

HOUS_AGAL onomichi

Accommodation Terms and Conditions

To ensure a safe and comfortable stay for all guests, HOUS_AGAL onomichi (hereinafter referred to as “the Property”) has established the following Accommodation Terms and Conditions.

The person making the reservation is responsible for reviewing these Terms and Conditions and ensuring that all accompanying guests and users are informed of their contents.

If any damage is caused to the Property, its facilities, equipment, furnishings, or other items as a result of a violation of these Terms and Conditions or through the intentional or negligent acts of a guest, or if measures beyond ordinary cleaning and maintenance are required, the actual costs necessary for restoration, including special cleaning, repair, replacement, and other related costs, may be charged.

1. About the Property

The Property is a private rental accommodation reserved for one group at a time. The building contains multiple staircases and includes a rooftop terrace.

When using indoor or outdoor facilities, please review the applicable instructions and precautions and exercise sufficient care for your safety.

Pets are not permitted to stay at the Property.

2. Check-in and Check-out

Check-in is available from 3:00 p.m. Check-out is by 10:00 a.m.

Early check-in and late check-out are available only when possible depending on surrounding reservations, cleaning schedules, and other operational circumstances.

Early check-in: JPY 2,000 per hour (tax included)

Late check-out: JPY 2,000 per hour (tax included)

Early check-in and late check-out generally require advance reservation.

If you wish to request either service, please contact us as early as possible. Same-day requests can be accepted only when operationally feasible based on booking status, cleaning progress, and cleaning staff availability. In particular, requests made immediately before the scheduled check-out time may not be accommodated.

If you remain at the Property beyond the check-out time without prior approval, additional extension charges and any other actual costs incurred may be charged.

3. Number of Guests and Facility Users

Use of the Property is based on the number of guests declared at the time of reservation.

Allowing undeclared persons to stay overnight without permission is prohibited.

Visitors who are not staying overnight must not cause the Property’s maximum occupancy to be exceeded, remain for extended periods without permission, or use the Property for parties, events, or any other purpose substantially unrelated to ordinary accommodation.

If the actual number of users is found to differ from the number declared at the time of reservation, additional charges may apply.

4. Use of the Rooftop Terrace

When using the rooftop terrace, please exercise sufficient caution to prevent falls, slips, and other accidents.

The rooftop terrace may be used until 9:00 p.m. The terrace lighting switches off automatically after 9:00 p.m., so please finish using the terrace by that time.

- Do not climb on or lean over railings, fences, or equipment.

- Do not leave young children unattended on the rooftop terrace.
- Please refrain from using the terrace during strong winds, heavy rain, thunderstorms, or other hazardous weather conditions.
- Take sufficient care to prevent personal belongings or other items from being blown away by the wind.

Except where caused by the intentional or negligent acts of the Property, the Property cannot accept responsibility for accidents, injuries, or property damage resulting from a guest's carelessness, violation of prohibited conduct, inadequate supervision by a guardian, or other circumstances attributable to the guest.

5. BBQ and Use of Fire

The BBQ grill may be used only on the terrace.

Using the BBQ grill, charcoal, open flames, or any other fire-producing equipment indoors is prohibited.

Use of the terrace, including BBQ use, is limited to 9:00 p.m. Please note that the terrace lighting switches off automatically after 9:00 p.m.

Do not leave the area while any flame or heat source is in use. After use, confirm that the fire or heat source has been completely extinguished.

The BBQ grill is provided as a complimentary facility. After use, please wash off grease and other residue and return it in a clean condition. If it is left uncleaned, a cleaning fee of JPY 3,000 (tax included) will be charged.

If it is confirmed that the BBQ grill was used indoors, a charge of JPY 30,000 (tax included) will be imposed for ozone deodorization and room cleaning.

If damage exceeds the amounts stated above, additional restoration costs may be charged.

6. Smoking

Smoking is strictly prohibited indoors.

This prohibition includes not only cigarettes but also electronic cigarettes and heated tobacco products.

Please smoke only on the terrace or outside the entrance.

If evidence of indoor smoking is found, a charge of JPY 30,000 (tax included) will be imposed for ozone deodorization and room cleaning.

If additional cleaning, deodorization, replacement of furnishings, or other restoration is required due to odor, tar residue, or similar damage, the actual additional cost will be charged separately.

7. Noise and Consideration for Neighbors

Residential properties and other buildings are located near the Property.

During nighttime and early morning hours, please refrain from loud voices, music, use of speakers, vehicle noise, or any other activity in the rooftop terrace or other outdoor areas that may disturb neighbors.

If a complaint is received from a nearby resident, or if conduct is confirmed that materially interferes with operation of the Property, we may ask you to change the way you are using the Property.

Where necessary to ensure safety, prevent serious disturbance to other guests or nearby residents, or comply with applicable laws and regulations, we may ask you to discontinue use of the Property.

8. Property, Furniture, Facilities, and Equipment

The Property, facilities, furniture, appliances, tableware, bedding, towels, and other items must not be used for purposes other than those for which they are intended, removed from the Property without permission, or modified, disassembled, or relocated without permission.

If you notice any malfunction, damage, or soiling of facilities or equipment, please contact the Property promptly.

9. Damage, Soiling, and Special Cleaning

If a guest intentionally or negligently damages, soils, or loses any part of the Property, furniture, equipment, appliances, bedding, or other items, the costs required to restore or replace them may be charged.

The following are, in principle, considered outside the scope of ordinary check-out cleaning:

- Human urine, feces, or vomit
- Severe soiling caused by blood or other bodily fluids
- Stains or contamination that leave a strong odor
- Odor or tar residue caused by indoor smoking
- Food or beverage stains that cannot be removed by ordinary cleaning
- Severe soiling of sofas, carpets, bedding, or similar items
- Severe disorder or soiling that cannot be handled within normal cleaning time

10. Additional Charges

If soiling, damage, or other conditions beyond the scope of ordinary cleaning are found, you may be charged, depending on the circumstances, for special cleaning, professional cleaning services, deodorization, repairs, replacement, disposal, and any other costs necessary to restore the Property.

11. Loss of Business or Similar Damage

If, due to damage to the Property or facilities, severe soiling, or use in violation of these Terms and Conditions, all or part of the Property becomes unusable and actual losses occur—such as refunds or discounts to subsequent guests, cancellation of reservations, suspension of sales, or temporary closure for cleaning or repairs—the actual losses that can be objectively and reasonably verified may be charged.

12. Use of the Kitchen

After using the kitchen, please wash all dishes and cooking utensils and return them to their original locations.

Do not pour large amounts of oil, leftover food, or similar waste into the drain.

If excessive soiling, clogging, or other issues beyond ordinary accommodation use occur, additional cleaning or repair charges may apply.

13. Beds and Bedding

Please use only the number of beds and bedding corresponding to the number of overnight guests declared at the time of reservation.

Please refrain from eating or drinking on the beds.

If bedding is severely soiled and cannot be restored through ordinary linen washing, professional cleaning or replacement charges may apply.

14. Safety on Stairs and While Moving Around the Property

There are multiple staircases within the Property. Please watch your step carefully when going up or down the stairs.

Young children, elderly guests, and persons who have consumed alcohol should exercise particular caution to prevent falls.

Please do not leave luggage or other belongings on stairs or in passageways in a manner that obstructs movement.

15. Safety Management and Accidents in the Parking Area and on the Premises

When using the Property's parking area, rooftop terrace, staircases, BBQ equipment, or other facilities and ancillary equipment, please review the applicable instructions and precautions and use them with sufficient care for your own safety.

Except where caused by the intentional or negligent acts of the Property, the Property cannot accept responsibility for accidents, injuries, or property damage resulting from a guest's carelessness, violation of prohibited conduct, improper use, use after consuming alcohol, inadequate supervision by a guardian, or other circumstances attributable to the guest.

When accompanied by young children, the parent or guardian is responsible for supervising them and ensuring their safety.

Except where caused by the intentional or negligent acts of the Property, the Property cannot accept responsibility for vehicle collisions, single-vehicle accidents, theft, theft from vehicles, damage to vehicles or cargo, or other losses in the parking area. Please check your surroundings carefully when parking or leaving the parking area.

16. Cleaning During Consecutive Stays

As a general rule, room cleaning and linen changes are not provided during your stay.

If you would like cleaning or linen replacement, it is available for JPY 6,600 (tax included) per service. Please request this in advance.

17. Lost Property

As a general rule, items left behind after check-out will be kept for one month from the check-out date.

However, food, beverages, refrigerated or frozen items, opened hygiene products, and other items that are difficult to store for sanitary reasons may be disposed of on the same day regardless of the standard storage period.

Items remaining after the storage period may be disposed of by the Property.

If you request shipment of a lost item, you will be responsible for shipping costs and any other necessary expenses.

Valuables and similar items will be handled appropriately depending on the circumstances, including reporting them to the police where appropriate.

18. Valuables and Theft

When leaving the Property, please make sure the Property is locked and manage cash, valuables, and other personal belongings at your own responsibility.

When using the parking area, please also ensure that your vehicle is locked and do not leave valuables inside the vehicle.

Except where caused by the intentional or negligent acts of the Property, the Property cannot accept responsibility for loss or theft of cash, valuables, or other items under the guest's control.

19. Commercial Photography, Events, and Business Use

If you wish to use the Property for commercial photography, advertising or product photography, events, exhibitions, sales activities, or any other commercial purpose, you must consult us in advance.

Business or commercial use without prior approval is prohibited.

20. Organized Crime Groups and Illegal Conduct

Accommodation or use of the Property may be refused where a guest or user is a member of an organized crime group or other antisocial force, where there are reasonable grounds to believe illegal conduct may occur, or where other grounds for refusing accommodation exist under the Hotel Business Act or other applicable laws and regulations.

Any refusal of accommodation will be determined in accordance with the Hotel Business Act and other applicable laws and regulations.

21. Cancellations

The cancellation policy displayed on the booking website or accommodation plan used for your reservation will apply.

Cancellations due to natural disasters, transportation disruptions, or other force majeure events will also be handled in accordance with the applicable booking conditions and the Property's prescribed procedures.

22. Prohibited Conduct and Violations of These Terms

If conduct in violation of these Terms and Conditions is confirmed, the Property may ask the guest to correct the manner in which the Property is being used.

Where there is a significant need to ensure safety, prevent serious disturbance to other guests or nearby residents, prevent serious damage to the Property, or take other necessary action, the Property may discontinue use of the Property or take other necessary measures in accordance with the Hotel Business Act and other applicable laws and regulations.

If damage to the Property, facilities, or equipment occurs, the necessary costs may be charged in accordance with these Terms and Conditions.

23. Agreement to These Terms and Conditions

The person making the reservation must review these Terms and Conditions before booking. By completing a reservation, the person making the reservation is deemed to have agreed to these Terms and Conditions.

The person making the reservation is responsible for reviewing these Terms and Conditions and ensuring that all accompanying guests and users are informed of their contents.