カスタマーハラスメントに対する基本方針

萩本陣株式会社（以下「当館」といいます。）は、温泉とお料理、心を込めたおもてなしを通じて、お客様に安心しておくつろぎいただける宿づくりに努めております。

お客様からいただくご意見やご要望は、サービスの改善につながる大切なお声として受け止め、誠実に対応してまいります。

一方で、従業員の尊厳や安全を損なう言動や不当・過剰な要求は、他のお客様の快適なご滞在や、円滑なサービスの提供にも影響を及ぼします。

当館は、お客様の安心と従業員が安心して働ける環境を守るため、以下の基本方針を定め、カスタマーハラスメントに対して組織として毅然と対応いたします。

1. カスタマーハラスメントの定義

お客様等からのご要求や言動のうち、要求内容の妥当性に照らして、その実現のための手段・態様が社会通念上不相当であり、従業員の就業環境を害するものを、カスタマーハラスメントと考えます。

要求内容に理由がある場合であっても、暴力や脅迫、侮辱などの行為を容認するものではありません。

なお、正当なご意見や改善のご要望、障害のある方からの合理的配慮を求めるお申し出を、それ自体でカスタマーハラスメントとして扱うことはありません。

2. 対象となる行為の例

以下は代表的な例であり、これらに限られるものではありません。事実関係や経緯、行為の程度、従業員や他のお客様への影響等を踏まえ、総合的に判断いたします。

行為の類型	具体例
不当・過剰な要求	合理的な根拠のない返金や値引き、金銭補償、契約内容や当館の責任の範囲を超える客室変更や飲食物の提供、送迎等の執拗な要求など
長時間の拘束	不当な要求や叱責による長時間の面談や電話、居座りなど従業員を拘束し業務を妨げる行為など
執拗な繰り返し	必要な説明や回答を行った後も、同一の不当な要求や連絡を繰り返し、業務に支障を生じさせる行為など
威嚇・脅迫	危害を加える旨の発言、反社会的勢力との関係をほのめかす言動、口コミや SNS への投稿を持ち出して脅し、金銭や特別待遇を要求する行為など
暴言・差別的言動	怒鳴る、人格を否定する、侮辱する、国籍や性別、障害等を理由に差別するなどの言動など
暴力・器物損壊	殴る、蹴る、物を投げつける、設備や備品を破壊するなどの行為など
不当な謝罪・対応の強要	土下座や私的な謝罪訪問の強要、従業員の解雇や処分の要求、地位や立場を利用した特別扱いの強要など
誹謗中傷・プライバシー侵害	SNS を含むインターネット上のあらゆる媒体における虚偽の情報の流布、権利を侵害する誹謗中傷、従業員や他のお客様のプライバシーを侵害する撮影や公開、私的な連絡先等の開示の強要など

性的な言動・つきまとい	性的な発言や不必要な身体への接触や交際の強要、待ち伏せ、つきまとい、盗撮など
他のお客様への迷惑行為	他のお客様への威嚇や執拗な干渉、安全確保のための合理的な案内に従わず、他のお客様の利用を著しく妨げる行為など

3. 従業員を守るための取り組み

当館は、従業員個人に対応を任せることなく、責任者を中心とした組織的な対応を行うため、以下に取り組みます。

- 本方針の周知と、対応方法に関する教育・研修
- 組織的な対応体制の整備
- 被害を受けた従業員の心身への配慮と支援

4. カスタマーハラスメントへの対応

当館は、お申し出の内容を確認し、当館に改善すべき点がある場合は適切に対応いたします。
カスタマーハラスメントに該当すると判断した場合には、従業員と他のお客様を守るため、状況に応じて以下の対応を行います。

- 当該行為の中止の要請
- 当館が指定する担当者や連絡方法への変更
- 不当な要求への対応や面談、電話等の打ち切り
- 宿泊・施設利用のお断り、サービス提供の中止、退館の要請など
- 警察への通報・相談、弁護士等との連携
- 損害が生じた場合の、法的根拠に基づく損害賠償請求など
- 事実確認と安全確保のため、必要に応じて通話・応対内容の録音・録画など

5. お客様へのお願い

当館は、これからもお客様のお声を大切にし、萩でのご滞在が心に残るひとときとなるよう、おもてなしの向上に努めてまいります。

すべてのお客様に心地よくお過ごしいただき、従業員が安心してサービスを提供できる環境を守るため、本方針へのご理解とご協力をお願い申し上げます。

萩本陣株式会社

Basic Policy on Customer Harassment

Hagi Honjin Co., Ltd. (hereinafter referred to as “the Inn”) is committed to providing a welcoming environment where guests can relax with peace of mind through our hot springs, cuisine, and heartfelt hospitality.

We sincerely value the opinions and requests we receive from guests and regard them as important feedback that helps us improve our services.

At the same time, words, actions, and unreasonable or excessive demands that undermine the dignity or safety of our employees may affect the comfort of other guests and interfere with the smooth provision of our services.

To protect our guests’ peace of mind and provide a safe working environment for our employees, the Inn has established the following Basic Policy on Customer Harassment and will respond to such conduct firmly and appropriately as an organization.

1. Definition of Customer Harassment

The Inn considers customer harassment to be demands, statements, or conduct by guests or others where, in light of whether the demand itself is reasonable, the means or manner used to pursue it are socially unacceptable and adversely affect the working environment of our employees.

Even where a request or complaint has a legitimate basis, violence, threats, insults, and similar conduct will not be tolerated.

2. Examples of Conduct That May Constitute Customer Harassment

The following are representative examples and are not exhaustive. Each situation will be assessed as a whole, taking into account the facts and circumstances, the severity of the conduct, and its impact on employees and other guests.

Type of conduct	Examples
Unreasonable or excessive demands	Persistent demands without reasonable grounds for refunds, discounts, or monetary compensation, or for room changes, food or beverages, transportation, or other arrangements that exceed the terms of the agreement or the scope of the Inn's responsibility.
Prolonged detention	Unreasonably restraining employees and interfering with their duties through lengthy meetings or telephone calls, remaining on the premises, or reprimanding employees while making unreasonable demands.
Repeated and persistent demands	Repeatedly making the same unreasonable demands or contacting the Inn after adequate explanations or responses have been provided, thereby interfering with normal operations.
Intimidation or threats	Threatening to cause harm, implying connections with antisocial organizations, or using the threat of negative reviews or posts on social media to demand money or preferential treatment.
Abusive or discriminatory conduct	Shouting, insulting employees, attacking a person's character, or making discriminatory statements or engaging in discriminatory conduct on the basis of nationality, gender, disability, or other personal characteristics.
Violence or damage to property	Hitting, kicking, throwing objects, or damaging facilities, equipment, or other property.
Unreasonable demands for apologies or other action	Forcing employees to kneel in apology or make private apology visits; demanding that an employee be dismissed or disciplined; or using one's status or position to demand special treatment.
Defamation or invasion of privacy	Disseminating false information online, including on social media; engaging in defamatory conduct that infringes upon others' rights; taking or publishing photographs or recordings that violate the privacy of employees or other guests; or demanding disclosure of employees' private contact information.
Sexual conduct or stalking	Making sexual remarks, engaging in unnecessary physical contact, pressuring an employee into a personal or romantic relationship, waiting for or following an employee, or secretly photographing others.
Conduct that disturbs other guests	Intimidating or persistently interfering with other guests, refusing to follow reasonable instructions given to ensure safety, or otherwise significantly interfering with other guests' use of the Inn.

3. Measures to Protect Our Employees

The Inn will not leave individual employees to handle customer harassment on their own. We will respond as an organization under the direction of responsible managers and take the following measures:

- Communicate this policy throughout the organization and provide education and training on appropriate response procedures.
- Establish a framework for responding to customer harassment as an organization.
- Provide appropriate care and support for the physical and mental well-being of affected employees.

4. Our Response to Customer Harassment

The Inn will carefully review the details of any complaint or request and respond appropriately if there are matters we should improve.

If conduct is determined to constitute customer harassment, the Inn may take the following measures as appropriate to the circumstances in order to protect employees and other guests:

- Request that the conduct cease.
- Designate a specific representative or require communication through a specified method.
- Discontinue responding to unreasonable demands or terminate meetings, telephone calls, or other communications.
- Refuse accommodation or use of our facilities, discontinue the provision of services, or request that the individual leave the premises.
- Report the matter to or consult with the police and work with attorneys or other relevant professionals.
- If damages have occurred, seek compensation on legal grounds.
- Where necessary for fact-finding and ensuring safety, make audio or video recordings of telephone conversations or other interactions.

5. A Request to Our Guests

The Inn will continue to value the voices of our guests and strive to improve our hospitality so that your stay in Hagi will be a memorable experience.

We sincerely ask for your understanding and cooperation with this policy so that all guests may enjoy a comfortable stay and our employees may provide their services in a safe environment.

Hagi Honjin Co., Ltd.