



Kyoto Machiya Collection Accommodation Terms & Privacy Policy

Final Revision: January 1, 2024

《Accommodation Terms and Conditions》

Scope of Application

Article 1

1. Contracts for accommodation and related agreements concluded between this facility and guests shall be governed by these terms and conditions. For matters not stipulated in these terms, applicable laws, regulations, or established customs will apply.
2. If the facility agrees to special arrangements that do not contravene laws or customs, those arrangements shall take precedence over these terms.

Application for Accommodation Contracts

Article 2

1. Guests wishing to apply for an accommodation contract must provide the following information and agree to pay cancellation fees in accordance with the cancellation policies of the reservation site or the facility's official website:
 1. Name of the guest(s).
 2. Date of accommodation and estimated time of arrival.
 3. Other details as deemed necessary by the facility.
2. If a guest extends their stay beyond the agreed date during their stay, this request will be treated as a new application for accommodation.

Establishment of Accommodation Contracts

Article 3

1. Accommodation contracts shall be deemed established when the facility accepts the application referred to in the previous article.
2. Guests must pay the full amount for the accommodation period, including additional services (e.g., meals), by the date specified by the facility as an advance payment to finalize the contract.
3. The advance payment shall be applied to the total accommodation and optional fees. In cases where the contract is canceled before cancellation fees apply or when the facility cannot provide the accommodation due to force majeure, the full amount of the advance payment shall be refunded.
4. If the advance payment is not made by the specified date, the accommodation contract becomes void.

Refusal to Conclude Accommodation Contracts

Article 4

The facility may refuse to conclude accommodation contracts in the following cases:

1. When the application does not comply with these terms.
2. When the facility is fully booked.
3. When the guest is deemed likely to act in violation of laws, public order, or morality.
4. When the guest falls into any of the following categories:
 1. Members or associates of organized crime groups (boryokudan).
 2. Organizations controlled by such groups.
 3. Corporations whose board members include members of such groups.
5. When the guest significantly disturbs other guests.
6. When the guest is a patient with a specified infectious disease as defined by law.
7. When the guest makes unreasonable demands or exhibits violent behavior.
8. When the facility is unable to accommodate the guest due to force majeure, such as natural disasters or facility malfunctions.

Explanation of Refusal to Conclude Accommodation Contracts

Article 5-2

Guests may request an explanation from the facility if their accommodation contract application is refused.

《Privacy Policy》

The Kyoto Machiya Collection and its managing entities (hereinafter referred to as “we” or “our”) recognize the importance of personal information protection and comply with relevant laws, such as the Personal Information Protection Act.

Purpose

We aim to ensure the proper handling of personal information by stipulating compliance matters and implementing protective measures.

Scope

This policy applies to all employees.

Purpose of Use

Personal information will only be used within the scope that guests can reasonably anticipate, including:

- Communication and confirmations related to accommodation or dining reservations.
- Changes or notifications about provided services.
- Analysis of customer preferences to improve services and develop new offerings.

Acquisition and Use

Personal information will be obtained and used lawfully and appropriately. If use exceeds the stated purposes, prior consent will be obtained.

Disclosure to Third Parties

We do not provide personal information to third parties except in the following cases:

- With prior consent from the individual.
- When outsourcing operations to fulfill a guest's request.
- When required by law.

Sensitive Information

Sensitive personal information will only be handled with consent and within the necessary scope.

Disclosure, Correction, and Deletion

Requests for disclosure, correction, or deletion of personal information will be handled appropriately after verifying the individual's identity.

Inquiries

For concerns or complaints regarding personal information handling, please contact:

Kyoto Machiya Collection

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Prefecture, 605-0936, Japan
Phone: 075-211-6001