

BANQUET REGULATIONS

The Hotel Metropolitan (the “Hotel”) has established the following Regulations for Use of its banquet rooms. Please read and acknowledge them.

1. Establishing a Booking

To place a request for a function, please enter the details in the Banquet Application Form provided by the Hotel. The Hotel will confirm the details entered in the form and the booking (contract) will be deemed to be established when the Hotel expresses its intention to accept the booking.

2. Advance Payment

If a booking is established according to the preceding paragraph, the Hotel will receive an advance payment equal to the amount quoted for the function (presented in advance by the Hotel and accepted by the client) no later than ten (10) days prior to the scheduled date of the function. If this advanced payment is not received by the due date, the booking may be cancelled. If the actual total amount payable exceeds the advance payment due to additional orders, etc., the Hotel will charge the excess amount separately from the advance payment.

3. Function Duration

Use of the banquet room must end within the prescribed time stipulated in the contract, including the time required from set-up to break-down. If you exceed the prescribed time, the Hotel may charge additional fees for the excess time.

4. Confirmation of Charged Head Count

Please advise the final head count that the hotel will prepare food, drinks, etc. for (“Charged Head Count”) by noon 3 days before to the function date or by an alternative time and date stipulated by the Hotel. If you contact the Hotel later than the prescribed date and time or do not advise the Hotel at all, the Hotel will charge you for the Charged Head Count advised prior to the deadline for contact (Pre-Change Charged Head Count), even if the number of people attending the function on the day is less than that Pre-Change Charged Head Count.

5. Arrangement of Decorations and Entertainment

The Hotel will arrange (for a fee) any decorations, flower arrangements, audio, lighting, entertainment production, reception attendants, guest gifts, and other extras to be used at the function, based on your requests. If you wish to arrange or bring such things directly, please consult with the Hotel in advance. Depending on the details, the Hotel reserves the right to refuse your request or charge a bring-your-own fee. Even if the Hotel consents, you will be asked to comply with the Hotel’s directions regarding delivery into and out of the room of equipment and materials, time, place, and method of installation of signboards, etc.

6. Compensation for Damages

When using the Hotel’s banquet rooms, please take due care not to cause any damage or loss to the banquet room or to any of the Hotel’s facilities, furniture, fittings, etc. In the event of any damage or loss, you will be asked to repair the damage at your cost and at the Hotel’s direction or pay compensation for the damage or loss caused.

7. Prohibited Matters

The following matters are prohibited regarding the use of the banquet rooms and the Hotel:

- 1) bringing in dogs, cats, birds, or any other pets or domestic animals, combustible, flammable or otherwise hazardous items, items that omit an offensive odor, or any other item the Hotel deems inappropriate;
- 2) moving the Hotel’s furniture, fittings, etc. without the consent of the Hotel;
- 3) using the Hotel’s facilities, etc., for purposes other than those consented to by the Hotel;
- 4) behavior or conduct that causes inconvenience to other patrons, etc.;
- 5) gambling, disorderly conduct, or other acts that are prohibited by law, etc.
- 6) bringing in food and drink or entertainment using food and drink without the consent of the Hotel; and

7) conduct that has the potential to affect functions in other banquet rooms

(for performances using taiko, drums, or other percussion instruments, load wind instruments, or band performances, the Hotel may ask the client to refrain, depending on the bookings for meetings and functions in other venues).

8. Precautions Regarding Accidents/Theft in the Hotel and Items Left with the Cloakroom

The Hotel will bear no liability for any accidents or thefts that occur in the banquet rooms or the Hotel. Also, the Hotel provides a cloakroom service for guests to temporarily leave personal items on the day of the function, but we regret we cannot accept cash, valuable items, musical instruments, precision equipment, and other items of high value.

9. Regarding Taking Home Leftover Food

Purpose and Basic Approach

1) The reduction of food loss is an international goal set forth in the SDGs and is an issue in Japan as well. While the most important approach is for guests to enjoy their meals and finish them in the banquet room, allowing guests to take home leftovers that they are unable to finish upon their request can also be an effective measure to reduce food waste. In line with this perspective, the Hotel actively promotes the takeout of uneaten food.

2) As there is a risk of food poisoning when taking home leftovers, guests are required to fully understand the hygiene precautions explained by our staff and assume personal responsibility when doing so. (However, please note that we cannot accommodate requests to take home leftovers during periods of high temperature and humidity.)

Conditions

1) Even when a guest wishes to take home uneaten food provided by the Hotel, certain foods, such as raw or undercooked foods, cannot be taken home.]

2) When taking food home, please use the containers specified by the Hotel.

3) Guests are responsible for transferring leftover food into the containers themselves.

4) Guests must manage the transportation and storage of their takeout food at their own responsibility.

5) If guests give the takeout food to family members or others, they must also explain the necessary precautions provided by the Hotel to the recipient.

6) Guests are responsible for confirming whether any family member or recipient has food allergies. Please refrain from giving the takeout food to any person who has food allergies.

Confirmation

Please be aware that the Hotel cannot be held responsible for any accidents, including food poisoning, that occur as a result of the guest’s actions during or after taking home food that was provided by the Hotel.

10. Information for Those with Food Allergies

At the Hotel, we strive to do everything possible to ensure that guests with food allergies can enjoy their meals with peace of mind.

Our staff will ask you about whether there are any guests with food allergies during preparations for your event.

For use of service, please let us know at least one week in advance.

Please note that we may not be able to accommodate food allergy menu items on the day, as the food preparation process may already be underway.

[Precautions for Food Allergy Accommodation at Hotel-operated Facilities]

*The dishes served on our Food Allergy Menu do not include the eight Specified Allergen Ingredients (eggs, milk, wheat, buckwheat, peanuts, walnuts, shrimp and crab) for which allergen labeling is mandatory. We will accommodate other allergens as far as possible to the extent of our knowledge and ability. Please note that there may be an additional charge for food allergy accommodations due to changes in the ingredients or cooking methods used for dishes.

*Our Food Allergy Menu is prepared in the same kitchen with the same cooking and cleaning utensils used to prepare dishes on the general menu that contain allergens, so please also note that there may be traces of allergens present in the food. In addition, when serving buffet food, tongs and utensils used are shared among several dishes that may contain allergens. Please note that there may be cases of contamination from guests using a single pair of tongs to take food from multiple dishes, meaning that tongs and utensils may come into contact with food containing allergens.

*Our Food Allergy Menu does not guarantee the complete exclusion of allergens.

For guests who may be troubled that allergens cannot be guaranteed to be excluded, we may have no choice but to refuse food service, as we consider safety our first priority. If this is likely to affect your booking, please inform us in advance so that we can allow guests to bring in their own meals.

11. Termination of Contract

If any of the following situations apply, the Hotel reserves the right to refuse a booking or, if a booking has already been established, to terminate that booking (contract), cancel the function if it already started, and/or request exit from the banquet room or the Hotel.

- 1) non-payment of the advance payment stipulated in Paragraph 2;
- 2) violation of Paragraph 5 by the client or a person associated with the client;
- 3) matters that fall under the prohibited matters stipulated in Paragraph 7 or cases in which the Hotel deems there to be a risk of such matters occurring;
- 4) if the client making the booking or an associate, or any guest attending the banquet is a member of or associated with an organized crime group or other anti-social force;
- 5) if an act of protest or harassment against the organizers or attendees, etc. of a function is predicted or if the Hotel deems there to be a risk of inconvenience being caused to other patrons or the nearby area;
- 6) if the Hotel deems there to be a risk of inconvenience being caused to other patrons of the Hotel;
- 7) if the Hotel deems there to be a risk of violation of laws and ordinances or of an offense against public order and morals;
- 8) if the client makes false statements or neglects to declare important facts in the application or advance discussions for the function; and
- 9) if the hotel deems any other use of the banquet room to be inappropriate.

12. Cancellation Fees

If the client wishes to cancel a banquet for which a booking (contract) has already been established, or if the hotel terminates the booking for any of the reasons in the preceding paragraph, the following cancellation fees will be payable.

For bookings cancelled or terminated

- 1) after the date of establishment of the booking and no later than 90 days prior to the date of the function, a cancellation fee equivalent to the fee for one (1) hour of the meeting room fee for the booked banquet room;
- 2) between 89 and 60 days prior to the date of the function, a cancellation fee equivalent to the fee for two (2) hours of the meeting room fee for the booked banquet room;
- 3) between 59 and 10 days prior to the date of the function, a cancellation fee equivalent to 50% of the amount quoted for the function that has been booked;
- 4) between 9 and 3 days prior to the date of the function, a cancellation fee equivalent to 60% of the amount quoted for the function that has been booked;
- 5) made 2 days prior of the day before the date of the function, a cancellation fee equivalent to 80% of the amount quoted for the function that has been booked;
- 6) made on the day of the function or if there is no contact from the client, a cancellation fee equivalent to 100% of the amount quoted for the function that has been booked.

* "Amount quoted" refers to the most up-to-date quoted amount at the time of the cancellation or termination.

If any costs are incurred for arrangements that have already been made, the Hotel will charge for these costs separately from the cancellation fee.