

Trade Law for Hotel

Site Name	CROSS Suites TOKYO ASAKUSA
URL	https://crosssuites-tokyoasakusa.orixhotelsandresorts.com/
Responsible operator	Rui Ogata, General Manager
Contact Us	2-33-7 Asakusa, Taito, Tokyo 111-0032, Japan Tel: +81-50-1725-0654 (Reception Hours: 10:00–18:00)
Price of goods	Depends on each accommodation plan (for details, please refer to the accommodation plan details page).
Necessary charges other than product price	The Tokyo Metropolitan Accommodation Tax will be collected at check-in. For stays with a room rate of ¥10,000 or more per person per night, an accommodation tax of ¥100 applies. For stays of ¥15,000 or more per person per night, the tax is ¥200. Stays under ¥10,000 per person per night are not subject to this tax.
Method of Settlement	Payment at the front desk: Cash or credit card (or electronic money or barcode payment) In case of advance settlement by credit card: Credit card payment is required at the time of web reservation. If the conditions differ from the above, the conditions will be stated on the accommodation plan details page. Credit cards accepted: Visa, Mastercard, JCB, Diners Club, American Express, Discover, UnionPay, etc. Accepted electronic money and barcode payment: PayPay, auPAY, d-payment, LINE Pay, QUICPay, Rakuten Edy, WAON, iD, nanaco, PASMO, Suica, etc. For other payment methods, please contact us.
Time of payment	When paying at the front desk on site: At check-in In case of advance payment by credit card: The amount will be deducted from the credit card company's designated debit date based on the reservation date when the reservation is confirmed. However, in the case of any of the above methods, if Additional charges are not settled each time the facility is used, the unsettled amount will be settled at the time of check-out.

Product delivery time	At check-in (Depends on each accommodation plan. For details, please refer to the detailed page of each accommodation plan.)
How to change or cancel your order	You can check in on the website or call the hotel.
Cancellation charges	In accordance with the hotel's Accommodation Clauses, there is no charge for cancellations up to 1 Day Prior to the arrival date, and the following cancellation fees will apply 1 Day Prior arrival date. Cancellation 1 Day Prior arrival: 20%Accommodation Charge Cancellation on Check-in Check-in Day: 80%Accommodation Charge No Show Show: 100%Accommodation Charge Conditions may vary depending on the accommodation plan. Cancellation charges for group rates may be charged in accordance with separate regulations. If the reservation was made through a website other than the official hotel website, please confirm the cancellation policy of the booking source.
Returned goods	Due to the nature of our products and services, we do not accept returns after the stay.
E-mail address for sending commercial ads	info-tokyoasakusa@crosssuites.jp
Business Owner	ORIX Hotel Management Corporation
Representative	President: Takaaki Nitnai
Address	4-1, Hamamatsucho 2-chome, Minato-ku, Tokyo 105-0013, Japan
Phone	Tel: +81-3-5776-3421 (*For inquiries regarding use of the hotels, please call the telephone numbers of the hotels listed above.)