TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

(Scope of Application)

Article1 Accommodation agreements and related agreements to be entered into by and between the guest and the Hotel shall be subject to these Terms and Conditions, Any particulars not provided for herein shall be governed by laws and regulations or generally accepted practices.

2 In the event this Hotel has agreed to special provisions, then said special provisions shall, notwithstanding the preceding paragraph, prevail in so far as they do not violate laws and regulations or generally accepted practices.

(Application for Accommodation Agreement)

Article2 Persons seeking to enter into an accommodation agreement with the Hotel shall notify the Hotel of the following particulars

(1) The name of the guest

(2) The accommodation dates and estimated time of arrival

(3) The contact details of the guest

(4) Other particulars deemed necessary by the Hotel

2 In the event a guest has, during the accommodation period, applied to extend his/her stay at the Hotel beyond the accommodation dates notified to the Hotel pursuant to item (2) of the preceding paragraph, then the Hotel shall consider the guest to have applied to enter into a new accommodation agreement with the Hotel at this time.

3 A person who has applied to enter into an accommodation agreement with the Hotel shall, if so, requested by the Hotel, and even when an accommodation agreement has already been established, immediately submit details such as the guest's name, address and phone number, etc.

4 Guests shall apply for an accommodation agreement with the understanding that, in order to prevent improper resale activities and to ensure fair accommodation opportunities for all guests, the transfer of the status under the accommodation agreement or reservation, or any rights based on the accommodation agreement, to any third party is prohibited unless explicitly approved by the Hotel.

5 Guests shall apply for an accommodation agreement with the understanding that, in order to provide accommodation opportunities to as many guests as possible, duplicate reservations for the same day or multiple reservations with similar schedules made by the same user without reasonable cause are prohibited.

(Establishment of an Accommodation Agreement)

Article3 An accommodation agreement shall be established upon the Hotel's acceptance of an application made pursuant to the provisions of the preceding Article. However, no agreement will be established when then Hotel has demonstrated that it has not accepted an application.

2 When an accommodation agreement is concluded in accordance with the preceding paragraph, the guest shall pay the total accommodation charges for the entire stay before the commencement of the stay or by the date designated by the Hotel.

3 In the event that the provisions of Article 6 or Article 20 are applied, any payments received shall be allocated in the following order: first to cancellation charges, then to compensation for damages, and any remaining balance shall be refunded.

4 The accommodation agreement shall cease to be effective in the event the guest has not paid the hotel room charges for the entire accommodation period prescribed in the accommodation agreement prior to his/her arrival date or by the date specified by the Hotel pursuant to the provisions of the preceding paragraph.

5 In the event that the Hotel displays an incorrect accommodation rate on an online platform or provides an incorrect rate over the phone, and a guest makes a reservation based on such rate which is then accepted by the Hotel, if the rate is significantly lower than the rates for the surrounding dates and there is no indication such as "limited offer," "special," or "campaign" to explain the lower price, the reservation shall be deemed invalid due to a mistake under the Civil Code. The Hotel will promptly notify the guest of the invalidity of the reservation.

(Special Contracts Requiring No accommodation Deposit)

Article4 Notwithstanding the provisions of Paragraph 2 of the preceding article, the Hotel may agree to a special arrangement under which payment of the accommodation charges, as specified in that paragraph, is not required before the commencement of the stay or by the date designated by the Hotel, even after the conclusion of the accommodation agreement.

2 .If, upon accepting an application for an accommodation agreement, the Hotel does not request payment of the accommodation charges as specified in Paragraph 2 of the preceding article, nor designates a due date for such payment, it shall be treated as having agreed to the special arrangement set forth in the preceding paragraph.

(Refusal of Accommodation Agreements)

Article5 The Hotel may refuse to conclude an accommodation agreement under any of the following circumstances.

(1) When the application for accommodation does not conform with the provisions of these Terms and Conditions.

(2) When the Hotel is fully booked and no room is available.

(3) When grounds analogous to the preceding item have arisen such as when the Hotel expects the occurrence of a situation, as a consequence of disaster or other emergency, in which it must preferentially provide rooms to victims and disaster relief personnel, etc.

(4) When a person who has applied to enter into an accommodation agreement or a person seeking accommodation is an organized crime group, an organization related to an organized crime group, or a member or affiliate of any other anti-social force stipulated in the Act on Prevention of Unjust Acts by. Organized Crime Group Members and the prefectural ordinances concerning the elimination of organized crime groups.

(5) When a person seeking accommodation is deemed liable to conduct himself/herself in a manner that will contravene the law, public orders, or good morals in connection with his/her use of the hotel room.

(6) When a person who intends to stay in the room is allowed to take pictures or make recordings with cameras, videos, or any other devices for business purposes without permission.

(7) When the person seeking accommodation engages in acts of violence, threats, extortion, or coercive and unreasonable demands against the Hotel or its employees, or demands an unreasonable burden beyond a rational scope (excluding cases where the person seeks the removal of social barriers based on the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities [Act No. 65 of 2013; hereinafter referred to as the "Disability Discrimination Elimination Act"]); or when it is recognized that the person has committed similar acts in the past.

(8) When the person seeking accommodation repeatedly makes demands to the Hotel that constitute an excessive burden and may significantly hinder the Hotel's ability to provide accommodation services to other guests, as stipulated in Article 5-6 of the Enforcement Regulations of the Inns and Hotels Act.

(9) When the person seeking accommodation is found to have previously posted slanderous, defamatory, or threatening content about the Hotel or its officers and employees on social media or other platforms, or to have made posts with the intent to incite public criticism ("flaming"), thereby disrupting the operation of the Hotel or damaging the reputation and brand of the Hotel and its group.

(10) When the person seeking accommodation is a patient, etc., of a specified infectious disease as defined in Article 2, Paragraph 6 of the Hotel Business Act.

(11) When the Hotel would be required to respond to violent demands or to provide services beyond the generally accepted reasonable scope or be subjected to any other undue burden in relation to its provision of accommodation.

(12) When the Hotel is unable to provide accommodation due to natural disasters, breakdown of facilities or other unavoidable circumstances.

(13) When a person seeking accommodation is deemed liable to cause annoyance to other guests or interfere with the operations of the Hotel due to his/her intoxication or other causes, or when he/she has behaved in a manner that has caused annoyance to other guests and the employees of the Hotel.

(14) When a person seeking accommodation is a minor not having the consent of his/her guardian.

(15) When the application for accommodation has been made for the purpose of transferring rights under the accommodation agreement to another party.

(16) When the case falls under any provision of the Enforcement Ordinance of the Inns and Hotels Act or other relevant prefectural ordinances.

(Right to Cancel Accommodation Contracts by the Guest)

Article6 A guest may cancel an accommodation agreement by notifying the Hotel.

2 In the event that the Guest cancels all or part of the Accommodation Contract for personal reasons, the Hotel shall charge a cancellation fee as specified in Appendix 2. However, if the Hotel has accepted a Special Contract under Paragraph 1 of Article 4, this cancellation fee shall only apply if the Hotel has informed the Guest in advance of the obligation to pay such a fee upon cancellation of the Special Contract.

3 If the guest fails to arrive within two hours after the scheduled time of arrival on the day of the stay without prior notice, the Hotel may regard the accommodation agreement as having been cancelled by the guest and process it accordingly.

4 If the condition of cancellation and the amount of penalty are valid and indicated in the individual accommodation contract that shall take precedence regardless of the preceding provisions of this paragraph.

(Right to Cancel Accommodation Contracts by the Hotel)

Article7 The Hotel may cancel an accommodation agreement under any of the following circumstances.

(1) When a guest is an organized crime group, an organization related to an organized crime group, or a member or affiliate of any other anti-social force stipulated in the Act on Prevention of Unjust Acts by Organized Crime Group Members and the prefectural ordinances concerning the elimination of organized crime groups.

(2) When a guest has engaged in acts of violence, threats, intimidation, making unreasonable demands, gambling or the possession or use of controlled substances, firearms, swords and similar articles, acts causing annoyance to other Hotel guests, or other acts in contravention to laws and regulations or public orders and morals within the premises of the Hotel, or when the guest is deemed liable to engage in any of the preceding acts.

(3) When the guest is a patient, etc., of a specified infectious disease as defined in Article 2, Paragraph 6 of the Hotel Business Act.

(4) When the person engages in acts of violence, threats, extortion, or coercive and unreasonable demands against the Hotel or its employees, or demands an unreasonable burden beyond a rational scope (excluding cases where the person seeks the removal of social barriers under Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act for Eliminating Discrimination against Persons with Disabilities [Act No. 65 of 2013; hereinafter referred to as the "Disability Discrimination Elimination Act"]); or when it is recognized that the person has engaged in such acts in the past.

(5) When the person repeatedly makes demands to the Hotel that are defined in Article 5-6 of the Enforcement Regulations of the Inns and Hotels Act, which would impose an excessive burden on the Hotel and are likely to significantly hinder the provision of accommodation services to other guests.

(6) When the person is found to have made defamatory, slanderous, or threatening posts regarding the Hotel or its officers and employees on social media or other platforms, or to have made such posts for the purpose of inciting public criticism ("flaming"), thereby disrupting the Hotel's operations or damaging the credibility and brand of the Hotel or its group.

(7) When the Hotel is unable to provide accommodation due to natural disasters, breakdown of facilities or other unavoidable circumstances.

(8) When the Guest does not observe prohibited actions such as smoking in bed, mischief to the fire-fighting facilities and other prohibitions of the Use Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid the causing of fires).

(9) When a guest disturbs other guests by taking photographs or recordings within the Hotel premises for any purposes. (Including those taken for commercial purposes.)

(10) When a guest has transferred or seeks to transfer his/her rights under the accommodation agreement to another party.

(11) In the event a guest has entered in an accommodation agreement through a travel agency, when payment of the hotel room charges by said travel agency has not been confirmed. It should be noted that unconfirmed payments include cases where payment has been made shortly before the end of a bank's business hours or through Internet banking, regardless of the bank's business hours, and the execution of the money transfer on that date cannot be ascertained owing to the following day being a bank holiday.

(12) When the case falls under any provision of the Enforcement Ordinance of the Inns and Hotels Act or other relevant prefectural ordinances.

(13) When the guest has not immediately complied with a request made by the Hotel pursuant to the provisions of paragraph 3 of Article 2.

(14) When the guest seeking accommodation is intoxicated or otherwise deemed likely to cause significant disturbance to other guests, or when a guest has engaged in behavior or speech that causes significant disturbance to other guests.

2 In the case when the Hotel has cancelled the Hotel has cancelled the Accommodation Contract in accordance with the preceding paragraph, the Hotel shall not be entitled to charge the Guest for any or the services in the future during the contractual period which he has not received.

(Registration of Hotel Guests)

Article8 Guests are required to register the following particulars at the front desk of the Hotel on their arrival date.

(1) Name, age, gender, address, and contact information of the guest.

(2) In the case of foreign guests, nationality, passport number, port of entry and entry date

(3) Departure date and scheduled departure time

(4) Other information required by the Hotel

2 Foreign guests who do not have an address in Japan shall submit a copy of their passport by means such as scanning, and provide registration of their nationality, passport number, port of entry, and date of entry.

(Hotel Room Hours of Use)

Article 9 Guests are permitted to use their hotel room in the Hotel from the check-in time until the check-out time, respectively, set by the Hotel. If a separate time is specified for an accommodation plan, etc., it shall be in accordance with that time. However, guests staying at the Hotel for two or more consecutive nights may use their hotel room around the clock except for on the days of arrival and departure and while the hotel room is being cleaned.

2 Notwithstanding the provisions of the preceding paragraph, the Hotel may permit guests to use their rooms beyond the aforementioned hours. In such cases, an additional charge will be applied.

3 The Hotel may access a guest's hotel room to take the necessary measures for safety and sanitation management even during the guest's permitted hours of use prescribed in the preceding two paragraphs.

4 Extensions may be refused for reasons such as the availability of the hotel's bookings.

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

(Compliance With the Hotel Rules of Use)

Article10 Guests will observe the Hotel Rules of Use within the Hotel premises.

(Business Hours)

Article11 The business hours of the various facilities, etc. within the Hotel are indicated in brochures available from the Hotel, notice boards located throughout the Hotel and the information booklets provided in each hotel room, etc.

2 The business hours of the various facilities, etc. within the Hotel are subject to temporary change as necessary or in the event of unavoidable circumstances. In this case, guests will be notified of said changes as appropriate.

(Payment of Charges)

Article12 The breakdown of the hotel room charges, etc. payable by the guest is stated in Appended Table #1.

2 Payment of aforementioned hotel room charges, etc. shall be made in Japanese yen or accommodation vouchers, or by credit card or any other means of payment approved by the Hotel, at the front desk or other location specified by the Hotel upon the guest's arrival or when otherwise requested by the Hotel.

3 Accommodation Charges shall be paid even if the Guest voluntarily dose not utilize the accommodation facilities provided for him by the Hotel and are at his disposal.

(The Hotel's Right to Cancel Accommodation Agreements)

Article13 The Hotel shall compensate the Guest for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agree ments. However, the same shall not apply in case when such damage has been caused due to reasons for which the hotel is not liable.

2 While the Hotel is subscribed to hotel liability insurance to cover aforementioned damage to guests, unexpected fire and/or other disasters, damage to guests that falls under the exemptions of the insurance policy may not be covered.

3 The Hotel's responsibility for accommodation begins when the guest completes the accommodation registration at the Hotel front desk and ends when the guest vacates the guest room to depart.

(Handling of Cases When The Reserved Hotel Room Cannot Be Provided)

Article14 The accommodation agreement shall be rendered void if the Hotel is unable to provide a guest with their reserved hotel room. However, in such cases, with the guest's consent, the Hotel shall make every effort to arrange alternative accommodation under the same or similar conditions.

2 When arrangement of other accommodation can not be made notwithstanding the provisions of the preceding paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the reparations.

However, when the Hotel cannot provide accommodation due to cause for which the Hotel is not liable, the Hotel shall not compensate the Guest.

(Handling of Deposited Articles, etc.)

Article15 The Hotel will compensate guests in the event objects, valuables, or cash deposited by guests at the front desk of the Hotel have been lost or damaged, etc. as a result of circumstances other than force majeure events. However, with respect to cash and valuables, if the Hotel requests the guest to declare their type and value, and the guest fails to do so, the Hotel shall compensate for the damage only up to the limit prescribed under the insurance policy held by the Hotel.

2 The Hotel shall not be liable for the loss, damage, or other harm to any items, cash, or valuables brought into the Hotel by the guest that were not deposited at the front desk. However, if such loss or damage is caused by the negligence of the Hotel, the Hotel shall compensate for the damage in accordance with the terms and conditions of the insurance policy held by the Hotel.

(Storage of Guests' Baggage And Personal Effects)

Article16 If a guest's baggage arrives at the Hotel prior to their stay, the Hotel will store it only if it has been notified in advance and has agreed to accept it.

2 If baggage or personal belongings are left behind at the Hotel after the guest has checked out, the Hotel will, in principle, wait for the owner to make an inquiry and provide instructions. In the absence of instructions from the owner, valuables will be handed over to the nearest police station within seven days from the date of discovery, and other items will be stored for a period of three months. However, perishable items such as food and beverages, tobacco products, magazines, consumables, items that may compromise hygiene, and items considered waste (e.g., visibly damaged goods) will be discarded the following day even within the storage period.

3 The Hotel may inspect the content of baggage or personal belongings left behind at the Hotel after checkout in order to facilitate the appropriate handling in accordance with the nature of said items and, as required, either effectuate the return thereof to the person who left the property behind or arrange for disposal in accordance with the provisions of the preceding paragraph. The guest may not raise any objection in this case. (Governed by the Lost Property Act and Waste Management and Public Cleansing Act.)

4 Except in the event of willful acts or gross negligence of the Hotel, the hotel assumes no liability for the loss of and damage, etc. to baggage or personal belongings of guests stored at the Hotel pursuant to the provisions of paragraphs 1 and 2.

5 If oversized or bulky items are left in guest rooms, public areas, or elsewhere on Hotel premises, the Hotel reserves the right to charge a reasonable fee for disposal in accordance with applicable laws and an additional handling fee. If it is reasonably deemed that the items were intentionally abandoned, or if no contact is made within one week from the check-out date, the items shall be considered intentionally abandoned and ownership shall be deemed forfeited.

(Management of Baggage While Using the Public Bath)

Applicable only at certain properties

Article17 When using the public bath, guests are requested to take responsibility for managing their own valuables and room keys. The Hotel shall not be liable for any loss or damage resulting from theft or the unauthorized use of room keys by a third party. However, if such loss or damage is attributable to the Hotel's willful misconduct or gross negligence, the Hotel shall compensate the guest for the damage in accordance with the applicable insurance policy.

(Use of Room Safes)

Applicable only at certain properties

Article18 The hotel gives no assurance of security for articles placed in room safes by guests and shall have no liability for loss or damage to articles that are stored.

2 Safes may not be used to store dangerous materials such as explosives, animals, or other articles that are harmful or potentially harmful to the Hotel or third parties.

3 Safes are available for use by guests between check-in and check-out.

4 If there are any articles left in a safe at a time other than when it is available for use, the Hotel shall open the safe, and store such articles and le a police report as prescribed in Article 16.2. In such event, the Hotel's liability in conjunction with the custody of such articles shall be subject to the provisions of Article 15.2.

5 If the opening of a safe is required under the provisions of applicable laws and upon doing so it is found that articles stored therein are potentially harmful to the Hotel or third parties, notwithstanding that such action is taken during the time the safe is available for use when opening the safe is otherwise deemed necessary, the Hotel may take other measures to open the safe as deemed necessary by the Hotel. In such event, the Hotel shall have no liability for any damages resulting from such action.

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

(Parking Liability)

Applicable only at certain properties

Article19 Guests using the Hotel parking lot acknowledge that the hotel is merely allowing the guest use of said parking space and assumes no liability for management of the vehicle parked therein, regardless of whether the vehicle keys have been deposited with the Hotel. However, the Hotel will assume liability for the loss of or damage, etc. to vehicles parked in the Hotel parking lot in the case said loss or damage is a result of the willful acts or gross negligence of the Hotel.

(Liability of Guests)

Article20 Guests who have caused damage to the Hotel as a result of willful acts or gross negligence shall be liable to compensate the Hotel for such damages.

2 If guests smoke in areas other than the designated smoking areas specified by the Hotel (including cases where cigarette butts are found in the guest room), a fee of 30,000 yen will be charged for deodorization of the room. If the actual cost of deodorization cleaning or other restoration exceeds 30,000 yen, the guest shall be charged the full amount incurred.

(Cleaning of Hotel Rooms)

Article21 When a guest stays consecutively in the same guest room, cleaning will be conducted according to the cleaning schedule established by the Hotel, except when otherwise specified by the accommodation plan or similar arrangements.

2 Even if a guest requests no cleaning, the Hotel reserves the right to perform cleaning if deemed necessary or in accordance with laws, regulations, and prefectural ordinances.

3 The guest shall not refuse the cleaning conducted under the preceding paragraph.

(Exclusions)

Article22 Guests using computer communication from the Hotel do so at their own liability, and the Hotel assumes no liability whatsoever for any damages experienced by users resulting from an interruption of service during computer communication because of system failure or other reason. Furthermore, if the Hotel and any third parties incur damages resulting from conduct by a guest that is determined by the Company to constitute inappropriate use of computer communication, the guest shall make restitution for such damages.

(Governing Language)

Article23 If these Terms and Conditions have been prepared in a language other than Japanese and there is a conflict or discrepancy between the provisions in such other language and the Japanese language version, the Japanese language version of these Terms and Conditions shall take precedence in all cases.

(Governing Law and Jurisdiction)

Article24 Any disputes arising out of the accommodation contract between the Hotel and the Guest shall be governed by the laws of Japan. The Tokyo District Court shall have exclusive jurisdiction as the court of first instance, based on the location of the Hotel.

(Revision of Terms and Conditions)

Article25 These Terms and Conditions for Accommodation may be revised from time to time as necessary. In the event of any revision, the revised Terms and Conditions and the effective date thereof shall be posted on the Hotel's designated website.

Attached table No.1 Calculation method for Accommodation Charges

CONTENTS		
Total Amount to be paid by the Guest	Accommodation Charge	① Basic Accommodation Charge (Room Rate) ② Service Charge (applicable only at certain properties)
	Extra Charges	③ Food and Beverage Charges (including any additional charges) and Other Usage Fees ④ Service Charge (applicable only at certain properties)
	Tax	Consumption Tax + Accommodation Tax + Bathing Tax (Accommodation tax and bathing tax apply only at certain properties.)

Note: Consumption tax will be applied to room charges, service charges, meals, and all other usage fees.

Attached table No.2 Cancellation Charge (Ref. Paragraph 2 of Article 6)

Contracted Number of Guest / Date when Cancellation of Contract is Notified	Individual	Group	
	Up to 14 guests	15 to 99	100 and more
No Show	100%	100%	100%
Accommodation Day	100%	100%	100%
1 day prior to Accommodation Day	100%	100%	100%
3 days prior to Accommodation Day	100%	100%	100%
9 days prior to Accommodation Day	—	10%	20%
20 days prior to Accommodation Day	—	—	10%

1. The percentage (%) represents the proportion of the cancellation fee based on the total amount of the basic charge and incidental charges included in accommodation plans offered in partnership with other service providers. If the cancellation fee calculated according to the cancellation policy stipulated by the partnering service provider exceeds this amount, the higher amount shall be charged as the cancellation fee.
2. In the event the contract period is shortened, regardless of the number of days shortened, the cancellation fee shall be collected only for the first day of the shortened period on which the guest will not stay.
3. If a partial cancellation of the contracted number of guests occurs, the cancellation fee shall be calculated based on the accommodation charges for the number of guests whose contracts have been cancelled.
4. For reservations made through travel agents, online travel agencies (other than the Hotel's official website), or other indirect booking methods, the cancellation policies established by such agents or booking sites shall apply, and the prescribed cancellation fees based on those policies will be charged. (This may differ from the cancellation fees shown in the attached table.)Additionally, even for reservations made through the Hotel's official website, specific accommodation plans may be subject to the cancellation fees stipulated therein. (This may differ from the cancellation fees shown in the attached table.)

Guidelines for dealing with customer harassment

The Polaris Holdings Group's mission is "Bring smiles to your travels. Add color to your life," and we aim to be the hotel and restaurant group of choice for customers, local communities, owners, and employees.
To achieve this goal, we believe it is essential to create an environment where each employee can work with peace of mind, without their dignity being violated. We have now established a code of conduct for dealing with customer harassment, which will enable our employees to smile and provide customers with the best possible hospitality and an inspiring experience.
Please understand that this code of conduct is not intended to exclude valuable customer feedback.

Definition of Customer Harassment

The law primarily targets "complaints and behavior from customers, etc., when, in light of the validity of the content of the complaints and behavior, the means and manner of realizing the demands are inappropriate according to social standards, and the working environment of employees is harmed by the means and manner," as stated in the "Corporate Manual for Countermeasures against Customer Harassment" published by the Ministry of Health, Labor and Welfare.

Examples of targeted actions

This is in accordance with the Ministry of Health, Labor and Welfare's "Corporate Manual for Countermeasures against Customer Harassment."
https://www.mhlw.go.jp/content/11900000/000915233.pdf
Please note that the target actions are not limited to the following:
● Requests that are likely to be deemed inappropriate regardless of their validity ・Physical attacks (assault, injury)
・Mental attacks (threats, slander, libel, insults, verbal abuse)
・Intimidating behavior ・Demands for bowing down
・Continuous (repeated), persistent (persistent) behavior
- Restrictive behavior (refusing to leave, staying put, confinement)
・Discriminatory words and actions ・Sexual words and actions
・Posting personal information to social media, the internet, etc. (publication of photos, audio, video)
・Acts that cause property damage

●Requests that may be deemed inappropriate in light of the appropriateness of the request content: ・Requests for unreasonable or excessive services, such as unfair discounts or transportation not specified in the contract ・Making unreasonable requests over long periods of time in person, by phone, email, etc.

・Request for product exchange

- Demand for monetary compensation
- Demanding an apology (excluding dogeza)

Responding to Customer Harassment

If we determine that any of these actions have been taken, we may refuse to accommodate you and suspend or terminate any contracts with you regarding accommodation, food and beverage provision, etc. Furthermore, if we determine that the actions are malicious, we may take measures to cooperate with external organizations, such as consulting with, contacting, or reporting to lawyers, the police, etc. Please note.

The above outlines the principles of our current approach, and many customers have been using Polaris Holdings Group services without any incidents like those mentioned above. However, in the unlikely event that any behavior that constitutes customer harassment is confirmed, we will respond firmly in accordance with these guidelines. We will continue to do our utmost to provide our customers with the highest quality services, and we appreciate your continued patronage.