



1. Basic Policy on Customer Harassment

Our hotel believes that providing employees with a workplace environment where they can work with peace of mind and maintain physical and mental well-being leads to better guest satisfaction, and we aim to build stronger relationships with our guests. Therefore, we consider customer harassment to be a significant violation of our employees' human rights and working environment, and we will respond to it firmly and systematically.

2. Definition of Customer Harassment

We define customer harassment as "complaints or conduct from customers where, in light of the validity of the request's content, the means or manner used to fulfill that request are deemed unreasonable by generally accepted social standards and harm the employee's working environment," as outlined in the "Corporate Manual for Responding to Customer Harassment" published by the Ministry of Health, Labor and Welfare.

3. Acts Constituting Customer Harassment

We adhere to the "Corporate Manual for Countermeasures Against Customer Harassment" published by the Ministry of Health, Labor and Welfare. Please note that the scope is not limited to the following acts.

(1) Cases where the content of a customer's request lacks validity

- When no defects or negligence are found in the hotel's facilities or services
- When the content of the request is unrelated to the hotel's facilities or services

(2) Means or methods used to fulfill a request that are deemed unreasonable by generally accepted social standards

a. Acts that are highly likely to be deemed unreasonable regardless of the validity of the request

- Physical assault (assault, bodily injury)
- Psychological assault (threats, slander, defamation, insults, abusive language)
- Intimidating behavior
- Demands to kneel in apology
- Continuous (repeated) or persistent (nagging) behavior
- Restrictive behavior (refusal to leave, occupying the premises)
- Discrimination or discriminatory behavior
- Sexual remarks or behavior
- Attacks or demands directed at individual employees

b. Demands that may be deemed unreasonable in light of their validity

- Demands for product exchanges
- Demands for monetary compensation
- Demands for apologies without reasonable grounds

(3) Other Disruptive Behavior by Customers

- Slander or defamation on social media or the internet

4. Response to Customer Harassment

In the event of behavior constituting customer harassment, we will take firm action to protect our employees and may, if necessary, refuse entry to the facility. We will also collaborate with external experts, such as the police and lawyers, to strictly address the matter, including taking legal action.

5. Request to Customers

The vast majority of our customers already comply with the above guidelines. We are committed to building even better relationships with our customers. However, should any conduct constituting customer harassment be confirmed, we will respond in accordance with this basic policy. We ask for your understanding and cooperation.