

# Terms of Use

## 1. Notes

With NAGOYA BAGGAGE SERVICE, delivery luggage to and from the hotel is limited to guests staying at the hotel.

※If your name is not on the hotel guest list, we will take your luggage back to NAGOYA BAGGAGE SERVICE.

Damage to suitcase handles, casters, handles, etc. will only be covered if the suitcase is manufactured within 5 years.

※If the year of manufacture is unknown, the product will not be covered.

※Depending on the country of manufacture (made in China, etc.), the product may not be covered by compensation.

In addition, we will not compensate for any scratches or dents.

### a) Baggage that cannot be sent

Items worth 100,000 yen or more, valuables, fragile items, raw items, dangerous items, animals, etc.

We do not guarantee any loss, rot or damage if you put the above items.

### b) If you lose the exchange ticket given at the reception, you will be required to present your passport at the time of pick-up.

## 2. Packages that can be delivered and delivery charges

Please refer to the price list

## 3. In the case of delivery from the hotel to the Nagoya station, the luggage pickup location is the NAGOYA BAGGAGE SERVICE.

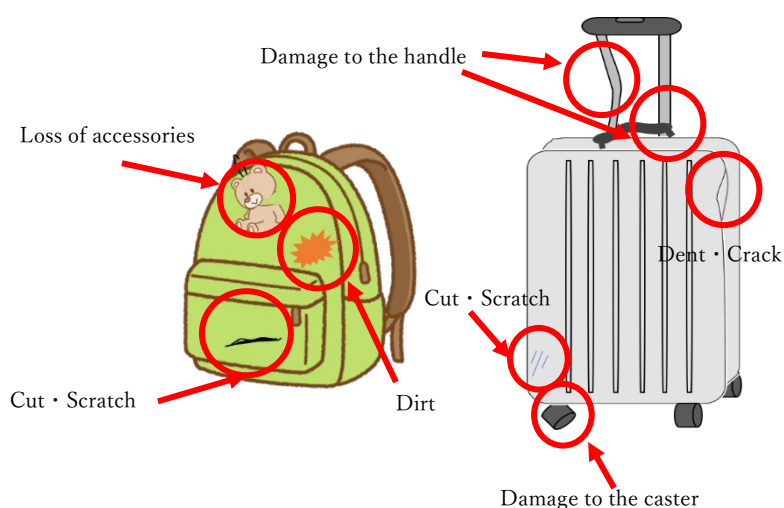
### ◆ Staying at hotels with free cloakroom (NAGOYA BAGGAGE SERVICE ⇒ Accommodation hotel)

We will put your luggage in the free space designated by the hotel. Please don't take the wrong luggage.

Please be sure to lock your suitcase and deposit it at the NAGOYA BAGGAGE SERVICE.

NAGOYA BAGGAGE SERVICE will make every effort to ensure the safe handling of entrusted luggage during transportation. However, unavoidable damage to luggage may still occur. We are shall not be liable for normal wear and tear on the appearance of luggage due to handling or shaking, as well as for the following damages. We apologize for any inconvenience.

## —Damage Examples—



1. Damage caused by overpacking, excessive weight exceeding the load limit, or improperly packaged luggage.
2. Damage caused by material defects of the luggage itself or aging after use.
3. Loss or damage of luggage accessories such as detachable wheels, covers, hooks, buckles, external locks, tags, etc.
4. Minor dents, cuts, scratches, abrasions, dirt, stains, etc.