

Restaurant Terms of Use

All guests are requested to observe and comply with the following Restaurant Terms of Use ("these Terms of Use") established by the Restaurant, to ensure that Restaurant guests have a safe and pleasant time.

Article 1 (Scope of Application)

These Terms of Use shall apply to guests who make a reservation and dine at the Restaurant ("Restaurant Guests").

Article 2 (Publication of and Consent to These Terms of Use)

1. These Terms of Use shall be published on the Restaurant's website, signs in the Restaurant, or through other means.
2. By making a reservation or dining at the Restaurant, Restaurant Guests shall be deemed to have consented to these Terms of Use.

Article 3 (Observance)

1. Restaurant Guests shall observe these Terms of Use, laws and regulations, and generally accepted practices.
2. Restaurant Guests shall observe the Restaurant's House Regulations posted inside the Restaurant.

Article 4 (Business Hours)

1. Details of the business hours shall be explained in our website, pamphlets made available by the Hotel, signs throughout the Hotel, and through other means.
2. Business hours may be changed temporarily or the Restaurant may close temporarily when necessary for unavoidable reasons, in which case guests shall be notified through appropriate means.

Article 5 (Reservations)

1. A Restaurant Guest who intends to make a reservation at the Restaurant shall notify the Restaurant of the following particulars:
 - (1) Names and number of Restaurant guests
 - (2) Date and time of dining
 - (3) Details of dining (menu, seating, etc.)
 - (4) Contact information

- (5) Food allergies of Restaurant Guests
- (6) Other particulars deemed necessary by the Restaurant
- 2. Personal information obtained shall be handled appropriately based on the Company's Privacy Policy.

Article 6 (Earning and Using THE Club Membership Rewards Points; Discounts for THE Club Members)

1. Conditions for earning and using THE Club membership rewards points are as follows:
 - (1) Reservations made through the Company's website (excluding some items) and dining without a reservation are both eligible for earning rewards points. However, specially arranged items are not included.
 - (2) Reservations made through external restaurant reservation websites are not eligible for rewards points (with some exceptions).
2. Some exceptions or conditions may apply to earning and use of THE Club membership rewards points and discounts. For details, please check THE Club member page on the Company's website for a list of stores where you can earn and use THE Club Membership Rewards Points or obtain discounts.

Article 7 (Payment of Charges)

1. Up to three payment methods may be used when paying.
2. We may refuse separate checks depending on the circumstances.
3. Some restaurants may not charge to the room, or may set a ceiling amount when charging to the room.

Article 8 (Canceling or Changing Reservations)

1. Should a Restaurant Guest cancel a reservation or change the number of guests, a cancellation fee shall be charged as follows.
2. The cancellation fee may be different for some restaurants, so please contact each restaurant individually.

Canceling a reservation:

Date and time of cancellation	Cancellation fee
From 11:00 a.m. on the day before the scheduled date	30%
From 11:00 a.m. on the scheduled date until the scheduled date and time	80%
After the scheduled date and time	100%

Changing the number of guests:

Date and time of informing the change in the number of guests	Cancellation fee
From 11:00 a.m. on the scheduled date until the scheduled date and time	80%
After the scheduled date and time	100%

3. If the particular plan, etc., has separate stipulations regarding the cancellation fee, such stipulations shall take precedence.
4. For rescheduling within 30 days, no cancellation fee shall be charged if the new scheduled date and time has been determined. For rescheduling within 30 days with no new scheduled date and time determined or rescheduling after 30 days, the reservation shall be canceled first and the cancellation fee set forth in Paragraph 1 shall be charged.
5. A cancellation fee of 100% shall be charged for specially arranged items or private rooms, from 11:00 a.m. three days before the scheduled date.
6. Actual costs may be charged for some specially arranged items, as arrangements may start three days or more beforehand.
7. Cancellation fees are separately designated for reservations through travel agencies or group reservations, so please contact the sales or reservation staff for details.
8. If it is not possible to dine at the restaurant due to a natural disaster, facility failure, or other unavoidable cause, no cancellation fee shall be charged.

Article 9 (Prohibition of Use of the Restaurant by Antisocial Forces, etc.)

1. The Restaurant refuses to serve the following organizations and individuals:
 - (1) An organized crime group, an organized crime group member, an affiliate organization of an organized crime group, or a person related thereto
 - (2) A member, etc., of a corporation or other group whose business activities are controlled by an organized crime group or an organized crime group member
 - (3) An antisocial force, an antisocial force member, or a person related thereto
 - (4) Those committing violence, assault, intimidation, extortion, coercive unreasonable demands, or similar acts
 - (5) Those who are unable to properly ensure their own safety, such as those with diminished capacity or mental incapacity due to the use of drugs or other factors, or who may cause danger, fear, or anxiety to other Restaurant Guests
 - (6) Those who commit an act listed in Article 10 "Other Prohibited Acts" and do not immediately stop after being told to do so by the Restaurant
2. If the organization/individual falls under any of (1) through (3) in the preceding paragraph, the Restaurant shall refuse to serve them at any time.

Article 10 (Other Prohibited Acts)

The following acts are prohibited:

- (1) Bringing in dogs (except for assistance dogs), cats, birds, or other animals/pets (some restaurants do accept animals/pets)
- (2) Behavior that offends others, such as bringing in dangerous items or items that give off a foul odor, playing loud music or videos, talking on the phone or engaging in solicitation activities inside the Restaurant, or becoming completely inebriated
- (3) Bringing in food and drinks (regarding baby food, please consult with the restaurant)
- (4) Taking out non-takeout dishes from the restaurant
- (5) Leaving too much food on your plate at a buffet restaurant
- (6) Allowing minors or drivers to consume alcohol
- (7) Taking photos or videos of Restaurant Guests or employees without permission
- (8) Violating the dress code in restaurants that have a dress code
- (9) Patients with a specific infectious disease, or those who are obviously infected with a specific infectious disease
- (10) Making false statements regarding the purpose of use when making reservations or entering into contracts
- (11) Acts and remarks that violate the Company's "basic policy on customer harassment"
- (12) Other acts deemed inappropriate by the Restaurant

Article 11 (The Restaurant's Refusal to Serve the Guest, and Cancellation of the Reservation)

If the Restaurant Guest violates these Terms of Use, including the prohibited acts in Articles 9 and 10, the Restaurant may refuse to serve the Guest or cancel the reservation.

Article 12 (Liabilities of the Restaurant)

1. If the Restaurant has caused damage to the Restaurant Guest in the performance or non-performance of the contract, the Restaurant shall compensate for such damage.
2. However, if such damage is due to a cause not attributable to the Restaurant, including the following, the Restaurant shall not bear any liability.

- (1) Damage to the Restaurant Guest caused by dishes that were prepared by the Restaurant without prior notification of food allergies, religious dietary restrictions, etc.
- (2) Injury of the Restaurant Guest or damage to the Restaurant Guest's belongings due to problems caused by the Restaurant Guest
- (3) Changes in dishes or tableware for reasons such as seasonality, weather or food procurement
- (4) Damage caused by takeout dishes that passed the expiration date or that were stored in a way other than that specified by the Restaurant (e.g. keep refrigerated, keep frozen, etc.)
- (5) Loss, damage or theft of valuables in the Restaurant Guest's custody
- (6) The Restaurant being unavailable due to a natural disaster or other force majeure event

Article 13 (Liabilities of Restaurant Guests)

If the Restaurant suffers damage caused by willful disregard or negligence of the Restaurant Guest, such as fixtures in the Restaurant becoming soiled, damaged or broken, the offending Restaurant Guest shall be required to compensate the Restaurant for such damage.

Article 14 (Ruling Language)

These Terms of Use shall be prepared in Japanese and other languages, but if there are any discrepancies or differences between the different versions, the Japanese text shall prevail on all points.

Article 15 (Amendment of These Terms of Use)

1. The Company is entitled to amend these Terms of Use as necessary to a reasonable extent while not violating the purpose of these Terms of Use.
2. If these Terms of Use are amended, the amendments and the effective date shall be announced in advance on the Restaurant's website or through other means.
3. The amended Terms of Use shall apply to all Restaurant Guests who dine at the Restaurant on or after the effective date, and Restaurant Guests shall be deemed to have consented to such amendment of these Terms of Use by using the Service on or after the said effective date.

Article 16 (Jurisdiction and Governing Law)

All disputes arising in connection with these Terms of Use shall be subject to the exclusive jurisdiction of the Tokyo District Court and resolved in accordance with the laws and regulations of Japan.

Supplementary Provision: These Terms of Use shall come into force on December 1, 2025.

Established on December 1, 2025

Ver. R001