

Hotel Chinzanso Tokyo Pet Policy

Thank you for your interest in staying at Hotel Chinzanso Tokyo.

In order to stay together with your pet, please fill in the information sheet after fully reading and understanding the Pet Policy.

Please be aware that accommodations will be in the room type selected by the hotel.

- The hotel policy applies to pets other than guide dogs.
- The hotel accepts accommodations with pets fulfilling the following conditions:
 - That the pet be a dog or a cat, and no more than one in number per room.
 - That the pet weigh 10 kg or under.
 - That the pet be in good health.
 - That the pet be sufficiently trained.
 - That the pet be registered and vaccinated as required by law.
- In areas of the hotel other than the guest rooms (including the parking lot), the pet must be transported in a cage, without its head or face protruding.
- Pets may not be brought into restaurants or shops.
- Pets may only be left unsupervised in guest rooms when dining at the hotel restaurants (for periods of 2.5 hours or less). Please secure the pet within a cage during this time, and inform the concierge of your restaurant of use and a cellular phone number at which you may be contacted.

If you require a pet-sitter, please inquire with the concierge at least 6 hours in advance. (Reservations may be made between 10:00 a.m. and 8:00 p.m.)

- Pets may not be given food or drink in areas of the hotel other than the guest rooms.
- Pets may not be shampooed, trimmed, or brushed in the bathrooms of the guest rooms.
- Please ensure that your pets have been trained so as not to create excessive noise such as barking. Please be aware that if we receive complaints from other guests, you may be asked to move to a different room.
- Cleaning or delivery of room service will be conducted only when the owner of the pet is present. Please enclose the pet in a cage at that time.

Reservation Telephone: (81) 3-3943-0996

Reservation Fax: (81) 3-3943-2300

Hotel Telephone: (81) 3-3943-1111

Guest Fax: (81) 3-3943-2300

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- If you have taken the pet for a walk or other excursion, please wipe its feet with a moist towelette upon returning. (Towelettes can be requested from guest services.)
- Pets should not be allowed to sit directly upon the bed or sofas.
- A pet accommodation fee of 11,385 yen per night per room will be collected. (Prices include consumption tax and service fee.)
- Since pets often behave nervously in new locations, we recommend that you bring familiar toys or snacks along.
- If a pet relieves itself outside the guest room bathrooms, please clean up after it in a sanitary manner, and then notify the hotel staff.
- To make use of the on-site dog park, please consult with the concierge.
- The hotel assumes no responsibility for any harm caused by pets to third parties, or by third parties to pets.
- If a pet staying with a guest causes damage or harm to the hotel building, furniture, equipment, plants, or staff, the hotel will request appropriate compensation.
- We ask that owners properly ensure the health and safety of their pets as mandated by animal protection laws.

To guests staying in suite rooms:

- When checking in or out at Executive Lounge Le Ciel (4th floor), your pet can be carried into the reception and terrace areas while placed in a cage.
- TAVO pet carts are also available for rental. If you would like to use one, please inquire at the reception or with the concierge staff.
- When using a TAVO pet cart with a leash, while remaining aware of others in the area, guests may open the canopy on one side in the hotel garden, Serenity Garden, or the Le Ciel terrace.

We request your cooperation so as to ensure that guests without pets are able to enjoy a comfortable stay.

I agree to uphold the Pet Policy during my stay at Hotel Chinzanso Tokyo.

Signature: _____

Date: _____

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