

Glamping Tokyo Asakusa
Terms and Conditions for Accommodation
January 2026 Edition

Article 1 (Scope of Application)

1.1 Accommodation contracts and related agreements entered into between this hotel (the “Hotel”) and guests shall be governed by these Terms and Conditions. Matters not stipulated herein shall be governed by applicable laws and regulations or generally established customs.

1.2 If the Hotel agrees to special provisions within the scope permitted by laws and customs, such special provisions shall take precedence over these Terms and Conditions. Any conditions agreed to by the guest on online travel agencies (OTAs) or other reservation platforms used at the time of booking shall, unless otherwise specified by the Hotel, be treated as special provisions.

Article 2 (Application for Accommodation Contract)

2.1 Any person applying for an accommodation contract with the Hotel shall provide the following information:

2.1.1 Name of the booking holder and guests

2.1.2 Contact information

2.1.3 Number of guests

2.1.4 Dates of stay and expected arrival time

2.1.5 Method of payment

2.1.6 Any other information deemed necessary by the Hotel

2.2 If a guest requests an extension of stay or re-accommodation beyond the originally reserved dates during the stay, the Hotel shall treat such request as a new application for an accommodation contract at the time the request is made.

Article 3 (Conclusion of Accommodation Contract)

3.1 An accommodation contract shall be deemed concluded when leading to the Hotel’s acceptance of the application described in the preceding article. This shall not apply if the Hotel proves that it did not accept the application.

3.2 After the accommodation contract has been concluded, the guest shall pay the accommodation charges for the entire stay by the date specified by the Hotel.

3.3 If a deposit is required, such deposit shall be applied toward the

accommodation charges. However, in cases falling under Article 6 or Article 17, it shall be applied in the order of cancellation charges and then damages.

3.4 If the deposit is not paid by the designated date, the accommodation contract shall become invalid, provided that the Hotel has notified the guest of this consequence in advance.

Article 4 (Special Provisions Not Requiring a Deposit)

4.1 The Hotel may agree to special provisions whereby no deposit is required after the accommodation contract has been concluded.

4.2 If the Hotel does not request payment of a deposit, it shall be deemed that the Hotel has agreed to such special provisions.

Article 5 (Refusal and Cancellation of Accommodation Contract)

5.1 The Hotel may refuse to conclude an accommodation contract or may cancel an already concluded contract if it determines that any of the following applies:

5.1.1 The application does not comply with these Terms and Conditions

5.1.2 No rooms are available due to full occupancy

5.1.3 The guest is likely to engage in acts that violate laws, regulations, or public order and morals

5.1.4 The guest is recognized as belonging to organized crime groups or other anti-social forces

5.1.5 The guest is likely to cause significant disturbance to other guests or staff

5.1.6 The guest is clearly recognized as having a contagious disease

5.1.7 The guest makes violent demands or unreasonable requests

5.1.8 Accommodation cannot be provided due to natural disasters, facility failure, or other unavoidable circumstances

5.1.9 Refusal of accommodation is permitted by laws or ordinances

5.1.10 The guest has previously violated house rules, including smoking on the premises or damaging facilities

Article 6 (Guest's Right to Cancel: Cancellation Policy)

6.1 Guests may cancel the accommodation contract by notifying the Hotel.

6.2 Cancellation fees for reservations made directly with the Hotel are as follows:

6.2.1 Same day to 3 days prior: 100% of the accommodation charge

6.2.2 Up to 4 days prior: Free of charge

6.3 If the cancellation conditions agreed to by the guest on an OTA or other

reservation platform differ from these Terms and Conditions, the conditions agreed to on such platform shall take precedence as special provisions.

6.4 If a guest fails to arrive without prior notice and does not arrive by 11:00 p.m. (or two hours after the designated arrival time), the Hotel may treat this as a no-show and cancel the accommodation contract.

Requests for late checkout must be made by 11:00 p.m. on the same day; in such cases, checkout may be extended until midnight with an additional fee.

Checkout after midnight is generally not accepted; if prior notice is given, assistance will be provided after 8:00 a.m. the following morning.

Article 7 (Acts Subject to Eviction)

7.1 If any of the following acts are recognized, the Hotel may cancel the accommodation contract and immediately require the guest to vacate the premises. In such cases, no refund of accommodation charges shall be made.

7.1.1 Noise, loud voices, or group gatherings during late-night hours (10:00 p.m. to 7:00 a.m.)

7.1.2 Possession or use of illegal drugs or hazardous materials

7.1.3 Smoking (including electronic cigarettes) or use of open flames without permission

7.1.4 Unauthorized accompaniment or lodging exceeding the reserved number of guests

7.1.5 Exceeding room capacity, excluding infants sharing a bed

7.1.6 Gatherings, parties, commercial photography, or streaming that deviate from accommodation purposes

7.1.7 Intentional or grossly negligent soiling, leaving vomit, or creating significantly unsanitary conditions

7.1.8 Failure to comply with security management or unauthorized operation of facilities that may endanger safety

7.1.9 Verbal abuse, threats, insults, or inappropriate physical contact toward staff

7.2 If damage occurs as a result of the preceding paragraph, the Hotel shall claim compensation in accordance with Article 17.

Article 8 (Registration)

8.1 On the day of arrival, guests shall register the following information:

8.1.1 Name, age, address, and contact information

8.1.2 For foreign guests without a residence in Japan: passport presentation,

nationality, passport number, previous and next destination

8.1.3 Check-in and check-out dates

8.1.4 Any other information deemed necessary by the Hotel

8.2 In accordance with the Hotel Business Act, the Hotel shall retain copies of foreign guests' passports for three years.

8.3 If a guest fails to provide accurate information, accommodation may be refused.

Article 9 (Use of Guest Rooms)

9.1 Check-in time is from 3:00 p.m. to 11:00 p.m.

9.1.1 With prior notice, check-in may be accepted until 12:00 a.m. for an additional fee of ¥1,000 per person.

9.2 Check-out time is 10:00 a.m.

9.2.1 Extensions from 10:00 a.m. to 11:00 a.m. are available for an additional ¥1,000 per person.

9.2.2 Extensions beyond 11:00 a.m. are generally not accepted, and one night's accommodation charge will be applied.

Article 10 (Compliance with House Rules)

10.1 Guests shall comply with the house rules posted within the Hotel.

10.2 For long-term stays, linen and towel replacement and light cleaning will be provided on the 5th day of stay and every four nights thereafter, upon prior request. Linen exchange may not be possible if personal belongings are placed on the bed.

10.3 Additional linen or towel replacement or light cleaning outside the above schedule is available upon request by the previous day for ¥1,000 per bed, except in cases where the bed cannot be used due to severe soiling or wetness.

10.4 Dormitory rooms do not include towel sets. For long-term stays, only linen replacement is provided free of charge.

Towel rental is available for a fee.

10.5 Garbage will be collected in the morning if trash bins are placed outside the room.

Article 11 (Business Hours)

11.1 Front desk service hours are from 8:00 a.m. to 11:00 p.m.

11.2 Check-in procedures are available only during front desk hours. Check-in

outside these hours is generally not permitted. Without completed check-in, room keys and back entrance passcodes cannot be provided, and entry to the Hotel will not be possible.

11.3 The back entrance is accessible 24 hours via passcode, which is provided after check-in is completed.

Sharing the passcode with third parties is prohibited.

11.4 Check-out can be completed outside front desk hours by returning the key to the designated check-out box.

Article 12 (Payment of Charges)

12.1 Accommodation charges shall be paid at the time of reservation or check-in by methods approved by the Hotel. The Hotel does not accept cash; only credit cards, electronic money, or other cashless payment methods designated by the Hotel are accepted.

12.2 In the event of a no-show after room provision, the full accommodation charge shall be applied.

Article 13 (Liability of the Hotel)

13.1 The Hotel shall compensate guests for damages caused by reasons attributable to the Hotel.

13.2 The Hotel is covered by hotel liability insurance.

13.3 The Hotel shall not be responsible for theft, loss, or damage to guests' belongings in guest rooms (including dormitories), unless caused by the Hotel's willful misconduct or gross negligence.

13.4 Dormitory rooms are equipped with dial-lock lockers. Guests are responsible for storing valuables and important items in lockers. The Hotel shall not be liable for theft, loss, or damage resulting from failure to use lockers.

13.5 Even in the event of theft involving forced entry of lockers, compensation will not be provided if the Hotel is deemed to have exercised reasonable care. Cash, valuables, and high-value electronic devices are not accepted for safekeeping at the front desk and are not covered by compensation.

13.6 Items left unattended in guest rooms may be mistakenly discarded or collected during cleaning or linen exchange. The Hotel shall not be responsible for loss of items not stored in lockers.

Article 14 (Handling of Inability to Provide Rooms)

14.1 If the Hotel is unable to provide a room due to reasons attributable to the Hotel, the full accommodation charge shall be refunded. If the guest requests an equivalent accommodation, the Hotel may introduce alternatives within reasonable limits; however, arrangements and payment for such accommodation shall be the guest's responsibility.

As there are no affiliated facilities, alternative accommodation is not guaranteed.

Article 15 (Handling of Deposited Items)

15.1 The Hotel generally does not accept valuables, cash, or high-value items for safekeeping at the front desk.

15.2 If items are unavoidably accepted, the Hotel shall be responsible for them except in cases of force majeure; however, valuables, cash, and high-value items cannot be accepted.

15.3 Luggage delivered to the Hotel prior to arrival, or stored before check-in, after check-out, or on non-stay days during consecutive stays, will be temporarily stored at the front desk. The Hotel shall not be responsible for theft, loss, or damage to valuables unless caused by willful misconduct or gross negligence.

15.4 Luggage storage is free only on the check-in and check-out dates. On other dates, storage fees apply: ¥800 per night per item for luggage with a longest side of 50 cm or more, and ¥400 per night per item for luggage under 50 cm.

15.5 Guests must contact the Hotel in advance when sending luggage prior to arrival. Without prior notice, the Hotel may be unable to receive or store luggage.

15.6 Due to limited storage space, the Hotel may refuse luggage storage depending on circumstances.

Article 16 (Lost and Found)

16.1 Lost items will be stored for seven days from the date found and will be discarded if not claimed.

Food and sanitary items may be disposed of immediately for hygiene reasons.

16.2 Temporarily stored luggage may be moved or reorganized due to space limitations. While the Hotel endeavors to handle items carefully, it shall not be liable for damage or loss unless caused by willful misconduct or gross negligence.

16.3 If advance-delivered luggage contains food, liquids, or fragile items, the Hotel shall not be liable for damage, leakage, or spoilage.

Article 17 (Guest Responsibility and Compensation for Damages)

17.1 If the Hotel suffers damage as a result of the guest's willful misconduct or negligence, the guest shall be obligated to compensate the Hotel for such damage.

17.2 Damage Standards

17.2.1 Smoking: ¥20,000

17.2.2 Vomiting / special cleaning: ¥10,000

17.2.3 Loss of room key: ¥5,000

17.2.4 If a guest room becomes unusable due to damage to the room or facilities: the cost of restoration plus loss of business revenue corresponding to the affected period.

Loss of business revenue shall be calculated based on the room's standard selling price, average occupancy rate, and other relevant factors.

17.2.5 Other damages: actual costs incurred.