1. Applicability

1.1 These terms apply to residential stays in Japan of 30 nights or more.
1.2 A signed tenancy agreement is required before the start of the stay.

2. Reservation

2.1 A reservation is only valid once Cove Japan has reviewed and accepted the application.
2.2 Confirmation of the reservation is at Cove's sole discretion, based on availability, documentation, and approval of the tenancy agreement.
2.3 The reservation becomes firm only upon full payment of the initial charges (e.g. first month's rent, deposit, and fees) covering the reservation duration prior to move-in.

3. Terms of Payment

3.1. Payment must be made online via Flywire.
3.2. By default, payments in cash are not permitted.
3.3. Payments for add on services or extensions must be made via the same means as listed in 3.1.

4. Prices

4.1. Prices are shown in local currency (Japanese Yen) and include the rental fee for the apartment and basic property services, unless stated otherwise.
4.2. Cove reserves the right to update listed prices prior to confirmation of reservation.

5. Alterations to Reservations & Length of Stays

5.1. Subject to availability and written approval from Cove, the length of stay may be extended. Continuation in the same unit and at the same rate is not guaranteed.
5.2. Requests to change move-in or move-out dates after reservation confirmation must be made in writing and are subject to Cove's approval.
5.3. Approved extensions require a new agreement or addendum and must be paid in advance.

6. Cancellation Policy

6.1 **Direct Bookings made with Cove.** For clarity, bookings which are not made through an OTA (Online Travel Agent) are considered Direct Bookings. The following cancellation policy will apply:

- After the contract is signed, the agreement can be cancelled by paying a penalty equivalent to one month's rent if the cancellation occurs before the lease start date.
- Additionally, even during the lease term, the agreement can be terminated by providing written or email notice at least 2 months in advance.
- On the other hand, if the customer fails during the screening or assessment process, Cove will fully refund any payments made.

7. Resident's Obligations

7.1 The resident shall abide by Cove House Rules during their stay. Where the apartment is situated in a larger development, the resident shall abide by the applicable by-laws. Such by-laws may also include guidelines around the types and profiles of guests and residents.

7.2 The resident shall inform Cove within 24 hours of any damaged / non-functioning items. As well as any property level damages.

7.3. Where weekly cleaning / turnovers are part of the service provided, the resident mandates Cove to enter the premises for weekly cleaning and maintenance.

7.4. Rooms may be accessed by Cove Staff or authorized representatives. Residents shall be informed via their listed contact details at least 24 hours in advance.

7.5. The resident must submit valid identification (e.g. passport/ residence card/driver's license etc.) before move-in, and report any changes in occupants to Cove.

7.6. The tenant shall be responsible for minor repairs arising from normal use during the lease term (e.g. replacing light bulbs, etc.) at their own expense. Any other repairs shall be the responsibility of the landlord. However, this does not apply to damages caused by the tenant's intentional or negligent actions. Please, check Maintenance and Repairs

8. Cove Responsibilities

8.1 Cove shall provide the property in a clean, habitable condition at the start of the lease.

8.2 Cove shall ensure the apartment meets local housing standards and building safety regulations.

8.3 Cove shall respect the tenant's privacy and provide at least 24 hours' notice before accessing the unit, except in cases of emergency.

8.4 Cove shall respond to tenant inquiries and reported issues during standard business hours.

8.5 Cove is not responsible for dis-amenities caused by factors outside of Cove's control, which may include but are not limited to, noises from streets or nearby construction, building maintenance, wildlife, design of the building or apartment etc.

9. Termination

9.1. The contract will be automatically terminated if the tenant fails to execute any of his obligations or breaches the house rules. The tenant must leave the premises immediately and can be evicted. Cove's decision on such cases is final.

9.2. Non-payment for the stay implies renunciation of the leasing contract and incurs the immediate remission of keys to Cove and the renunciation of the right to remain in the premises.

10. Dispute Resolution

10.1. In the event of any dispute, claim or difference (the Dispute) arising out of or in connection with this Agreement, the relevant Parties to the dispute shall first attempt to resolve the same by negotiation in good faith between the appointed representatives of such Parties.

10.2. If the Dispute remains unresolved within 30 days, either party may initiate legal proceedings. All such disputes shall be submitted to the District Court having jurisdiction over the property location in Japan, in accordance with the laws of Japan.

10.3. The language of proceedings shall be Japanese, unless otherwise determined by the court. The costs of such legal action shall be determined and allocated by the court in its ruling.