



## Grand Prince Hotel Kyoto • Lake Biwa Otsu Prince Hotel

### “Prince Hotel Welcome Counter” Terms of Service

Thank you for using Prince Hotel Welcome Counter (“Counter”) and Welcome Counter Service (“Service”).

By using our service, you are agreeing to these terms. Please read them carefully.

1. In principle, Counter is open from 9:00AM to 6:00PM. It shall not operate after business hours.
2. Guests are required to check their baggage at Counter by 2:00PM
3. There is no charge for Service
4. Service is only available for guests of Grand Prince Hotel Kyoto or Lake Biwa Otsu Prince Hotel (“Hotel”).
5. Counter is also available for checking in and making accommodations.
6. Guests’ baggage might be delayed in arrival by traffic conditions.
7. Please read and comply with “Prince Hotel Provisions Governing Accommodation”  
Hotel might refuse the operation of Service and registration if you do not comply.
8. Service is only available from guests’ arrival date to their departure date. Items, which have not been picked up over 60 days, might be taken care by Hotel.
9. Hotel shall not accept any liabilities for damages or lost caused by fire, water and other disasters while delivering.
10. Attention for Checking Baggage
  - (1) Only closed-suitcases and bags are accepted.
  - (2) Following items cannot be accepted
    - ① Items which are over 160cm in total of width, depth and height
    - ② Items which are over 25kg
    - ③ Cash, valuables, arts, breakable stuff, raw things
    - ④ Liquid, unclosed-bags, unclosed-paper bags, and umbrella
    - ⑤ Dangerous things, animals, odiferous things and perishable goods
    - ⑥ Other items which Hotel considers as unsafe
  - (3) Computers, cameras and other computer materials cannot be accepted as a general rule.

However, if you wish to check these items, you are required to sign for “Confirmation for Baggage Delivery” and considered to understand the Terms of Service.



11. Hotel can change the Terms of Service for certain reasons without notice.

April 1<sup>st</sup>, 2016

Prince Hotel, Inc.

Manager of Grand Prince Hotel Kyoto • Lake Biwa Otsu Prince Hotel