

Internet Reservation System Regulations

Tokyo Dome Hotel has set up the following house regulations for guests using the Internet Reservation System (hereinafter referred to as “this system”) that is managed by the hotel.

We kindly ask that you consent to the following regulations, and use the system in accordance with them.

(Compliance with Basic Items)

Article 1

When using this system, guests must comply with standard manners, morals and technical rules for the use of the internet.

Whatever the reason may be, it is strictly forbidden to use this system for the purpose of profit-making, such as by charging a fee for using it on behalf of others.

(Measures When Basic Items Are Contravened)

Article 2

If a guest commits an act that causes inconvenience or disadvantage to a third party, has the potential to obstruct the company’s services or is otherwise deemed to be inappropriate by Tokyo Dome Hotel, they may be forbidden from using this system and/or hotel.

(Effects Caused by the Guest’s Usage Environment)

Article 3

This system is designed for those who have suitable settings for characters (Japanese language display), email, printer, etc.

For those who do not meet these requirements, Tokyo Dome Hotel will bear no responsibility in relation to the result or effects caused by their usage.

In addition, even if the above requirements are met, the hotel will bear no responsibility for all matters relating to the guest’s computer configuration, the incorrect operation of this system for reasons beyond the scope of the hotel’s management, nor for effects that may be caused by this.

(Forbidden Acts)

Article 4

When using this system, the following acts, as well as actions that may cause the following acts, are forbidden.

- (1) Entering false or dishonest information when making a reservation.
- (2) Using this system while pretending to be a third party.
- (3) Acts that wrongfully obstruct the operation of this system and cause a disadvantage to the hotel.
- (4) Acts that infringe upon the rights of or inflict damage upon other guests or a third party.
- (5) Using this system with the aim of profit-making, such as by acting as an intermediary and reselling or charging a fee.
- (6) Acts that contravene public order and standards of decency, or laws and regulations.
- (7) Acts other than the above that the hotel deems to be improper.

(Reservation Cancellation)

Article 5

In cases where an applicant for a reservation has been deemed to have breached these rules despite the regulations stated in the above articles, or committed an act that falls under the forbidden items in Article 4, the reservation may be cancelled without prior notification.

(Conditions for Users of This System)

Article 6

Only guests who consent to these regulations are allowed to use this system. Once a guest uses this system and makes a reservation, it will be assumed that they consent to these regulations and must therefore comply with them.

(Services Provided by This System)

Article 7

Reservations can be made for a section of the products provided by this hotel through the official website operated by the hotel.

(Compliance with Regulations for Using the Reserved Products)

Article 8

When using the reserved products, guests must comply with the Terms and Conditions for Accommodation Contracts and the House Regulations that have been separately established by the hotel.

(Important Points for Using This System)

Article 9

The services provided by this system have no priority over services provided outside of the hotel's official website (phone reservations and other reservation services of Tokyo Dome Hotel). As such, there are cases where reservations cannot be made due to reasons such as the rooms being fully booked.

(Personal Responsibilities of Users)

Article 10

When using this system, the guest bears responsibility for their own acts, and all acts using their email account and credit card number as well as the result of these acts, whether or not it is due to the guest's own action or fault.

In addition, with the exception of cases where the hotel is at fault, if the guest causes damage to a third party through using this system, they must resolve any conflict with this third party on their own responsibility and burden.

If a user inflicts damage to this hotel or system due to acts that fall under any of the following items, the hotel is able to claim compensation from this user for all damages incurred.

- (1) When these regulations, or the House Regulations and Terms and Conditions for Accommodation Contracts that the hotel has established separately, are breached.
- (2) When a harmful computer program is sent or implanted.
- (3) When the information of a third party is sent or implanted.
- (4) When a guest uses this system without authorization from the hotel for reasons outside their own personal use.
- (5) When any other acts are carried out that contravene laws and regulations that are valid within Japan.

(Penalty Fee)

Article 11

In cases where a reservation is cancelled due to reasons where the user should bear responsibility towards the hotel, a penalty fee as determined by the hotel's Terms and Conditions for Accommodation Contracts will be charged.

For details, please make an inquiry by phone with the hotel's reservation staff.

(Preparations for Usage)

Article 12

Possession of the following items is an absolute condition for using this system.

- (1) An email account that can send and receive emails.
- (2) A device that can connect to the internet.

(Reservation Application)

Article 13

Member registration is required beforehand in order to make a reservation with this system.

Please accurately enter all the necessary personal data on the member registration form.

When registering as a member, information issued by the hotel (mail magazine, promotions, etc.) may be sent to the guest if they wish to receive information from the hotel.

Please accurately enter all the necessary data on the reservation form for the desired accommodation product.

The reservation may be invalid if the personal data entered on the member registration form or the data entered on the reservation form is incomplete.

(Changes to the Content of This System)

Article 14

If the hotel deems it necessary, the operation and/or content of this system may be altered without guests being notified beforehand.

Please make sure to check these regulations each time when using this system.

After the content of these regulations have been changed, only the content after the changes will be valid. The content prior to the changes will be invalid.

(Temporary Interruptions)

Article 15

In the following cases, the hotel may temporarily interrupt the availability of this system without notifying or receiving consent from the guest beforehand.

- (1) When undertaking system maintenance or construction.
- (2) When operation becomes difficult due to a natural disaster, accident or other emergency occurring, or there is the threat of such incident occurring.
- (3) When the hotel deems it necessary to temporarily interrupt the system for any reason related to the hotel's official website, the operation of this system, or other reasons.

(Laws for the Handling of This System)

Article 16

The handling of this system follows laws and regulations that are valid within Japan.

(Validity of Regulations)

Article 17

These regulations are valid from November 1, 2015 Japan Standard Time.