

TERMS OF SERVICE

Welcome to Hotel East21 Tokyo.

We hope that you will enjoy your stay and be able to make full use of our facilities. Hotel Guests are kindly requested to observe these Terms of Service, as outlined in Article 11 of the Accommodation Contract, to ensure that their stay will be both comfortable and safe. Hotel Guests are deemed to be able to receive accommodation services upon agreeing to these Terms of Service. If Hotel Guests do not observe these Terms of Service, the Hotel will be obliged to cancel their accommodations and the related contract as specified in Article 7.

Fire Prevention Regulations

1. Smoking is prohibited throughout the entire Hotel, with the exception of designated smoking areas.
2. Usage of any personal appliances in the guestroom that operate with an open flame for heating, cooking, etc. is prohibited.
3. Please review the information on evacuation routes that is posted on the inside of your room door and familiarize yourself with the location of the emergency exits on your floor.
4. For safety reasons, please charge mobile batteries and similar devices only where they are within sight. If you notice any abnormality, discontinue use immediately. When storing, please keep them within sight, avoiding handbags, briefcases, drawers, direct sunlight, or high-temperature locations. Please refrain from charging mobile batteries when you are away from your room. If it is found that charging is in progress while you are not in the room, Hotel staff may switch off the charging.

Safety Regulations

1. Please make sure the door is properly locked when you leave the room. Also, make sure to lock and use the door latch when you are in the room. If someone comes to the door, please look through the peephole or open the door only slightly without removing the door latch, before opening the door.
2. Please do not invite visitors from outside the Hotel to your guestroom.

Regarding Valuables and Unclaimed Articles

1. The Hotel reserves the right to treat all articles left behind, lost or unclaimed, in accordance with applicable laws and regulations.

2. Cash, precious metals, and other valuables should be stored in the safe installed in guestrooms or safe deposit boxes at the Front Desk. The Hotel cannot assume responsibility except for cases attributable to the Hotel, for loss or theft of articles that are not deposited with us.

Payment

1. The Hotel will not make payment on behalf of Guest for expenses such as train tickets, taxi fares, postage, packing charges or shopping in the Hotel.
2. The Hotel may keep a record of your credit card details upon check-in or may request a deposit.
3. Please show your room key card holder to the cashier when you sign bills or checks at the Hotel's restaurants and bars.
4. A facility charge will be added when guestroom telephones are used for outside calls.
5. Should you wish to change your period of stay, please notify the Front Desk in advance. Please pay for all charges applicable to your stay, up through the extension period.
6. The Hotel may ask for immediate payment when bills due exceed an amount set by the Management.
7. Please settle payments in cash, traveler's checks, credit cards, electronic money or coupons which are acceptable to the Management. The Hotel will not accept company or personal checks.
8. A 10 % service charge and taxes at the rate prescribed by applicable laws shall be added to your bills. You are cordially requested not to give tips to the Hotel employees.

Forbidden Activities

1. The following items may not be brought into the Hotel:
 - (a) Pets or other animals in general; As an exception to the above regulation, guests may be accompanied by guide dogs, hearing dogs and service dogs stipulated in the Laws concerning Assistant Dogs for the Physically Impaired;
 - (b) Malodorous articles;
 - (c) An excessively large quantity of personal goods;
 - (d) Flammable or explosive materials such as gunpowder or gasoline;
 - (e) Unlicensed firearms or swords;
 - (f) Other items that are prohibited by law.
2. Please refrain from gambling or engaging in any behavior that disrupts public order within the Hotel.
3. Please refrain from loud talking, singing, or any noisy behavior that may disturb other

guests in the Hotel.

4. The furnishings or equipment inside your room may not be moved to other locations in the building or taken out of the Hotel without permission. If Hotel belongings are damaged or lost by the guest due to his/her own negligence, the Hotel may ask for compensation.
5. Do not use guestrooms for purposes other than accommodation or dining without the Hotel's permission.
6. Entering restricted areas of the Hotel is prohibited.
7. Please refrain from bringing food or drinks into the Hotel, or ordering delivery of food or drinks into the Hotel from outside without the consent of the Management.
8. Distributing or posting advertisements, or selling goods within the Hotel without permission is prohibited.
9. Please do not leave any personal belongings in the hallways, lobbies, or other public spaces. .
10. Please refrain from putting any articles near windows which could detract from the external appearance of the Hotel. Please cooperate in case Hotel Management requests you to move such articles, immediately.
11. Using photographs taken in the Hotel for commercial or public purposes is prohibited, and those who do so will be subject to legal action including prosecution.
12. Sleepwear and slippers have been provided for your use in your guestroom. Please refrain from leaving your room dressed in sleepwear and slippers or similar attire.
13. Please return your room key card to the Front Desk upon check out.
14. When depositing your belongings with the cloakroom while using banquet halls or restaurants, please ensure that you do not leave mobile batteries or similar devices.

Changes to Terms of service

In accordance with the provisions of Article 20 of the Accommodation Contract, the Hotel may change the Terms of Service, and the Hotel Guests shall be deemed to have accepted these changes without any objection. Language and Applicable Laws These Provisions are written both in Japanese and in English. In the event of any inconsistency or difference between the two versions of these Provisions, the Japanese version shall prevail in all respects. Any dispute arising from or in relation to these Provisions shall be referred to the Japanese court having jurisdiction over the location of the Hotel and resolved in accordance with applicable Japanese laws.

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