

HILLS SPA Rules of Use

These Rules of Use have been established by HILLS SPA (the “Spa”) in order for members and their guests to use the Spa in a safe and well-ordered environment. Members and their guests are kindly requested to comply with these Rules of Use. Failure to do so may result in members or their guests being prohibited from using the Spa.

1. Limitation on Use of the Spa Based on Age

Those persons, who are younger 18 years of age, are prohibited from entering the Spa, in principle. If they are permitted to enter the Spa on an exceptional basis, the available times, locations and other relevant information will be displayed at each Spa facility.

2. Use by Guests

A member of the Spa may be accompanied by up to 3 guests. When the guests use the Spa, the member is requested to register the names and contact details of their guests. When accompanying guests, the guests may be requested to provide personal identification materials. The use of the Spa by guests unaccompanied by members is prohibited. Even if the guests are accompanied by the member, the guests are prohibited from using the Spa if the guests violate Article 3 of these Rules of Use or in other circumstances.

3. Persons with Tattoos

Persons with any tattoo (including “stick-on” type temporary tattoos) are, as a general rule, prohibited from entering the Spa. However, we respect different cultures and ways of life, and persons with a tattoo as an expression of their culture or way of life may be permitted to use the facilities. Even if permission may be granted for a person with a tattoo to use the gym area, swimming pool, lounge, golf range, terrace, and other facilities, such permission is conditional upon their concealing the tattoo with a shirt, sports tape, bandage, etc.

4. All Persons Using the Spa are Requested Not to Engage in Any of the Following Acts in the Spa:

- Acts that may be in violation of the public morals and order, or that may otherwise impair the quality of the atmosphere in the Spa;
- Words or deeds that may be offensive or unpleasant, or cause nuisance to other members or guests or the staff of the Spa;
- Smoking;
- Talking on mobile phones in areas other than the areas prescribed therefor;
- Consuming alcohol in areas other than the lounge and use of the sauna, pool, jacuzzi, gym, studio or massage services after consuming alcohol;
- Use of paddles, fins, snorkels, glass goggles or toys at the pool;
- Bringing newspapers, magazines, electronic devices to the sauna;
- Use of the Spa equipment, fixtures, etc. for any purpose other than the intended purposes;
- Destruction of or causing damage to the Spa equipment, fixtures, etc.;
- Distribution of advertisements or promotional materials, and sales of or solicitation for goods;
- Taking photographs, video/audio recordings or the like in the Spa facilities;
- Receiving instruction in the Spa from a trainer other than Spa staff;
- Bringing pets including dogs, cats or birds into the Spa or leaving them on the premises of the Spa;
- Other acts that violate these Rules of Use; and
- Other acts as determined by the Spa from time to time to facilitate the proper use of the Spa.

5. Members and their Guests are Not Permitted to Bring Any of the Following Items into the Spa Facilities:

- Food and alcoholic beverages;
- Combustibles or inflammables (excluding cosmetics and hair products);
- Substances that emit poison or unpleasant odor;
- Hazardous materials including knives;
- Photographing and filming equipment including cameras;
- Substances the possession of which is prohibited by laws or regulations; and
- Other substances as determined by the Spa from time to time to facilitate the proper use of the Spa.

6. Responsibility of Self-management of Health Conditions

- The Spa shall not be responsible for any accidents or injuries occurring in the Spa, regardless of the circumstances or cause of the accident or injury, other than those attributable to the Spa.
- Persons, whose health condition may be adversely affected by exercise, etc., including cardio respiratory disorders, locomotor disorders, and pregnancy, must use the Spa, at their responsibilities, only after obtaining prior medical approval without exception.
- Any person, who contracts an infection, may be required to submit a medical certificate prior to using the Spa and may be prevented from using the Spa.
- All persons using the Spa must wear clothes and shoes appropriate for exercise at the gym for safety purposes.
- When receiving aesthetic, shiatsu massage, and other treatments, please wear any and all spa-designated clothing or underclothing, etc.

7. Manners and Etiquette at the Spa

- Members and their guests are requested to give consideration to appropriate manners and etiquette while using the Spa in order for other members and their guests to be comfortable at the Spa.
- The Spa facilities and equipment are used by every member; therefore, please use them with care for use by the next person.
- Please remove make-up and jewelry at the pool and wear a swimming cap and swimwear in the pool, without exception.

8. Mobile phones, Smartphones and Tablet Devices, etc.

- In the Spa facilities, please set mobile phones, smartphones and tablet devices, etc. so as not to make any sound, such as by using the “silent mode”.
- Members and their guests are only permitted to talk on mobile phones in the designated areas in the Spa.
- Please consider other members and guests when using mobile phones, smartphones and tablet devices, etc., such as sending and receiving e-mails and browsing the internet in a manner so as not to disturb such other members and guests.
- Photographing and video/audio recording in the Spa are strictly prohibited. Please take care to turn off the settings so that the camera function and video/audio recording function will not be started by mistake.
- When using a smartphone etc. in the pool area, please put it in the clear case designated by the Spa.
- Please do not bring mobile phones, smartphones and tablet devices, etc. into the bathroom and sauna areas.

9. Belongings

Members and their guests must keep their belongings in the locked lockers. The Spa shall not be responsible for any damage, loss or theft of valuable items or belongings of the members or their guests.

10. Valuable Items

Under no circumstances, shall the Spa keep any valuable items of the members or their guests, including expensive items or cash, for the member or their guests. The Spa shall not be responsible for any damage, loss or theft of valuable items.

11. Lost Items

Any person who loses belongings in the Spa is requested to immediately contact the reception. If any lost item is recovered, the Spa shall keep it for 3 months. Any lost items that remain uncollected 3 months after having been received by the Spa will be disposed of.

12. Amendment of Rules of Use

These Rules of Use may be amended by the Spa at any time.