

Okura Fitness & Spa Rules and Regulations

To ensure that all guests can enjoy the Fitness & Spa facilities in a safe and comfortable environment, we kindly ask you to observe the following rules and regulations.

We sincerely appreciate your understanding and cooperation in helping us maintain a clean and pleasant environment dedicated to your health and well-being.

1. Use of the facilities is for guests aged 13 and over.
2. Please store cash, credit cards, and other valuables in the security lockers provided. The Hotel shall not be liable for theft occurring within the facilities, except where the valuables concerned were stored in a security locker. For valuables stored in a security locker, when items lost or damaged due to theft or any other cause, the Hotel's liability shall be limited to a maximum of JPY 100,000.
3. Smoking is strictly prohibited throughout the facilities.
4. For safety reasons, guests under the influence of alcohol must refrain from exercising, swimming, or using the sauna.
5. If you feel unwell or experience pain while exercising or swimming please notify a member of staff immediately.
6. In accordance with instructions from the relevant authorities, guests with skin conditions or wounds covered by bandages, or with any other infectious disease, may not use the facilities.
7. Guests with tattoos may be asked to refrain from using the facilities.
8. Bringing food or beverages into the facilities is strictly prohibited.
9. Please note that the gym and swimming pool may become crowded, depending on the number of guests using the facilities.
10. Use of Lockers and Shoe Boxes:

Reservations for lockers and requests to designate or reserve shoe boxes cannot be accepted. The Hotel shall not be liable for theft or any other incident involving items stored in lockers or shoe boxes.

11. Use of the Gym:

- a. As a general rule, guests must wear the athletic wear and shoes provided by the Fitness & Spa facilities. Alternatively, guests may wear athletic wear and shoes (indoor athletic shoes) approved by the facilities.
- b. Guests must undergo a physical condition check before beginning exercise.
- c. Guests must follow staff instructions when using training equipment.
- d. Gym machines, gymnastics, stretching areas, weights, and other equipment are available on a first-come, first-served basis. Depending on demand, guests may be required to wait. Please also note that requests for a specific trainer cannot be accommodated.
- e. Jump ropes may not be used.

12. Use of the Swimming Pool:

- a. Guests must shower thoroughly before entering the pool. Please ensure that massage oil, hair oil, and make-up is completely removed before swimming.
- b. All guests must wear a swimming cap while swimming.
- c. For safety reasons, guests must remove wristwatches, bracelets, earrings, necklaces, eyeglasses, and other accessories before swimming. The use of fins, snorkels, paddles, or similar equipment, as well as diving or other hazardous activities, is prohibited, as these activities may inconvenience other guests.
- d. The use of swim rings, ball games, and similar activities in the pool is prohibited, as they may inconvenience other guests. However, flotation devices secured to the body may be used as swimming aids.

13. Use of the Sauna and Baths:

- a. Swimwear may not be worn in the baths or sauna.
- b. Guests must shower thoroughly before entering the baths. In particular, please make sure to wash off all massage oil or hair oil.
- c. While in the bath, using towels or soap, washing hair, or swimming are prohibited.
- d. Do not pour water inside the sauna room or onto the sauna heater.
- e. Do not dry swimwear or other items, or wring out wet towels in the sauna.
- f. Bringing flammable items such as newspapers or magazines, or any food or beverages, into the bathing area is prohibited.
- g. The use of oils, salts, or similar products in the sauna is prohibited.
- h. Because the high temperature of a dry sauna may place excessive stress on the body, the sauna temperature is maintained between 90°C and 100°C.
- i. Guests must be considerate of others and refrain from any behavior that may cause inconvenience or disturbance in the sauna.
- j. Smartphones and similar devices may not be brought into the area.

14. Use of the Club Salon:

- a. Guests are requested not to use the Club Salon for extended meetings or similar purposes.
- b. The Club Salon is open from 10:00 a.m. to 7:00 p.m.

15. Use of the Facilities:

- a. To avoid disturbing other guests, mobile phone and smartphone calls may be made only in designated areas within the facilities. Cameras, video cameras, and similar equipment may not be brought into the facilities. Photography and video recording using tablets, smartphones, or other devices is also prohibited.
- b. Used towels, gowns, athletic wear, slippers, swimsuits, and other items must be returned to the designated return area after use.
- c. Guests are kindly requested to help keep the facilities pleasant and comfortable for those who use them next.

Revised August 1, 2026