before 1:00PM 50% of the accommodation charges
After 1:00PM 100% of the accommodation charges

Room Key

Room doors do not lock automatically. Please lock the room door by yourself and take the key with you, when you leave your room. The front door has automatic lock system, but we suggest to our guests to lock your room door just in case.

Valuable and Baggage

Guests can leave your baggage except valuables at the front desk.
Every guest rooms have a safety box.

Lost Property

If you find someone's lost property, please take it to the front desk.
If you find your lost property, please contact the front desk.

Animals

Pets are not allowed in this hotel and the guest rooms.

Smoking

Smoking is not permitted in the hotel building.

Visitors

Please use the lobby on the first floor.

Foreign Money Exchange

Money-changing machine is on the first floor of the main building.
It supports currency from 80 countries, and it offers good exchange rate.

Massage

Please contact the front desk during the opening hours if you wish to have a massage service.

Home Delivery Service

Please let the front desk know if you would like delivery service.
(Except Saturday, Sunday, and National holidays)

Food Delivery/ Catering Service

We have catering menus. Please let the front desk know during the opening hours.

EMERGENCY MEASURE

For Our Guest

Regarding to our guest's safety, please read "EMERGENCY MEASURE" just in case.

When you arrive at your room . . .

Please make it sure that there are evacuation steps in front of the guest rooms.

The guest rooms have a flashlight and an emergency supplies bag in case of emergency.

Please be careful of using fire in your room.

If you find a fire . . .

Please contact the front desk immediately.

Please let other guests know by shouting.

If you sensed smoke or unusual smell, please contact the front desk.

If there is a fire in the hotel . . .

Please close the room door when you evacuate from your room. (In order to prevent from spreading fire and smoke)

Hotel staff guides away our guests to safe place.

In case of evacuating . . .

Please make a towel wet and cover your nose and mouth.

Please do not use the elevators when you evacuate from your room.

Please use the steps and crouch down.

Please do not return to your room for your baggage and valuables once you evacuate.

If you failed to escape from a fire . . .

Please make a phone call to the hotel manager or the front desk, and ask for help. Just in case if the line went dead, please signal that you are still in the room by using a flash light or a bed sheet and wait for rescue.

When you wait for rescue, please fill apertures with wet towels or bed sheets in order to prevent inflow of smoke and fire.

If an earthquake happens . . .

This hotel is earthquake-resistant construction.

Please open the window and the door to secure an evacuation route.

Please stay away from windows if they are broken.

Please be careful of falling objects and protect your head.

Please do not use any elevators.

Thank you for staying with us [GION HANNA STAY].

We pursue distinctive spirit and guest-friendliness (convenience). The word [HANNA] comes from Kyoto dialect 「Hannari」, and it turned to be pronounced 「Hannari」.

The word expresses "At the same time it is gorgeous, it does not have affectation but

refinement and dignity.”

[HANNA STAY] is a new center of sightseeing in Kyoto, and we have a concept of sending the message.

We do our best to make the [Hannari] atmosphere by using bamboo transoms with flowers.

The logo of this hotel expresses the spirit of Kyoto. This regulation exists to follow the meaning of the logo and position in the market, and also define meaning of the logo correctly. We respect traditional culture and history of Kyoto, and our goal is to make place where our guests can come back.

GION HANNA STAY
Manager

General Terms & Conditions for Accommodation Contract

Scope of Application

Article 1

- ① Contracts for accommodation and related agreements to be entered into between this hotel and the guest to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations and/or generally accepted practices.
- ② In the case when the hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practices the special contract shall take precedence over the provisions of these Terms and Conditions, notwithstanding the preceding Paragraph.

Application for Accommodation Contract

Article 2

① A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:

- 1, Name of the Guests
- 2, Date of accommodation and estimated time of arrival
- 3, Accommodation charges (based in principle on the Basic Accommodation Charges listed in the another table)
- 4, Other particulars deemed necessary by the Hotel

② If Guests request to extend their stay, during their stay, beyond the date in subparagraph 2 of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

Conclusion of Accommodation Contracts etc.

Article 3

① A contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding article. However, the same shall not apply where it has proved that the Hotel has not accepted the application.

② When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph; the Guest is requested to pay basic accommodation charges at the time of his/her check-in.

Refusal of accommodation Contracts

Article 4

The hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances:

- 1, When the application for accommodation does not conform with the provisions of these Terms and Conditions;
- 2, When the Hotel is fully booked and there is no vacancy;
- 3, When the Guest seeking accommodation is deemed liable to conduct himself/herself in a manner that will violate laws or act against the public order or good morals in regard to his/her accommodation;
- 4, When the Guest seeking accommodation can be clearly identified as carrying an infectious disease;
- 5, When the Hotel and/or hotel staff are unreasonably burdened by the Guest;
- 6, When the Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes;
- 7, When Inns and Hotels Act enforced by Kyoto Prefecture is applied.
- 8, When the person requesting Hotel accommodation is a member of an organized crime group; under Article 2-6 of Law on Preventing Unreasonable Conduct by Organized Crime Groups (issued in 1992), or a related party, under Article 2-2 of said law,

Right to Cancel Accommodation Contracts by the Guest

Article 5

1, The Hotel may cancel the Accommodation Contract under any of the following circumstances;

- ① When the Guest is deemed liable for conduct and/or has conducted himself/herself in a manner that will violate laws or act against the public order and good morals in regard to his/her accommodation.
- ② When the Guest can be clearly identified as carrying an infectious disease;
- ③ When the Hotel and/or hotel staff are unreasonably burdened by the Guest;
- ④ When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure
- ⑤ When Inns and Hotels Act enforced by Kyoto Prefecture is applied.

2, If the Hotel has canceled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not charge the Guest for any of the services during the contractual period he/she has not received.

Registration

Article 6

1, The Guest shall register the following particulars at the Front Desk of the Hotel on the day of accommodation:

- ① Name, age, sex, address and occupation of the Guest(s);
- ② Nationality, passport number, port and date of entry in Japan (All Guests of foreign nationality who do not reside within Japan will be asked to leave a photocopy of their passport with the Front Desk);
- ③ Date and estimated time of departure;
- ④ Other particulars deemed necessary by the Hotel.

2, In the case where the Guest intends to pay his/her accommodation charges prescribed in Article 12 by any means other than Japanese currency, such as traveler's cheque, coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

Occupancy Hours of Guest Rooms

Article 7

The Guest is estimated to occupy the contracted guest room of the Hotel from 3:00 p.m. on the day of arrival to 11:00 a.m. on the day of departure. However, in the case when the Guest is accommodated continuously, the Guest may occupy the guest room all day, except for the days of arrival and departure.

2, The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the guest room beyond the time prescribed in the same Paragraph, in this case, extra charges shall apply as follows:

- ① Up to 1:00 p.m.: 50% of the room charge
- ② After 1:00p.m.: 100% of the room charge

If the rooms are fully booked, we cannot extend your stay

Observance of Hotel Regulations

Article 8

The Guest shall observe the Hotel Regulations established by the Hotel. Hotel Regulations are posted within the premises of the Hotel.

Business Hours

Article 9

The business hours of the Hotel main facilities are as follows, and those of other facilities, etc. shall be notified in detail by brochures as provided, notices displayed in various places, web sites of the hotel and other means.

Payment of Accommodation Charges

Article 10

1, The explanation of accommodation charges, etc. that the Guest shall pay is as listed in the attached Table No. 1.

2, Accommodation charges, etc. as stated in the preceding Paragraph shall be paid at Front Desk at the time of the Guest's departure or upon requested by the Hotel in Japanese currency. Other means acceptable to the Hotel are traveler's cheques, coupons, electronic money, and credit cards.

3, Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the hotel.

Liabilities of the Hotel

Article 11

1, The Hotel shall compensate the Guest for damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in cases where such damage has been caused due to reasons for which the Hotel is liable.

2, The Hotel is covered by Hotel Liability Insurance to deal with unexpected fire and/or other disasters. The Hotel has received Fire Safety Certification Mark from the fire department.

Handling when Unable to Provide Contracted Rooms

Article 12

1, The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.

2, When arrangement of other accommodation cannot be made, notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel will not compensate the Guest.

Handling of Deposit Articles

Article 13

1, The Hotel shall compensate the Guest for damages when loss, breakage or other damage is caused to goods (except cash and valuables) deposited at the Front Desk by the Guest, except in the case when this has occurred due to causes of force majeure.

The Hotel shall compensate the Guest for damages when loss, breakage or other damage is caused, through intent or negligence on the part of the Hotel, to the goods brought onto the premises of the Hotel by the Guest but are not deposited at the Front Desk.

Custody of Baggage and/or Belongings of Guest

Article 14

1, When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to store it only in the case when such a request has been accepted from the Hotel. The baggage shall be handed over to the Guest at the Front Desk at the time of his/her check-in.

2, When the baggage or belongings of the Guest are found after check-out and ownership of the article is confirmed, the Hotel shall inform the owner of the article left and ask for further instructions. When no such instructions given to the Hotel by the owner or when ownership is not confirmed, the Hotel shall provide custody for 7 days including the found day, after that period the Hotel take them to the nearest police station.

3, The Hotel's liability in regards to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2.

Liability in Regard to Parking

Article 15

The Hotel does not provide car parks. The Hotel shall arrange car parks near the hotel.

Liability of the Guest

Article 16

The Guest shall compensate the Hotel for damage caused through intent or negligence on part of the Guest.

Attached Table No.1

Calculation Method for Accommodation Charges

(Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 12)

		Contents
Total amount to be paid by the Guest	Accommodation Charge	① Basic Accommodation Charge (Room charge)
	Extra Charge	② Service Charge Meals, Drinks and other Expenses
	Taxes	Consumption Tax Hotel Tax

Attached Table No.2

Cancellation Charge for Hotel

Date when Cancellation of Contact is Noticed		No show	Day Accommodation	1 Day Prior to Accommodation	2~3 Days Prior to Accommodation	1 Week Prior to Accommodation
Contracted Number of Guest						
Individual	1 to 10	100%	100%	80%	50%	20%
Group	More than 10	100%	100%	80%	50%	30%

Remarks:

- ① The percentages signify the cancellation charge to the Basic Accommodation Charges.
- ② When the number of days contracted are reduced, cancellation charges for the first day shall be paid by the Guest regardless of the number of days shortened.

Hotel Regulations

The Guest shall observe the Hotel regulations according to Accommodation clause article 8 to keep publicness of the hotel and comfort of the guest. If you do not observe the following regulations, we may cancel the continuation of staying or using in-house facility.

- ① Do not use the guest room to do something without staying and eating, please
- ② Guest are requested to not operate the window lock and keep opening it, please
- ③ Please do not invite visitors and make them to use various stuff, please
- ④ We expect and appreciate your participation to not move various stuff without permission.
- ⑤ Please don't change the setting of our stuff without permission. please
- ⑥ If you break our various stuff, we may ask you to pay for the damage.
- ⑦ Do not bring the following stuff, please
 1. A pet or bird
 2. Some stuff gives out offensive odor
 3. Too many stuff beyond common level
 4. Gun or sword
 5. Gunpowder or volatile oil
 6. The other stuff that may threaten another guest
- ⑧ We would appreciate it if you could cooperate to make every guest comfortable by stopping loud voice, loud singing, and a fight
- ⑨ No gambling and anything which is contrary to public order or morality
- ⑩ Without our permission, don't sale and advertise of goods to another guest please.
- ⑪ Be careful to not make some trouble to another guest by using sleeping or some drugs.
- ⑫ Please do not enter the building off-hour and demand to enter it.
- ⑬ We may cancel the staying someone who has an epidemic plague that may influence to another guest or makes others uncomfortable.
- ⑭ We'll cancel the reservation of underage without parent's permission.
- ⑮ Responsible for your own stuff, do not keep it on the lobby and corridor.
- ⑯ In the case you deposit your stuff at the following place, we'll keep it for 1 month after your departure, but cloakroom is only the day.
 1. Laundry stuff in guest room
 2. Deposit at the front desk
- ⑰ We do not give permission to take a photo that makes another guest uncomfortable in the hotel.