

Article 1. (Scope of Application)

The Accommodation Contract and related agreements to be entered into between the Hotel and the Guest to be accommodated shall be subjected to these Terms and Conditions. And any particulars not provided for herein shall be governed by laws and regulations (refers to laws, ordinances, and matters based on laws and ordinances, with the same to apply below) and generally accepted practice.

- 2 In the case when the Hotel has entered into a special contract with the Guest insofar as such special contract does not violate laws and regulations and generally accepted practice, notwithstanding the preceding paragraph, the special contract shall take precedence over the provisions of these Terms and Conditions.

Article 2. (Application for Accommodation Contract)

A person who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars;

- (1) address, name, age, sex, contact information, nationality of the person(s);
- (2) date and days of accommodation and estimated time of arrival;
- (3) Accommodation charges (Based, in principle, on the Basic Accommodation Tariff listed in Attached Table No.1); and
- (4) other particulars deemed necessary by the Hotel.

- 2 In the case when the Guest requests, during his or her stay, extension of the accommodation beyond the date in Subparagraph (2), it shall be regarded as an application for a new Accommodation Contract at the time such a request is made.

Article 3. (Conclusion of Accommodation Contract, etc.)

An Accommodation Contract shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply when it has been proved that the Hotel has not accepted the application.

- 2 When a lodging agreement is reached in accordance with the provisions of the preceding paragraph, the Hotel may request payment of an amount specified by the Hotel (up to the amount of the basic lodging fee for the lodging period) to be paid by a day stipulated by the Hotel.

- 3 The deposit shall be first appropriated for the accommodation charges to be paid by the Guest, then secondarily for the cancellation charges under Article 6, thirdly to the reparations under Article 16 as applicable, and the remainder, if any, shall be refunded at the time of the payment of the accommodation charges as stated in Article 11.

- 4 When the Guest has failed to pay the deposit by the date specified by the Hotel as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case of the Guest is informed thus by the Hotel when the period of payment of the deposit is specified.

Article 4. (Special Contract Requiring No Accommodation Deposit)

Notwithstanding the provisions in Paragraph 2 of the preceding Article, the Hotel may enter into a special contract not requiring the accommodation deposit after the Contracted has been concluded as stipulated in the same Paragraph.

- 2 In the case when the Hotel has not requested the payment of the deposit as stipulated in Paragraph 2 of the preceding Article, and/or has not specified the date of the payment of the deposit at the time the application for an Accommodation Contract is accepted, I shall be treated as that the Hotel has accepted a special contract prescribed in the preceding Paragraph.

Article 4-2 (Request for cooperation with facility infectious disease prevention measures)

The Hotel may request that persons attempting to stay at the Hotel cooperate with the provisions set forth in Article 4, Section 2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

Article 5. (Refusal of Accommodation Contract)

The Hotel may not accept the conclusion of the Accommodation Contract under any of the following cases (However, this provision shall not mean that the Hotel will deny lodging for reasons other than the circumstances set forth in Article 5 of the Hotel Business Act.):

- (1) When the application for accommodation does not conform with the provisions of these Terms and Conditions;
- (2) When the Hotel is fully booked and no room is available;
- (3) When there is concern that the person attempting to stay will conduct acts that violate laws or ordinances, or that are in violation of public decency, or when there is concern that the person will not comply with these Terms of Service or User Regulations set forth by the Hotel;
- (4) When the Guest seeking accommodations is an organized crime group (an “Organized Crime Group”) as defined in Article 2, item 2 of the Act for the Prevention of Wrongful Acts by Members of Organized Crime Groups (Act No 77 of 1991) , a member of an Organized Crime Group (an “Organized Crime Group Member”) as defined in Article 2, item 6 of the same act, a quasi Organized Crime Group Member, a person related to an Organized Crime Group, or any other anti-social force;
- (5) When the Guest seeking accommodations is a juridical person or other organization whose business activities are controlled by an Organized Crime Group or Organized Crime Group Member;
- (6) When the Guest seeking accommodations is a juridical person and one or more of its officers are Organized Crime Group Members;
- (7) When there is concern that a person attempting to stay will conduct acts that greatly inconveniences other guests or Hotel staff, or when the person has engaged in behavior that greatly inconveniences other guests or Hotel staff;
- (8) When there is concern that a person attempting to stay is a person with a designated infectious disease as stipulated in Article 4, Section 2, Paragraph 1-2 of the Hotel Business Act (hereinafter,

- “Person with Designated Infectious Disease”);
- (9) When the Guest seeking accommodations resorts to violence when making demands concerning accommodations or asks the Hotel to assume unreasonable burdens (Excludes cases when the person attempting to stay requests the removal of social barriers in accordance with the provisions of Article 7, Section 2 or Article 8, Section 2 of the Act for Eliminating Discrimination against Persons with Disabilities (Act No. 65 of 2013) (hereinafter, “Disability Discrimination Elimination Act”);
- (10) When the Hotel is unable to provide accommodations due to natural calamity, facility breakdown, or other circumstances beyond its control; or
- (11) When any of the cases specified in the Ordinance on the Enforcement of the Hotel Business Act established by the local government of the region where the Hotel is located applies;
- (12) When a person attempting to stay makes a request that would impart excessive burden on the Hotel and significantly interfere with the provision of lodging services to other guests, and is applicable to any of the following as set forth in Article 5-6 of the Hotel Business Act Enforcement Ordinance;
- ① When making a request for a reduction in lodging fees or other matter that cannot be easily accommodated.
 - ② When a request involves rough or violent behavior or otherwise causes a mental or physical burden on an employee and accommodating the person who made the request would require labor that exceeds normal circumstances.
- (13) When there is suspicion that a person attempting to stay will engage in gambling or other illegal activities or acts that violate public morals (Hotel Business Act Article 5, Paragraph 1-2).

Article 5-2 (Explanation concerning rejection of lodging agreement)

When the Hotel will refuse to conclude a lodging agreement in accordance with the provisions of the previous Article, the person attempting to stay may request that the Hotel provide an explanation of reasons.

Article 6. (Right to Cancel Accommodation Contract by the Guest)

The Guest is entitled to cancel the Accommodation Contract in whole or in part by so notifying the Hotel.

- 2 In the case when the Guest has canceled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested the payment of the deposit by the specified date as prescribed in Paragraph 2 of Article 3 and the Guest has canceled accommodation before the payment), the Guest shall pay cancellation charges as listed in Attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest has been informed of the obligation of the payment of cancellation charged in case of cancellation by the Guest.
- 3 In the case when the Guest does not appear by 22:00 of the accommodation date (2 hours after the

expected time of arrival if the Hotel has been notified of it) without an advance notice, the Hotel may regard the Accommodation Contract as being canceled by the Guest.

Article 7. (Right to Cancel Accommodation Contract by the Hotel)

The Hotel may cancel the Accommodation Contract under any of the following cases (However, this Clause shall not mean that the Hotel will deny lodging for reasons other than the circumstances set forth in Article 5 of the Hotel Business Act.):

- (1) When a clarification of the particulars in Paragraph 1 of Article 2 has been requested and not complies with, within the designated period;
 - (2) When payment of accommodation deposit as prescribed in Paragraph 2 of Article 3 has been requested and not complied with, within the designated period;
 - (3) When applicable under any of Paragraphs 3 to 13 of Article 5;
 - (4) Failure to comply with prohibition of smoking in bed in the guestroom, prohibition of meddling with fire prevention facilities, or other failure to comply with prohibited matters outlined in User Regulations set forth by the Hotel.
- 2 In the case when the Hotel has canceled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel shall not be entitled to charge the Guest for any of the services that the Guest has not received.

Article 7-2(Explanation of lodging agreement termination)

The lodging guest may request the Hotel provide an explanation of reasons in the event the Hotel terminates a lodging agreement in accordance with the provisions of the previous Article.

Article 8. (Registration)

The Guest shall register the following particulars at the front desk on the day of accommodation:

- (1) address, name, age, sex, contact information;
 - (2) foreign nationals who do not possess an address in Japan, nationality, and the passport number;
 - (3) date and estimated time of departure;
 - (4) other particulars deemed necessary by the Hotel.
- 2 If the lodging guest attempts to pay the fees set forth in Article 11 via travelers check, lodging vouchers, credit card, or any other method other than cash, the guest will be asked to present said payment method in advance at the time of the registration set forth in the previous Paragraph.

Article 9. (Occupancy Hours of Guestrooms)

The Guest is entitled to occupy the contracted guestroom of the Hotel from 14:00 on the day of accommodation until 11:00 of the following morning. However, in the case when the Guest is Accommodated continuously, the Guest may occupy it all day, except for the days of arrival and departure.

- 2 The Hotel may, notwithstanding the provisions in the preceding Paragraph, permit the Guest to occupy the room beyond the time prescribed in the same Paragraph. In this case, extra charges shall

be paid.

Article 10. (Observance of The Daiwa Roynet Hotel Rules of Conduct)

The Guest shall observe The Daiwa Roynet Hotel Rules of Conduct established by the Hotel, which are posted within the premises of the Hotel.

Article 11. (Payment of Accommodation Charges)

The breakdown and method of calculation of the accommodation Charges that the Guest shall pay is as listed in Attached Table No.1.

2 Accommodation charges as stated in the preceding Paragraph shall be paid in Japanese currency or by a credit card or other payment methods or hotel ticket recognized by the Hotel at the front desk at the time of registration or upon request by the Hotel.

3 Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for the Guest by the Hotel and are at the disposal of the Guest.

Article 12. (Liabilities of the Hotel)

The Hotel shall compensate the Guest for the damages if the Hotel has caused such damages to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in the case in which such damages are caused by reasons not attributable to the hotel.

2. The responsibility of the Hotel for accommodation begins from the time the Guest registers at the front desk, and terminates when the guest leaves the room to depart.

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3 The Hotel is enrolled in hotel liability insurance to cover the unlikely possibility of a fire or other disaster.

Article 13. (Handling when The Hotel is Unable to Provide Contracted Guestroom)

The Hotel shall, when unable to provide contracted room, arrange accommodation of the same standard elsewhere for the Guest Insofar as practicable with the consent of the Guest.

2 When arrangement of other accommodation cannot be made notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to the reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel does not compensate the Guest.

Article 14. (Handling of Deposited Articles)

The Hotel shall compensate the Guest for the damages when loss, breaker or other damage is caused to the goods, cash or valuables deposited at the front desk by the Guest, except in the case when this has occurred due to causes of force beyond human control. However, in the case of cash and valuables, if the Hotel has requested the Guest to report the kind and value of such items but the

Guest has failed to do so, the Hotel shall limit in the compensation to within 50,000yen.

2 The Hotel shall compensate the Guest for the damages when loss, breakage or other damage is caused, and determined to be the result of intention or negligence on the part of Hotel, to the goods, cash or valuables which are brought into the premise of the Hotel by the Guest but are not deposited at the front desk. However, for articles of which the kind and value has not been reported in advance by the Guest, the Hotel shall compensate the Guest within the limit of 50,000yen.

3 Articles such as works of art and antiques, however, may not be deposited.

Article 15. (Custody of Guest Baggage and/or Belongings, etc.)

When the baggage of the Guest is brought into the Hotel before his arrival, the Hotel shall be liable to keep it only in the case when such a request has been accepted by the Hotel. The baggage Shall be handed over to the Guest at the front desk at time of his check-in.

2 In cases in which the Guest is found to have left baggage, belongings, or other personal property (“articles left behind by Guests” hereinafter) at the Hotel after checking out, if the owner can be confirmed, the Hotel will seek in principle to contact the owner and seek instructions on what to do with the articles left behind by Guests. If the owner cannot be confirmed, no instructions are provided by the owner, or the Hotel cannot contact the owner, the Hotel shall dispose of the articles left behind by Guests as follows:

(1) The Hotel shall retain articles left behind by Guests for seven days, including the day on which they were discovered. Thereafter, the Hotel shall submit the articles left behind by Guests to the nearest police station or retain them for up to three months, then dispose of them as provided for by laws, regulations, etc.

(2) Articles left behind by Guests such as expendable items, beverages, food, or other items detrimental to sanitary conditions if retained shall be disposed of on the day on which the articles left behind by Guests are discovered.

3 The Hotel’s liability for articles left behind by Guests in the cases described in the two preceding paragraphs shall be as specified by the provisions of Paragraph 1 of the preceding article in the case described in Paragraph 1 or by the provisions of Paragraph 2 of the preceding article in the case described in the preceding paragraph.

Article 16. (Liability of the Guest)

The Guest shall compensate the Hotel for the damages caused through intention or negligence on the part of the Guest.

Article 17. (Long-term Guests)

A Guest to whom any of the following applies shall be considered a long-term Guest:

(1) The Guest requests and concludes an Accommodation Contact with the Hotel as described in Article 2 for a period of 10 or more consecutive days.

(2) The Guest lodges at the same Company-operated hotel for 10 or more days in succession in cases

covered by the provisions of Article 2, Paragraph 2 or Article 3.

2 Long-term Guests are required to comply with these Terms and Conditions; with rules established by the Hotel; and with the following provisions:

- (1) To ensure the hygiene of guestrooms and promote a pleasant stay, room cleaning will be conducted at least once every three days.
- (2) The Hotel reserves the right to transfer the Guest to another room periodically for the purpose of maintaining guestroom quality.
- (3) When requested to do so by the Hotel, the Guest agrees to present personal identification (driver's license or social security and tax number card (front side) with photograph). The Hotel shall retain a copy of identification for a fixed period of time.

3 The Hotel may cancel the Accommodation Contract in whole or in part if the Guest fails to comply with the provisions of the preceding paragraph or if any of the grounds for cancellation enumerated under Article 7, Paragraph 1 applies.

Article 18. (Parking)

In using the Hotel parking facility, the Guest agrees that the Hotel's obligations are limited to granting permission to use that facility and that the Hotel shall not be responsible for safeguarding the vehicle or its contents, whether or not keys are given to the Hotel for safekeeping. However, should the parked vehicle sustain damages attributable to intentional action or gross negligence on the part of the Hotel's parking facility management, the Hotel agrees to pay compensation for such damages. When using any off-site parking facility made available to Guests by contract between the Hotel and the management company therefor, the Guest shall abide by the terms of use specified by that company.

Article 19. (Governing Language)

These terms of accommodation were prepared in Japanese. Any English, Chinese, and/or Korean translations, if attached, are provided solely for reference purposes. The Japanese version shall prevail in the event of any conflicts or inconsistencies between the Japanese version and translations thereof.

Article 20. (Court of Exclusive Jurisdiction)

The Tokyo District Court or the Tokyo Summary Court shall be the court of exclusive jurisdiction in the first instance with regard to any litigation arising in relation to the Terms and Conditions for Accommodation Contracts, these terms of accommodation, or other related matters.

Article 21. (Amendments of these terms of accommodation)

The Hotel may amend or supplement these terms of accommodation as it sees fit.

2 Amendments of or additions to these terms of accommodation shall take effect as of the effective date and time specified by the Hotel. In principle, this date shall follow a notification period of 30 days from posting on the Hotel's specified site of amendments or additions. Note that amendments

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of the terms of accommodation compelled by legal reasons or made with the consent of the Guest to the amended terms shall take effect immediately.

- 3 We ask that guests who do not consent to the amendments or additions refrain from lodging at the Hotel.

Attached Table No. 1: Calculation Method for Accommodation Changes for Hotel
(Ref, Paragraph 1 of Article 2, Paragraph 2 of Article 3 and Paragraph 1 of Article 11)

Total Amount to be Paid by The Guest	Details
Accommodation Charges	Basic Accommodation Charge (Room Charge)
Added Charges	Other Utilization Charges
Taxes	Japanese Consumption Tax/Accommodation Tax/Bath Tax

Remarks:

1. These charges are subject to change in case of amendment of the tax laws concerned.
2. An accommodation tax will be charged if it is levied by the municipality where the Hotel is located.
3. A bath tax will be charged if the Hotel has a hot spring facility.

Attached Table No. 2: Cancellation Charges for Hotel (Ref, Paragraph 2 of Article 6)

Contacted number of guests	Date of Notification of Cancellation of Contact				
	No Show	Day of Accommodation	1 Day Prior	9 Days Prior	20 Days Prior
Individual 1 to 14	100%	80%	20%	-	-
Group 15 to 99	100%	80%	20%	10%	-
Group 100 and more	100%	100%	80%	20%	10%

Remarks:

1. The percentage figures signify the rates of cancellation charge to the accommodation charges.
2. When the number of days contracted is shortened, the cancellation charges for its final day shall be paid by the Guest regardless of the number of days shortened.
3. In case part of a group booking (15 or more persons) is canceled, there will be no cancellation charge (if the cancellation is made 10 days prior to the intended date of stay) if the number of persons does not exceed 10% of the total number of the group (Note: fractions will be counted as a whole number. Thus 10.1% will be considered as 11%)

Daiwa Roynet Hotels Terms of Use

At Daiwa Roynet Hotels, we have outlined the following Terms of Use based on Article 10 of the Lodging Agreement to maintain the quality of our hotels and ensure that our guests have a safe and comfortable stay. We ask for your cooperation by complying with these Terms of Use.

In the unlikely event that you do not comply with these rules, we may refuse your stay or use of hotel facilities in accordance with Article 7 of the Lodging Agreement.

Furthermore, please note that you may be held responsible for any damages incurred due to non-compliance with these rules.

[Fire prevention, crime prevention, and ensuring safety]

1. Evacuation route maps and emergency exit maps for each floor are posted on the interior side of the guestroom door, so please check them when entering your room.
2. To ensure guest safety, please be sure to lock your doors and apply the door chain while in your room.
3. Smoking is strictly prohibited in beds, hallways, non-smoking rooms, or any areas other than designated smoking areas.
4. Guests found to be smoking outside of a designated smoking area, in addition to the cost of closing off the guest room, will be charged the actual cost of cleaning bedding, curtains, carpets, as well as expenses for any necessary repairs.
5. Activities that could cause a fire (such as lighting incense or candles, using open flames, or the use of devices that emit heat or fire other than those provided in the guestroom) are strictly prohibited in the guest rooms and hallways.
6. When leaving your room during your stay, please be sure to take your room card key with you and make sure that the door is locked. We cannot keep card keys at the front desk. If your guest room card key is lost or damaged, you will be required to undergo procedures to verify your identity and pay fees to have your card key reissued.
7. Meetings with visitors in guestrooms and entry by persons without reservations are strictly prohibited.
8. We do not allow minors to stay overnight unless they have permission from their guardian (we will ask you to submit an "accommodation consent form" and contact the guardian for confirmation).
9. For guests staying for multiple nights, even if we have received notice that room cleaning is not necessary, we will clean guestrooms as necessary (once every 3 days) when the hotel deems it necessary from the viewpoint of hygiene and ensuring guest safety.
10. In addition to guestroom cleaning, please note that we may enter your guestroom (even when you have notified the hotel in advance to refuse entry into the guestroom) if the hotel deems it necessary for guest safety management and facility maintenance, including guestroom maintenance, mandated inspections, or in the case of an emergency.
11. Notwithstanding an emergency or unavoidable circumstances, please do not enter facilities not intended for guest use, such as hotel employee areas, emergency stairs, rooftops, and machinery rooms.
12. In the event of an emergency such as fire, earthquake, power outage, etc., at our hotel facilities, please follow the instructions of the nearest hotel staff or hotel announcements.

[Handling of valuables, stored belongings, and lost items]

1. To store cash and other valuables during your stay, please use the safe in your room or leave them at the front desk. The hotel will not be held responsible for any loss or theft of items when these services are not used.
2. Items entrusted to us by our guests will only be handed over to the person in possession of a luggage storage certificate. Regardless of the cause, the hotel shall not be liable for any damages caused due the certificate having been lost, stolen, or misplaced.
Furthermore, we shall not be liable for any loss of items that have been returned to the guest.
3. Items lost within the hotel will be stored by the hotel for a certain period of time, and thereafter will be handled in accordance with the Lost Property Act. However, food and drinks and items deemed waste by the hotel shall be disposed of on the same day.

[Payments]

1. Please pay at the time of check-in. During your stay, please make payment each time you are presented a bill from the front desk.
2. We cannot make advances for shopping, tickets, taxi fees, postage stamp fees, luggage shipping fees, etc.
3. When payment is to be made by someone other than the guest, if payment is not received by the stipulated date, the bill will be presented directly to the guest.
4. Please note that if you use the telephone from your room, a facility usage fee will be added.

[Prohibited matters]

1. Please do not use the guest rooms or lobby for any purpose other than lodging, including use as an office or sales office.
2. Please refrain from bringing the following items into the facility.
 - (1) Living things such as animals and birds (excludes support dogs)
 - (2) Objects that emit a bad odor
 - (3) Objects exceeding a reasonable weight
 - (4) Guns, swords, stimulants or other objects for which possession is prohibited by law
 - (5) Gunpowder, volatile oil, or other combustibles or highly flammable items
 - (6) Other items deemed to threaten the safety of other guests.
3. Please do not distribute advertising materials to other guests, sell goods, receive donations, or collect signatures, etc., within the hotel without permission.
4. Please refrain from taking photos or videos that may disturb other guests inside the hotel or on the grounds.
5. Please do not wear pajamas or slippers outside of your guestroom, including in the hallway or lobby.
6. Please do not make any significant changes to the current state of the guestroom, such as moving guestroom fixtures, adding features to the guest room, or remodeling, without the hotel's permission. Please do not take any small items or fixtures from your room. In the event that facilities, furniture, fixtures, equipment, or other items are soiled, damaged, lost, or their whereabouts become unknown, you may be asked to reimburse actual costs.

[Prohibited Acts]

Even after a reservation is made and even during your stay, guests who conduct any of the following acts shall be denied use of this hotel immediately. Furthermore, we may contact the police or an attorney to take appropriate measures as necessary.

- (1) Accommodation of persons with a disease (stipulated infectious disease) that may cause inconvenience to other guests.
- (2) Publishing photos, videos, etc., taken inside the hotel for business purposes without the permission of the hotel.
- (3) Use of our hotel by designated organized crime groups and members of organized crime groups pursuant to the "Act on Prevention of Unjust Acts by Organized Crime Groups" (enacted on March 1, 1992).
- (4) Use of our hotel by members of social organizations and anti-social organizations (organized crime groups, extremist action groups, etc., and their members).
- (5) Violence, threats, blackmail, coercive unreasonable demands, and similar acts.
- (6) Acts that, due to mental or physical ailment or a loss of self caused by drugs or alcohol, may make it difficult to ensure the safety of the guest or that could be a source of danger, fear, or anxiety for other guests.
- (7) Loud talking, singing, noisy behavior, or other acts in the hotel or guestrooms that are a nuisance to others, gambling, acts that disturb public morals, and acts that violate public order or morals, or that are otherwise deemed appropriate by the hotel.
- (8) Interfering with the work of our hotel staff or forcing staff to provide services beyond the scope of their duties. In addition, requests deemed by the hotel to exceed socially acceptable norms.
- (9) Acts of harassment, such as libel, slander, or intimidation of staff, as well as posts on social media made to incite a viral reaction.
- (10) Acts that interfere with hotel operations or damage the credibility and brand of the hotel or the Daiwa House Group.
- (11) Guests who have previously committed all or any of the acts listed in (1) through (10) above at our hotel, and who have been refused service by our hotel.

[Revisions to these rules]

The hotel may revise or supplement these rules at its discretion. Revisions or supplementation of these rules shall be made by publishing the revised or supplementary rules to a website designated by the hotel. In principle, 30 days from the posting, revisions or supplementation shall be enforceable as of a date determined by the hotel. However, if these rules are changed for legal reasons or if guest consent regarding the revised rules has been obtained, then the rules shall become effective immediately.