

GARDEN POOL Terms of Use

2024

The following provisions are set forth by Hotel New Otani Tokyo (hereinafter referred to as "Hotel") in order to ensure the safety and comfort of guests visiting the GARDEN POOL (hereinafter referred to as "Pool"). Any matters not provided for herein shall be governed by the Hotel Rules of Conduct.

- Please follow instructions from the lifeguard and Pool staff at all times. Pool guests who are found to be in breach of the Terms stipulated herein, or who do not follow instructions from the lifeguard or Pool staff will be asked to leave immediately. Please note that Pool admission fees and parking fees are non-refundable in such cases, or under any other circumstance.
- Pool guests must present their admission ticket at the Pool reception to be admitted.
- The Pool may be closed or admission may be unavailable in bad weather conditions, during maintenance work or special events by the Hotel. Guests seeking admission may be asked to wait in order to avoid overcrowding.
- Please use the poolside shower to remove all makeup and suntan lotion/sunscreen before entering the water.
- Use of deck chairs is limited to one per person.
- Bathing suits, swim rings, and other equipment are not available at the Pool, including rentals.
- Please store any valuables in the poolside safety deposit box. The Hotel is not responsible for any lost or stolen property.
- Press crew authorized by the Hotel may be on site occasionally, without prior notice. (Guests' privacy will be respected. Please notify Pool staff if you do not wish to be filmed.)
- Guests who are members of or have any involvement with "boryokudan" (organized crime group), belong to an "antisocial force", or have tattoos of any size (including tattoo stickers) are not admitted to the Pool.
- Please refrain from using the Pool if you are not feeling well, have a skin disease or any kind of infectious disease, or are advised by a doctor not to swim.
- Diving or underwater swimming is prohibited except in the diving pool.
- Please refrain from wearing eyeglasses, watches, jewelry, or any other glass objects inside the Pool. Pool guests are requested to wear bathing suits with adequate coverage.
- Please refrain from swimming after consuming alcoholic beverages. Do not bring any food or beverage to the Pool. (Beverages for small children are excluded.)
- Smoking is prohibited in the Pool area. Guests who wish to smoke are requested to use the designated smoking areas.
- Children 15 years or younger must be accompanied by an adult. Please do not leave small children unattended at any time. Please leave baby strollers at the Pool reception.
- Infants with diapers (not toilet-trained) are not permitted in the main swimming pool. Infants with swim diapers (covered with separate bathing suit) are allowed in the toddlers' pool only. (Swim diapers are available in the Hotel drugstore.)
- The most current version of the terms stipulated herein is posted on the GARDEN POOL website.