

Narita International Airport

Terms of Use for Refreshing Facilities

Revised date: April 28, 2025

Effective date: May 1, 2025

Narita International Airport Corporation (hereinafter referred to as "NAA") stipulates these Narita International Airport Terms of Use for Refreshing Facilities (the "Terms") in connection with the use of refreshing facilities operated by NAA ("refreshing facilities") by a customer ("you" or "user").

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

Article 1. (Definition)

The "refreshing facilities" means facilities with nap rooms and shower rooms available for users who have completed their departure procedures.

Article 2. (Business hours and reception hours)

1. Refreshing facilities are open for business 365 days a year.
2. Business hours and reception hours (including reservations) are as set out in Table 1. Reservation is available only for nap rooms.
3. Notwithstanding the preceding paragraph, NAA may change business hours and reception hours depending on the status of flights.

Article 3. (Suspension of service)

In the following cases, NAA may suspend the operation of refreshing facilities 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 refreshing facilities for use due to security reasons;
- (3) offering refreshing facilities 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)

Refreshing facilities are made available for rental on an "as-is" basis.

Article 5. (Rental time units and fees)

The time units and rental charges for refreshing facilities are as specified in Table 2.

Article 6. (How to use refreshing facilities and pay charges)

A user is requested to use the refreshing facilities as follows:

- (1) To use the refreshing facilities, you can apply directly at the reception.
For a nap room, you can make a reservation through the online reservation site or phone number specified in Table 3. NAA accepts reservations one-month in advance. When that is not possible due to the number of days in the previous month, NAA accepts reservations from the last day of the previous month.
- (2) For a reservation under the preceding item, NAA will provide you with a reservation confirmation form by email, or by other means if email is not available.
- (3) If you made a reservation, show the confirmation form at reception.
- (4) Before using a refreshing facility, 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.
- (5) If you do not show up more than 30 minutes from the reserved time, your reservation will be cancelled unless you made prior notification or your arrival flight is delayed.

Article 7. (Amenities and equipment)

1. The following amenities are offered at refreshing facilities. 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. There is no toilet or bathtub in the refreshing facilities (except for Terminal 2).
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 refreshing facility. 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 refreshing facilities.

- (1) carrying weapons, explosives and other dangerous items in the facility;
- (2) an act that actually or potentially destroys, damages, or defaces facilities or equipment;
- (3) smoking;
- (4) using the fire;

- (5) taking a shower or bath 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 the refreshing facilities (with respect to information specified in items (2) through (7), limited to businesses concerning nap 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) sex;
- (3) nationality;
- (4) occupation;
- (5) passport number;
- (6) address;
- (7) previous place of stay (transfer passengers only); and
- (8) information on flight and departure time.

2. In the following cases, NAA may disclose personal information specified in the items of the preceding paragraph to third parties to the extent necessary for refreshing facility 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. If NAA engages a third party to process personal information specified in the items 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 refreshing facility 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 refreshing facility.
 - (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	Facility	Business hours	Reception hours
Terminal 1	Refreshing facility (nap room)	7 : 00~21 : 00	7 : 00~20 : 00
	Refreshing facility (shower room)		7 : 00~20 : 30
Terminal 2	Refreshing facility (nap room)	7 : 00~21 : 30	7 : 00~20 : 30
	Refreshing facility (shower room)		7 : 00~21 : 00

Table 2 (Article 5)

Time units and charges

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

Terminal 1 and Terminal 2					
	Length of use	Charges		Capacity	
		After tax	Before		
		(Plus 10% tax)	tax		
Shower rooms	First 30 minutes	1,500	1,364	One person per room	(may be accompanied by children under 12 years of age; 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.
Nap room (single)	First one hour	3,000	2,728	One person per room	(may be accompanied by children under 12 years of age)
	For an additional 30 minutes	1,500	1,364		
Nap room (twin)	First one hour	5,000	4,546	Two persons per room	
	For an additional 30 minutes	2,500	2,273		

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 and nap rooms, the same charge also applies to children.

Table 3 (Article 6)

Reservation for nap rooms

Reservation site		(Japanese) https://business.form-mailer.jp/lp/b3c9927c258737 (English) https://business.form-mailer.jp/lp/b4d6584e272386
Telephone No.	Terminal 1	0476-32-4734
	Terminal 2	0476-34-8537