

House Regulations

To ensure our guests a safe and pleasant stay, the Tokyo Dome Hotel has established the following Regulations in accordance with Article 10 of the Terms and Conditions for Accommodations Contract. In the event a Guest fails to observe these regulations, the Tokyo Dome Hotel may, in line with Article 7 of the Terms and Conditions for Accommodations Contract, refuse the Guest further accommodation and use of other facilities in the Hotel. Guest may be held liable for damage in the event of an accident arising from neglect of these Regulations.

Safety and Security Measures

1. Upon arrival, please be sure to review the emergency exit instructions posted on the back of the Guest room, and please check the emergency exit on each floor.
2. Please make sure that your door is locked when leaving your room. Please be sure to use the door latch whenever you stay in the Guest room, particularly at night. Please identify any visitor through the door scope or by keeping the door half open without undoing the door latch.
3. Please refrain from meeting with visitors in your guest room.
4. Smoking in bed or other places where fire is apt to occur is prohibited
5. Any act that may cause a fire in the Guest room is prohibited. Furthermore, using open flames, heating devices, cooking devices, or other devices that create heat (including scented candles) is prohibited.
6. Please do not smoke outside of designated areas within the building. Please do not engage in any other acts that could cause a fire. Please note that if smoking (including electronic cigarettes) or butts are found in non-smoking rooms, we will deodorize the room and charge for the actual cost of cleaning bedding, curtains, wallpapers, and other elements needed to restore the room to its original condition (including the period during which the room is not in use).
7. Even if a Guest claims that room cleaning is unnecessary, we will clean the guest room at least once every three days due to safety and hygiene. Note, if the hotel deems it necessary, the guest room will be cleaned occasionally. In addition, we may enter the room even outside of cleaning days for guest room maintenance, legal inspections, and emergencies. Guests may not refuse the room cleaning described in this paragraph.
8. In accordance with the Fire Services Act, fire alarms have been installed throughout this Hotel. An in-house announcement may be made if a fire alarm is set off due to a fire or for any other reason. The hotel will not be held responsible for any damages caused to guests due to this in-house announcement.

(Valuables, Checked Articles and Left Belongings)

1. Please use the safety deposit box provided at the front desk to store your cash and valuables during your stay. The Hotel will not be held responsible in the event of their loss or theft. Please note that

the safety deposit box provided at the front desk can only be used for the duration of your stay. If you leave the property without permission while the safety deposit box is still in use, you may be charged the cost of replacing the key or a storage fee. In addition, the hotel will not be held responsible for the loss of items stored in the safety deposit box, unless there is intentional or gross negligence on the part of the hotel.

2. If you need to leave your luggage for an extended duration after check-out, you will be charged a fee to do so. Please contact the bell captain desk for details.
3. We shall keep the left belongings in the Hotel for a time of period, after that, the Hotel may dispose it in an appropriate way. However, beverages, magazines and certified garbage will be kept until the next day of the check-out and will be disposed after if no further contact. If an expense is needed to dispose the item, the Hotel may ask the Guest to pay for it.
4. For rational reason, when the Hotel decided that it is a check-out, we will move the belongings out of the room and will take the same actions as above. However, we may take charge to keep them.

(Payment)

1. Please pay for your scheduled stay upon arrival. Please note that you may be required to present a credit card or pay a predetermined deposit.
2. Please pay your bills whenever requested by the Front Desk while staying at the Hotel. All bills are due upon demand.
3. Only one receipt will be prepared for each room. If two persons are staying in a room and want separate receipts, they are requested to notify the Front Desk to that effect as early as possible.
4. We will not make payment on behalf of a Guest for such expenses as shopping charges, tickets, taxi fares, postage or porter's charges.
5. Kindly show your room key when you sign for any bills in the Hotel's restaurants, bar or other facilities.
6. Public telephones are located in the main lobby. An extra charge shall be added to each outgoing call made from your room.
7. A 15% service charge and taxes at the rate prescribed by applicable laws shall be added your bills.
You are cordially requested not to give tips to employees of the Hotel.
8. We do not accept or do currency exchange for traveler's checks and personal checks.
9. You will be charged for any damage to the Hotel's property caused by you or by your Guests.

(The Following Acts are Prohibited)

1. Please do not bring onto the premises of the Hotel any of the following:
 - (a) animals and birds (except guide dogs, service dogs, and hearing dogs);
 - (b) gunpowder, oils or other explosives or inflammables;

- (c) objects emitting a foul odor;
 - (d) objects of an unusually large size or in unusually large quantities;
 - (e) items that are prohibited by law;
 - (f) other things that may cause problem to other Guest.
2. Please refrain from using your room for purposes other than lodging.
 3. Neither Guest rooms nor the lobby shall be utilized for business purposes.
 4. The distribution or display of advertisements and the sale of goods on the premises of the Hotel are prohibited.
 5. We do not allow Guest that are underage to stay without the parents concept.
 6. Gambling or other acts which are contrary to good morals or which cause an annoyance are strictly prohibited.
 7. Rules Regarding Equipment and Fixtures on the Premises are as follows.
 - (a) Refrain from using equipment and fixtures for purposes other than those intended.
 - (b) Please do not take equipment or fixtures out of the Hotel.
 - (c) Removal or alteration of equipment or fixtures is prohibited.
 8. We ask that you kindly refrain from going out of your room in nightwear, bathrobes, slippers, and other such items.
 9. Ordering meals and drinks to be delivered from outside the Hotel is not permitted.
 10. Please do not throw away anything from the window that may break the outside of the building.
 11. Use of the Hotel is prohibited for BOURYOKUDANs (gangster organizations) and members of BOURYOKUDANs (gangster organizations) and members of BOURYOKUDANs designated as such by the provisions of the “Law concerning the Prevention of Illegal Acts etc. By Members of Bouryokudan” (enforced on March 1, 1992). If such use is considered to have occurred after a reservation is made or during actual usage, the persons concerned will be excluded from the Hotel.
 12. Use of the Hotel by antisocial organizations and members of such organizations (gangster organizations, extremist groups, and their members) is prohibited.
(If such use is considered to have occurred after a reservation is made or during actual usage, the persons concerned will be excluded from the Hotel.)
 13. If acts of violence, intimidation, extortion, unreasonable demands, and the like are found to have occurred on the premises, the persons concerned will be immediately excluded from the Hotel. Persons known to have previously engaged in such actions will also be excluded.
 14. Persons suffering from mental incapacitation or under the influence of drugs, persons unable to take responsibility for their own personal safety, and persons who are considered to pose a danger to or disturb other Guests will be immediately excluded from the Hotel.
 15. Please refrain from leaving your belongings in the hallways or lobby.
 16. If the building, furniture, equipment, or other items are damaged, contaminated, or lost due to reasons other than force majeure, we may charge you for their cost.

17. Please refrain from any behavior that may cause a nuisance to other guests, including speaking loudly, singing, or engaging in other noisy behavior in the hotel or guest rooms, as well as increasing the volume of televisions, radios, and similar devices. Additionally, please refrain from jumping up and down or banging on the walls in the guest rooms or hallways, as this may cause a nuisance to other guests.
18. Please refrain from eating and drinking in common areas such as the lobby.
19. Please refrain from taking photographs, videos, DVDs, or any other equipment for business purposes without permission in the guest rooms or on the grounds. Additionally, please do not post privately filmed photographs, videos, or recordings publicly on the Internet or on other sites for business purposes without permission and do not distribute this material using various SNS (including live streaming). In some cases, you may be subject to legal action.
20. We do not accept applications for accommodations in which our Hotel's address is used for resident registration. Please note that proof of stay will be obtained by issuing a "Certificate of Accommodation"; we will not issue a "Certificate of Residence".

Changes to Terms of Use, etc.

1. This Hotel may change these regulations at its discretion.
2. If the Hotel should make changes to these regulations, the information about the changes, the content of the changed rules, and the date on which they come into effect will be posted on the Hotel's official website, etc. at least one month before they come into effect.
3. If you should use our hotel's services based on these regulations after the changes have come into effect, you will be deemed to have agreed to the changes in these rules.
4. The interpretation and effect of these rules shall be governed by the laws and regulations of Japan.

These Terms of Use were established on April 1, 2024, and will come into effect on the same day.