

## Postpartum Care Service Accommodation Plan Terms of Use

Hotel Chinzanso Tokyo establishes the following terms of use for guests utilizing the postpartum care service accommodation plan. When using this plan, please adhere to these terms, laws, and generally established customs.

### Article 1 (Definitions of Terms)

1. The definitions of the terms used in these regulations are as follows:

- (1) "Hotel" refers to Hotel Chinzanso Tokyo (located at 10-8 Sekiguchi 2-chome, Bunkyo-ku, Tokyo).
- (2) "This Plan" refers to accommodation plans offered by the hotel with added postpartum care services.
- (3) "Postpartum Care Services" refers to the care services provided by the hotel primarily to mothers with infants under six months of age who possess a maternity hand book (limited to infants who have not yet started on solid foods). The specific services offered may be determined and modified by the hotel.
- (4) "User" refers to individuals who apply for and intend to use this plan according to Article 2.
- (5) "Accompanying User" refers to individuals who, upon applying for use according to Article 2, notify the hotel of their intention to stay in the same room during the user's period of plan utilization. This includes the user's partner, older children, and relatives.
- (6) "Service Provider" refers to Credo International Co., Ltd., entrusted by the hotel to provide postpartum care services to users.
- (7) "Accommodation Regulations" refer to the "Hotel Chinzanso Tokyo Accommodation Regulations and Rules of Use."

### Article 2 (Reservation, Application for Use, and Establishment of Accommodation Contract)

- 1. Applications for use of this plan should be made in accordance with these regulations and the accommodation regulations, following the specified methods and procedures of the hotel.

2. The accommodation contract is established in accordance with the provisions of the accommodation regulations.

### Article 3 (Reservation Cancellation and Changes)

1. The user may cancel or modify their reservation for this plan by contacting the hotel in advance.
2. If the user contacts the hotel after 3:00 PM on the day before the scheduled use date of this plan (including cases where the user fails to contact the hotel), a penalty equivalent to one day's basic accommodation fee will be charged, regardless of the number of days remaining before the scheduled stay.
3. Furthermore, modifications that reduce the number of scheduled days for using this plan will not incur a penalty, provided the total number of days used remains unchanged, and the modification only involves a schedule adjustment.
4. Additionally, if the reason for modifying the reservation is due to the health conditions of the mother and child, exemptions may be granted upon presentation of necessary documents.

### Article 4 (Refusal of Use and Termination of Contract)

1. The hotel may refuse or terminate reservations for use under the following circumstances:
  - (1) Cases where the hotel's facilities cannot be used due to natural disasters, other force majeure events (including the spread of infectious diseases), facility malfunctions, or other unavoidable reasons.
  - (2) When the user or accompanying users fall under any of the following:
    - ① Designated members of organized crime groups or related parties as per the "Act on Prevention of Unjust Acts by Organized Crime Group Members" (Act No. 77 of 1991) and other antisocial forces (hereinafter referred to as "organized crime groups," etc.).
    - ② Corporations or other organizations where organized crime groups control business activities, or their members.
    - ③ Corporations or their members where designated organized crime groups serve as officers.

④ Persons judged likely to engage in acts contrary to laws or public order and morals.

⑤ Persons with specified infectious diseases, etc.

(3) When the user's behavior significantly inconveniences other hotel guests.

(4) Cases where violent demands are made against the hotel or its staff, or unreasonable burdens beyond rational limits are imposed.

(5) Cases where the hotel determines or fears a violation of these terms and conditions or accommodation regulations.

(6) Cases where the hotel judges the use of the hotel cannot be tolerated.

#### Article 5 (Compliance)

Users and accompanying users must comply with these terms and conditions, accommodation regulations, instructions from the hotel or service providers, and the "Postpartum Care Service Usage Rules" attached to these terms and conditions.

#### Article 6 (Amendments)

The hotel may amend these terms and conditions without individual consent of users and accompanying users in the following cases:

(1) When the amendment is in the general interest of users.

(2) When the amendment does not contradict the purpose of the service usage contract, and is deemed reasonable considering the necessity of the amendment, appropriateness of the amended content, and other circumstances related to the amendment.

#### Article 7 (Handling of Personal Information)

The hotel shall handle personal information obtained from users and accompanying users of this plan in accordance with the "Personal Information Protection Policy" of Fujita Kanko Inc.

## Postpartum Care Service Usage Rules

### 1. About the Use of This Service

Users of this service are requested to carry their health insurance card and Maternal and Child Health Handbook at all times during the service period.

Please note that this service does not provide any medical acts as defined by law.

Additionally, to ensure the safe provision of postpartum care services, we kindly ask for your cooperation in completing the pre-stay questionnaire.

### 2. Use of the Baby Room

The Baby Room is available for infants up to 6 months old. This service is designed to care for newborn infants and is not a childcare or babysitting service for siblings or during outings.

Please note that we do not provide baby food, accept baby food for storage, or assist with feeding baby food.

### 3. Hygiene-Related Rules

(1) If you or your infant have a fever, cold symptoms, or are suspected of having an infectious disease, we may decline your use of the service.

(2) If the intended user has any illnesses or conditions, please obtain prior approval from a doctor.

### 4. Security-Related Rules

(1) Please manage your personal belongings at your own responsibility. Note that hotel staff may enter your room for cleaning purposes.

(2) If you notice any suspicious individuals or objects within the hotel premises, please inform the staff immediately.

### 5. Leaving the Premises During the Service Period

(1) If you need to leave the AMATERASU area during the service period, please complete the required procedures to submit an outing request.

(2) Do not leave your infant alone in the room when going out.

- (3) Please consider your physical condition carefully before going out.
- (4) Upon returning from an outing, please notify the staff of your return.
- (5) The hotel is not responsible for any accidents or injuries that occur while you are outside the premises.

#### 6. Visits by Family Members or Others

- (1) Visits to the guest room by anyone other than the user's partner, older children, or relatives are not permitted.
- (2) Visiting hours for the guest room are until 10:00 PM. If you wish to meet outside these hours, please use the hotel lobby or other public areas.
- (3) If the hotel determines that a visitor is inappropriate based on these rules or the accommodation agreement, the visit may be refused.
- (4) In the event of an infectious disease outbreak, visitation restrictions may be implemented.

#### 7. Emergency Response

- (1) Hotel staff are available at all hours. Please contact them as needed, including for emergencies.
- (2) In the event of a fire or other emergencies, please follow the instructions of the hotel staff. Evacuation routes are posted on the door of each guest room, so please check them on the day of your stay.
- (2) If the user feels unwell, the hotel will introduce nearby medical facilities upon request. Please note that medical expenses and transportation costs are the user's responsibility.
- (3) In case of a sudden change in the user's condition or other emergencies, the hotel will contact the emergency contact provided at the time of application.