

## Statement based on the Specified Commercial Transaction Law

<b>Business Operator</b>	THE KYOTO HOTEL, LTD. Hotel Okura Kyoto
<b>Representative</b>	Fukunaga Norihiro, President
<b>Location</b>	[Headquarter] 537-4, Ichinofunairi-cho, Nijo minami-iru, Kawaramachi-dori, Nakagyo-ku, Kyoto 604-8558, Japan  [Kyoto Hotel Okura] Kawaramachi-Oike, Nakagyo-ku, Kyoto 604-8558, Japan
<b>Telephone Number</b>	075-211-5111
<b>E-mail</b>	<a href="mailto:yoyakuc@kyotohotel.co.jp">yoyakuc@kyotohotel.co.jp</a>
<b>URL</b>	<a href="http://www.hotel.kyoto/okura/">http://www.hotel.kyoto/okura/</a>
<b>Rates</b>	Depends on each plan. Please refer to each plan for details.
<b>Payment method</b>	- Payment at the front desk: cash or credit card (For gift certificates and others, please ask us) - Payment in advance by credit card: One time payment with on-line booking completion
<b>When bookings are made</b>	Bookings are confirmed: 1. when this site displays a confirmation that the booking is complete. 2. when a credit card payment made in advance is approved by the credit card issuer.
<b>Refund</b>	Due to the characteristics of the products and services we offer, refund is not available after stay.
<b>Cancelation charge</b>	- Cancellations on the day before arrival: 20% of the accommodation fees - Cancellations on the day of arrival: 80% of the accommodation fees - No-show: 100% of the accommodation fees *These conditions are subject to change depending on the accommodation plan. Please refer to the page describing the details of the accommodation plans.