

Hotel Nikko Kumamoto  
Terms and Conditions for Banquet and Event Services

1. Regarding applications for banquet contracts, etc.

When accepting an application for a banquet, etc. contract with our hotel, we will confirm the following matters.

- 1) Address of the party organizer and name of the party.
- 2) Date and time of banquets, etc. and number of people.
- 3) Contents of banquets, etc.
- 4) Other matters required by the hotel.

2. Regarding the establishment of the contract

- (1) A banquet, etc. contract shall be concluded when the hotel accepts the contract application. Please note that depending on the nature of the banquet, etc., the hotel will present an application fee.
- (2) When a banquet, etc. contract is concluded, the estimated amount for the banquet, etc. may be presented as an advance payment. In that case, please pay in cash or by transfer to an account designated by the hotel by the date designated by the hotel.
- (3) If the advance payment is not paid by the date specified by the hotel, the banquet contract will be cancelled.

3. Regarding cancellation of contract by customer

- (1) The customer may cancel the banquet contract by notifying the hotel.
- (2) If the customer cancels all or part of the banquet contract due to personal reasons, a cancellation fee and change fee will be charged. Please note that the application fee or advance payment will be applied to cancellation fees and change fees, and any remaining amount will be refunded.

#### Cancellation fee/Date change fee

Notification date of cancellation	Cancellation fee
From 180 to 91 days before the date of the banquet, etc.	10% of conference room fee for banquet hall and usage time
From 90 to 31 days before the banquet	10% of the estimated price and actual expenses arranged
From 30 to 8 days before the banquet	20% of the estimated price and actual expenses arranged
From 7 to 3day (noon) before the banquet	70% of the quoted price and actual expenses arranged
2 days before the date of the banquet, etc.	80% of the quoted price and actual expenses arranged
The day before and on the day of the banquet, etc.	100% of the quoted price and actual expenses arranged

#### 4. About payment of fees

Please pay any additional fees on the day of the event after the banquet ends. Please note that if the price is not clear on the day, such as for a car, we will bill you as soon as we know the price at a later date, so please make sure to pay it.

#### 5. About banquet time and fees

During the contracted time from the start to the end of the banquet, etc. (hereinafter referred to as "banquet time"), you will be required to pay the specified room rate. One hour before and after the banquet time for preparation and teardown of a banquet, etc. is free of charge, but if you exceed this time, you will be charged an additional fee according to the fee list listed in the attached table. However, in relation to the next venue usage time, we may not be able to accommodate requests that exceed the usage time.

#### 6. Confirmation of number of paid persons

Please notify our hotel staff by noon two days before the banquet date of the number of people who will be preparing food, etc. (hereinafter referred to as the number of paid guests). After that, all arrangements will be completed, so even if the number of

guests attending on the day of the banquet etc. is less than the number of paying guests, we will charge the number of paying guests as per the estimate.

7. Arranging decorations, entertainment, etc.

The hotel will make arrangements for decorations, flowers, sound, lighting, entertainment, souvenirs, etc. for banquets, etc. with designated companies. If you would like to make a direct request to a handling company other than the one designated by our hotel, please contact us in advance and make arrangements after receiving our approval.

8. Regarding explanations to companies handling direct requests.

With the consent of our hotel, we will carry in and out equipment and materials for decorations and entertainment related to banquets, etc. held by companies directly requested by customers, as well as the size of signboards, how to install them, and the setting of installation locations. Our hotel will explain to the handling companies that they will follow certain rules based on the hotel's aesthetics and conductivity.

9. Compensation for damages

The customer and all related parties on the customer's side (including attendees and handling companies directly requested by the customer) are requested to take sufficient care not to damage the hotel's facilities, fixtures, and fittings. If any damages occur to facilities, fixtures, etc., the hotel will provide guidance on how to repair the damage, and the guest will be required to promptly carry out the repairs or pay the compensation for the damage.

10. Prohibited matters

Please refrain from doing the following items as they are prohibited.

- ① Bringing in dogs, cats, small birds, and other pets and livestock other than guide dogs and assistance dogs.
- ② Bringing in dangerous items such as ignitable or flammable items.
- ③ Depending on the reservation status on the day, use of percussion instruments such as drums that cause noise to the surrounding area.

- ④ Bringing in items that emit a foul odor.
- ⑤ Use of items that leave a strong scent in the venue, such as incense sticks or Perfumes.
- ⑥ Behavior that disrupts public morals, such as gambling, or behavior that disturbs other customers.
- ⑦ Movement of hotel equipment.
- ⑧ Use for purposes other than those specified at the time of reservation.
- ⑨ Other acts prohibited by law.

11. Regarding refusal and cancellation of banquet contracts by our hotel

In the following cases, our hotel will decline your application for a banquet, etc., or cancel your existing banquet, etc. contract. Please note that in this case, we will not be able to pay compensation for damages. In addition, application fees and advance payments will be refunded after deducting the actual expenses that have already been arranged.

- (1) There is a risk that customers or attendees at a banquet, etc. will act contrary to the provisions of laws and regulations or public order and morals.  
If the hotel determines that there is. or when it is recognized that the same act has been committed, or when the hotel determines that the hotel will cause inconvenience to other guests.
- (2) When a party is asked to bear a burden that exceeds a reasonable range in connection with a banquet, etc.
- (3) If there is a violation of these Terms or there is a risk of such violation.
- (4) If a customer or someone attending a banquet, etc. is suspected of having an infectious disease that could seriously affect the lives and health of other customers.
- (5) If the venue cannot be used due to natural disasters, fire, riots, government regulations, requests, instructions, orders, or other unavoidable circumstances, or if there is a high possibility that the banquet, etc. will be impossible.
- (6) If the Hotel determines that any of the Contractors and attendees of a banquet, etc. (including organizers, staff, and other related parties) falls under the following items.

- ① Organized crime groups, organized crime group members, organized crime groups or related parties, and other anti-social forces (hereinafter referred to as organized crime groups, etc.).
- ② Corporations and other organizations whose business activities are controlled by organized crime groups.
- ③ When a corporation has one of its officers who falls under the category of an organized crime group, etc.

## 12. Smoking

To prevent passive smoking, smoking is prohibited in common spaces such as the lobby and foyer, as well as in the banquet hall. Please use the designated smoking areas.

## 13. Computer communications

Our hotel provides internet (shared LAN line in the banquet hall) as computer communication equipment.

- (1) When using computer communications, the customer is responsible for preparing, connecting, and configuring the necessary communication equipment, software, and other associated equipment. Therefore, the customer is solely responsible for making any decisions regarding the advice given by our hotel staff when using the service, and our hotel will not be held responsible.
- (2) Sending and receiving emails using the Internet may not be possible depending on your provider.
- (3) The use of computer communications shall be at the customer's own risk. Unless the hotel is at fault, the hotel will not be held responsible for any damage caused to the customer as a result of the use of computer communications, so please ensure that your computer is equipped with anti-virus and unauthorized access measures in advance. We recommend that you take security measures.
- (4) Although we take great care in managing computer communication equipment, in the event that an abnormality, malfunction, or failure occurs,

the hotel will endeavor to restore it as soon as possible and will not be held responsible for any further damage. Therefore, please be careful about any damage caused to your data or communication disruption.

- (5) When using computer communications, the following acts are prohibited, and if there is a violation, you will be required to compensate for the damages.
  - ① Acts that infringe on the intellectual property rights of a third party or our hotel.
  - ② Acts that infringe on the property, privacy, or portrait rights of a third party or our hotel.
  - ③ Acts such as sending and receiving large amounts of data that interfere with other communications, and acts that interfere with the operation of servers and other facilities managed by the Hotel or a third party.  
Acts of sending advertising or solicitation e-mails to third parties without permission, or acts of sending e-mails that are or are likely to disgust the recipient (harassment e-mails). Acts of using or providing harmful programs such as computer viruses, or acts of supporting, advertising, or recommending them.
  - ④ Acts that violate laws or public order and morals and cause disadvantage to a third party or our hotel.
  - ⑤ Any other acts that the hotel deems inappropriate.
- (6) In the event that any of the following applies, the hotel will, without prior notice or consent to the customer, Use of this service may be temporarily suspended.
  - ① When performing maintenance or construction of this service provision system.
  - ② In the event that a natural disaster or other emergency situation occurs or is likely to occur, making operations difficult.
  - ③ If the Hotel determines that it is necessary to temporarily suspend the use of the Service for the purpose of operating the Service or for other reasons.

#### 14. Others

(1) Please note that in the event of a natural disaster or other emergency that may affect the safety of our guests, emergency broadcasts will be made even during banquets, etc.

<Examples>

- When an earthquake of intensity 5 or higher occurs in Chuo Ward, Kumamoto City
- When an emergency earthquake alert is received on a mobile phone
- When a fire breaks out within the building

(2) Please note that the hotel will not be held responsible in the event that your luggage is lost. It is strictly prohibited to store cash, valuables, or other high-value items in the cloakroom.

(3) Regarding food allergies, we will try to remove allergens as much as possible according to your request, but we cannot guarantee complete removal of allergens.

※ These terms and conditions are subject to change without notice at the sole discretion of the Hotel.