

Narita International Airport Terms of Use for Shower Rooms

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Effective date: May 1, 2025

Narita International Airport Corporation (hereinafter referred to as "NAA") stipulates these Narita International Airport Terms of Use for Shower Rooms (the "Terms") in connection with the use of shower rooms operated by NAA ("shower rooms") by a customer ("you" or "user").

To use a shower room, you are requested to agree to these Terms. NAA reserves the right to amend these Terms without prior notice.

Article 1. (Definition)

A "shower room" means a facility equipped with a shower booth, changing room, and other equipment, available at passenger terminal buildings, excluding built-in shower rooms in refreshing facilities.

Article 2. (Business hours and reception hours)

1. Shower rooms are open for business 365 days a year. Business hours and reception hours are as set out in Table 1.
2. Notwithstanding the preceding paragraph, NAA may change business hours and reception hours depending on the status of flights.
3. Shower rooms cannot be reserved.

Article 3. (Suspension of service)

In the following cases, NAA may suspend the operation of shower rooms in whole or part.

- (1) actual or potential destruction of facilities or equipment due to a disaster or accident;
- (2) it is not appropriate to offer shower rooms for use due to security reasons;
- (3) offering shower rooms for use can obstruct works such as construction or cleaning; or
- (4) it is specifically necessary for management purposes, in addition to the cases specified in the preceding three items.

Article 4. (Rental on "as-is" basis)

Shower rooms are made available for rental on an "as-is" basis.

Article 5. (Rental time units and fees)

The time units and rental charges for shower rooms are as specified in Table 2.

Article 6. (How to use shower rooms and pay charges)

Before using a shower room, you are requested to pay charges in cash or by way of cashless payment, including the use of a credit card, at the reception counter. An additional charge is required if you use the room for longer than you have paid for.

Article 7. (Amenities and equipment)

1. The following amenities are offered at shower rooms. After use, put the items back in their original positions.
 - (1) towels (a face towel, bath towel and bath mat)
 - (2) body soap, shampoo
 - (3) clothes hanger, bathroom basket, hair dryer
2. Shower rooms have no toilet or bathtub.
3. In case of emergency, such as when you are not feeling well, or if you need any assistance with a time extension, etc. call reception by the intercom.
4. Reception staff may make an intercom call for confirmation, including whether you wish to extend the time.

Article 8. (Refusal of use)

NAA does not permit any person who, in the opinion of NAA, falls under any of the following to use a shower room. NAA will ask a user who is found to fall under any of the following to stop the use.

- (1) the user is or was a crime syndicate, member of a crime syndicate, company or organization associated with a crime syndicate, a party associated with these, or any other antisocial force (hereinafter collectively referred to as an "antisocial force"), or any antisocial force has or had any substantial involvement in the user's business management;
- (2) the user uses or formerly used the influence, etc. of an antisocial force

- for the purpose of promoting unfair profits for themselves or third parties, or causing damage to third parties;
- (3) the user provides or makes or formerly provided or made any active cooperation or involvement in relation to the maintenance and management of an antisocial force by providing funds or facilitation;
 - (4) the user maintains or formerly maintained a socially unacceptable relationship with an antisocial force;
 - (5) the user has contracted an infectious disease and would pose a serious risk to the health of other users;
 - (6) the facility is not available for use due to the reasons specified in the items of Article 3; or
 - (7) the user has conducted or is likely to conduct any acts prohibited under Article 9.

Article 9. (Prohibited acts)

NAA prohibits the following acts in the shower room.

- (1) carrying weapons, explosives and other dangerous items in the room;
- (2) an act that actually or potentially destroys, damages, or defaces facilities or equipment;
- (3) smoking;
- (4) using the fire;
- (5) taking a shower after consuming alcohol;
- (6) an act which, in the opinion of NAA, runs counter to laws, public order or morals or an inappropriate act in light of safety management;
- (7) carrying or using items that are not generally acceptable;
- (8) accompanying a number of persons exceeding the capacity, without consent from NAA;
- (9) making unreasonable requests in connection with the use; or
- (10) in addition to the acts specified in the preceding items, causing nuisance to other users or facility management.

Article 10. (Protection of personal information)

1. For managing shower rooms, NAA only collects the following personal information of users and appropriately manages such information according to the Act on the Protection of Personal Information (Act No. 57 of 2003) and its privacy policy.

- (1) name
2. In the following cases, NAA may disclose personal information specified in the item of the preceding paragraph to third parties to the extent necessary for shower room services.
 - (1) the user's consent is obtained in advance;
 - (2) the information is disclosed in accordance with laws and regulations;
 - (3) the disclosure is necessary for protecting the life, person or property of humans and it is difficult to obtain the user's consent;
 - (4) the disclosure is specifically necessary for the improvement of public health or sound development of children, and it is difficult to obtain the user's consent;
 - (5) NAA needs to cooperate with state or local government agencies or their subcontractors in conducting businesses stipulated under the laws or regulations, and obtaining consent from the user may negatively affect the conduct of the businesses;
 - (6) NAA needs to communicate the information to third-party service providers that are responsible for responding to comments, requests and inquiries from users; or
 - (7) the information is anonymized and processed into statistical data.
3. NAA assumes adequate responsibility for appropriately managing the personal information set forth in (1) collected from users, and pays utmost attention to prevent the leaking of the information to third parties.
4. In order to enhance the efficiency of service, if NAA engages a third party to process personal information specified in the item of Paragraph 1, it will select a service provider that NAA determines to be capable of appropriately handling personal information, and ensure that the third party provider will also take measures to appropriately process users' personal information to prevent leakage, including information management, confidential treatment, and prohibition of disclosure to another party.

Article 11. (Responsibility of users)

A user who destroys or defaces facilities or equipment in a shower room or otherwise causes damage to NAA through willful misconduct or negligence is liable to compensate NAA for damages and profit losses.

Article 12. (Responsibility of NAA)

1. In the following cases, NAA is not liable to compensate for damages suffered by users in connection with the use of a shower room.
 - (1) there was no willful misconduct or negligence on the part of NAA;
 - (2) the user could not use the facility due to a reason specified in any item of Article 3;
 - (3) the user used the facility although NAA did not permit the use due to a reason specified in the items of Article 8; or
 - (4) the user conducted any of the prohibited acts specified in the items of Article 9.
2. NAA is liable to compensate up to 150,000 yen for damages caused by the destruction or damage of baggage or belongings of a user due to its willful misconduct or negligence, if the user did not specifically notify NAA of the types and values of baggage or belongings in advance.

Article 13. (Matters necessary for application)

The matters necessary for the application of these Terms are to be separately provided.

Table 1 (Article 2)

Business hours and reception hours

Terminal 1	
Business hours	Reception hours
7:00 - 20:00	7:00 - 19:30

Table 2 (Article 5)

Time units and charges

Pay the following tax-inclusive charges (consumption tax 10%).

Terminal 1					
	Length of use	Charges		Capacity	
		After tax	Before tax		
		(Plus 10% tax)			
Shower rooms	First 30 minutes	1,500	1,364	One person per room	(may be accompanied by children under 12; or a carer in the case of a person in need of assistance)
	For an additional 15 minutes	750	682		Airport staff members may use a room for 682 yen before tax (750 yen after tax) for the first 30 minutes only between 10:00 and 15:00 or 18:00 and 21:00.

*The charge includes rental towels and amenities.

There is no discount even if a user does not use any towels or amenities.

*For shower rooms, the same charge is also applied to children.

*For domestic and international transfer passengers, a special offer of 750 yen (after tax) for the first 15 minutes and 750 yen (after tax) for an additional 15 minutes is available."