

House Regulations

Every guest is requested to observe and comply with the following Regulations established by The Westin Sendai to maintain the quality of the hotel and to ensure that Hotel guests have a pleasant and safe stay in accordance with Article 10 of the Terms and Conditions for Accommodation Contracts.

If a guest does not comply with the House Regulations, The Westin Sendai may choose not to permit further use by the guest of the guest's Hotel room and other Hotel facilities pursuant to Section 1 of Article 7 of said Terms and Conditions. The Westin Sendai will not be liable to any guest or other person for any damage caused by his/her failure to comply with the House Regulations.

1. Please do not smoke in bed or in any other place where smoking presents a fire hazard.
2. Please refrain from doing any act which is likely to cause a fire and from using any heat-generating articles such as a heating apparatus, cooking appliances or irons in guest rooms.
3. Please do not bring onto the premises of the Hotel any of the following as they disturb or endanger guests:
 - a) Animals or birds of any kind except guide dogs and assistance dogs.
 - b) Gunpowder, oils or other explosives or flammable substances.
 - c) Objects emitting a foul odor.
 - d) Objects of an unusually large size or in unusually large quantities.
 - e) Unregistered firearms, swords, drugs or other articles, the possession of which is prohibited by the laws of Japan.
4. Please refrain from inviting outside visitors to your guest room after 10PM.
5. Please refrain from using your room for purposes other than lodging.
6. Neither guest rooms nor the lobby shall be utilized as office space unless permitted by special contract.
7. Gambling or other acts which are contrary to good morals or which cause annoyance are strictly prohibited.
8. Rules regarding equipment and fixtures on the premises are as follows;
 - a) Refrain from using equipment or fixtures for purposes other than those intended.
 - b) Please do not take equipment and fixtures out of the Hotel.
 - c) Removal or alteration of equipment or fixtures is prohibited.
 - d) Please refrain from touching the security camera, sensor and sprinkler.
9. You will be charged for any damage or loss of The Westin Sendai's facilities or equipment, inside or outside the Hotel caused by you or your guests.
10. Nightwear and slippers have been provided for your use in your guest room. Please refrain from going out of your room in nightwear or slippers.
11. Ordering meals and drinks to be delivered from outside the Hotel is not permitted.
12. The Westin Sendai may refuse to accommodate a guest who behaves in a manner which may physically or mentally cause harm to guests and property as well as to his/her own self due to dementia or intoxication.
A sick or injured person without an appropriate attendant may also be refused.
13. Please use the safety deposit boxes for money and valuable which are available free of charge at the Front Desk or in-room safe. The Westin Sendai will not be liable for loss or theft of valuable not put in safety deposit boxes.
14. Please show your key booklet when you sign for any bills in the Hotel's restaurants, bars, or any other facilities.
15. An extra charge shall be added to each outgoing call made from your room.
16. Please pay your bills whenever the Front Cashier presents a bill while you are staying at the Hotel.
All bills are due upon presentation.

When no instructions are given by the owner to the Hotel on guest baggage or ownership is unknown, the Hotel will hold the articles for 6 months and 14 days including the date it is found, and after this period, the Hotel shall dispose of it according to the Lost Property Act.