

## Restaurant Terms and Conditions

At The Royal Hotel, Ltd. and the RIHGA Royal Hotels (hereinafter referred to as "the Hotel"), we are committed to providing our guests with a safe and comfortable dining experience. To that end, we have established the following terms and conditions for the use of our restaurants.

By making a reservation or dining at any of our restaurants, you are deemed to have accepted these terms. We appreciate your kind understanding and cooperation.

### 1. Restaurant Operating Hours

The operating hours of our restaurants are announced via the Hotel's official website, in-room brochures, flyers, and signage throughout the premises.

Please note that operating hours may be subject to temporary changes or closures due to unavoidable circumstances.

In such cases, we will notify guests through appropriate means.

### 2. Disclaimer

Please note that the Hotel shall not be held liable for any of the following matters:

- (1) Any damage incurred by guests due to food allergies, religious dietary restrictions, or other dietary concerns, if such information was not communicated to the Hotel in advance and the damage was caused by food or beverages provided by the Hotel.
- (2) Loss or theft of personal belongings that were not entrusted to the Hotel. Please note that we are unable to accept custody of cash, valuables, perishable items, or items that are easily damaged.
- (3) Any damage incurred by guests due to changes in menu items or tableware resulting from seasonal availability, weather conditions, or supply circumstances.
- (4) Any damage incurred by guests from consuming takeout items after their expiration date.
- (5) Any damage incurred by guests as a result of taking home food or beverages provided at the restaurant.

### 3. Prohibited Conduct

Guests are kindly requested to refrain from the following actions while using our restaurants:

- (1) Bringing animals such as dogs (excluding guide dogs, hearing dogs, and service dogs), cats, birds, or other pets into the premises.
- (2) Bringing flammable, explosive, or otherwise hazardous materials.
- (3) Bringing items that emit strong or unpleasant odors.
- (4) Engaging in commercial activities or any use that deviates from the intended purpose of restaurant use without prior approval from the Hotel.
- (5) Conduct that violates laws or public order and morals.
- (6) Behavior or speech that causes discomfort or inconvenience to other guests.
- (7) Moving or damaging the Hotel's fixtures, furnishings, or equipment.
- (8) Bringing in or ordering food and beverages from outside the restaurant.
- (9) Taking photographs or videos in a manner that disturbs other guests, or using images or videos taken within the Hotel for commercial or promotional purposes.
- (10) Posting inappropriate photos or videos taken within the Hotel, or content that may imply association with the Hotel, on social media or other online platforms.
- (11) Smoking (including electronic cigarettes) in areas not designated by the Hotel.
- (12) Distributing printed materials, making speeches, or conducting demonstrations for political, religious, or any other purposes.

### 4. Reservation Changes and Cancellations

In the event of a cancellation due to the guest's circumstances, the following cancellation fees (excluding service charges and taxes) based on the food and beverage charges at the time of reservation will apply and must be paid to the Hotel:

Category	14+ Days Prior	7+ Days Prior	3 Days Prior	2 Days Prior	1 Day Prior	Same Day
Same-Day Orders	—	—	—	—	—	¥3,000 per person
General Use	—	—	—	30%	50%	100%
Private Room	—	—	30%	50%	80%	100%
Exclusive Use	50%	80%	100%	100%	100%	100%

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- Any costs already incurred for individually arranged items, such as flower bouquets, must be paid separately.
- For private rooms, cancellation fees apply to both the private room charge and the food and beverage charges at the time of reservation.
- If a cancellation policy is specified within a particular plan, that policy shall take precedence.
- Cancellations due to unavoidable circumstances such as natural disasters are exempt from cancellation fees.
- If the number of guests is reduced and falls below the minimum required for private room use, the fee for the minimum number of guests will be charged.

## 5. Refusal of Service and Cancellation of Reservations or Agreements

The Hotel reserves the right to refuse service, including reservations and contractual arrangements, under the following circumstances:

- (1) When use of the facilities is not possible due to natural disasters, other force majeure (including the spread of infectious diseases), facility malfunctions, or other unavoidable circumstances.
- (2) When any of the following conditions apply:
  - ① The individual or related party is a member of an organized crime group, as defined by the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), or is otherwise affiliated with antisocial forces (hereinafter referred to as "organized crime groups, etc.").
  - ② The individual is a member of a corporation or organization controlled by organized crime groups, etc.
  - ③ The individual is a member of a corporation whose executives include persons affiliated with organized crime groups, etc.
  - ④ The individual is deemed likely to engage in conduct that violates laws or public order and morals.
  - ⑤ The individual is suspected of having a contagious or infectious disease.
- (3) When the individual has engaged in behavior that causes significant inconvenience or disturbance to other guests.
- (4) When the individual has verbally or physically assaulted Hotel staff, causing psychological or physical harm.

- (5) When the individual has made unreasonable demands that exceed what is considered appropriate for Hotel staff.
- (6) When the individual has unjustly detained Hotel staff for an extended period of time.
- (7) When the individual has persistently or repeatedly engaged in conduct that interferes with staff duties or constitutes an invasion of privacy, including attempts to obtain personal information about Hotel staff.
- (8) When the individual violates these Terms of Use, or is deemed likely to do so by the Hotel.
- (9) When the individual has previously engaged in any of the conduct described in items 3 through 8.
- (10) When the Hotel determines that the individual's use of the facilities is otherwise unacceptable.

## **6. Liability for Damages**

Guests (including all parties associated with the guest) and any vendors directly commissioned by the guest are kindly requested to exercise due care to avoid damaging the Hotel's facilities, furnishings, and equipment.

In the event of any damage to the Hotel's property, the guest shall be responsible for compensating the Hotel for the full amount of the damage incurred.

## **7. Handling of Personal Information**

Personal information shall be handled in accordance with applicable laws and regulations, as well as the Hotel's Privacy Policy.

## **8. Takeaway of Leftover Food**

### **(1) Purpose and Basic Concept**

① Reducing food waste is a global goal under the SDGs and remains a pressing issue in Japan as well. While we encourage guests to enjoy their

meals fully and finish them on-site, we recognize that allowing guests to take home any unavoidable leftovers—upon request—can be an effective measure to reduce food waste. In line with this perspective, the Hotel actively promotes the takeaway of unfinished food.

- ② Please note that taking home leftover food may carry certain risks such as foodborne illness. Guests are therefore asked to fully understand the hygiene precautions explained by the Hotel and proceed at their own responsibility.

## (2) Guidelines for Taking Home Leftover Food

- ① Guests may not take home any food that has already been partially consumed, or any items not specifically indicated by staff as eligible for takeaway.
- ② Please use only the containers designated by the Hotel when taking food home.
- ③ Transferring food into the container must be done by the guest personally.
- ④ Please avoid exposing the food to high temperatures or carrying it for extended periods. Guests are responsible for managing the food appropriately after leaving the premises.
- ⑤ Please consume the food within two hours of packing, and ensure it is thoroughly reheated before eating.
- ⑥ If you notice any unusual smell or taste, please do not consume the food.
- ⑦ If you choose to share the food with family members or others, please ensure that they are informed of the hygiene precautions explained by the Hotel.
- ⑧ Do not share the food with individuals who have known food allergies.

## 3. Important Notice

Please note that the Hotel shall not be held responsible for any incidents of foodborne illness or contamination resulting from the guest's actions during or after taking home leftover food provided by the Hotel.

**Effective Date: November 12, 2025**