

Restaurant-use Regulations(Basic Proposal)

At the Cerulean Tower Tokyu Hotel restaurants, to provide the best possible dining experience for all, Guests are kindly requested to observe the following regulations.

Article 1 Right to Refuse Use of Restaurant and Cancellation of Reservations/Contracts by Restaurant

The Restaurant shall reserve the right to refuse use of the facilities, inclusive of reservations/ contracts to use the restaurant) under any of the circumstances listed herein below. Additionally, should it be judged that such circumstances apply, even after taking reservations or concluding contracts, the Restaurant reserves the right to cancel said reservations and/or contracts.

1. If, among the Guests there is a person or an organization belonging to one of the following categories:
 - (1) A syndicate organization, a member of a syndicate organization, a corporation or group associated with a syndicate organization, or a person who is involved in a syndicate organization or any other antisocial group.
 - (2) A corporation or any other organization where operations are controlled by a syndicate organization or a member of a syndicate organization.
 - (3) A corporation in which an executive director is a member of a syndicate organization.
2. If a Guest makes any coercive and/or unreasonable demands such as threats of violence, blackmail, etc., or demands exceed the scope of what is considered to be reasonable services of the Restaurant facilities and/or its employees, or it is confirmed that the Guest has engaged in any similar activity in the Restaurant or any other restaurant in the past.
3. If a Guest's behavior is in a manner that causes significant trouble or discomfort to other Guests in the Restaurant.
4. If a Guest of the Restaurant is clearly identified as carrying an infectious disease, or the Guest is considered at risk of having a disease that may be infectious.
5. If use of the Restaurant is different from that which is indicated at the time of making the reservation/contract and it is clear that the Guest has made a false statement.
6. A dress code may apply depending on the restaurant. For details please inquire at the restaurant.

Article 2 Observing Hotel Regulations

The Guest shall abide by the Cerulean Tower Tokyu Hotel Regulations, established by the Hotel and posted within its premises.

Article 3 Prohibited Conduct in the Restaurant

The following are items prohibited in the Restaurant. Please refrain from these activities at all times.

- 1) Dogs, cats, small birds or other pets (excluding assistance dogs as specified by law).

- 2) Items that ignite easily or are inflammable, such as explosives, volatile liquids and other hazardous materials.
- 3) Items that give off strong or foul-smelling odors.
- 4) Unauthorized foods or beverages carried in by a Guest or from other restaurants.
- 5) Engagement in activities that are unlawful, disturb public order, are immoral, or behavior that causes trouble to or disturbs the comfort of other Guests.
- 6) Taking out food other than bread and cakes.
- 7) Moving Hotel furniture and equipment.
- 8) At breakfast time all restaurants are non-smoking.

Article 4 Business Operations

1. The main restaurants and other similar facilities at this hotel are listed below. Information including detailed operating hours of restaurants and other similar facilities is available as a pamphlet and is also on display at each location.

Tower's Restaurant	Coucagno	40F
Tower's Bar	Bellovisto	40F
Garden Kitchen	Caramelo	LBF
Garden Lounge	Zabou	LBF
Chinese Restaurant	szechwan restaurant Chen	2F
Japanese Restaurant	Kanetanaka-so	2F
Ryotei	Kanetanaka	B2F
Italian Restaurant	Oli	2F
Jazz Club	JZ Brat Sound of Tokyo	2F

2. The operating hours stated above may be changed temporarily if absolutely necessary. In this case, appropriate measures will be used for notification.

Article 5 Parking Fees

1. For customers using the parking facilities, the amount for two hours of parking will be discounted when use of the parking facilities is over 3,000 yen. When paying, please show the ticket you received at the time of parking. When parked for less than two hours, the fee is 400 yen every half-hour.

Article 6 Disclaimer

1. Restaurants are not responsible for foods such as cakes or other take-out items after expiration of the "Use by" date.
2. Items on a menu may change depending on availability.
3. Customers with allergies are asked to notify staff in advance. If notification is not received, please understand that managing related matters is the responsibility of the customer.

Article 7 Compensation for Damages

Please take sufficient care against willful damage or destruction of restaurant property and equipment. In the case of damage or destruction to restaurant property or equipment, directions for repair will be given by the restaurant. In this case, Guests are asked to ensure that repairs are conducted promptly or pay the appropriate amount in compensation.

Article 8 Settlement of Food Quantity

Regarding the quantity of food to be prepared, please contact the person in charge at the restaurant during the morning of the day prior to the planned day of use. Any arrangements requested after this time may be ignored. Even in the case where the final settlement is less than the estimated amount, the amount estimated for the final settlement quantity will be charged.

Attachment

Table No. 1: Content of Basic Accommodation Charges

(Ref. Article 2 Paragraph 1; Article 12 Paragraph 1)

Contents		
Total Amount to be Paid by the Guest	Accommodation Expense	(1) Room Charge and Service Charge
	Additional Expenses	(2) Meals, Beverages and Other Expenses (Includes Service Charge)
	Tax*	(3) Tax

*If the tax law changes, the revised tax rate shall be applied.

Table No. 2: Cancellation Charges (Ref. Article 6 Paragraph 2)

Contracted Number of Guests		Date Contract Cancellation Notified				
		No Show	Scheduled Check-in	1 Day Prior to Scheduled Check-in	9 Day Prior to Scheduled Check-in	20 Day Prior to Scheduled Check-in
General	Up to 9 people	100%	80%	20%	—	—
Group	10 to 99 people	100%	100%	20%	10%	—
	100 or more people	100%	100%	80%	20%	10%

[Remarks]

- * The percentages signify the rate of cancellation charge based on the Basic Accommodation Charges.
- * When the number of days contracted is reduced, the cancellation charge for the first day shall be paid by the Guest, regardless of the number of days reduced.
- * In the case of a group booking (10 people or more), if a part of those people cancel the contract, no cancellation charge shall apply if the number of people who cancelled is 10% of the total number contracted and the cancellation is made at least 10 days prior to the scheduled check-in date.
- * If the reservation is made through a travel agency, different cancellation rates may apply.