

Act on Specified Commercial Transactions

(Japanese law regulating e-commerce and consumer protection)

■ Name of sales company

SLEEK URBAN HOTEL MIYAZAKI

■ Operations manager

Manager: Keiichi Nagatomo

■ Location

5-11 Chigusa-cho, Miyazaki City, Miyazaki Prefecture, 880-0006

■ Telephone number

0985-65-3444

■ Email address

customer@sleekhotel.jp

■ Sales price

The amount (tax included) displayed on the reservation screen for each accommodation plan and option (private sauna, etc.).

■ Required fees other than the sales price

Option fee (applies only if private sauna, etc. is used)

■ Payment method –

Credit card only

Accepted credit cards: VISA MASTER JCB DINERS AMEX

■ Cancellation fee

In accordance with the accommodation terms and conditions, the following cancellation fee will be charged from two days before the date of stay. Thank you for your understanding.

2 days before the stay: 30% of the accommodation fee

The day before the stay: 50% of the accommodation fee

On the day of the stay: 100% of the accommodation fee

Cancellation without notice: 100% of the accommodation fee

■ Returns and refunds

Due to the nature of the product (accommodation and sauna use), refunds are not possible after the service has been provided. However, in the event of cancellation due to reasons of the hotel (natural disaster, equipment trouble, etc.), we will refund the full amount or change the date.

■ Limits on sales quantities

Depending on the reservation situation, there are limits on the number of rooms and private sauna slots. If the hotel is fully booked or fully booked, we may not be able to accommodate your request.

■ Use by minors

Parental consent is required for minors to stay. We do not accept children under junior high school age staying alone.