

## Stop Illegal Private Lodging Operations

- In recent years, there has been an increase in private lodging services, which refer to the provision of accommodation services to travelers and other users by utilizing residences in whole or in part.
- Operators of private lodging services must perform either of the following procedures: obtain the license provided for in the Hotel Business Act; register in accordance with the Private Lodging Business Act; or obtain the authorization provided for in the National Strategic Special Zones Act. Private lodging services which are being operated without permission, i.e., without performing the above procedures and without receiving any oversight by an administrative agency, are illegal private lodging operations.

### To lodgers: Please do not use illegal private lodging

- Illegal private lodging is thought to be at greater risk for the following types of problems:
  - Hygiene measures are not taken, and the lodging is thus not properly cleaned.
  - No plans are in place for the operator to rush to the lodging in emergencies, such as crime and illness.
  - Since the private lodging business has not obtained the understanding of neighbors, lodgers receive complaints from neighbors during their stay.
  - In the case of fire, there is a high risk of delays in initial firefighting and evacuation, due to factors such as the fire alarm not going off, there is no fire extinguisher, and lodgers are unable to locate the emergency exit.
  - Lodgers feel unsafe since the key is not managed properly.
- Legal properties which have obtained the license in the Hotel Business Act or other permission are under the oversight of government agencies, such as public health centers. Therefore, hygiene and safety measures are properly taken.  
For safe accommodation services, please utilize not illegal private lodging but legal private lodging where safety and security are ensured.
- To utilize legal private lodging services, it is important to use appropriate websites to search for such services. Please access the websites of private lodging agents

registered under the Private Lodging Business Act, or of travel agents registered under the Travel Agency Act, as these websites do not list illegal private lodgings. Lists of registered private lodging agents and travel agents that intend to offer agency/intermediary services for private lodging are available below.

<http://www.mlit.go.jp/kankocho/minpaku/business/mediation/attention.html> (Japanese)

## To operators: Please operate private lodging services legally

- Operation of illegal private lodging is subject to punishment due to violation of the Hotel Business Act. Furthermore, if the following types of problems occur, this could not only make it difficult to continue sound operations in the mid- to long-term, but could also result in ruining your important assets.
  - Because the understanding of neighbors has not been obtained, lodgers receive complaints from neighbors during their stay and are unable to enjoy safe and comfortable accommodation. Consequently, there are more negative guest reviews and testimonials.
  - Because hygiene is not managed properly, an increasing number of lodgers feel that the lodging is unclean. Consequently, there are more negative guest reviews and testimonials.
  - Lodgers may lose their life to fire because appropriate measures are not taken to secure their safety, namely, installation of necessary equipment and establishment of fire management plans.
  - Firefighting equipment and fire management plans are inadequate, and your lodging may receive administrative guidance from fire departments or be subject to administrative disposition.
  - By not confirming the identity of your guests properly, your lodging may be used improperly to carry out serious crimes or hide criminals.
  
- Please operate private lodging services legally in order to obtain the understanding of neighbors and provide safe, secure, and comfortable services to lodgers.
  
- In the case of entrusting agency/intermediary services for private lodging, please utilize private lodging agents registered under the Private Lodging Business Act, or travel agents registered under the Travel Agency Act. If agency/intermediary services are entrusted to non-registered operators, any problems that arise may not be addressed adequately. Lists of registered private lodging agents and travel agents that intend to offer agency/intermediary services for private lodging are available

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