

June 1st, 2018

Representative applying for registration as a Private Lodging Agent

Director for Tourism Industry Division

Regarding the Handling of Reservations for Illegal Properties After the Enforcement Date of the Private Lodging Business Act (notification)

Properties that were booked before the enforcement date of the Private Lodging Business Act (Act No. 65 of 2018, hereinafter referred to as the "Act") through companies acting as an agent for providing accommodation services will be notified regarding the handling of reservations pertaining to properties not compliant with the Inns and Hotels Act or registered under the Act (hereinafter referred to as "Illegal Property"), even after the date of enforcement, as follows. Based on this notice, each business operator must, after careful consideration, take the appropriate measures as soon as possible.

1. Regarding reservations at illegal properties after the enforcement date of the Act, in order not to fall under Article 58 of the Act, prohibiting the provision of services or being provided with related services in violation of laws and ordinances after the enforcement date of the Act, appropriate measures such as canceling the reservation or changing to a reservation at a registered property (hereinafter referred to as "Legal Property") must be taken.
2. Even before the enforcement date of the Act, if there is no plan for a private lodging business to register, private lodging agents that have that property posted on their site must promptly cancel future reservations for that property. Appropriate measures, such as recommending that a guest who is planning to stay at an illegal property change to a reservation at a legal property, must be taken.
3. Take prompt, appropriate measures on the system so that no new reservations related to unregistered properties, based on the law at the present time, can be made.
4. As a result of the above, when a cancellation or change of reservation has been made and a guest needs accommodation, a private lodging agent should mediate or introduce a legal property on their own site or a legal property posted on another intermediary site, as appropriate. The Japan Tourism Agency will provide the necessary cooperation.