

Dear Guest,

Welcome to The Tokyo EDITION, Toranomom – a new, unique, original experience combining luxury and lifestyle with authentic design, outstanding dining as well as personalized service.

The Tokyo EDITION, Toranomom brings an element of sophistication to one of the world's most coveted destinations. The hotel features 206 guest rooms including 22 suites and 15 first-of-its-kind accommodation with skyscraper private terraces; understatedly glorified in Japanese influence by globally acclaimed designer, Kengo Kuma, one of the most significant Japanese figures in contemporary architecture.

An Ian Schrager-conceived concept showcasing the best of dining and entertainment, the hotel is an enchanting oasis of true luxury lifestyle that is not yet seen in Japan. Graced by the backdrop of the same magnificent views of the sleek sky lobby are the inviting Lobby Bar and the contrastingly striking convivial restaurant; The Blue Room. A new gathering place is set to make its mark in Tokyo.

Embody wellness through mindfulness at The Spa with traditional rituals and advanced technologies. Enter a world of rejuvenation and transformation from within the Tokyo way.

Our impassioned employees are committed to providing anticipatory, personalized service assuring you of an unforgettable Tokyo experience. You'll find yourself planning a return visit even before you leave. If there is anything I can do to personally assist you during your stay at The Tokyo EDITION, Toranomom, please feel free to contact me directly.

Warm regards,

A handwritten signature in black ink, appearing to read 'G. Dell'appenino', with a long horizontal flourish extending to the right.

Goffredo Dell'appenino
Hotel Manager

The Tokyo EDITION, Toranomon embraces both the authentic history of the ancient city along with the modern skyscrapers that have recently revitalized the city's skyline. Conveniently located near the subway stations of Kamiyacho, Roppongi-Itchome and Toranomon, the hotel is steps away from Tokyo's best neighborhoods and attractions.

Featuring 206 designer accommodation with iconic views of the Tokyo skyline including Tokyo Tower and Tokyo Bay, the hotel offers world-class Food & Beverage programming, custom designed Spa with 6 treatment rooms, state-of-the-art gym and 387 sqm of event space with 4 meeting studios.

LOBBY BAR

The Lobby Bar is a new gathering place within the hotel for guests and locals to gather and enjoy bespoke cocktails, a unique selection of spirits and a unique afternoon tea service in an open yet intimate environment overlooking Tokyo Bay and the Tokyo Tower.

THE BLUE ROOM

Think of organic health and wellness with freshly pressed juices, healthy grains, artisanal breads and an array of exquisite local produce to complete your breakfast experience with one of the most wholesome breakfasts in the world. An innovative and convivial restaurant serving breakfast, lunch and dinner unfolds itself offering a menu inspired by all-time favorite classics including a variety of plant-based signature salads, light protein mains, local market fish, grilled meats and sharing platters.

MEETING & EVENT SPACE

The Tokyo EDITION, Toranomom is an ideal venue for exceptional private events, meetings and conferences. The hotel offers 387 sqm (4,165 sqft) of sophisticated spaces suited for intimate gatherings, high-end exhibitions, executive meetings and mid-scale galas. Impeccable service and inventive menus ensure a memorable event.

SPA

The Spa reflects a sophisticated approach to beauty, wellness and well-being with an inspired blend of luxury and comfort, offering an array of healing treatments and beauty services using only the choicest products, made in Japan and France, in a soothing, tranquil environment. Through our approach that encapsulates both tradition and minimalism, guests leave with noticeable results, awakening to their true selves.

GYM

The 24-hour Gym at The Tokyo EDITION, Toranomon is powered by Technogym with 17 state-of-the-art multifunction equipment that fulfill the being of fitness and wellness. Access to the Gym is complimentary to guests.

POOL

The private pool area is designed like a conservatory with high windows to bathe the area in natural light.

DIRECTORY OF SERVICES

CHILDREN

We offer a full range of travel comforts for families with babies and young children. Contact Guest Experience with specific requests and we will be happy to assist you.

CONCIERGE

Our multilingual staff is located in the Lobby of the hotel next to the Reception Desk. Our team is expertly equipped to assist you with restaurant reservations, transportation arrangements, tickets, information on activities and anything else you may need.

DOCTOR

The hotel is affiliated with several licensed physicians and reputable hospitals who are available 24 hours a day. If you require medical assistance at any point during your stay, please contact Guest Experience on your in-room telephone.

DRY-CLEANING & PRESSING

We are pleased to offer same day dry-cleaning and pressing for items left with us before 10:00 am. Please place your garments in the drawstring laundry bag located in your closet, complete the accompanying form and contact Guest Experience for collection. Your items will be returned to your room by 6:00 pm the same day. Overnight and 1-hour express pressing service are at a 100% surcharge. (Up to 3 items per room)

EMERGENCY

The hotel has professionally trained staff on duty 24 hours a day in the unlikely event of an emergency situation. Further details outlining specific information and procedures can be found on the back of your guest room door. Please also refer to Page 8 for more detailed information of Guest Safety.

HOUSEKEEPING

Regular and turndown service is offered daily. If you have any specific times or requests during your stay, please contact Guest Experience on your phone.

IRON

All our guest rooms are equipped with a steam iron which can be found in the closet in your room.

INTERNET

All guest rooms and public spaces are equipped with complimentary high-speed, wireless internet access. Please turn on wi-fi on device and select "EDITION". Should you experience any problems with your connection please contact Guest Experience and we will arrange for assistance.

JOGGING

There are some great jogging routes around the hotel. Stop by the Concierge before your run or walk to get directions or recommendations.

LOST & FOUND

Security maintains records of lost items and is happy to assist in reuniting you with any items you may have misplaced during your stay. Please contact Guest Experience for further assistance.

LUGGAGE ASSISTANCE

We would be happy to help you with your luggage or luggage storage needs at any point during your stay. Please contact Guest Experience and we will arrange to have a member of the team assist you.

MAINTENANCE

In the unlikely event that something should malfunction in your room, please contact Guest Experience on your phone.

MESSAGES

If your message light is on, please press the message button on your phone for retrieval.

MINI BAR

Your mini bar is stocked with soft drinks, juice, water, premium spirits, wines, champagne, beer, as well as a collection of snacks and retail items for you to enjoy. The mini bar will be checked and replenished daily and items consumed will be charged to your account. If you would like us to stock your bar with specific items or would like us to remove the bar, please contact us through Guest Experience and we'll make the necessary arrangements. Charges may apply.

NEWSPAPER

If you wish to receive a specific newspaper at any time during your stay, please contact Guest Experience.

VALET PARKING

Please contact Guest Experience with your valet ticket number using the button on your phone and we will arrange to have your vehicle delivered at your requested time.

POWER ADAPTORS

The electricity supply in the Japan is 100 volts. Should you require the use of an adaptor or transformer please contact Guest Experience and we will have one delivered to your room.

ROOM SERVICE

Room Service is available 24 hours a day with a comprehensive menu for your selection. You will find a QR code for Room Service menu in Hotel Service on IPTV. To place your order, contact us using the Room Service button on your phone.

SAFETY DEPOSIT BOX

In addition to the personal safe in your room, we have safety deposit boxes available at Reception for your use. For assistance, please contact Guest Experience.

SECURITY

Hotel Security is provided 24 hours a day by dedicated and trained security personnel. Should you require any assistance or have an emergency please contact Guest Experience immediately.

SHOESHINE SERVICE

Please place your shoes in the shoe bag provided in your closet, complete the card and contact Guest Experience for collection. Shoes will be returned at your convenience.

SUSTAINABILITY

EDITION is focused on protecting the environment and reducing our global footprint. Your guestroom will be serviced daily and your bed linens refreshed every other day. If you prefer a more frequent change, please contact Guest Experience. If you would like to reuse your towels, please hang them on the towel hook to ensure they are not replaced daily.

SMOKING POLICY

The hotel is entirely smoke-free including outdoor terraces.

TRANSPORTATION

The Concierge can arrange for all forms of transportation while you are here with us. Whether you need to book a car service to and from the airport or a helicopter ride to Mount Fuji, we can secure the most efficient travel arrangements to meet your needs. Please contact the Concierge for further assistance.

WAKE-UP CALL

Please contact Guest Experience to arrange for wake-up calls at any time of the day.

TELEPHONE CALL CHARGES

Local/Calls: Chargeable

Long Distance and International Calls: Per carriers charge plus applicable tax

DIALING INSTRUCTIONS

Room to Room:

Room Number

Domestic Calls:

Dial 0+ Number

International Calls:

Dial 0 + 010 + Country Code
+ Number

Emergency:

Emergency button

High-speed Internet access

Complimentary

THE TOKYO EDITION, TORANOMON

Terms and Conditions for Accommodation

● Scope of Application Article I

1. Contracts for accommodation and related agreements to be entered between this hotel and the guest to be accommodated shall be subject to these terms and conditions, and any not provided for herein shall be governed by laws and regulations, and/or generally accepted practices.
2. In the case where the hotel has entered into a special contract with the guest insofar as such special contract does not violate laws and regulations or generally accepted practices, notwithstanding the preceding paragraph, the special contract shall take precedence over the provisions of these terms and conditions.

● Application for Accommodation Contracts Article II

1. A guest who intends to make an application for an accommodation contract with the hotel shall notify the hotel of the following particulars:
 - (1) Names of the guest(s);
 - (2) Date(s) of accommodation and estimated time of arrival;
 - (3) Accommodation charges (based, in principle, on the basic accommodation charges listed in the attached table no.1); and
 - (4) Other particulars deemed necessary by the hotel.
2. In the case where the guest requests, during his/her stay, an extension of the accommodation beyond the date(s) in subparagraph (2) of the preceding paragraph, it shall be regarded as an application for a new accommodation contract at the time such request is made.

● Conclusion of Accommodation Contracts, etc. Article III

1. A contract for accommodation shall be deemed to have been concluded when the hotel has duly accepted the application as stipulated in the preceding article. However, the same shall not apply where it has been proven that the hotel has not accepted the application.
2. When a contract for accommodation has been concluded in accordance with the provisions of the preceding paragraph, the guest is requested to pay an accommodation deposit fixed by the hotel within the limits of the basic accommodation charges covering the guests' entire period of stay (3 days when the period of stay exceeds 3 days) by the date specified by the hotel.
3. The deposit shall be first used for the total accommodation charges to be paid by the guest, then secondly for the cancellation charges under Article VI and thirdly for the reparations under Article XV as applicable, and the remainder, if any, shall be refunded at the time of the payment of the accommodation charges as stated in Article XII
4. When the guest has failed to pay the deposit by the date as stipulated in paragraph 2, the hotel shall treat the accommodation contract as invalid. However, the same shall apply only in the case where the guest is thus informed by the hotel when the period of payment of the deposit is specified.

● Special Contracts requiring no Accommodation Deposit Article IV

1. Notwithstanding the provisions of paragraph 2 of the preceding article, the hotel may enter into a special contract requiring no accommodation deposit after the contract has been concluded as stipulated in the same paragraph.
2. In the case where the hotel has not requested the payment of the deposit as stipulated in paragraph 2 of the preceding Article and/or has not specified the date of the payment of the deposit at the time the application for an accommodation contract has been accepted, the hotel shall be treated as having accepted a special contract prescribed in the preceding paragraph.

● Refusal of Accommodation Contract Article V

The hotel shall have the right not to accept the application for an accommodation contract under any of the following cases:

- (1) When the application for accommodation does not conform with the provisions of these terms and conditions;
- (2) When the hotel is fully booked, and no room is available;
- (3) When the guest seeking accommodation is deemed liable to conduct himself in a manner that will contravene the laws or act against the public order or good morals regarding his accommodation;
- (4) When the guest seeking accommodation can be clearly detected as carrying an infectious disease;
- (5) When the hotel is requested to assume an unreasonable burden regarding his accommodation;
- (6) When the hotel is unable to provide accommodation due to natural calamities, dysfunction of the facilities and/or other unavoidable causes;
- (7) When the guest seeking accommodation is deemed liable to behave in a manner that will infringe upon other guests of this hotel or behaves in such a manner, due to intoxication or other causes.

● Right to Cancel Accommodation Contracts by the Guest Article VI

1. The guest is entitled to cancel the accommodation contract by so notifying the hotel.
2. In the case where the guest has canceled the accommodation contract in whole or in part due to causes for which the guest is liable (except in the case where the hotel has requested the payment of the deposit during the specified period as prescribed in paragraph 2 of Article III and the guest has canceled before the payment), the guest shall pay cancellation charges as listed in the attached table No. 2. However, in the case where a special contract as prescribed in paragraph 1 of Article IV has been concluded, the same shall apply only when the guest is informed of the obligation of the payment of the cancellation charges in case of cancellation by the guest.
3. In the case where the guest does not appear by 6 p.m. of the accommodation date (2 hours after the expected time of arrival if the hotel is notified of it) without an advance notice, the hotel may regard the accommodation contract as being canceled by the guest.

● Right to Cancel Accommodation Contracts by the Hotel Article VII

1. The hotel may cancel the accommodation contract under any of the following cases:
 - (1) When the guest is deemed liable to conduct and/or have conducted himself/herself in a manner that will contravene the laws or act against the public order and good morals regarding his/her accommodation;
 - (2) When the guest can be clearly detected as carrying an infectious disease;
 - (3) When the hotel is requested to assume an unreasonable burden regarding his accommodation;
 - (4) When the hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure;
 - (5) When the guest is deemed liable to behave in a manner that will infringe upon other guests of this hotel or behaves in such a manner due to intoxication or other causes;
 - (6) When the guest does not observe the rules prohibiting certain actions specified under the use regulations stipulated by the hotel (restricted to prohibitions deemed necessary in order to prevent fires), such as smoking in bed, and mischief to the fire-fighting facilities.
2. In the case where the hotel has canceled the accommodation contract in accordance with the preceding paragraph, the hotel shall not be entitled to charge the guest for any services which he has not received.

- **Registration Article VIII**

1. The guest shall register the following particulars at the front desk of the hotel on the day of accommodation:
 - (1) Name, age, sex, address and occupation of the guest(s);
 - (2) Except in the case of a Japanese national, nationality, passport number, port and date of entry in Japan;
 - (3) Date and estimated time of departure; and
 - (4) Other particulars deemed necessary by the hotel.
2. In the case where the guest intends to pay his accommodation charges prescribed in Article XII by any means other than cash in Japanese currency, such as traveler's cheques coupons or credit cards, such means of payment shall be shown in advance at the time of the registration prescribed in the paragraph.

- **Occupancy Hours of Guest Rooms Article IX**

1. The guest is entitled to occupy the contracted guest room of the hotel from 3:00p.m. on the day of registration until 12p.m. (noon) on the day of departure;
2. The hotel may, notwithstanding the provisions prescribed in the preceding paragraph, permit the guest to occupy the room beyond the time prescribed in the same paragraph. In this case, extra charges shall be paid as follows:
 - (1) Up to 3 hours: 25% of the room charge
 - (2) Up to 6 hours: 50% of the room charge
 - (3) More than 6 hours: 100% of the room charge

- **Observance of use Regulations Article X**

The guest shall observe the use regulations established by the hotel, which are posted within the premises of the hotel.

- **Business hours Article XI**

1. The business hours of the main facilities, etc., of the hotel are as follows, and those of other facilities, etc., shall be notified in detail in the brochures as provided in the hotel notices displayed at various places, service directory in guest rooms, etc.
 - (1) Service hours of Front Desk, Cashier's desk, etc.
 - a) Main entrance operation hours, b) Reception desk, c) Exchange Services
 - (2) Service hours (at facilities) for dining, drinking, etc.
 - a) Breakfast, b) Lunch, c) Dinner, d) Other Snacks, drinks, etc.
 - (3) Service hours of auxiliary facilities:
 - a) Spa & Fitness
2. The business hours specified in the preceding paragraph are subject to temporary changes due to unavoidable causes. In such cases, the guest shall be informed by appropriate means.

- **Payment of Accommodation Charges Article XII**

1. The breakdown and method of calculation of the accommodation charges, etc., that the guest shall pay, are as listed in the attached table No.1.
2. Accommodation charges, etc., as stated in the preceding paragraph shall be paid at the front desk at the time of the guests' departure or upon request by the hotel in cash in Japanese currency, or by other means acceptable to the hotel such as traveler's cheques, coupons or credit cards.
3. Accommodation charges shall be paid even if the guest voluntarily does not utilize the accommodation facilities once such facilities have been made available to him/her by the hotel.

- **Liabilities of the Hotel Article XIII**

1. The hotel shall compensate the guest for any damage if the hotel has caused such damage to the guest in the fulfillment or the non-fulfillment of the accommodation contract and/or related agreements. However, the same shall not apply in the case where such damage has been caused due to reasons for which the hotel is not liable.
2. The hotel has received a pass mark (Certificate of Excellence of fire prevention standard issued by the fire station). Furthermore, the hotel is covered by a hotel liability insurance in order to deal with unexpected fires and/or other disasters.

- **Handling when unable to provide Contracted Rooms Article XIV**

1. The hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the guest insofar as practicable with the consent of the guest.
2. When arrangement of other accommodations cannot be made notwithstanding the provisions of the preceding paragraph, the hotel shall pay the guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the hotel cannot provide accommodations due to causes for which the hotel is not liable, the hotel will not pay the compensation fee to the guest.

- **Handling of Deposited Articles Article XV**

1. The hotel shall compensate the guest for any loss, breakage or other damage caused to goods, cash or valuables deposited at the Front Desk by the guest except in the case when this has occurred due to causes of force majeure. However, for cash and valuables, when the hotel has requested the guest to report the kind and value thereof, but the guest has failed to do so, the hotel shall compensate the guest up to maximum of 150,000yen.
2. The hotel shall compensate the guest for any loss, breakage or other damage caused, through intention or negligence on the part of the hotel, to goods, cash or valuables which are brought into the premises of the hotel by the guest but are not deposited at the front desk. However, for articles of which the kind and value have not been reported in advance by the guest, the hotel shall compensate the guest up to the maximum of 150,000yen.

- **Custody of Baggage and/or Belongings of the Guest Article XVI**

1. When the baggage of the guest is brought into the hotel before his arrival, the hotel shall be liable to keep it and to hand it over to the guest at the Front Desk at the time of his check-in only if the hotel has agreed to do so in advance.
2. When the baggage or belongings of the guest are left behind after his/her check-out, if the ownership of such article is confirmed, the hotel shall inform the owner of such article and ask for instructions, when no instruction is given to the hotel by the owner so informed or when the ownership is not confirmed, the hotel shall keep the article for 7 days including the day it is found, and after this period, the hotel shall turn it over to the nearest police station.
3. The hotel's liability in regard to the custody of the guest's baggage and belongings in the case of the preceding two paragraphs shall be assumed in accordance with the provisions of paragraph 1 of the preceding article in the case of paragraph 1 of this article, and with the provisions of paragraph 2 of the same article in the case of paragraph 2 of this article.

- **Liability regarding Parking Article XVII**

The hotel shall not be liable for the custody of a vehicle of the guest when the guest utilizes the parking lot in front of the main entrance of the hotel, whether the key of the vehicle has been deposited to the hotel or not as the hotel merely offers the space for parking. However, the hotel shall compensate the guest for any damage caused through intention or negligence on the part of the hotel regarding the management of the parking lot.

- **Liabilities of the Guest Article XVIII**

The guest shall compensate the hotel for any loss, breakage or other damage caused through intention or negligence on the part of the guest.

HOUSE REGULATIONS

Every guest is requested to observe and comply with the following regulations established by The Tokyo EDITION, Toranomon (TYOET) to maintain the quality of the hotel and to ensure that hotel guests have a pleasant and safe stay in accordance with Article X of the terms and conditions for accommodation contracts. If a guest does not comply with the house regulations, TYOET 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 VII of said terms and conditions. TYOET 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 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 other guests:
 - a) Animals or birds of any kind;
 - b) Gunpowder, oils or other explosives or inflammables;
 - c) Objects emitting a foul odor;
 - d) Objects of an unusually large size or in unusually large quantities; and unregistered firearms or swords or 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 10 p.m.
5. The use of any guest room and other facilities for purposes other than lodging without permission is prohibited.
6. Please use the safety deposit boxes for money and valuables which are available free of charge at the front cashier. TYOET will not be liable for the loss or theft of valuables.
7. Please show your room key or guest card when you sign for any bills in the hotel's restaurants, bars or other facilities.
8. Neither guest rooms nor the lobby shall be utilized as office space.
9. Public telephones are located in the main lobby. An extra charge shall be added to each outgoing call made from your room.
10. Gambling or other acts which are contrary to good morals or which cause annoyance are strictly prohibited.
11. Rules regarding equipment and fixtures on the premises are as follows:
 - a) Refrain from using equipment and fixtures for purposes other than those intended.
 - b) Please do not take equipment or fixtures out of the hotel.
 - c) Removal or alteration of equipment or fixtures is prohibited.
12. You will be charged for any damage or loss of TYOET's facilities or equipment, inside or outside the hotel caused by you or by your guests.
13. A bathrobe (Yukata) and slippers have been provided for your use in your guest room. Please refrain from going out of your room in yukata or slippers.
14. Please pay your bills whenever the Front Cashier presents a bill while you are staying at the hotel. All bills are due upon such presentation.
15. Ordering meals and drinks to be delivered from outside the hotel is not permitted.

Attached Table No.1:

- Calculation Method for Accommodation Charges, etc.
(Ref. Paragraph 1 or Article II Paragraph 2 of Article III and Paragraph 1 of Article XII)

Total amount to be paid by the guest	Contents	
	Accommodation charges	(i) basic accommodation charge (room charge)
		(ii) service charge ((1) ×15%)
		(iii) taxes a. consumption tax b. accommodation tax
	Extra charge	(iv) meals & drinks and other expenses
		(v) service charge ((4) ×15%) 18% for in-room dining and laundry service
(vi) taxes c. consumption tax		
tax calculation (a & b)		
Accommodation charges	a. consumption tax ((1) + (2)) × consumption tax rate)	
	b. accommodation tax 1) 100 yen per person for a room charge between 10,000 yen and 14,999 yen 2) 200 yen per person for a room charge at 15,000 yen or more	
Extra charges	c. consumption tax ((4) + (5)) × consumption tax rate)	

Remarks of attached table no.1; any of the charges indicated are subject to change, or revisions of the tax laws concerned.

Attached Table No.2:

- Cancellation Charges (Ref. Paragraph 2 or Article VI)

Contracted number of guests		Date when cancellation of contract is notified		
		No-show	Accommodation day	1 day prior to accommodation day
Individual	1 to 9	100%	100%	50%
Group	10 to 99	100%	100%	100%
	100 and more	100%	100%	100%
		2 days prior to accommodation day	9 days prior to accommodation day	20 days prior to accommodation day
Individual	1 to 14			
Group	15 to 99	50%	20%	
	100 and more	100%	50%	20%

Remarks:

1. The percentages signify the rate of cancellation charge to the basic accommodation charges.
2. When the number of days contracted is shortened, cancellation charge for its first day shall be paid by the guest regardless of the number of days shortened.
3. When part of a group booking (for 15 persons or more) is canceled, the cancellation charge shall not be charged for the number of persons equivalent to 10% of the number of persons booked as of 10 days prior to the occupancy (when accepted less than 10 days prior to the occupancy, as of the date.) which fractions are counted as a whole number.