Basic Policy on Customer Harassment

Introduction

At Miyako Hotels & Resorts, our corporate philosophy includes the following:

- Based on the spirit of hospitality we have cultivated over many years, we will continue to meet the further demands of our guests.

- We aim to be a company that respects each and every employee and where they can experience the joy of working.

To realize this, we believe that it is essential to provide a work environment where every employee can work with peace of mind and in good physical and mental health, and have thus established this Basic Policy on Customer Harassment.

Please note that this initiative is not intended to reject valuable opinions or advice from our guests. Rather, we consider it necessary to ensure that more of our guests can enjoy their stay with even greater peace of mind. We sincerely appreciate your understanding and cooperation.

Definition of Customer Harassment

Based on the Corporate Manual for Countermeasures against Customer Harassment created by the Ministry of Health, Labour and Welfare, customer harassment refers to "complaints, words, or actions from customers or others where, considering the appropriateness of the underlying demand behind such complaints, words, or actions, the means or manner used to achieve that demand is unreasonable by social standards, and where such means or manner harms the working environment of employees."

Examples of such conduct include, but are not limited to, the following.

Examples of Such Conduct

1. When the content of the demand is invalid
   (1) When no defect or negligence is recognized in the goods or services provided
   (2) When the content of the demand is unrelated to the hotel's services
2. When the means or manner of fulfilling the demand is socially unacceptable
   (1) Demands that involve the following are highly likely to be deemed unreasonable
      ・Physical attacks (assault, battery)
      ・Psychological attacks (threats, slander, defamation, insults, abusive language)
      ・Intimidating words or actions
      ・Demands for apologies on one's knees (*dogeza*)
      ・Persistent and relentless words or actions
      ・Restrictive behavior (refusal to leave, lingering, confinement)

・Discriminatory words or actions
・Sexually suggestive words or actions
・Attacks or demands directed at individual employees

(2) When the content of the demand is deemed unreasonable based on its validity
・Demands for product exchanges
・Demands for monetary compensation
・Demands for apologies

Response to Customer Harassment

We sincerely appreciate the continued patronage of the vast majority of our guests who enjoy the hotel's services without any incidents of customer harassment.

However, in the unlikely event that such conduct is confirmed, we reserve the right to refuse service at our hotel.

Furthermore, depending on the circumstances, we may also take action in cooperation with external parties such as lawyers or the police.

We believe these measures are necessary to ensure that even more of our guests can relax and enjoy a safe and welcoming experience. We kindly ask for your understanding and cooperation.

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