

RO-AN TERMS AND CONDITIONS

Revised July 2026

The Terms and Conditions outlined in this document apply to any booking made via phone or electronic communication. The agreement extends to all members of your booking, and to any guest services booked for individuals in the group.

The Management of the Chalet ("The Management") acts as a wholesaler for property owners ("Owner") and their representatives ("Owner Representative"). Each time a guest confirms a booking of a Property through The Luxury Signature, a Rental Contract is entered into between the Management and the guest in whose name the booking is made (the "Guest") for the agreed period ("Rental Period"). The Luxury Signature acts solely as a disclosed booking, marketing and reservation agent and is not a party to the Rental Contract. When a Guest books a Property through The Luxury Signature, the Guest is deemed to have agreed to these terms and conditions, and for personal data to be processed by the Management with regards to the Rental Contract. The Rental Contract is not effective until the Management has confirmed the Guest's booking in writing.

1. IMPORTANT

- All bookings made via Participating Websites are made subject to these terms and conditions. As such, the Individual making the booking is deemed to have acknowledged and accepted these Terms and Conditions on behalf of all individuals staying at the property under said reservation, once any payment is made in relation to the booking.
- Some Terms and Conditions vary according to the property type (for example apartment or chalet) or according to booking type (for example Peak Season or Saver Bookings). You should ensure that you read the Terms and Conditions carefully to ensure you are aware of the Terms and Conditions which apply to your particular booking.
- Any prices, fees, deposit amounts or charges which are specified or referred to in these terms and conditions are in Japanese yen (JPY).

2. Definitions

In these Terms and Conditions:

- "Management" means the management company of the property.
- "Property" means any property associated with Management.
- "Booking" means a booking at any property which is advertised.
- "You" and "Your" mean the person who is making the booking.
- "Guest Services" means other services and products (Guest Services) which may be attached to a booking including Lift Tickets, Airport Transfers, Ski Hire, Ski Lessons, Food Packages, Local Shuttle Services, Car Hire, In-Property Catering, and others.

3. Booking Confirmation and Payment Policy

To confirm your reservation, a non-refundable deposit per booking must be received immediately to confirm your booking and the remaining balance must be paid by the specified deadline. Please note that the respective deposit amount is non-refundable.

[Summer] Reservations falling between April 26 – November 30

- a) A non-refundable deposit of 50% per booking must be received immediately to confirm your booking (within 4 days after Management issues an invoice).
- b) Full payment must be received at least 14 days prior to your scheduled day of arrival or, if your booking is made within 60 days of your scheduled day of arrival, at the time of booking.
- c) You authorize us to charge the Balance of the Booking to the Credit Card which you use to pay the deposit any time after 14 days prior to Check In.
- d) If the booking is made 7 days or less from check-in date, full balance payment must be received within 48 hours of making the booking.
- e) However, for bookings made under special discounted plans such as non-refundable rates, the cancellation policy specific to that plan will take precedence.
- f) For reservations of 30 consecutive nights or longer, specific cancellation policies apply.
- g) Please ensure you review these terms prior to confirming your booking.

[Winter] Reservations falling between December 1- April 25

- a) A non-refundable deposit of 20% per booking must be received immediately to confirm your booking (within 4 days after Management issues an invoice).
- b) Full payment must be received at least 60 days prior to your scheduled day of arrival or, if your booking is made within 60 days of your scheduled day of arrival, at the time of booking.
- c) You authorize us to charge the Balance of the Booking to the Credit Card which you use to pay the deposit any time after 60 days prior to Check In.
- d) If the booking is made 7 days or less from check-in date, full balance payment must be received within 48 hours of making the booking.
- e) However, for bookings made under special discounted plans such as non-refundable rates, the cancellation policy specific to that plan will take precedence.
- f) For reservations of 30 consecutive nights or longer, specific cancellation policies apply.
- g) Please ensure you review these terms prior to confirming your booking.

4. Payment Methods

- Bank transfer is not available for bookings made within 7 days of arrival.
- Payments will be made in Japanese Yen.
- Bank transfer fees and credit card fees incurred will be covered by the guest. Management also does not take any responsibility for the exchange rate used at the time of transaction or any fluctuations in the exchange rate.

5. Cancellation

- Any cancellation made before or on the final payment due date will incur a cancellation fee of the total deposit amount. This amount is non-refundable.
- Any cancellation made after the final payment due date will incur a cancellation fee of 100% of the total accommodation amount. This amount is non-refundable.
- However, in the case of reservations made under special discounted plans such as non-refundable rates, the cancellation policy applicable to those plans shall prevail.
- To the extent permitted by law any amount paid by you to Management for your booking is non-refundable unless stated otherwise in these Terms and Conditions.
- There may be additional charges incurred as cancellation fees.

6. Amendment

- Changes to a reservation such as a property change, date change or party size change are not confirmed until sent in writing by Management. Fees may apply.
- Changes to a reservation resulting in the reduction of nights or properties is treated as a cancellation and is subject to the cancellation policy detailed in the clause 5.
- A date change can only be made to a reservation if the new date falls within the same season (Winter: December to April, Summer: May to November) as the original reservation. Requests to move reservations to a different season may not be accepted. Fees may apply.

7. Guest Services Cancellation and Amendment

- By reserving guest services through The Management, you accept that cancellation and amendment fees may apply to any reservation irrespective if payment has been made. Please check with Management about specific cancellation fees that may apply to your reservation.
- Cancellations made on or before 15 days prior to the booking date will incur no penalties except an administration fee (¥5,000).
- Cancellations made on or within 14 days prior to the booking date will incur a 100% cancellation fee. Specific services may enforce a different cancellation policy, which is subject to the external service provider's discretion. Management will provide written information on any differing cancellation policies for your chosen service/s prior to confirmation.
- Any amount to be refunded from cancelled Guest Service Items will be held as a credit on your account with us to be applied to other services, or refunded in cash, during your stay.

8. Check-in

- Standard check-in time is 3:00pm.
- At check-in, presenting a credit card for a security deposit is required.
- In accordance with Japanese law, we are required to obtain all Guests' full names, age, passport numbers, postal addresses, and nationalities.

- Early check-in is subject to availability based on our occupancy levels for the day and needs to be requested and approved by Management in advance. Extra fee will be charged with the following amount based on the daily rate of Check-in date:
 - 12pm~ 30% on the daily rate of check-in date
 - 1pm~ 20% on the daily rate of check-in date
 - 2pm~ 10% on the daily rate of check-in date

*Early check-in is available only after 12pm

9. Check-out

- Standard check-out time is 10:00am. Please vacate the accommodation by 10am. If the house is not vacant by 10:15am, penalty fee of ¥15,000 will be charged.
- Late check-out is subject to availability based on our occupancy levels for the day and needs to be requested and approved by Management in advance. Extra fee will be charged with the following amount based on the daily rate of check-out date:
 - Up to 11am 10% of the daily rate of check-out date
 - Up to 12pm 20% of the daily rate of check-out date

*After 12pm 100% of the daily rate

- Failure to depart the property by the designated time and conduct a late checkout without authorization, in addition to the aforementioned late check-out rates, a penalty of ¥15,000 will be imposed.

10. Security Deposits

- Guests are required to register valid credit card details with MANAGEMENT as a security deposit prior to check-in.
- By providing a credit card, you authorize Management to charge all fees and charges outlined in these Terms and Conditions to that card. The name on the credit card must match the name on the passport or other valid government-issued identification of at least one Guest staying at the accommodation.
- During the stay, the Guest shall be fully responsible for any damage to, loss of, or theft from the accommodation, including but not limited to the property, facilities, furnishings, fixtures, appliances, and keys. The Guest agrees to compensate Management in full for any repair, replacement, or associated costs arising from such damage, loss, or theft.
- Any outstanding charges, additional cleaning fees, damages, or other costs identified during or after check-out may be charged to the registered credit card.
- Any pre-authorisation conducted prior to or during the stay is intended to verify the validity of the credit card and to protect both the cardholder and Management against fraudulent or unauthorised transactions.

11. No Smoking Policy

- All our properties are non-smoking within the building.
- If guests smoke in the accommodation and continue to smoke after being requested to stop Management may evict the group or any individual from the accommodation without any refund.

- If anyone in the group has smoked in the accommodation, they will be charged additional cleaning costs and costs incurred in compensating later guests who are affected by the smell of smoking or the owner of the property for bookings that need to be relocated to a different property.

12. No Pets Policy

- Under no circumstance will pets be permitted to stay in any of the properties managed by Management.
- In the unlikely event that a pet is found to be brought in, a fine and all associated costs (e.g. cleaning costs and travel costs / facility differences incurred if the next guest checking in is forced to move to another room etc.) will be compensated.

13. House Rule

All guests must abide by Management property established terms of use House Rules. These rules will be explained to guests upon check-in and are available upon request. Any guest who violates these rules or negatively impacts upon the neighborhood, may be fined and management reserves the right to evict the guest or lessee without notice or refund.

- Rubbish Sorting and Cleaning:
 - All rubbish needs to be sorted correctly as per the guidelines on the bins in each chalet.
 - All rubbish must be discarded in the correct bin and not left on the floor or furniture.
 - Additional charges of ¥50,000 apply for non-compliance.
- BBQ:
 - BBQ outside of designated areas or indoors is strictly prohibited. If discovered, a fine of ¥50,000 will be imposed, along with all associated costs (e.g., cleaning fees, relocation costs for subsequent guests if room movement is necessary, facility differences, etc.).
- Parking:
 - Please park your vehicle in the designated areas within the premises. Parking on the street is strictly prohibited, as it may inconvenience neighboring residents and snow removal efforts. Management cannot be held responsible for vehicles parked outside of designated areas.
- Fireworks:
 - The use of fireworks indoors or on balconies is not permitted. Handheld fireworks may only be enjoyed on concrete surfaces. (The use of rocket fireworks is strictly prohibited.) Please ensure that all fireworks debris is collected and disposed of properly. If discovered, a cleaning fee of up to ¥30,000 will be charged.
- Changes in Number of Occupants:
 - If it is discovered that the number of occupants exceeds the reservation count without prior notice, additional charges will be applied. In such event, Management reserves the right to cancel the reservation without a refund.
- As all accommodations at Management are owner managed properties, please ensure that keys are always locked and valuables are not left outdoors. Management cannot be held responsible for any damage to items left outdoors or losses inside chalets that are not properly locked.

14. Facilities and Services

- Whilst care is taken to ensure that the description of facilities and services of Management is accurate, these are continually being changed, upgraded, and on occasion taken out of service. If any feature/facility is essential to you in choosing a particular property, it is your responsibility to confirm availability prior to making your booking.
- To the extent permitted by law, Management is not liable for omissions, errors or changes to the facilities and services at a property, whether temporary or permanent.
- Accommodation facilities listed may not apply to all room types.

15. Travel Insurance

- Management strongly recommends that at the time of booking you purchase comprehensive travel insurance to cover items including but not limited to: loss of booking amount through cancellation or amendment, loss or damage to personal baggage, loss of money and medical expenses.
- Management strongly recommends all guests to acquire insurance to cover any loss or damage due to the unexpected events after booking is confirmed. Management will consider all guests have agreed to be liable for such risks according to this clause.

16. Unaccompanied Minors

- All guests under the age of 18 must be accompanied by a responsible adult such as a parent, step-parent, guardian or other adult who has parental rights and responsibilities for the under 18 year old guest.
- If a guest is found to be a person under the age of 18 who is not accompanied by a responsible adult Management may immediately cancel the guest's booking and the full booking amount will be forfeited to Management under this clause.

17. Release, indemnity and proportionate liability

- To the extent permitted by the law, you agree to release, indemnify and hold harmless, Management and its current and former officers, employees, contractors, subcontractors/consultants (including their respective employees and contractors) and agents against, from and in respect of all expenses, costs, liabilities, claims, actions, proceedings, damages, judgments and losses of any kind whatsoever (including but not limited to consequential and economic losses, property loss/damage and damages for injury, including personal injury and death) arising out of, caused by, attributable to or resulting from your booking or your stay at the relevant Property except to the extent such expense, cost, liability, claim, action, proceeding, damage, judgment or loss arose out of, was caused by, attributable to or resulted from Management's negligence, wrongful act/omission or breach of these terms and conditions.
- To the extent permitted by law the aggregate of Management's liability to you is limited to an amount not exceeding the amount paid by you for your booking.
- Each indemnity in these terms and conditions is a continuing and independent obligation and survives the termination or expiry of these terms and conditions.

18. Events Beyond Control

- Management is not responsible for any loss arising out of any occurrences or conditions beyond its control, including but not limited to weather, snow, acts of terrorism, act of God, defects in vehicles, war, strikes, theft, delay, cancellation, civil disorder, disaster, Government regulations or changes in itinerary or schedule.
- All travel documents, observance of laws and government regulations are your responsibility.

19. Use of Information

- You consent and authorize Management and the relevant Property to collect, use and disclose your personal information for the purposes of administering your booking and providing you with any services associated with your booking.
- Upon request by you and to the extent permitted or required by law, Management will provide you with access to and/or the ability to correct your personal information however only the person who made the booking will be entitled to access and/or correct personal information pertaining to that booking.

20. Limitation of Liability

The Guest acknowledges and agrees that TLS Travel Group Ltd ('The Luxury Signature') acts solely as a booking, marketing and reservation agent for the Property Owner and/or The Management. The Luxury Signature does not own, operate, manage, maintain or control the Property.

To the fullest extent permitted by law, The Luxury Signature shall not be liable for any injury, illness, death, loss, damage, expense, inconvenience or claim arising directly or indirectly from:

- the condition, operation, maintenance or use of the Property;
- any act, omission, negligence or default of the Property Owner, The Management, Owner's Representative, staff, contractors or service providers;
- any defect, failure or interruption relating to utilities, equipment, facilities, amenities or services provided at the Property; or
- any event beyond The Luxury Signature's reasonable control.

The Guest acknowledges that all use of the Property and its facilities is undertaken at the Guest's own risk.

Neither The Luxury Signature, the Property Owner nor The Management shall be responsible for the loss of, theft of, or damage to cash, jewellery, valuables, documents, vehicles or personal belongings belonging to the Guest or any member of the Guest's party.

The Guest shall be responsible for all loss, damage, repairs, replacement costs, cleaning costs and other expenses arising from the acts or omissions of the Guest, members of the Guest's party or visitors during the Rental Period. Such liability shall survive the Guest's departure from the Property and shall not be limited to any security deposit collected.

To the fullest extent permitted by applicable law, The Luxury Signature's total liability arising out of or relating to any booking shall not exceed the amount of service fee received by The Luxury Signature in connection with the relevant booking.

21. General

- If part or all of any clause of these Terms and Conditions is illegal, invalid or unenforceable then it will be read down to the extent necessary to ensure that it is not illegal, invalid or unenforceable, but if that is not possible, it will be severed from these Terms and Conditions and the remaining provisions of these Terms and Conditions will continue to have full force and effect.
- Management operates wholly in Japan, and Japanese law applies to all services provided. Any dispute shall be governed by the laws of Japan and the parties hereby submit to the exclusive jurisdiction of Iwanai District Court or other competent courts of Hokkaido, Japan for the resolution of any dispute in connection with these Terms and Conditions.