

# Banquet Rules

In order to hold a successful banquet at KANAZAWA TOKYU HOTEL, we would like to ask that you observe the following rules that have been established for the use of the banquet hall.

## Item 1 – Application

### 1. Tentative Reservation

A tentative reservation period is created from the time of application to use the banquet hall. The tentative registration period is generally two weeks (14 days) from the date of application. Please contact us during this time to confirm whether or not the banquet will be held at the hotel. In the event the hotel is not contacted within the tentative reservation period, the reservation will be considered void.

### 2. Contract Conclusion

After confirming your reservation, the guidance on reservation will be specified by the hotel based on the details of the banquet.

## Item 2 – Deposit

The amount specified by the hotel must be paid as a deposit no later than 7 days before the banquet. If the money is not received within that time, the banquet may be cancelled.

## Item 3 – Final Confirmation

Please contact us with any changes in the estimated number of guests or meals. Changes are accepted until noon 2 days before the banquet, but when reducing the number of guests or meals, reductions will be up to 10% of the number of guests or meals in the final estimate. This notification of changes from the applicant will be considered the final confirmation. If no changes are received from the applicant, the banquet will be produced according to the estimate.

## Item 4 – Banquet Time

A fixed room change shall be paid for the use of the banquet hall from start to finish of the contracted time, and in the event the banquet time is exceeded, an additional room change will be assessed. However, be advised additional banquet hall time may not be available depending on the time of the next scheduled banquet.

## Item 5 – Payment

After the banquet is completed, the final banquet fee shall be paid by the payment date confirmed by the hotel in advance. In the case that the deposit money in excess of the billed amount which has been received, the hotel will refund the difference.

## Item 6 – Arrangement of Decorations, Entertainment, and Other Services

- Generally the hotel will arrange decorations, flowers, music, entertainment, sound, lighting, party companions, and other services for the banquet with designated vendors.
- For the smooth operation of the banquet, please contact the hotel in advance when a vendor directly commissioned by the applicant will perform services. Please do not directly commission a vendor without the prior consent of the hotel. Also, the instructions for vendors arranged by the applicant will be based on the loading and unloading guide.

## Item 7 – Compensation for Damages

When the hotel is damaged (damage, contamination, etc. to its facility, fixtures, and other furnishings) by the negligence or willful actions of the applicant (including all associates, organizers, and guests of the applicant) or vendors commissioned by the applicant, the concerned applicant shall compensate the hotel for the damages.

## Item 8 – Accident, Loss, and Theft within the Facilities

Please note that the hotel cannot accept any responsibility for accidents, loss, or theft that occurs under the supervision of the customer within the facilities.

## Item 9 – Refusal of Contract Execution

The hotel may refuse to hold the banquet in the event that a customer attending the banquet falls under any of the following items or in the event that the banquet hall cannot be used due to facility break-down, natural disasters, or other unavoidable reasons. Please note that the hotel will not compensate the applicant for damages in such cases.

- When the hotel determines that there is a chance a guest may violate a law or public order and morals;
- When the hotel determines that there is a chance a guest may cause trouble for other customers;
- When the hotel determines that there is a chance its business may be obstructed by a third party;
- When the customer is a criminal organization, a member of a criminal organization, related to a criminal organization, or other anti-social forces (hereinafter "a criminal organization or other criminal elements");
- When the customer is a corporation or other group whose business activities are controlled by a criminal organization or other criminal elements;
- When the customer is a corporation wherein one of the directors is a criminal organization member;
- When a guest's actions clearly cause trouble to other hotel customers;
- When a guest makes inappropriate coercive demands using violence, threats, or extortion to the hotel or its employees, when a guest has made unreasonable demands, or when it is recognized that the guest has carried out such activities at this hotel or at a different hotel in the past;
- When these "Banquet Rules" or a separately concluded agreement is violated.

## Item 10 – Contract Cancellation

Please note that the hotel will cancel the reservation or refuse to host the banquet in the event that any of the following items are applicable or violated.

- In the event that there is a chance a guest attending the banquet may violate a law or public order and morals;
- In the event the hotel determines that there is a chance a guest may cause trouble for other customers;
- In the event the hotel determines that there is a chance its business may be obstructed by a third party;
- In the event the banquet hall cannot be used due to facility break-down, a natural disaster, or other unavoidable reason;
- When it is established that the customer is a criminal organization, a criminal organization member, an organization related to a criminal organization, or other anti-social forces (hereinafter "a criminal organization or other criminal elements");
- When the customer is in a corporation or other group whose business activities are controlled by a criminal organization or other criminal elements;
- When the customer is in a corporation wherein one of the directors is a criminal organization member;
- When a guest makes inappropriate coercive demands using violence threats, or extortion to the hotel or its employees, when a guest has made unreasonable demands, or when it is recognized that the guest has carried out such activities at this hotel or at other affiliate hotels of Tokyu Hotels in the past;
- In the event a guest attending the banquet is obviously suffering from an infectious disease, or in the event the guest has another illness which may be contagious;
- When it is identified that the details (purpose) of the banquet are different from those specified at the time of application and the declaration at that time was clearly false;
- In the event these "Banquet Rules" or a separately concluded agreement are violated.

## Item 11 – Prohibited Matters

The following matters are prohibited, so we request that you refrain from them.

- Dogs, cats, birds, other pets, or domestic animals, etc. (except guide dogs for the visually impaired service dogs)
- Bringing incendiary or flammable items or other dangerous items
- Items that give off a foul odor
- Behavior that causes trouble for other customers and acts that violate laws or public policy
- Movement of hotel equipment
- Usage outside of the purpose of use
- Other acts prohibited by law

## Item 12 – Cancellation Fee

Once the contract has been concluded changes to the reservation date or banquet cancellation will generally incur the following cancellation fee or rescheduling fee.

1. Banquet · Conference	
121 Days Before	actual costs
120 to 61 Days Before	15 % of latest estimate + actual costs
60 to 31 Days Before	25 % of latest estimate + actual costs
30 to 11 Days Before	50 % of latest estimate + actual costs
10 to 1 Day Before	80 % of latest estimate + actual costs
Day of Banquet	100 % of latest estimate + actual costs
2. Exhibition	
121 Days Before	0 % of latest estimate + actual costs
120 to 61 Days Before	20 % of latest estimate + actual costs
60 to 31 Days Before	30 % of latest estimate + actual costs
30 to 11 Days Before	50 % of latest estimate + actual costs
10 to 1 Day Before	80 % of latest estimate + actual costs
Day of Banquet	100 % of latest estimate + actual costs

\* "Latest estimate" refers to the total amount in the latest quotation sheet exchanged between the customer and the hotel, including the application fee and the paid deposit.

\* "Actual costs" refers to the costs of printing materials and copying that has already been ordered as well as the cancellation fees for other outsourced materials.

\* Rescheduling of the reservation date will incur cancellation fees following the rules for banquet cancellation.

## Item 13 – Privacy Policy

Private information provided by the customer in the application sheet shall be used by the hotel for the following purposes.

- To conduct general operations of the banquet at the hotel.
- To provide the customer with invitations to and information of events, etc. at the hotel.
- To improve services and products of the hotel (provided, however, that it shall be used as statistical information which does not enable the identification of the specific individual).

For purposes other than the above, private information provided by the customer shall not be disclosed or supplied to a third party without the consent of the customer.

