

Fire Safety Instructions

Fire Safety Instructions are available in the Safety Instruction Card which you will find in your room. Take a moment to go through it.

Fire Prevention Is A Number One Priority

- Smoking is prohibited on the premises. Do not smoke in room.
- Do not use hot plates and other electrical or gas devices that can cause fires anywhere on the hotel premises
- Do not damage or tamper with any fire detection equipment

If There Is Smoke In The Corridor, Stay Calm

- Cover your mouth and nose with a wet towel
- Take your room key with you
- Walk in a crouched position or crawl towards the nearest emergency exit staircase which is free of flames
- If the stairwell is filled with thick smoke or flames, return to your room, as it is the safest place to be

Security And Safety

- Store all your money, jewelry, important documents, and other valuables in the safe inside your room
- All doors lock automatically. Take your key with you when you leave your room
- Always use the latch on your door
- If someone knocks on your door, check to see who is at the door before opening it
- If you are unsure of a Hilton Team Member's identity, ask to see his or her identification card
- If you have any doubts about the visitors at your door, do not hesitate to contact the Concierge by pressing the Guest Services button

Every Guest is requested to observe and comply with the following House Regulations established by Hilton Hiroshima (HH) to maintain the quality of the hotel and to ensure that Guests have a pleasant and safe stay in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts. If a Guest does not comply with the House Regulations, the HH may choose to prohibit the Guest from using the guest room and other hotel facilities pursuant to Section 1 of Article 7 of these Terms and Conditions.

The HH will not be liable to any Guest or any other person for any damage caused by his/her failure to comply with the House Regulations.

1. Smoking is prohibited on the premises. Do not smoke in room or in any other place.
2. Refrain from doing anything that is likely to cause a fire or using any heat-generating appliances such as heaters, cooking appliances, or irons not provided in the guest rooms.
3. Do not bring any of the following onto hotel premises as they can endanger or disturb other Guests:
 - a) animals or birds of any kind except guide dogs and assistance dogs unless you have booked a pet room;
 - b) gunpowder, oils, or other explosives or flammable substances;
 - c) objects emitting a foul odour;
 - d) objects of an unusually large size or in unusually large quantities; and
 - e) unregistered firearms or swords or drugs or other articles, the possession of which is prohibited by the laws of Japan.
4. Refrain from inviting outside visitors to your guest room after 10:00pm.
5. Refrain from using your room for purposes other than lodging.
6. Refrain from using your guest room or the Lobby as an office space unless you have prior written consent to do so.

7. Gambling or other activities which are morally questionable or which cause an annoyance are strictly prohibited.
8. Rules regarding equipment and fixtures on the premises are as follows:
 - a) Refrain from using equipment or fixtures for purposes other than those intended.
 - b) Do not take equipment and fixtures out of the hotel.
 - c) Do not make any modifications or alterations to equipment and fixtures.
 - d) Refrain from touching the security cameras, sensors, and sprinklers.
9. You will be charged for any damage or loss of the HH's facilities or equipment, inside or outside the hotel caused by you and/or your Guests.
10. A bathrobe (yukata) and slippers have been provided for your personal use in your guest room.
Refrain from wearing the yukata or slippers outside your guest room.
11. Ordering meals and drinks to be delivered from outside the hotel is not permitted.
12. The HH may refuse to accommodate a Guest who, under the influence of alcohol, drugs, etc., or for any other reason, behaves in a manner which may cause physical, mental, or emotional harm to him/herself or to other Guests or Hilton Team Members or other service providers, or damage to hotel property. The HH may also refuse accommodation for a sick or injured person without an assigned carer.
13. Use the safe deposit boxes in your guest room for any money and valuables in your possession. HH will not be liable for the loss or theft of valuables that were not stored in the safe deposit boxes provided, except when HH is wilful or negligent.
14. Show your room key or guest card when you sign for any bills in the hotel's restaurants, bars, or any other facilities.
15. Unaccompanied underage persons will not be accommodated.
16. Pay your bills whenever the Front Desk presents a bill while you are staying at the hotel. Any such bills will be due for payment with immediate effect.
17. If the Guest fails to provide instructions regarding any luggage or other personal property that is left at the hotel or ownership of such luggage or personal property is unknown, the hotel will keep the luggage or personal property for 7 days including the date on which

it is found, and after this period, the hotel shall dispose of the luggage or personal property in accordance with the provisions of the Lost Property Act.

Article 1- Scope of Application

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, and any particulars not provided for in this Agreement shall be governed by Laws and Regulations, Etc. (which means laws and regulations and others based on such laws and regulations, hereinafter the same), and/or generally accepted practices.
2. In the case where the hotel has entered into a special contract with the Guest insofar as the special contract does not violate Laws and Regulations, Etc. or generally accepted practices, notwithstanding the preceding Paragraph 1 (above), the special contract shall take precedence over the provisions of these Terms and Conditions.

Article 2 - Application for Accommodation Contracts

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 Guest(s);
 - (2) Date(s) of accommodation and estimated time of arrival;
 - (3) Accommodation charges (based, in principle, on the Basic Accommodation Charges listed in the Attached Table No. 1.) and credit card payment information;
 - (4) Other particulars deemed necessary by the hotel.
2. If the Guest requests, during his/her stay, an extension of the accommodation beyond the date(s) previously notified, a new Accommodation Contract shall be entered into between the Guest and the hotel at the time at which such a request is made.

Article 3 - Conclusion of Accommodation Contracts, etc.

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 been proven 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 an accommodation deposit fixed by the hotel within the limits of the Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days). This deposit shall be payable by the date specified by the hotel.
3. The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest, then secondly, for the cancellation charges stipulated under Article 6 below and thirdly, for the reparations under Article 17 below as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12 below.
4. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is informed by the hotel of the date on which the deposit is payable.

Article 4 - Special Contracts Requiring No Accommodation Deposit

1. Notwithstanding the provisions of Article 3 Paragraph 2, the hotel may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.
2. In the case where the hotel has not requested the payment of the deposit as stipulated in Article 3 Paragraph 2 and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract has been accepted, the hotel shall be treated as having accepted a special contract prescribed in the preceding Paragraph.

Article 4 bis – Request for Cooperation for the Infection Prevention Measures and the Facility

The hotel may request to the Guest seeking accommodation cooperation stipulated in Article 4 bis Paragraph 1 of the Hotel Business Act.

Article 5 - Refusal of Accommodation Contracts

The hotel shall reserve the right to reject the application for an Accommodation Contract in any of the following cases:

1. When the application for accommodation does not conform to the provisions of these Terms and Conditions;
2. When the availability of the hotel is limited due to no vacancy, limited human resources, suspension of facility or equipment or otherwise;
3. When the Guest seeking accommodation is deemed liable to conduct himself /herself in a manner that contravenes the Japanese law or to act against the public interest or in a way that is deemed to be morally or ethically unacceptable;
4. When the Guest seeking accommodation is victim, etc. of the specified infectious disease stipulated in the Hotel Business Act;
5. When the hotel is suffered a violent demanding behavior or requested to accept what is deemed to be an unreasonable burden in regard to the Guest's accommodation;
6. When the Guest seeking accommodation makes a request for the following items or other items that are not easily realized and that may seriously impede the provision of services to other guests
 - (1) reduction of the room charge
 - (2) unreasonable discount or unreasonable payment of a consolation money, etc.
 - (3) transportation or other services not included in the contract (except when the removal of social barriers is requested with respect to accommodation)
 - (4) services not provided by the hotel (except when the removal of social barriers is requested with respect to accommodation) and services that contravenes the law or public order and morals
 - (5) upgrading of rooms without justifiable reason, or provision of meals, etc. not included in the contract
 - (6) repeated requests for assistance by a specific employee or by an employee other than a specific employee.
7. When the Guest seeking accommodation makes a request that involves language or behavior stipulated in any of the following items or any other language or behavior that may cause mental or physical distress to employees, which requires more effort than is normally required to treat the Guest, and which may seriously impede the provision of services to other guests

- (1) coarse or abusive language or behavior
- (2) criticism or unreasonable demands made to an employee for a long period of time or repeatedly, either in person or by telephone, etc., or any other behavior that restrains an employee for a long period of time
- (3) repeatedly making unreasonable demands or reprimanding, criticizing, or slandering employees via e-mail, SNS, etc.
- (4) assault, injury, threats, slander, defamation, insults, abusive language, demands to get down on one's knees, sit-in protest discriminatory language or behavior, sexual language or behavior, demands for monetary compensation, and other actions or language that are inappropriate in terms of the means or manner to achieve said demands in light of the appropriateness of the demands.

8. When the hotel is unable to provide accommodation due to natural disasters, malfunction of facilities and/or equipment, terrorist activity or any other forms of sabotage, and/or other force majeure;

9. When the Guest seeking accommodation is deemed likely to behave, as a result of intoxication from alcohol or influence of drugs, etc., or for any other reasons, in a manner that may have a severe adverse effect on the safety, comfort, and convenience of other guests or behaved in a manner that has a severe adverse effect on other guests.

10. When the Guest seeking accommodation is found to be a crime syndicate, a member of a crime syndicate, a person related to a crime syndicate, or and other anti-social forces.

Article 6 - Right to Cancel Accommodation Contracts by the Guest

1. The Guest is entitled to cancel the Accommodation Contract by notifying the hotel.
2. If the Guest cancels the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case where the hotel has requested the payment of the deposit during the specified period as prescribed in Article 3 Paragraph 2 and the Guest has cancelled before the payment), the Guest shall pay cancellation charges as listed in the attached Table No. 2. However, if a special contract as prescribed in Article 4 Paragraph 1 has been concluded, the same shall apply only when the Guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the Guest.
3. If the Guest does not appear by 11:59pm on the date of arrival (or 2 hours after the expected time of arrival if the hotel has been notified accordingly) and the Guest fails to notify the hotel of his/her late arrival, the hotel may regard the Accommodation Contract as being cancelled by the Guest.

Article 7 - Right to Cancel Accommodation Contracts by the Hotel

1. The hotel may cancel the Accommodation Contract in any of the following cases:

- (1) When the Guest is deemed liable to conduct and/or have conducted himself /herself in a manner that contravenes Japanese law or to act against the public interest or in a way that is deemed to be morally or ethically unacceptable;
- (2) When the Guest is victim, etc. of the specified infectious disease stipulated in the Hotel Business Act;
- (3) When the hotel is suffered a violent demanding behavior or requested to accept what is deemed to be an unreasonable burden in regard to the Guest's accommodation;
- (4) When the Guest makes a request for the following items or other items that are not easily realized and that may seriously impede the provision of services to other guests
 - a. reduction of the room charge
 - b. unreasonable discount or unreasonable payment of a consolation money, etc.
 - c. transportation or other services not included in the contract (except when the removal of social barriers is requested with respect to accommodation)
 - d. services not provided by the hotel (except when the removal of social barriers is requested with respect to accommodation) and services that contravenes the law or public order and morals
 - e. upgrading of rooms without justifiable reason, or provision of meals, etc. not included in the contract
 - f. repeated requests for assistance by a specific employee or by an employee other than a specific employee.
- (5) When the Guest makes a request that involves language or behavior stipulated in any of the following items or any other language or behavior that may cause mental or physical distress to employees, which requires more effort than is normally required to treat the Guest, and which may seriously impede the provision of services to other guests
 - a. coarse or abusive language or behavior
 - b. criticism or unreasonable demands made to an employee for a long period of time or repeatedly, either in person or by telephone, etc., or any other behavior that restrains an employee for a long period of time

- c. repeatedly making unreasonable demands or reprimanding, criticizing, or slandering employees via e-mail, SNS, etc.
- d. assault, injury, threats, slander, defamation, insults, abusive language, demands to get down on one's knees, sit-in protest discriminatory language or behavior, sexual language or behavior, demands for monetary compensation, and other actions or language that are inappropriate in terms of the means or manner to achieve said demands in light of the appropriateness of the demands.

(6) When the hotel is unable to provide accommodation due to natural disasters, malfunction of facilities and/or equipment, terrorist activity or any other form of sabotage, and/or other force majeure;

(7) When the Guest is deemed likely to behave, as a result of intoxication from alcohol or influence of drugs, etc., or for any other reasons, in a manner that may have a severe adverse effect on the safety, comfort, and convenience of other guests or behaved in a manner that has a severe adverse effect on other guests.

(8) When the Guest does not observe the rules prohibiting certain actions specified under the House Regulations (restricted to prohibitions deemed necessary in order to prevent fires), such as smoking inside hotel building, and tampering with the fire-fighting facilities;

(9) When the Guest is found to be a crime syndicate, a member of a crime syndicate, a person related to a crime syndicate, or and other anti-social forces.

(10) When the Guest does not comply with a payment request by the hotel.

2. In the case where the hotel has cancelled the Accommodation Contract in accordance with the preceding Paragraph, the hotel shall not be entitled to charge the Guest for any services which he/she has not received.

Article 8 - Registration

1. The Guest shall register the following information at the hotel reception on the day of arrival:
 - (1) Name, age, sex, address, and contact information;
 - (2) In the case of a Guest who does not have a Japanese national and who does not reside in Japan, nationality, and passport number;
and
 - (3) Other particulars deemed necessary by the hotel.
2. In the case where the Guest intends to pay his/her Accommodation Charges prescribed in Article 11 by any means other than cash in Japanese currency, such as coupons, or credit cards, such means of payment shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

Article 9 - Occupancy Hours of Guest Rooms

1. The Guest is entitled to occupy the contracted guest room of the hotel from 3:00pm on the day of arrival until 12:00pm on the day of departure.
2. The hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, extra charges shall be paid as follows:
 - (1) Up to 3 hours: 25% of the room charge
 - (2) Up to 6 hours: 50% of the room charge
 - (3) More than 6 hours: 100% of the room charge

Article 10 - Observance of House Regulations

The Guest shall observe the House Regulations established by the hotel and which are displayed within the premises of the hotel.

Article 11 - Payment of Accommodation Charges

1. The breakdown and method of calculation of the Accommodation Charges, etc., that the Guest shall pay, are as listed in the attached Table No. 1.
2. Accommodation Charges, etc., as stated in the preceding Paragraph, shall be paid at the Reception at the time of the Guest's departure or when requested by the hotel in cash in Japanese currency, or by such other means as shall be acceptable to the hotel such as traveler's cheques, coupons, or credit cards.
3. Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities once such facilities have been made available to him/her by the hotel.

Article 12 - Liabilities of the Hotel

1. The hotel shall compensate the Guest for any damages caused to the Guest, if the hotel has caused such damages in the fulfillment or the non-fulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in the case where such damages have been caused due to reasons for which the hotel is not liable.
2. The hotel was certified for fire prevention by the Fire Bureau. Furthermore, the hotel is covered by a Hotel Liability Insurance in order to deal with unexpected fires and/or other disasters.

Article 13 - Handling when Unable to Provide Contracted Rooms

1. The hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest, insofar as this is practicable and 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 provided for in Article 6 Paragraph 2 and the amount of the compensation for damages by the hotel payable to the Guest shall not exceed the amount of the compensation fee, except where the hotel is willful or grossly negligent.

Article 14 - Handling of Deposited Articles

1. The hotel shall compensate the Guest for any loss, breakage, or other damage caused to goods, cash, or valuables deposited at the Reception by the Guest, except in the case when this has occurred due to causes of force majeure. However, for cash and valuables, when the nature, content, and value of which have not been reported in advance by the Guest, the hotel shall compensate the Guest by up to the maximum of 150,000 yen.
2. The hotel shall compensate the Guest for any loss, breakage, or other damage caused, through intention or negligence on the part of the hotel, to goods, cash, or valuables which are brought onto the premises of the hotel by the Guest but are not deposited at the Reception. However, for items of property the nature, content, and value of which have not been reported in advance by the Guest, the hotel shall compensate the Guest up to the maximum of 150,000 yen.

Article 15 - Custody of Baggage and/or Belongings of the Guest

1. When the baggage of the Guest is brought into the hotel before his/her arrival, the hotel shall be liable to keep it and to hand it over to the Guest at the Reception at the time of his/ her check-in only if the hotel has agreed to do so in advance.
2. If a Guest's luggage or personal belongings are left at the hotel after the Guest has checked out, and the owner is found, the hotel shall contact the owner and ask for his/her instructions. However, if the owner's instruction is not given, or if the owner is not known, the hotel will keep the baggage or personal belongings for 7 days including the day of discovery, and then deliver it to the nearest police station.
3. The hotel's liability in regard to the custody of the Guest's baggage and belongings in the case of the preceding two paragraphs shall be assumed in accordance with the provisions of Article 14 Paragraph 1 in the case of Paragraph 1 of this Article, and with the provisions of Paragraph 2 of the same Article in the case of Paragraph 2 of this Article.

Article 16 - Liability in Regard to Parking

1. The hotel shall not be liable for the custody of a vehicle of the Guest when the Guest utilizes the car park irrespective of whether the key of the vehicle has been deposited at the hotel as the hotel merely offers the space for parking. However, the hotel shall compensate the Guest for any damage caused through intention or negligence on the part of the hotel in regard to the management of the car park.

Article 17 - Liability of the Guest

1. The Guest shall compensate the hotel for any damage caused through intention or negligence on the part of the Guest.

Attached Table No. 1

Calculation method for Accommodation Charges, etc.

Contents			Tax Calculation
Total Amount to be Paid by the Guest	Accommodation Charges	1. Basic Accommodation Guest Charge (Room Charge)	a. Consumption Tax (1. + 2.) x tax rate according to the Japanese government
		2. Service Charge	
		3. Taxes a. Consumption Tax	
	Extra Charges	4. Meals, Drinks, and Other Expenses	b. Consumption Tax (4. + 5.) x tax rate according to the Japanese government
		5. Service Charge	
		6. Taxes b. Consumption Tax	

Remarks:

Charges are subject to change according to revisions of the Tax Laws concerned.

Attached Table No. 2

Cancellation Charge (Ref. Paragraph 2 of Article 6)

Contracted Number of Guests		Date when Cancellation of Contract is Notified						
		No Show	Accommodation Day	1 Day Prior	14 Days Prior	30 Days Prior	61 Days Prior	91 Days Prior
Individual	1 to 14	100%	100%					
Group	15 and more	100%	100%	100%	100%	80%	50%	10%

Remarks:

1. The percentages signify the rate of cancellation charge to the Basic Accommodation Charges.
2. 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.
3. Contact the Sales Reservation Office for our policy on group attrition charges.