

The Hotel Business Act was amended at December 13, 2023

to keep accommodations comfortable for Lodgers and Employees

1 The hotelier can deny lodging to the person seeking lodging who repeatedly makes demands to the hotelier that have the risk of imposing an excessive burden on the hotelier and making it extremely difficult to offer lodging services to other lodgers.

Examples of **acts falling into** the new reason for denying lodging

1 repeat demands of excessive services such as unfair discount, pickup and drop-off service not included in a contract.



2 making unfair demands for a long time, face-to-face, on the phone, etc.



3 making demands with inadequate methods in light of reasons of demands (*) etc.



(*) physical aggression (assault, injury), psychological aggression (intimidation, slander, insult), request to get on one's knee, etc.

Examples of **acts not falling into** the new reason for denying lodging

1 Request to eliminate the social barrier under the Act for Eliminating Discrimination against Persons with Disabilities in lodging.

(*) Example of request for elimination of social barrier

- Request for communication with messages at a reception
- Request for help with moving from wheelchair to a bed



2 Request a staff to apologize when the staff treat a lodger discriminately.



3 Case where a reasonable person would conclude that such acts were caused due to the disability of the lodger, for example, through explanation from the lodger or the lodger's accompanier.



4 Request for damage of a lodgers or its accompaniers caused intentionally or negligently by a staff (provided, however, that if the means and manner of achieving the request are inappropriate in terms of socially accepted standards based on the validity of the content of the request, the act lacks a reasonable reason and such request falls under Article 5, paragraph 1, item 3 of the Act.)

2 Limited to the period in which a domestic outbreak of a Specified Infectious Disease(*) is occurring, the Hotelier can request lodgers to provide the necessary on to prevent the spread of infection of the specified disease.

When Lodgers are requested, Lodgers must provide such cooperation unless they have just cause for not providing such cooperation.

(*) Specified Infectious Disease : Class I Infectious Disease, Class II Infectious Disease, Novel Influenza Infection, etc., New Infectious Disease and Designated Infectious Disease for which provisions regarding hospitalization, etc. are applicable, under the Act on the Prevention of Infectious Diseases. Covid-19 is not a Specified Infectious Disease.

3 "Occupations" was deleted and "Contact" was added in the necessary information of the register of lodgers.

