

Basic Policy on Customer Harassment

For everyone who uses HOTEL RINGS KYOTO and Common Well

TYH CORPORATION, the operator of HOTEL RINGS KYOTO and Common Well, values the opinions and requests of guests, business partners, and others connected with our business as important opportunities to improve our services and products. We listen to them sincerely and take them seriously.

At the same time, violence, threats, abusive language, unreasonable demands, and similar conduct directed at employees by some guests or other individuals can undermine employees' dignity and seriously affect service to other guests and the safe operation of our facilities.

To protect the human rights of all employees and provide a safe working environment, and to ensure that all guests can use HOTEL RINGS KYOTO and Common Well with peace of mind, we have established this Basic Policy on Customer Harassment.

Definition of Customer Harassment

We consider conduct to be customer harassment when all of the following conditions are met:

1. It is conduct by a guest, hotel guest, café customer, person who has made a reservation or inquiry, accompanying person, or another individual connected with our business.
2. In light of the nature of the employee's duties and other circumstances, the conduct exceeds the bounds of what is socially acceptable.
3. The conduct adversely affects the employee's working environment.

This includes conduct in person and through telephone calls, email, social media, and other channels.

We do not treat the mere act of expressing an opinion or request, making an ordinary complaint or inquiry, asking not to be subjected to unjust discriminatory treatment on the basis of disability, or requesting necessary and reasonable accommodation to remove a social barrier as customer harassment. We respond sincerely to legitimate requests.

Examples of Conduct That May Constitute Customer Harassment

In determining whether conduct constitutes customer harassment, we consider the circumstances as a whole, including the reasonableness of the request, the means and manner of the conduct, its frequency and duration, and its impact on employees and facility operations. The following are examples, not an exhaustive list. Nor is conduct automatically deemed customer harassment simply because it appears to fall within one of these examples.

- Assault, causing injury, throwing objects, or damaging facilities or equipment
- Threats, intimidation, shouting, abusive language, insults, or remarks that attack a person's character
- Discriminatory or insulting remarks concerning sex, age, nationality, appearance, disability, sexual orientation, gender identity, or similar characteristics
- Sexual remarks or touching, stalking, or demanding an employee's contact details
- Forcing an employee to kneel and bow in apology, make an excessive apology, or face disciplinary action or dismissal
- Demanding special treatment that substantially exceeds the contract or the scope of the service

- Demanding a fee waiver, refund, money or other benefits, or excessive compensation without a legitimate reason
- Prolonged telephone calls or meetings, lingering on the premises, or refusing to leave
- Persistently repeating the same request or inquiry
- Demanding disclosure of an employee's name, address, contact details, work schedule, or other personal information
- Photographing, recording, livestreaming, or posting content in a way that infringes the privacy, image rights, or other rights of employees or other guests
- Posting false information, defamatory content, or personal information on social media, review sites, or elsewhere
- Abusive or violent conduct while heavily intoxicated, or conduct that disturbs other guests
- Other conduct that seriously interferes with employee safety or facility operations

How We Respond to Customer Harassment

If we determine that customer harassment has occurred, we may take the following steps to protect our employees:

- Suspend or end our response to the individual
- Discontinue services at the hotel, café, or other facilities in accordance with the hotel accommodation terms and other contractual terms
- Ask the individual to leave the premises
- Cancel a reservation or decline future use, only where permitted by applicable law and contractual terms
- Consult or report the matter to the police, legal counsel, or other relevant authorities or organizations
- Record and retain audio recordings, security camera footage, emails, social media posts, and other records for the purposes of ensuring safety on the premises; establishing the facts of accidents, disputes, or customer harassment incidents; protecting employees and others involved; responding to disputes; and preventing recurrence
- Take other necessary steps, including legal action

We will not leave any employee to deal with customer harassment alone. As needed, managers or supervisors will take over the response, arrange for multiple employees to respond, contact head office, end the response, or provide other necessary support.

Any decision to refuse an application for accommodation, cancel a hotel reservation, or discontinue accommodation services will be made carefully, in accordance with the Hotel Business Act of Japan, the hotel accommodation terms, and other applicable laws and contractual terms, after verifying objective facts such as the nature of the request, whether the conduct is repeated, and its impact on operations. We will not automatically refuse accommodation solely because conduct falls under the general definition of customer harassment.

This does not prevent us from evacuating people, ending a response, or reporting a matter to the police where there is imminent danger, including violence or threats.

If inadequate explanations or mistakes on our part contributed to an incident, we will examine the causes separately from our response to customer harassment and make improvements in good faith.

Our Initiatives

To prevent customer harassment and respond appropriately, we will:

- Communicate this policy within and outside the company
- Educate and train employees
- Establish response procedures and decision-making criteria
- Establish consultation and reporting systems
- Ensure that multiple employees or a person in charge can respond as appropriate
- Provide physical and mental health support to affected employees
- Cooperate with the police, legal counsel, and other external organizations
- Review incidents and take steps to prevent recurrence

A Request to Our Guests

We will continue to listen sincerely to legitimate opinions and requests from our guests and strive to provide better services.

We ask for your understanding of and cooperation with this policy so that we can protect the human rights and safety of our employees and all guests, and maintain an environment in which everyone can use HOTEL RINGS KYOTO and Common Well with peace of mind.

Effective date: October 1, 2026

Operating company: TYH CORPORATION

Applicable facilities: HOTEL RINGS KYOTO and Common Well

Contact: 075-746-2920