

CHALET SONG SAA - Summer Terms and Conditions

Revised March 2025

The Management of Chalet reserve the right to extend or reduce a booking at will. Once an inquiry has been made, The Management of Chalet will provide the guest or agent a link to an online payment form to complete the payment. If payment is not received within the advised period, The Management of Chalet reserves the right to release or cancel the booking.

By making a reservation with TLS Travel Group LTD, customers agree to comply with the terms and conditions outlined here. The Management of Chalet reserves the right to modify these terms without prior notice. Failure to adhere to these terms may lead to the cancellation of reservations and the loss of any payments made.

1. Operation Period

- a. The 2025 Summer season operation period shall be from 27 April 2025 to 30 November 2025 for all resorts.

2. Accommodation Booking

- a. All offers, prices, and terms and conditions are subject to change at will and without notice. This includes descriptions and details of TLS Travel Group LTD's services.
- b. A reservation is not confirmed until a receipt of payment is issued by TLS Travel Group LTD.
- c. Additional accommodation services are subject to availability and will be confirmed once full payment is received.
- d. All accommodation bookings are subject to maximum number of guests. Any changes to the number and/or age of guests staying may result in a revised accommodation rate or require booking a different room category.
- e. Infants are categorized as 5 years old and below and are not included in the guest count as parents are expected to share beddings and breakfast with them (1 infant per room). Any additional bedding for the infant incurs an additional charge. Limited to 1 infant per bedroom. For 3 bedrooms or more, a maximum of 3 infants can stay for free. For hotels with breakfast, infants staying for free are not included on the breakfast count.

3. Amendments

- a. An amendment refers to any alterations made to a reservation. This includes, but is not limited to, adjustments to names, addition of guests, upgrade unit type to higher value, addition of extra amenities, and requests for housekeeping-related services.
- b. An administration fee of ¥20,000 will be incurred for each type of change made to a reservation after confirmation. If multiple types of changes are made simultaneously, the fee will apply to each type of change individually.
- c. All bookings are subject to the terms and conditions in effect at the time the booking is created. Promotions, offers, and other incentives cannot be claimed or applied retroactively. For example, a promotion valid for October cannot be applied to a booking that was created in April.
- d. The Management of Chalet reserves the right to upgrade or to substitute an accommodation of a comparable standard at any time.

4. Rates

- a. All rates shall be in Japanese yen and include consumption tax (10%) and onsen tax (if required). Niseko accommodation bookings shall include an additional 2% Kutchan city tax.
- b. The Management of Chalet reserves the right to change the accommodation rate at will. In the event of a tax increase, the accommodation rate may change for confirmed bookings.

5. Promos and Discounts

- a. Summer Early Bird Promotion is applicable to guests who book under the special offer rate plan when they book at least 7 days before check-in or 30 days before check-in.
 - i. The Summer Early Bird Promotion ensures the advantage of selecting your preferred accommodation and dates during the peak summer season before they become fully booked out.
 - ii. Discounts offered under this promotion may vary in response to changing economic conditions, travel demand, and competitor pricing adjustments. We reserve the right to adjust discounts accordingly to the nature of the industry.
 - iii. Any changes in the booking are subject to Amendment (Section 3).
 - iv. The Early Bird Sale discount is subject to availability, and we may end the promotion prematurely based on demand and availability.

6. Payment Conditions

- a. Final payments for accommodation bookings shall be made as follows:
 - i. For Summer in all resorts: Upon arrival or in advance
 - ii. For the Summer Early Bird 7 days Promotion: Upon arrival or in advance
 - iii. For the Summer Early Bird 30 days Promotion: Full payment is required 30 days before arrival date
 - iv. Unless otherwise indicated in the booking, the final payment is non-refundable. Under no circumstances can the purchased accommodation be refunded. This includes, but is not limited to, changes in travel plans, cancellations, or unforeseen circumstances.
- b. The Management of Chalet accepts payment through a valid credit card.
 - i. By confirming your booking, you authorize The Management of Chalet to charge the final payment to the credit card used to pay the deposit in accordance with the final payment schedule above.
 - ii. Any changes to credit card information shall be communicated to The Management of Chalet prior to the final payment due date.
 - iii. The Management of Chalet will not be held liable for any additional charges that may occur due to bank fees or foreign transaction fees.
- c. The Management of Chalet accepts payment through telegraphic or bank transfer:
 - i. The Management of Chalet will not be held liable for any bank fees associated with telegraphic/bank transfers. The guest must account for all fees, including sending, intermediary, and receiving fees, along with the remitted amount.
 - ii. The Management of Chalet recommends including an additional ¥8,000 to cover any and all remittance fees. However, guests are advised to confirm the fee schedule with their bank prior to remitting.
- d. The Management of Chalet reserves the right to cancel any unpaid bookings.
- e. Disputes:
 - i. The Management of Chalet shall be notified immediately if the guest has a bona fide dispute in respect of the whole or part of the invoice on receipt of invoice. Any invoices not disputed will be deemed to have been accepted by the guest.
 - ii. The parties shall co-operate in good faith to resolve the dispute over any invoice as amicably and promptly as possible and on settlement of any dispute the guest shall make the appropriate payment.
- f. The Management of Chalet reserves the right to apply different cancellation payment terms & conditions, on reservations made through 3rd party and/or reservations where a discount is applied.

7. Cancellation

- a. A cancellation refers to cancellation of reservation along with guest services booked and/or modification of stay in accommodation. Modification of stay includes, but is not limited to, change of stay dates, change of unit type (downgrade), or change of property.
- b. During the summer season, the following cancellation fees will be assessed:
 - 1. For Summer Rack Rates in Always Niseko, The Vale Rusutsu, Fenix Furano and Fenix West: 100% Cancellation fees apply if the cancellation is made 2 days before arrival date.
 - 2. For Summer Rack Rates in all other hotels and chalets: 20% Cancellation fees apply if the cancellation is made 7 days before arrival date and 100% Cancellation fees apply if the cancellation is made 2 days before arrival date.
 - 3. For Summer Early Bird 7 days Promotion: 100% Cancellation fees apply if the cancellation is made 7 days before arrival date.
 - 4. For Summer Early Bird 30 days Promotion: 100% Cancellation fees apply if the cancellation is made 30 days before arrival date.
- c. The Management of Chalet does not accept responsibility for any loss of service or extra fees accrued due to itinerary changes caused by weather, travel restrictions, or for any other reason. All such charges shall be claimed to the guest's travel insurance (Refer to Section 9).

8. Guest Services (Additional items & packaged items)

- a. All offers, prices, and terms and conditions are subject to change at will and without notice.
- b. Guest services bookings are not confirmed until full payment is received upon confirmation of services availabilities.
- c. Guest services are subject to availability.
- d. Full payment due is within 7 days upon confirmation of guest services. Nonpayment within 7 days will result in services being released and cancelled.
- e. Cancellation of guest services:
 - i. A cancellation is any change(s) to a package item, which is not an upgrade or an addition.
 - ii. Cancellation fees will be assessed as follows:
 - 1. 17 days or more prior to check-in will incur an amendment fee of ¥4,000 and may be subject to additional fees.
 - 2. 16 days prior to check-in will incur 100% of the total price.

- f. Guest services may not be rescheduled due to changes in travel itinerary or if the guest is unable to attend. Guests may be advised to repurchase services upon check-in at the accommodation.
- i. Unused items are non-refundable.

9. Travel Insurance

- a. The Management of Chalet shall not be held liable for an any loss, damage, delay, consequential loss, injury, or death resulting from force majeure, unavoidable circumstances, or due to any reason not attributable to TLS Travel Group LTD.
- b. The Management of Chalet encourages all guests to purchase appropriate travel insurance to provide protection in the case of any of the aforementioned circumstances. We encourage guests to purchase travel insurance at the time of deposit, as payment of the deposit constitutes agreement to TLS Travel Group LTD's Terms and Conditions.

10. Check-in/Check-out

- a. Check-in time is from 15:00; guests who check in after hours will receive instructions from each property.
- b. Check-out time is at 10:00.
- c. The Management of Chalet does not guarantee early check-ins or late check-outs.
 - i. In the case of early check-in before 15:00 or late check-out after 10:00:
 - 1. Check-out after 10:00, but before 12:00 will incur an additional charge of ¥15,000.
 - 2. Check-out after 12:00 will incur an additional full night charge.
 - ii. Early check-ins and late check-outs are subject to availability.
 - iii. To request an early check-in or late check-out, please check with the reception in- resort.
 - iv. Arrival after reception hours, a self-check-in procedure will be sent prior to arrival.
- d. Should the reservation include a room change, guests are required to pack and vacate the room by 10:00.
- e. In compliance with Japanese Hotel Law, all guests must provide their passport details on check-in.
- f. The Management of Chalet requires a credit card on check-in to cover any incidental charges.

- g. Where the number of guests arriving in a resort is different to information provided by the guest/client, and where this number exceeds the legal maximum capacity of the property, The Management of Chalet is bound by Japanese Law to refuse entry to the accommodation. No refunds will be given in such cases.

11. Pre-Arrival Information

- a. The Management of Chalet requires guests to provide their arrival and departure information 14 days prior to check-in date.
- b. The Management of Chalet requires guests to confirm their preferred bedding configuration (if applicable) 14 days prior to check-in. If no configuration is provided, bedding will be set as Twin bed. Last-minute bedding changes shall be subject to a surcharge.

12. Housekeeping

- a. Unless stated otherwise, apartments shall be serviced every second day; mid cleaning shall be done every five nights.
- b. Additional housekeeping may be requested but will incur additional fees and is subject to availability.

13. Damage & Smoking

- a. Guests accept responsibility for damage to the property (including apartment common areas), fittings, furniture, keys, and other chattels caused during your occupation, including any consequential losses incurred.
- b. The Management of Chalet does not bear any responsibility for guests' personal possessions, including lift passes and hire equipment supplied by us.
- c. All properties managed by The Management of Chalet are strictly non-smoking. Guests who smoke will be liable to pay a smoking fine and additional damage charges may apply:
 - i. All hotels: ¥50,000
 - ii. Jade Rabbit, Sekka Sekka, Song Saa and Shiyuki: ¥100,000
 - iii. Kazahana at Hanaridge, Tsubasa at Hanaridge, and Corniche Hirafu: ¥500,000

14. **Luggage**

- a. The Management of Chalet disclaims any liability or responsibility in the event of lost luggage being sent to the Management of Chalet, regardless of whether the luggage has been acknowledged as received by the carrier.

15. **Parking**

- a. Parking is limited and available on a first-come, first-serve basis only for 1 car per unit booked. Any additional car may incur an additional charge (of JPY 1,000 per car). Guests are advised to inform The Management of Chalet of any parking requirements in advance.
- b. In the event that onsite parking is not available, The Management of Chalet may recommend convenient public parking options for our guests to utilize.
- c. Parking availability for last-minute bookings and additional guests is subject to availability. Please inquire at reception for more information.