

For Long-term Stay Guests at Kobe Portopia Hotel

1. When using the guest room, please abide by the Terms and Conditions of Accommodation and the Terms and Conditions of Use set forth by the hotel.
2. The utility room is at the guest's disposal free of charge between 7:00 and 22:00.
Facilities: automatic washer/dryer, microwave oven, toaster
Equipment to borrow: iron, ironing board, trouser press
3. Freezers and microwaves are available to use in the room upon request (please note that the number of freezers and microwaves are limited).
4. Regardless of the length of your stay, guests are not permitted to register their address as the hotel.
5. Please present a valid ID such as a driver's license when using the room. We will make a photocopy of the guest's ID upon arrival.
6. Full payment for the entire stay is required upon arrival. In addition, we will request a copy of the guest's credit card information.
7. In case of cancellation or reduction of stay after check-in, the room charge will not be refunded.
8. Please settle restaurant bills and other fees incurred at the hotel every week. However, if the total reaches 100,000 yen before one week has passed, please settle the bill.
9. Rooms will be cleaned, linens changed, and amenities replenished twice a week (Mondays and Thursdays) between 10:00 and 15:00. Hotel staff will enter and clean the room at their discretion when you are not present. Additional cleaning will be available for an extra charge. (1,500 yen per visit including tax and service charge)
10. The hotel staff conducts patrols and inspections for safety management and facility maintenance. Staff will call the guest room as appropriate, however even if a guest has placed a "Do Not Disturb" sign and there is no response or staff deem it to be an emergency, the hotel may have no choice but to enter the room and conduct an inspection.
11. Please note that the guest(s) may be asked to move to a different room during your stay due to construction, breakdowns, or other reasons.
12. There is a maximum voltage limit in the room. Please refrain from using high-voltage electrical equipment.
13. Repairing, remodeling, redecorating, or otherwise altering the original state of the guestrooms is not permitted. Please inform our staff if there are any problems with the facilities.
14. A long-term stay contract does not create any rights under the Land and House Lease Law or other laws related to residence, such as the right of lease or right of residence. The hotel will issue a "certificate of accommodation" as proof of stay, and will not issue a "certificate of residence".
15. Please note that the hotel may be forced to suspend operations of its facilities, change its hours of operation, or alter its services in the event of a request from the national, prefectural, or municipal government to refrain from business due to the spread of COVID-19 infection.