

# Regulations on the Structure and Equipment of Hotel and Ryokan Businesses

## 1. Definitions

- **Hotel/Ryokan Business:**A business that provides lodging for a fee, excluding simple lodging and boarding house businesses, by establishing facilities.
  - **Simple Lodging Business:**A business that provides lodging for a fee by establishing facilities where the sleeping area is shared by a large number of people, excluding boarding house businesses.
  - **Guest Room:**A space used by guests for sleeping, resting, etc. (excluding attached bathrooms, toilets, washrooms, entranceways, etc. within the guest room, as well as alcoves, closets, shared corridors, and similar spaces).
  - **Bedroom:**The area within a guest room, excluding spaces not suitable for sleeping or resting, such as bathrooms and toilets.
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## 2. Structural and Equipment Standards by Business Type

### Hotel/Ryokan Business

- **Separation from other businesses/residences:**The ryokan business facilities must be clearly separated from residences within the building. There should be no shared areas between guests and residents of the building.
- **Front desk (Genkan-ban):**The front desk is required.
- **Guest Rooms:**The number of guest rooms is not specified.
  - **Structure:**Except for entrances and windows, guest rooms must be separated from other guest rooms and other facilities by a wall or a sliding door (fusuma), or similar fixed structures. Entrances and windows must be lockable, and there must be equipment to block the view from outside the room.
  - **Floor Area:**Each guest room must be at least 9m<sup>2</sup> if beds are installed, or at least 7m<sup>2</sup> if they are not.
  - **Capacity:**The bedroom area per person must be at least 4.5m<sup>2</sup> if beds are used, or at least 3.3m<sup>2</sup> if Japanese-style bedding (futons) are used.

- **Windows and other openings:**The area of windows and other openings must be at least 1/8th of the guest room floor area.
- **Ventilation, lighting, moisture control, and drainage:**Facilities must have appropriate equipment for ventilation, lighting, moisture control, and drainage.

### Simple Lodging Business

- **Separation from other businesses/residences:**Ryokan facilities must be clearly separated from facilities for other businesses and residences within the building. There should be no shared areas between guests and residents of the building.
- **Entrance and Lobby:**A main entrance and lobby that guests can freely enter and exit must be provided. The lobby must be a size appropriate for the facility, with chairs and tables so that people can wait or talk without obstructing the front desk or movement within the facility.
- **Guest Rooms:**
  - The number of rooms accommodating two or more people must exceed half the total number of guest rooms.
  - **Structure:**Except for windows, guest rooms must be separated from other guest rooms and other facilities by a wall, sliding door (fusuma), or similar fixed structures. Windows must be lockable, and there must be equipment to block the view from outside the room.
  - **Floor Area:**Each guest room must be at least 33m<sup>2</sup>. However, for facilities with fewer than 10 guests, the floor area must be at least 3.3m<sup>2</sup> multiplied by the number of guests.
  - **Capacity:**The bedroom area per person must be at least 3.0m<sup>2</sup> for beds, 2.5m<sup>2</sup> for Japanese-style bedding, and 2.25m<sup>2</sup> for bunk beds.

## 3. Management System Patterns for Ryokan Facilities

### Case 1: With a front desk (Hotel/Ryokan Business)

- **Primary Structural Requirements:**
  - The front desk must be located in a place where guests must pass through, allowing entry and exit to be monitored.
  - The front desk must have a reception counter at a height that does not impede

reception.

- The front desk area must be at least 2.00m<sup>2</sup> and spacious enough for the facility's capacity.

- **Management System:**

- The operator must appoint a manager.
- The operator or employees must be present at the front desk or within the facility while guests are staying.
- The operator must verify the identity and number of guests and hand over keys in person within the facility.

## **Case 2: With a front desk alternative (Hotel/Ryokan Business)**

- **Primary Structural Requirements:**

- Video cameras must be installed in a location where the entry and exit of guests can be constantly monitored.
- A video intercom or tablet must be installed to clearly verify guests' faces and passports via images.
- A room must be provided within the facility where the images from the video cameras can be constantly monitored and where guest identity, number, and key handovers can be managed.

- **Management System:**

- The operator must appoint a manager.
  - The operator or employees must be present in the designated room while guests are staying.
  - The operator must use the front desk alternative equipment within the facility to verify the identity and number of guests and hand over keys using a method equivalent to face-to-face interaction.
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## **4. Common Standards**

### **1. Front Desk and Reception Counter**

- **Front Desk Area and Dimensions:**

- The front desk must be clearly separated by walls and a fixed reception counter and have an area of at least 2.00m<sup>2</sup>.
- The floor area of the front desk must be a continuous space with a vertical height of at least 1.80m from the floor to the ceiling (excluding the area under the reception counter) and a horizontal length of at least 0.60m.
- **Reception Counter Location:**
  - The reception counter must be installed perpendicular to the side with the opening and parallel to the floor of the front desk area (unless the floor is sloped).
  - It must be securely fixed in the designated location.
- **Reception Counter Shape:**
  - The counter must be at least 1.00m wide and 0.30m deep.
  - For facilities with a capacity of 9 people or less, the width can be at least 0.60m.
- **Opening:**
  - The horizontal length of the opening must be at least 1.00m, with a vertical height of at least 1.10m from the bottom of the opening to the top.
  - For facilities with a capacity of 9 people or less, the horizontal length can be at least 0.60m.

## 2. Guest Rooms

- **Calculating Floor Area:**
  - Areas where guests do not typically set foot, such as alcoves, closets, storage, washstands, kitchens, and fixed furniture attached to walls or the floor, are excluded from the guest room floor area.
  - Areas not suitable for sleeping or resting, such as bathrooms, toilets, entranceways, corridors, areas for swinging doors (excluding those attached to storage), narrow spaces behind pillars, and the underside of hanging closets, are excluded from the bedroom floor area.

## 3. Bathing Facilities

- **Shared Bathing Facilities:**Bathing facilities located outside of guest rooms.
- **Single-Person Bathing Facilities:**Bathing facilities like a Unit Bath (UB) or Unit Shower

(US) used by one person.

- **Capacity Requirements:**

- **Single-Person Bathing Facilities:**At least one facility for every 10 people or fraction thereof.
- **Guest Room with Bathing Facility:**A single-person bathing facility (in principle, a UB) must be installed according to the guest room's capacity (e.g., at least one UB for a capacity of 10 people or less).
- **Shared Bathing Facilities:**Separate shared bathing facilities must be provided for men and women. For facilities accommodating 20 people or fewer, there must be at least one single-person bathing facility for men and one for women (two total).

#### 4. Washbasin Facilities

- The number of faucets required is based on the facility's capacity:
  - 1-5 people: 1 faucet.
  - 6-10 people: 2 faucets.
  - 30+ people: 6 faucets plus 1 additional faucet for every 10 people or fraction thereof over 30.

#### 5. Toilets

- The number of toilets required is based on the facility's capacity:
  - 1-5 people: 1 toilet.
  - 6-10 people: 2 toilets.
  - 26-30 people: 6 toilets.
  - 31-300 people: 6 toilets plus 1 additional toilet for every 10 people or fraction thereof over 30.
  - 300+ people: 33 toilets plus 1 additional toilet for every 20 people or fraction thereof over 300.
- If the number of toilets in guest rooms is insufficient for the capacity, a shared toilet with the necessary number of toilets must be installed on each floor.