

宿泊約款

適用範囲

<第1条>

- 当ホテルが宿泊客との間で締結する宿泊契約及びこれに関連する契約は、この約款の定めるところによるものと
し、この約款に定めのない事項については、法令又は一般に確立された慣習によるものとします。
- 当ホテルが、法令及び慣習に反しない範囲で特約に応じたときは、前項の規定にかかわらず、その特約が優先す
るものとします。

宿泊契約の申込み

<第2条>

- 当ホテルに宿泊契約の申込みをしようとする者は、次の事項を当ホテルに申し出てください。
 - 宿泊者名
 - 宿泊日及び到着予定時刻
 - 宿泊料金（原則として別表第1の基本宿泊料による）
 - その他当ホテルが必要と認める事項
- 宿泊客が、宿泊中に前項第2号の宿泊日を超えて宿泊の継続を申し入れた場合、当ホテルは、その申し出がな
された時点で新たな宿泊契約の申込みがあったものとして処理します。

宿泊契約の成立等

<第3条>

- 宿泊契約は、当ホテルが前条の申込みを承諾したときに成立するものとします。ただし、当ホテルが承諾をしな
かったことを証明したときは、この限りではありません。
- 申込金は、まず、宿泊客が最終的に支払うべき宿泊料金に充当し、第6条及び第18条の規定を適用する事態が生
じたときは、違約金に次いで賠償金の順序で充当し、残額があれば、第12条の規定による料金の支払いの際に返
還します。
- 第2項の申込金を同項の規定により当ホテルが指定した日までにお支払いいただけない場合は、宿泊契約はその
効力を失うものとします。ただし、申込金の支払期日を指定するにあたり、当ホテルがその旨を宿泊客に告知し
た場合に限りです。

申込金の支払いを要しないこととする特約

<第4条>

1. 前条第2項の規定にかかわらず、当ホテルは、契約の成立後同項の申込金の支払いを要しないこととする特約に応じることがあります。
2. 宿泊契約の申込みを承諾するに当たり、当ホテルが前条第2項の申込金の支払いを求めなかった場合及び当該申込金の支払期日を指定しなかった場合は、前項の特約に応じたものとして取り扱います。

宿泊契約締結の拒否

<第5条>

1. 当ホテルは、次に掲げる場合において、宿泊契約の締結に応じないことがあります。
 - (1) 宿泊の申込みが、この約款によらないとき。
 - (2) 満室（員）により客室の余裕がないとき。
 - (3) 宿泊しようとする者が、宿泊に関し、法令の規定、公の秩序もしくは善良の風俗に反する行為をするおそれがあると認められるとき。
 - (4) 宿泊しようとする者が、伝染病者であると明らかに認められるとき。
 - (5) 宿泊に関し合理的な範囲を超える負担を求められたとき。
 - (6) 天災、施設の故障、その他やむを得ない事由により宿泊させることができないとき。
 - (7) 宮崎県旅館業法施行条例9条の規定する場合に該当するとき。

宿泊客の契約解除権

<第6条>

1. 宿泊客は、当ホテルに申し出て、宿泊契約を解除することができます。

当ホテルは、宿泊客がその責めに帰すべき事由により宿泊契約の全部又は一部を解除した場合（第3条第2項の規定により当ホテルが申込金の支払期日を指定してその支払いを求めた場合であって、その支払いより前に宿泊客が宿泊契約を解除したときを除きます）は、別表第2に掲げるところにより、違約金を申し受けます。ただし、当ホテルが第4条第1項の特約に応じた場合にあっては、その特約に応じるにあたって、宿泊客が宿泊契約を解除したときの違約金支払義務について、当ホテルが宿泊客に告知したときに限ります。
2. 当ホテルは、宿泊客が連絡をしないで宿泊日当日の午後8時（あらかじめ到着予定時刻が明示されている場合は、その時刻を2時間経過した時刻）になっても到着しないときは、その宿泊契約は宿泊客により解除されたものとみなし処理することがあります。

当ホテルの契約解除権

<第7条>

1. 当ホテルは、次に掲げる場合においては、宿泊契約を解除することがあります。
 - (1) 宿泊客が宿泊に関し、法令の規定、公の秩序もしくは善良の風俗に反する行為をするおそれがあると認められるとき、又は同行為をしたと認められるとき。
 - (2) 宿泊客が伝染病者であると明らかに認められるとき。
 - (3) 天災等不可抗力に起因する事由により宿泊させることができないとき。
 - (4) 宮崎県旅館業法施行条例9条の規定による。（宿泊しようとする者が泥酔者等で、他の宿泊者に著しく迷惑を及ぼすおそれがあると認められるとき、及び、宿泊者が他の宿泊者に著しく迷惑を及ぼす言動をしたとき）
 - (5) 寝室での寝たばこ、消防用施設等に対するいたずら、その他当ホテルが定める利用規則の禁止事項（火災予防上必要なものに限る）に従わないとき。
2. 当ホテルが前項の規定に基づいて宿泊契約を解除したときは、宿泊客がいまだ提供を受けていない宿泊サービス等の料金はいただきません。

宿泊の登録

<第8条>

1. 宿泊客は、宿泊日当日、当ホテルのフロントにおいて、次の事項の登録をお願いします。
 - (1) 宿泊客の氏名・年齢・性別・住所及び職業
 - (2) 外国人にあっては、国籍・旅券番号・入国地及び入国年月日
 - (3) 出発日及び出発予定時刻
 - (4) その他当ホテルが必要と認める事項
2. 宿泊客が第12条の料金の支払いを、旅行小切手、宿泊券、クレジットカード等通貨に代わり得る方法により行おうとするときは、あらかじめ、前項の登録時にそれらを呈示していただきます。

客室の使用時間

<第9条>

1. 宿泊客が当ホテルの客室を使用できる時間は、午後3時から翌朝11時までとします。ただし、連続して宿泊する場合においては、到着日及び出発日を除き、終日使用することができます。
2. 当ホテルは、前項の規定にかかわらず、同項に定める時間外の客室の使用に応じることがあります。この場合には次に掲げる追加料金を申し受けます。超過1時間毎に追加料金 1室 ¥1,100

利用規則の遵守

<第10条>

宿泊客は、当ホテル内においては、当ホテルが定めたホテル内に掲示した利用規則に従っていただきます。

料金の支払い

<第12条>

1. 宿泊者が支払うべき宿泊料金等の内訳は、別表第1に掲げるところによります。
2. 前項の宿泊料金等の支払いは、通貨又は当ホテルが認めた旅行小切手、宿泊券、クレジットカード等これに代わり得る方法により、宿泊客の出発の際又は当ホテルが請求した時、フロントにおいて行っていただきます。
3. 当ホテルが宿泊客に客室を提供し、使用が可能になったのち、宿泊客が任意に宿泊しなかった場合においても宿泊料金は申し受けます。

当ホテルの責任

<第13条>

1. 当ホテルは、宿泊契約及びこれに関連する契約の履行に当たり、又はそれらの不履行により宿泊客に損害を与えたときは、その損害を賠償します。ただし、それが当ホテルの責めに帰すべき事由によるものでないときは、この限りではありません。
2. 当ホテルは、消防機関から適マークを受領しておりますが、万一の火災等に対処するため、旅館賠償責任保険に加入しております。

契約した客室の提供ができないときの取扱い

<第14条>

1. 当ホテルは、宿泊客に契約した客室を提供できないときは、宿泊客の了解を得て、できる限り同一の条件による他の宿泊施設をあっ旋するものとします。
2. 当ホテルは、前項の規定にかかわらず他の宿泊施設のあっ旋ができないときは、違約金相当額の補償料を宿泊客に支払い、その補償料は損害賠償額に充当します。ただし、客室が提供できないことについて、当ホテルの責めに帰すべき事由がないときは、補償料を支払いません。

寄託物等の取扱い

<第15条>

1. 宿泊客がフロントにお預けになった物品又は現金並びに貴重品について、滅失、き損等の損害が生じたときは、それが不可抗力である場合を除き、当ホテルは、その損害を賠償します。ただし、現金及び貴重品については、当ホテルがその種類及び価額の明告を求めた場合であって、宿泊客がそれを行わなかったときは、当ホテルは3万円を限度としてその損害を賠償します。
2. 宿泊客が、当ホテル内にお持込みになった物品又は現金でフロントにお預けにならなかったものについて、当ホテルの故意又は過失により滅失、き損等の損害が生じたときは、当ホテルはその損害を賠償します。ただし、宿泊客からあらかじめ種類及び価額の明告のなかったものについては、3万円を限度として当ホテルはその損害を賠償します。

宿泊客の手荷物又は携帯品の保管

<第16条>

1. 宿泊客の手荷物が、宿泊に先立って当ホテルに到着した場合は、その到着前に当ホテルが了解したときに限り、当ホテルの定める方法で保管し、宿泊客がフロントにおいてチェックインする際にお渡しします。
2. 宿泊客がチェックアウトしたのち、宿泊客の手荷物又は携帯品が当ホテルに置き忘れられていた場合において、その所有者が判明したときは、当ホテルは、当該所有者に連絡をするとともにその指示を求めるものとします。ただし、所有者の指示がない場合又は所有者が判明しないときは、発見日を含め7日間保管し、その後最寄りの警察署に届けます。
3. 前2項の場合における宿泊客の手荷物又は携帯品の保管についての当ホテルの責任は、第1項の場合にあつては前条第1項の規定に、前項の場合にあつては同条第2項の規定に準じるものとします。

駐車場の責任

<第17条>

宿泊客が当ホテルの駐車場をご利用になる場合、車両のキーの寄託の如何にかかわらず、当ホテルは場所をお貸しするものであって、車両の管理責任まで負うものではありません。ただし、駐車場の管理に当たり、当ホテルの故意又は過失によって損害を与えたときは、その賠償の責めに応じます。

宿泊客の責任

<第18条>

宿泊客の故意又は過失により当ホテルが損害を被ったときは当ホテルに対し、その損害を賠償していただきます。

宿泊申込み(契約締結)の拒否

1. 当ホテルは、次に掲げる場合において、宿泊契約の締結に応じないものとします。
 - ①宿泊しようとする者が暴力団又は暴力団員、暴力団関係企業、団体又はその関係者その他反社会的勢力(以下『暴力団等反社会的勢力』という。)であると当ホテルが認める場合
 - ②宿泊しようとする者が暴力団又は暴力団員が事業活動を支配する法人その他の団体であると当ホテルが認める場合
 - ③宿泊しようとする者が法人その他の役員のうちに暴力団員に該当する者のあるもの
 - ④宿泊しようとする者が他の宿泊客に著しい迷惑を及ぼす言動をした場合
 - ⑤宿泊しようとする者が当ホテル若しくはその従業員に対し、暴力的要求行為を行い又は合理的範囲を超える負担を要求した場合

宿泊契約解除の権利

2. 当ホテルは、宿泊客が次の事由に該当すると判明した場合、宿泊契約を解除するものとします。
 - ①暴力団等反社会的勢力
 - ②暴力団体又は暴力団員が事業活動を支配する法人その他の団体
 - ③法人でその他の役員のうちに暴力団員に該当する者のあるもの
 - ④他の宿泊客に著しく迷惑を及ぼす言動をした場合
 - ⑤当ホテル若しくはその従業員に対し、暴力的な要求行為を行い、又は合理的範囲を超える負担を要求した場合

宴会利用契約の拒否法及び解除

3. 当ホテルは、次に掲げる事由に該当すると当ホテルが認める場合においては、宴会利用契約の締結に応じないものとします。また、宴会利用契約を締結した後に該当すると判明した場合は、契約を解除するものとします。
 1. 宴会に出席する利用客の中に次の事由に該当する者がいる場合
 - ①暴力団又は暴力団員、暴力団関係企業、団体又はその関係者、その他反社会的勢力(以下「暴力団等反社会的勢力」という。)
 - ②暴力団又は暴力団員が事業活動を支配する法人その他の団体
 - ③法人でその他の役員のうちに暴力団員に該当する者のあるもの
 - ④他の宿泊客に著しく迷惑を及ぼす言動をした場合
 2. 当ホテルの他の利用客に著しい迷惑を及ぼす行動をした場合
 3. 当ホテル若しくはその従業員に対し、暴力的な要求行為を行い、又は合理的範囲を超える負担を要求した場合

Terms and Conditions for Accommodation Contracts

Scope of Application

<Article 1>

- 1 Contracts for Accommodation and related agreements to be entered into between this Hotel and the Guest to be accommodated shall be subject to these Terms and Conditions. And any particulars not provided for here in shall be governed by laws and regulations and/or generally accepted practices.
- 2 Should the Hotel has entered a special contract with the Guest, in so far as such special contract does not violate laws and regulations and generally accepted practices. Paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

Application for Accommodation Contracts

<Article 2>

- 1 A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:
 - (1) Name of the Guest(s):
 - (2) Date of accommodation and estimated time of arrival:
 - (3) Accommodation Charges (based, in principle, on the Basic Accommodation Charges listed in the Attached Table No.1)
 - (4) Other particulars deemed necessary by the Hotel.
- 2 Should a Guest request, during his stay, an extension of the accommodation beyond the date in subparagraph of the preceding paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

Conclusion of Accommodation Contracts, etc.

<Article 3>

- 1 A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply where it has been proved that the Hotel has not accepted the application.
- 2 When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding paragraph, the Guest is requested to pay an accommodation deposit, fixed by the Hotel, within the limits of Basic Accommodation Charges covering the Guest's entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the Hotel.

- 3 The deposit shall be first used for the Total Accommodation Charges to be paid by the Guest, then secondly for the cancellation charges under Article 6 and thirdly for the reparations under Article 18 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the Accommodation Charges as stated in Article 12.
- 4 When the Guest has failed to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of payment of the deposit is specified.

Special Contracts Requiring No Accommodation Deposit

<Article 4>

- 1 Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same paragraph.
- 2 If the Hotel has not requested the payment of a deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified, the date of the payment of the deposit at the application for an Accommodation Contract has been accepted; it shall be treated as if the Hotel has accepted a special contract as prescribed in the preceding paragraph.

Refusal of Accommodation Contracts

<Article 5>

- 1 The Hotel may not accept the conclusion of an Accommodation Contract in the following cases:
 - (1) When the application for accommodation does not conform with the provisions of these Terms and conditions.
 - (2) When the Hotel is fully booked, and no room is available.
 - (3) When the Guest seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or act against the public order or good morals regarding his accommodation.
 - (4) When the Guest seeking accommodation can be clearly detected as carrying an infectious disease.
 - (5) When the Hotel is requested to assume an unreasonable burden regarding his accommodation.
 - (6) When the Hotel is unable to provide accommodation due to natural calamities, disfunction of the facilities and or other unavoidable causes.
 - (7) When the provisions of Article 9 of Miyazaki Prefectural Ordinance are applicable.

Right to cancel Accommodation Contracts by the Guest

<Article 6>

- 1 The Guest is entitled to cancel the Accommodation Contract by so notifying the Hotel.
- 2 Should the Guest the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested the payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before payment), the Guest shall pay cancellation charges as listed in the Attached Table No.2. However, should a special contract, as prescribed in Paragraph 1. of Article 4 be in effect, the same shall apply only when the Guest is informed of the obligation for payment of the cancellation charges in case of cancellation by the Guest.
- 3 In the case when the Guest does not appear by 8:00 p.m. of the accommodation date (2 hours after the expected time of arrival if the Hotel has been notified) without an advance notice, the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

Right to cancel Accommodation Contracts by the Hotel

<Article 7>

- 1 The Hotel may cancel the Accommodation Contract under any, but not limited to the following cases:
 - (1) When the Guest is deemed liable to conduct and/or have conducted himself in a manner that will contravene the laws or act against the public order or good morals regarding his accommodation:
 - (2) When the Guest can be clearly detected as carrying an infectious disease.
 - (3) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force of nature.
 - (4) In accordance with Article 9 of the Miyazaki Prefectural Hotel Ordinance, when the guest is heavily drunk or in the similar condition and deemed likely to annoy other guests or when he/she has annoyed other guests. when the Guest due to intoxication etc., is recognized as likely to and/or already has disturbed other Guests.
 - (5) When the Guest does not observe prohibited actions, such as smoking in bed mischief to the fire-fighting facilities and other promotions of the Use Regulations stipulated by the Hotel (restricted to particulars deemed necessary in order to avoid the causing of fires) or other unavoidable cause.
- 2 Should the Hotel cancel the Accommodation Contract in accordance with the preceding paragraph, the Hotel shall not be entitled to charge the guest for any services during the contractual period which he has not received.

Registration

<Article 8>

- 1 The Guest shall register the following particulars at the front desk of the Hotel on the day of accommodation:
 - (1) Name, age, sex, address and occupation of the Guest (S):
 - (2) Except for Japanese: nationality, passport number, port and date of entry in Japan:
 - (3) Date and estimated time of departure:
 - (4) Other particulars deemed necessary by the Hotel.
- 2 Should when the Guest intends to pay his Accommodation Charges prescribed in Article 12 by any means other than Japanese currency, such as traveler's checks, coupons or credit cards, these credentials shall be shown in advance at the time of the registration prescribed in the preceding Paragraph.

Occupancy Hours of Guest Rooms

<Article 9>

- 1 The Guest is entitled to occupy the contracted guest room of the Hotel from 3:00 p.m. to 11:00 a.m. of the next day. However, in the case when the guest is accommodation continuously, the guest may occupy it all day long, except for the day of arrival and departure.
- 2 The Hotel may, notwithstanding the provisions prescribed in the preceding Paragraph, permit the guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, extra charges shall be paid as follows: Additional charge of 1,100 yen per room per hour.

Observance of Use Regulations

<Article 10>

The Guest shall observe the Use Regulations established by the Hotel, which are posted within the premises of the Hotel.

Payment of Accommodation Charges

<Article 12>

- 1 The breakdown of the Accommodation Charges, etc. that the Guest shall pay is as listed in the Attached Table No.1.
- 2 Accommodation Charges, etc. as stated in the preceding paragraph shall be paid with Japanese currency or by any means other than Japanese currency such as traveler's checks, coupons or credit cards recognized by the Hotel at the front desk at the time of the departure of the Guest or upon request by the Hotel.

- 3 Accommodation Charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him by the Hotel and are at his disposal.

Liabilities of the Hotel

<Article 13>

- 1 The Hotel shall compensate the Guest for the damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in cases when such damage has been caused due to reasons for which the Hotel is not liable.
- 2 The Hotel has received the“PASSMARK”(Certificate of Excellence of Fire Prevention Standard issued by the Fire Department). Furthermore, the Hotel is covered by Hotel Liability Insurance in order to deal with an unexpected fire and or other disasters.

Handling when unable to provide Contracted Rooms

<Article 14>

- 1 The Hotel shall, when unable to provide contracted rooms. arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.
- 2 When arrangement for other accommodation cannot be made notwithstanding the provisions of the preceding paragraph, the Hotel shall pay the Guest a compensation feels equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel shall not compensate the Guest.

Handling of Deposited Articles

<Article 15>

- 1 The Hotel shall compensate the guest for the damage when loss, breakage or other damage is caused to the goods, cash or valuables deposited at the front desk by the guest, except in the case when this has occurred due to causes of force majeure. However, this will apply only when the Hotel has requested the Guest to report the cash amount, the category of valuables and its value. When the Guest has failed to do so, the Hotel shall compensate the Guest within the limit of 30,000 yen.
- 2 The Hotel shall compensate the Guest for the damage when loss, breakage or other damage is caused to the goods, cash or valuables which are brought into the premises of the Hotel by the Guest but are not deposited at the front desk, through intention or negligence by the Hotel, However, in the case when this has occurred

intentionally or due to the negligence by the Hotel. However, when the Guest has failed to report the lost amount, the category of valuables and its value in advance, the Hotel shall compensate the Guest within the limit of 30,000yen.

Custody of Baggage and/or Belongings of the Guest

<Article 16>

- 1 If the guest's baggage is delivered to the Hotel prior to guest's arrival, the Hotel will keep such baggage according to the House rules only in case it accepts the receiving before the arrival thereof. The baggage is return to the guest at time of the check in.
- 2 If guest's baggage or belonging is left at the Hotel after the guest's departure, and if the owner has been identified, the Hotel shall contact the owner and ask his/her instruction. However, if the owner is not identified or if there is no instruction by the Owner, the Hotel will keep for 7days inclusive of the day it was found, and thereafter submit it to the nearest police station.
- 3 The provision of the foregoing article shall apply to the Hotel's responsibility regarding custody of the guest's baggage or belongings stipulated in the foregoing 2 paragraphs in this Article.

Liability regarding Parking

<Article 17>

The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot within the premises of the Hotel, as it shall be regarded that the Hotel simply offers the space for parking, whether the key to the vehicle has been deposited to the Hotel or not. However, the Hotel shall compensate the Guest for the damage caused through intention or negligence on the part of the Hotel regarding the management of the parking lot.

Liability of the Guest

<Article 18>

The Guest shall compensate the Hotel for the damage caused through intention or negligence on the part of the Guest.

Refusal of an Accommodation Application (Conclusion of a Contracts).

- 1 This hotel shall not arrange the conclusion of an Accommodation Contract in the following cases:
 - (1) When the guest is the identified organized crime group or a member of the identified organized crime

group(called"Boryokudan") or a person related to them or a member of antisocial forces.

(2) When the guest is a company or an organization, which is directly or indirectly managed by Boryokudan or a member of Boryokudan.

(3) When the guest is a corporate customer, of which a board member is deemed a member of Boryokudan.

(4) When the guest has annoyed other guests.

(5) When the guest exercises violence and makes an unreasonable request which is deemed exceedingly the reasonable to the Hotel or Hotel's personal (employee).

The right of stay annulment of a contract.

2 This hotel may cancel an Accommodation Contract, when the Guest can be clearly detected to correspond to the following case:

(1) Antisocial forces, such as a "Boryokudan".

(2)A company or an organization which is directly or indirectly managed by Boryokudan or a member of Boryokudan.

(3)A corporate customer, of which a board member is deemed a member of Boryokudan.

(4) When the guest has annoyed other guests.

(5) When the guest exercises violence and makes an unreasonable request which is deemed exceedingly the reasonable to the Hotel or Hotel's personal (employee).

Refuse of a Banquet Contract and Cancellation.

3 This hotel shall not conclude a Banquet Contract in the following cases. moreover, a Banquet Contract may be canceled when it was clearly detected to correspond to the following cases after concluding the contract.

1.1 When there is a person applicable to the following's reason in the attendance of the party.

(a)The identified organized crime group or a member of the identified organized crime group (called"Boryokudan") or a person related to them or a member of antisocial forces.

(b)A company or an organization which is directly or indirectly managed by Boryokudan or a member of Boryokudan.

(c)A corporate customer, of which a board member is deemed a member of Boryokudan.

(d)When the guest has annoyed other guests.

1.2 When the guest has annoyed other guests of this Hotel.

1.3 When the guest exercises violence and makes an unreasonable request which is deemed exceedingly the reasonable to the Hotel or Hotel's personal (employee).