

Kyoto International Conference Center Catering Service

Terms and Conditions

Revised: Jul. 2023

Kyoto International Conference Center Catering Service Co., Ltd. (hereinafter the “ICC Kyoto Catering Service”) has established the following Terms and Conditions regarding the provision of food and beverages within ICC Kyoto.

1. Dining

In regard to venue reservations and usage, the stipulations of the ICC Kyoto User’s Guide shall take precedence.

In addition to these Terms and Conditions, please also read the ICC Kyoto User’s Guide.

Matters not stipulated in these Terms and Conditions shall be governed by laws, ordinances and the conventions of commercial transactions.

2. Meal Duration and Additional Fees

When making use of Banquet Hall Sakura and/or Banquet Hall Swan, users will not be charged venue usage fees if the usage time (from preparation to removal) totals three hours or less.

When using the venue for longer than three hours or when using a different hall, users will be charged venue usage fees as designated by ICC Kyoto. However, depending on the venue’s reservation schedule, it may not be possible to extend usage times.

Service staff labor costs may be charged depending on the dining venue, meal contents and meal duration (including extensions to venue usage times).

3. Consent and Application Form

ICC Kyoto Catering Service asks that users fill out and submit the Consent and Application Form in advance after reading these Terms and Conditions. However, if the form is not submitted, users shall be deemed to have consented and applied as of the date of request in the case of a request for an estimate and reservation by telephone, etc.

4. Prepayment

In the case of an application (reservation) for dining, please pay 50-80% of the estimated amount as a prepayment by the day before the event.

If paying by bank transfer, please complete the procedure so that ICC Kyoto Catering Service can confirm the payment on the first day of the event.

ICC Kyoto Catering Service will indicate the amount of prepayment.

5. Account adjustment

Following the event, users will be sent a bill. The final bill will be adjusted according to the amount of prepayment.

ICC Kyoto Catering Service asks that users make payment by the date indicated on the bill.

Payments are calculated at the end of the month during which the event ended and are due by the end of the following month.

6. Number of Paying Guests and Final Confirmation

ICC Kyoto Catering Service asks that users provide notification of the dishes to prepare and the number of paying guests no later than 14 days prior to the scheduled date of venue usage. In the event of a change in the number of guests, etc., please contact ICC Kyoto Catering Service by noon 4 days prior to the scheduled date of usage (not including Saturdays, Sundays or public holidays). Users will be charged for the number of guests determined as of that point even if the number attending decreases later. In addition, users will be charged for any items already ordered or arranged for (including specially ordered items, equipment, etc.) in accordance with the number ordered or arranged for.

7. Cancellation Fees

In the event of a dining reservation cancellation, the cancelling party will be charged the following cancellation fees as well as all other related costs incurred up to that point.

- Cancellation 8 ~ 14 days prior: 50% of the application fee (estimated amount) + Reimbursement of all actual expenses relating to specially ordered items, equipment, etc.
- Cancellation 2 ~ 7 days prior: 80% of the application fee (estimated amount) + Reimbursement of all actual expenses relating to specially ordered items, equipment, etc.
- Cancellation 1 day prior or on the day of the event: 100% of the application fee (estimated amount) + Reimbursement of all actual expenses relating to specially ordered items, equipment, etc.

8. Decoration-Related and Entertainment Arrangements

For decorations, decorative flowers, audio, lighting, entertainment, etc. relating to dining (banquets, etc.) at the venue, ICC Kyoto Catering Service asks that arrangements be made using vendors designated by ICC Kyoto Catering Service. If such arrangements are made by ICC Kyoto Catering Service, additional costs will be incurred.

If you wish to use a vendor other than those designated, ICC Kyoto Catering Service asks that you obtain approval from ICC Kyoto Catering Service before making arrangements.

In such case, in regard to transportation and removal of equipment and materials used by companies, etc. directly hired by the user to handle decorations, decorative flowers, audio, lighting, entertainment production, etc. as well as determination of installation locations and installation times, users will be asked to comply with instructions from ICC Kyoto Catering Service for the purposes of securing ICC Kyoto facilities and making adjustments in accordance with reservations made by other users.

In addition, if ICC Kyoto Catering Service deems it necessary for a staff member to be present, additional labor costs will be incurred.

9. Compensation for Damages

In the event of breakage or other damage to ICC Kyoto facilities or furnishings caused by a user (including all parties related to the using party) or an external vendor directly hired by a user, please refer to the ICC Kyoto User's Guide (under the heading "Liability").

In the event of breakage or other damage to ICC Kyoto Catering Service facilities or furnishings within the dining (banquet, etc.) venue, the user will be charged for damages as chosen by ICC Kyoto Catering Service.

In addition, users are asked to implement measures to prevent damage or theft of exhibits, etc. within the dining (banquet, etc.) venue under their own responsibility, and ICC Kyoto Catering Service shall bear no liability whatsoever in the event of theft of damage to items, exhibits, etc. or any and all accidents, including injuries to visitors or others.

10. Prohibitions

The following are prohibited. ICC Kyoto Catering Service thanks you in advance for your cooperation.

- (1) Bringing food or beverages into the venue is prohibited by the ICC Kyoto User's Guide (under the heading "Catering Service"). For products not handled by ICC Kyoto Catering Service, please contact our sales representative.
- (2) Taking food or beverages when exiting the venue is prohibited.
- (3) Providing alcohol to drivers or minors is prohibited.
- (4) Actions forbidden by the ICC Kyoto User's Guide (under the heading "Restrictions") as well as by other laws and ordinances are prohibited.

11. Cancellation

ICC Kyoto Catering Service shall refuse applications for banquets, etc. in the following cases, and shall refuse usage if it becomes clear after acceptance of a reservation or during usage that one or more of the following cases apply. In addition, in the event that a banquet, etc. is refused under the following grounds, cancellation fees will be charged in accordance with the stipulations on cancellation fees provided for in Item 7.

- (1) Matters listed in the ICC Kyoto User's Guide (under the headings "Restrictions" and "Conditions").

12. Force Majeure

ICC Kyoto Catering Service shall bear no liability in the event that ICC Kyoto Catering Service is unable to execute its contractual obligations or comply with deadlines due to an extraordinary natural phenomenon, natural disaster, war, terrorism, domestic conflict, public disturbance, government regulation/order or instruction, labor strike, transportation blockage, or any other instance of force majeure. In the event of grounds attributable to force majeure, ICC Kyoto Catering Service may cancel a contract by notifying the user in writing.

13. Handling of Personal Information

Personal information provided is for use in conducting business, and will not be used for any other purpose. In addition, no personal information provided will be disclosed or provided to a third party without the consent of the individual concerned.

