

Customer Harassment Policy

At Hyatt, our purpose is to care for people so they can be their best. This ensures that we always conduct our business in a manner that cares for our colleagues, customers, owners, shareholders, and communities.

To achieve this goal on a daily basis, we believe it is essential to create a work environment in which our employees can dedicate themselves to providing service that never compromises the dignity of the customer as a human being. To this end, we have established the following Customer Harassment Policy for our hotel.

Definition of Customer Harassment

Our policy covers customer behavior, including complaints and verbal or physical actions, focusing on whether such actions are appropriate (socially justified) or not, as stated in the "Workplace Guidance to Prevent Customer Harassment" published by the Ministry of Health, Labour and Welfare of Japan.

Examples of Customer Harassment

Our policy covers, but is not limited to, conduct defined as harassment in the abovementioned government guideline.

① Unreasonable requests

- Requests for quality that exceed reasonable standards and where there is no defect or negligence in the service provided by our company
- Demands that significantly exceed the scope of our legal responsibility, such as illegal or unjust acts that violate the provisions of the Criminal Code, include, for example, requests for bowing, apologies from the president or manager, requests for services not provided, calls to locations other than the place of business without reasonable cause, requests for internal disciplinary action, etc.

② Socially inappropriate means or manners of fulfilling requests

- Physical aggression, such as throwing objects, hitting, kicking or shoving others
- Mental aggression, such as threatening words or actions, defamation of character, verbal abuse, name-calling, and slander via social media or the internet
- Intimidating behavior
- Demanding to kneel or bow in apology
- Continuous (repeated) or persistent (stubborn) behavior
- Restrictive behavior (refusal to leave, sitting in place, confinement), including long phone calls
- Discriminatory language or behavior
- Sexual conduct
- Attacks or demands directed at individual employees, including surveillance, videography, posting on social media or the internet, and requests for personal information
- Property damage, such as intentionally damaging buildings, furniture, equipment or vegetation on company premises, or excessive use of facilities, such as leaving water running, setting air conditioners to extreme levels or leaving refrigerators open

Requests that may be deemed inappropriate in light of their validity

- Demand for exchange of goods
- Demand for monetary compensation
- Demand for apology (other than apology on one's knees included in the list above)

Our Response to Customer Harassment

Company personnel are authorized to take firm action against customer harassment and to issue appropriate warnings and cautions. Depending on the situation, we may take appropriate measures in accordance with applicable laws, such as reporting the incident to the police. In addition, in cooperation with third parties such as the police or lawyers, we may refuse to allow a customer to use our hotel or services, or take any other action deemed necessary, such as requiring a customer to submit a written pledge.

Request to Customers

Our hotel always strives to be attentive to customers and provide services that exceed their expectations. To this end, we will continue to respond sincerely and faithfully to customers' opinions and suggestions. However, in the unlikely event that an act of customer harassment is identified, we will respond firmly in accordance with this basic policy. Hyatt is committed to providing services that fully satisfy customers, and we look forward to your continued patronage.

Hyatt Corporation
(Effective from April 2025)