

# RESTAURANT REGULATIONS

The Hotel Metropolitan has established terms and conditions for use of its restaurants.  
Please be aware of the following matters regarding the use of restaurants, payments and the like.

### 1. Business Operations

The operating hours of our restaurants are provided on the Hotel's official website, in pamphlets and flyers, and on signage throughout the property. Furthermore, business hours may be temporarily changed or restaurants may be closed due to unavoidable circumstances. In such cases, we will provide notification through appropriate means.

### 2. Disclaimer (The hotel assumes no liability for the following matters.)

- Any harm to a customer caused by products provided by the Hotel without prior notification from the customer regarding food allergies, religious dietary restrictions, etc.
- Loss of or theft of a customer's baggage that was not checked with the Hotel  
We cannot accept cash, valuables, or perishable or easily damaged items for safekeeping
- Any damages to a customer arising from changes to the menu, tableware, etc., due to seasonal availability, weather, or procurement circumstances
- Any harm to a guest caused by consuming takeout products after their expiration date or in a state where the product has not been properly managed by the guest
- Any harm to a guest resulting from taking home food or beverages that were provided in restaurants

### 3.Prohibited Acts

- Bringing in dogs (excluding guide dogs, hearing dogs, and service dogs), cats, birds, or other animals
- Bringing in flammable or ignitable materials, or other hazardous items
- Bringing in items that emit a foul odor, wearing clothing that causes discomfort to other guests, etc.
- Use for purposes other than the intended use, such as commercial activities without the Hotel's permission
- Disorderly conduct, or behavior or speech that disturbs other customers
- Moving or damaging the Hotel's equipment or fixtures
- Ordering or bringing in food and beverages from outside the restaurant
- Photography that may disturb other customers, and the use of photos taken within the Hotel for commercial purposes
- Any other acts prohibited by law

### 4. Changes and Cancellations of Reservations

In the event of a cancellation due to the customer's circumstances, you will be required to pay the cancellation fees listed below (exclusive of service charge and tax).

	Date of Cancellation Notice (from scheduled date of use) and Cancellation Fee		
	5 to 3 days prior	2 days prior	Same day
General use	-	50%	100%
Use of private room	50%	80%	100%
	(Based on the reserved meal price* and private room fee) *Excludes beverage charges.		
Without contact (General & Private Room)	100%	100%	100%
	(Based on the reserved meal price* and private room fee) *Excludes beverage charges.		

\*"Date of Cancellation Notice" is based on Japan Standard Time.  
\*If you cancel a reservation for use of a private room, a cancellation fee based on the minimum private room fee will be charged in accordance with the foregoing, even if the contents of the meals are undecided.  
\* If a change in the number of guests results in the party size falling below the minimum number required for a private room, a charge for the shortfall in the minimum number of meals will be applied.

### 5. Refusal of Service and Cancellation of Reservations/Contracts

The hotel may refuse service (including reservations and contracts for service) in the following cases.

- When the facilities cannot be used due to natural disaster, other force majeure events (including the spread of infectious diseases), facility accidents, or other unavoidable reasons

- If any of the following apply:
  - A designated organized crime group or a member thereof as stipulated in the "Act on Prevention of Unjust Acts by Organized Crime Group Members" (Act No. 77 of 1991), or a related party or other anti-social force (hereinafter referred to as "Anti-Social Forces")
  - A corporation or other organization whose business activities are controlled by Anti-Social Forces, or a member thereof
  - A corporation with an officer who is a member of an Anti-Social Force, or a member thereof
  - A person who is judged to be at risk of committing acts that violate laws or public order and morals
  - A person suspected of being a patient with a contagious disease or infectious disease
- In the event of actions or speech that cause significant nuisance to other hotel guests
- When a person makes violent or threatening demands against the Hotel or its employees, or demands a burden exceeding a reasonable scope, or is recognized as having committed similar acts in the past
- In the event of a violation of these Restaurant Terms of Use (including cases where the Hotel determines there is a risk of violation)
- When the Hotel determines that it cannot permit the use of its facilities

### 6. Regarding Compensation for Damages

The customer (including all related parties on the customer's side) and any vendors directly hired by the customer shall exercise due care to avoid damaging the Hotel's facilities, furniture, and fixtures. If any damage to the Hotel's facilities, furniture, or fixtures occurs, you will be required to promptly have them repaired or bear the cost of damages.

### 7. Handling of Personal Information

The handling of personal information shall be in accordance with our company's Privacy Policy.

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

- Purpose and Basic Approach
  - The reduction of food loss is an international goal set forth in the SDGs and is an issue in Japan as well. Reducing food loss is an international goal set within the SDGs and remains a significant issue in Japan. While the most important approach is for customers to enjoy their meals and finish them at the restaurant, taking home leftovers upon 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 and beverages
  - As there is a risk of food poisoning when taking home leftovers, customers are required to fully understand the hygiene precautions explained by our staff and assume personal responsibility when doing so
- Conditions
  - Even when a customer wishes to take home uneaten food provided by the Hotel and restaurants, certain food and beverage items, such as raw or undercooked foods, cannot be taken home
  - When taking food home, please use the containers specified by the Hotel and restaurants
  - Customers are responsible for transferring leftover food and beverages into the containers themselves
  - Customers must manage the transportation and storage of their takeout food at their own responsibility
  - If customers give the takeout food to family members or others, they must also explain the necessary precautions provided by our establishment to the recipient and do so at their own risk
  - Customers are responsible for confirming whether any family member or recipient has food allergies. If an allergy is present, please refrain from giving the takeout food to that person
- Confirmation  
Please be aware that the Hotel and restaurants cannot be held responsible for any accidents, including food poisoning, that occur as a result of the customer's actions during or after taking home food that was provided by our establishment.