



Hotel Chinzanso Tokyo - Pet Policy (revised April 2019)

To ensure a comfortable stay for yourself and other guests, please observe the following guidelines:

1. The hotel is prepared to accommodate your pet in the room provided that your pet is less than 7 KG (approximately 15 pounds) in weight, fully trained, appropriately restrained by you and complies with local legislation requirements. Only a dog or cat is recognized as a pet and only one pet per room is allowed.
2. Please use a pet cage in your room. Your pet must be kept in a carrying case when out of the room on the hotel compound, including in the lobby & garden. Kindly make sure that the head and other parts do not stick out.
3. We regret to inform you that pets (guide dogs excluded) are not allowed in food and beverage outlets, shops and the spa area (health club and pool).
4. Please do not leave your pet unattended; if you require a pet-sitter or pet supplies, kindly contact the Concierge 6 hours in advanced to arrange this service.
5. Please refrain from sharing your food or drinks with your pet, unless doing so in your room. We recommend that you carry dedicated pet food or snacks.
6. You are responsible for cleaning up after your pet in the neighborhood of the hotel. Please clean the pet's paws when returning to the hotel from the outside.
7. Any disturbances such as barking must be curtailed to ensure other guests are not inconvenienced. In the event your pet is left unattended and the hotel receives complaints from other guests, our staff will have to remove the pet from the room.
8. Your room will be serviced only when you are present. Please call the Housekeeping department to arrange a convenient time for cleaning, and Room Service when you would like the Private Bar replenished.
9. You agree to pay an extra charge of JPY5, 890 (subject to consumption tax and service charge) per night when staying with a pet.
10. Please contact the Concierge in case you want to use the Private Dog (Pet) Park on the 5th floor.

You agree to be responsible for all property damages and/or personal injuries resulting from your pet. You further agree to indemnify and hold harmless the hotel, owners, stakeholders and management from all liability and damages suffered as a result of your pet. The hotel reserves the right to charge your account for such damages.

We hope your stay with us is enjoyable. Thank you for your cooperation.

SIGNATURE

DATE

Telephone Number: (81) 3-3943-1111

Fax Number: (81) 3-3943-2300

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