



House Rules for House Guests

Welcome to your Hokkaido Holiday Home!

We are thrilled to welcome you and ensure a relaxing and enjoyable stay in *Boyodai*. To create a comfortable experience for all guests, protect the property for other guests and to high respect our neighbourhood, we've outlined some house rules below. Please take a moment to review them.

Check-in/Check-Out:

- Check-in is after 13:00pm (JST) on your arrival date.
- Check-out is by 11:00am (JST) on your departure date.
- Early check-in or late check-out may be available upon request and subject to availability. Please contact our concierge service to discuss. concierge@hokkaidoholidayhomes.com

Occupancy & Guests:

- This property can accommodate a maximum of eight (8) guests (6 years old upwards).
- Only registered guests are allowed on the property. Please inform us in advance of any expected visitors.
- Parties or any unauthorised gatherings are strictly prohibited.

Respect & Noise Levels:

- We kindly ask all guests to be highly respectful of our neighbors at all times and maintain low noise levels, especially during quiet hours from **19:00pm (JST) to 07:00am (JST)**.
- Loud music is strictly prohibited, and refrain from shouting, or disruptive behavior during quiet hours.

Parking:

- Parking is available in the allocated garage, in front of the garage or at other on-property allocated parking areas.
- Please only park in designated areas within the property - at all times.
- Parking on the street/ road or in neighbours property is strictly prohibited - at all times.

Smoking:

- This is a smoke-free property, including on the balcony.

Pets:

- No pets what-so-ever are allowed in or at the property, at any time.

Cleanliness & Care:

- We kindly ask all guests to treat the property with great care, as this is a family home (we love it!).
- Please leave the house in a generally clean and tidy condition, similar to how you found it.
- Dishes should be washed and put away before your departure.
- Please take out the trash during your stay and before checking out.
- Our concierge service can assist you with placing trash in the correct bins and the correct bags.





Linens & Towels:

- All linens and towels are provided for your stay. This includes bedding linen, bath towels, face towels and hand towels, and onsen towel sets.
- Please do not remove any linen or towels from the house, except for onsen towel sets (please return).
- Washing towels and linen before your departure or not required.
- You are welcome to use the supplied washing machine and dryer during your stay. We supply washing liquid for your stay. We also supply indoor mobile drying racks.
- Please contact our concierge service for assistance or directions on using the washing machine.

Lost & Found:

- We are not responsible for any and all lost or stolen items during your stay.
- Any lost and found items will be held for 14-days after your departure. Please contact our concierge service if you believe you have left something behind. concierge@hokkaidoholidayhomes.com

Safety & Security:

- Hokkaido, Otaru and Boyodai community are very safe places, however, please lock all doors and windows when you leave the property unattended, and we recommend keeping valuables secured.
- In case of an emergency, please **dial 119** or contact our concierge service immediately.

WiFi & Internet:

- We offer unlimited complimentary WiFi access. The network name and password will be supplied by our concierge service upon your arrival.
- Please do not touch the WiFi router or the WiFi booster plug-in (in bedroom 2).

Housekeeping:

- Depending on the length of your stay, housekeeping maybe included.
- If you require additional fee-for-service on-demand housekeeping, please contact our concierge services who will immediately coordinate housekeeping for you.

Liability & Indemnity:

- Guests are responsible for any damage caused to the property or its contents during their stay. This includes, but is not limited to, damage caused by negligence or misuse.
- Guests agree to indemnify and hold Hokkaido Holiday Homes harmless from any and all liability, claims, or legal actions arising from their stay at the property.

Contact Information:

- For instant contact or for **non life threatening** property emergencies - contact our concierge service on *WhatsApp* using <https://wa.me/817089993742>
- If someone is injured or needs immediate medical assistance - call emergency services on **119**
- To contact our concierge service by local telephone - dial +81 70-8999-3742

Thank you for choosing Hokkaido Holiday Homes and we hope you find your *ikigai*.

If you have any questions or require clarification on anything mentioned above, please don't hesitate to contact us. We want to ensure you have a wonderful stay.

