



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 highly respect our neighbourhood and community, we've outlined some house rules below. **Please take a moment to review them.**

Check-In/Check-Out:

- Please note the check-in and check-out times as part of your booking via *Hokkaido Hobby Homes* (our '**Property Managers**').

Occupancy & Guests:

- This property can accommodate a maximum of six (6) guests.
- Only registered guests are allowed on the property. Please inform our Property Managers 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 neighbours **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 behaviour during quiet hours.

Parking:

- Parking is available in the allocated garage, in front of the garage, or at other on-property allocated parking area (concrete area).
- 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**. However, smoking is permitted outside the property, including on the patio.
- If smoking occurs, or is detected inside the property, a cleaning and deodorising fee will be deducted directly from your supplied credit card.

Pets:

- **No pets what-so-ever** are allowed in or at the property, at anytime.





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 **Property Manager** 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.
- Washing towels and linen before your departure is **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 Property Managers for assistance or directions on using the washing machine.

Onsen Room :

- Please follow the instructions supplied in English and Japanese.
- **Clothing is not permitted (at anytime)** when using the sauna room, the cold/hot bath or shower. This is for *health and safety reasons*, and to support *Japanese cultural heritage and traditions*.
- The water supplied in the Onsen Room has been filtered for safety and hygiene.
- The cold/hot plug bath is magnesium water.
- Please ensure **clothing is worn prior to entering the Onsen Room and after using the Onsen Room facilities**. We maintain and support a very conservative and respectful neighbourhood, and we deeply respect our community. Nudity and/or swimwear and/or underwear is not respectful in public areas, including outside of our property.

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 **Property Managers** if you believe you have left something behind via info@hokkaidohobbyhomes.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 **Property Managers immediately** (see contact information below).

WiFi & Internet:

- We offer unlimited, high-speed and complimentary WiFi access.
- The network name and password will be supplied by our **Property Managers** upon your arrival.

Housekeeping:

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





hokkaido
holiday homes

✉ info@hokkaidohobbyhomes.com
🌐 www.hokkaidoholidayhomes.com

Liability & Indemnity:

- Guests are **responsible for ANY and ALL damage** caused to the property or its contents during their stay. This includes, but is not limited to, damage caused by negligence or misuse or accidental.
- 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 Property Managers via telephone +81 7089 993 742**
- If someone is injured or needs immediate medical assistance:
 - **contact Japan Emergency Services via telephone 119**
- To contact our Property Managers by local telephone:
 - **vai telephone +81 7089 993 742**

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 via our **exclusive Property Managers** on info@hokkaidohobbyhomes.com.

We want to ensure you have a wonderful adventure.

