

Restaurant Policies

To ensure a safe and pleasant dining experience for all guests, Fujiya Hotels & Resorts has established the following terms and conditions for use of its restaurant. By making a reservation or dining at our restaurants, guests are deemed to have agreed to these policies, as well as applicable laws and regulations, and generally accepted customs and practices.

1. Operating Hours

Restaurant operating hours may be found on the Hotel website, in pamphlets, flyers, and other materials available at the Hotel, as well as notices displayed on the premises.

Please note that operating hours may change or be temporarily suspended due to unavoidable circumstances. In such cases, guests will be notified by appropriate means.

2. Limitation of Liability

The Hotel cannot be held responsible for damages arising under the following circumstances:

1. Damages arising from food served by the Hotel where guests did not notify the Hotel in advance of food allergies, religious dietary restrictions, or other dietary limitations.
2. Damages arising from changes to menu items, ingredients, tableware, or presentation due to seasonal availability, weather conditions, procurement circumstances, or similar factors.
3. Damages arising from the consumption of takeout items after the stated expiration or consumption deadline, where the Hotel provided such items within their valid consumption period.
4. Theft or loss of personal belongings that were not deposited at the cloakroom.

* Please note that the Hotel cannot accept responsibility for storing cash, valuables, perishable items, fragile items, or other items that may deteriorate or be easily damaged.

3. Reservations and Cancellation Charges

Reservations are accepted subject to availability and each restaurant's operating conditions.

If a reservation is cancelled or modified, cancellation charges (excluding service charges and taxes) will apply as follows.

		Cancellation Date (prior to the reservation date)								
Category	Number of Guests	Same Day	1 Day Prior	2 Days Prior	3 Days Prior	5 Days Prior	6 Days Prior	7 Days Prior	14 Days Prior	30 Days Prior
General Use	Up to 14 guests	100%	50%	30%	30%	-	-	-	-	-
Group Use	15-30 guests	100%	50%	30%	30%	30%	-	-	-	-
	31-100 guests	100%	80%	50%	30%	30%	20%	20%	10%	
	101 guests or more	100%	80%	50%	50%	30%	30%	30%	15%	10%

*Percentages represent the cancellation fee applied to the total reservation amount notified by the Hotel.

*Actual costs will be charged for any items already ordered or arrangements already completed.

*Changes from a meal-inclusive plan to a non-meal plan may be treated as a partial cancellation for the reduced amount. In particular, changes made on the day of use may require payment equivalent to the meal cost if ingredients have already been procured or preparation has commenced, depending on the circumstances.

*If a specific cancellation policy is stipulated for a particular plan or package, that policy shall take precedence.

4. Prohibited Conduct

The following activities are prohibited within the restaurant:

1. Bringing animals into the restaurant (except assistance dogs such as guide dogs, hearing dogs, and service dogs)
2. Bringing flammable, combustible, or other hazardous materials
3. Bringing items that emit offensive odors
4. Conduct that disturbs public order and morals or causes inconvenience to other guests
5. Moving or damaging hotel property, equipment, or furnishings
6. Using the restaurant facilities for purposes other than their intended use, including commercial activities without the Hotel's permission
7. Ordering or bringing in food or beverages from outside the restaurant (unless approved by the Hotel)
8. Taking home food other than designated takeout items
9. Photography or filming that may inconvenience other guests
10. Any conduct prohibited by laws or local ordinances
11. Talking on mobile phones within the restaurant
12. Smoking, including heated tobacco products, inside restaurants, banquet halls, or other indoor facilities (except in designated smoking areas)

5. Right to Refuse Service and Cancellation of Reservations

The Hotel reserves the right to refuse service or cancel reservations before or during use in the following circumstances:

1. When the Hotel facilities cannot be used due to natural disasters, force majeure (including infectious disease outbreaks), facility malfunction, or other unavoidable circumstances.
2. When a guest is deemed to fall under any of the following categories:
 - Members or affiliates of organized crime groups designated under the Act on Prevention of Unjust Acts by Organized Crime Group Members (Act No. 77 of 1991), or other antisocial forces (hereinafter referred to as "organized crime groups, etc.")
 - Corporations or organizations whose business activities are controlled by organized crime groups, etc., or their members
 - Corporations whose officers include members of organized crime groups, etc., and members of such corporations
 - Individuals deemed likely to engage in acts that violate laws or public order and morals
 - Individuals suspected of having contagious or infectious diseases
3. When a guest engages in behavior that significantly disturbs or inconveniences other guests.
4. When a guest makes violent demands or unreasonable requests toward the Hotel or its staff.

5. When the Hotel determines that these policies or the Fujiya Hotels & Resorts Accommodation Terms and Conditions and Rules of Use have been violated or may be violated.
6. When the Hotel otherwise determines that the guest's use of the facilities cannot be permitted.

6. Compensation for Damages

1. If a guest stains, damages, or breaks carpets, walls, ceilings, furniture, fixtures, or other property while using the restaurant, the guest shall compensate the Hotel according to the extent of the damage.
2. If, due to negligence in the course of the Hotel's operations, a guest's clothing is stained or the guest suffers injury, the Hotel will compensate the guest according to the extent of the damage, such as covering cleaning costs. Please note that such compensation will apply only if the incident is reported to the Hotel at the time it occurs.

7. Handling of Personal Information

The handling of personal information shall be governed in accordance with the Fujiya Hotels & Resorts Privacy Policy.

8. Amendments to These Policies

The Hotel reserves the right to amend these Restaurant Policies whenever it deems such revisions necessary. In the event of any revision, the Hotel will publish notice of the changes, the revised policies, and the effective date on the hotel website at least one month prior to the effective date.

Established: April 1, 2026