

CHALET SONG SAA - Winter 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.

As part of our efforts to minimize credit card fraud, The Management of Chalet does not accept third-party credit card payments. Credit card payment must be made by one of the staying guests and the card must be presented on arrival. Kindly be aware that the following conditions will be strictly regulated at the hotel.

- Failure to present the credit card will be subject to cancellation unless it's presented again within the stay period.
- The paying guest must be the owner of the credit card; this will be verified against their passport.
- If the booking has not been paid in advance, the guest must make payment with a valid credit card or bank transfer at check-in.
- A photocopy or scan of the credit card or any document will not be accepted.

1. Operation Period

- a. The 2025 Winter season operation period shall be from 1 December 2025 to 26 April 2026 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 The Management of Chalet'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 given 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. Winter Early Bird Promotion is applicable to guests who book under the special offer rate plan until 31 May 2025.
 - i. The Winter Early Bird Promotion ensures the advantage of selecting your preferred accommodation and dates during the peak winter seasons 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.
- b. Customers staying for a minimum of 9 nights will receive an additional 5% discount.
- c. The Management of Chalet reserves the right to introduce a promotional offer at a later point during the season, which shall be available for a limited duration. Such promotional offers shall apply solely to new bookings. The company retains the discretion to withdraw or modify these offers at any given time without prior notice, subject to applicable laws and regulations.

6. Deposit

- a. The guest shall make a deposit payment to confirm the booking within 3 days of receiving the quote.
 - i. Unless otherwise indicated by the booking plan, the amount of the deposit shall be 20% of the total value of the booking.
 - ii. To confirm a reservation under the Winter Early Bird Promotion, a non-refundable payment of 20% of the total accommodation fee must be made.
 - iii. Unless otherwise indicated in the booking, the deposit 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. Payment of the deposit constitutes acknowledgement and agreement to TLS Travel Group LTD's Terms and Conditions.

7. Payment Conditions

- a. Final payments for accommodation bookings shall be made as follows:
 - i. For Winter in all resorts: 60 days before check-in.

- ii. For the Winter Early Bird Promotion: The remaining 80% is due on 31 May 2025. Failure to make this payment by the deadline will result in automatic reservation cancellation.
 - iii. Unless otherwise indicated by the booking plan, the final payment is non-refundable.
- 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.

8. 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 winter season, the following cancellation fees will be incurred in all resorts:
- 1. Cancellation fee of ¥20,000 for all cancellations.

2. 20% of the total booking value (equivalent to the deposit) more than 60 days prior to check-in.
 3. 100% of the total booking value if cancelled less than 60 days prior to check-in, including bookings received in less than 60 days prior to check-in.
 4. Additional terms may apply to your deposit at the time of booking.
 5. Room reservation along with guest services booked with outstanding payment balance not paid 31 days and more prior check-in, will be cancelled on the 30th day pre-check in. Cancellation fees will apply.
 6. A new room booking request made after a cancellation will follow the current The Management of Chalet best available rate and is subject to availability at the time of booking.
- c. For the Winter Early Bird Promotion, in the event that payment for the remaining 80% is not confirmed by the 31 May 2025 deadline, the reservation will be automatically cancelled, and no refunds will be provided.
- i. If cancelled on or prior to 31 May 2025, after reservation confirmation, and the full amount has already been paid, a refund of 20% of the reservation will be issued.
 - ii. If cancelled after 1 June 2025, the total accommodation fee will be treated as the cancellation fee.
- d. 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 personal travel insurance (Refer to Section 10).

9. 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.

10. 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.

11. 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.

12. 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.

13. 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.

14. 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

15. Luggage

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

16. **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.