

## CHALET AYA – TERMS & CONDITIONS

*Updated January 2021*

- All accommodation bookings must be accompanied by all guests' names, arrival time(s) and departure time(s) to and from the accommodation.
- A booking reference number will be provided by TLS Travel Group Ltd.
- Bookings are not valid until a booking confirmation document is sent by email from TLS Travel Group Ltd. Any error in calculation of charges in a booking confirmation document shall be amended to the standard charges as per these terms and conditions.
- Minimum stay during Peak Seasons is 5 nights. For all other seasons, a 3 night minimum stay applies.
- In the event that the booked accommodation is unavailable for any reason, TLS Travel Group Ltd reserves the right to move guests to a location of equal or better standard.
- TLS Travel Group Ltd reserves the right to amend these rates and conditions, for any reason, at any time.

### **Payment**

- A deposit of 20% of the total charge must be paid within 7 days of the confirmed booking request. ( Refundable until the 31st of July)
- Payment is required in full, 45 days prior to the first day of occupation. If a guest's arrival date is within 45 days of booking, payment is required within 7 days of booking confirmation.
- In the case of bookings made within 7 days of the guests' arrival, full payment must be paid by the due date on the invoice.
- Payment in Japanese Yen is accepted as direct bank transfer to the TLS Travel Group Ltd bank account.
- Invoices will be sent as soon as the booking has been confirmed.
- Any and all remittance fee related charges (bank or credit card) will be incurred by the sender.

- The remittance advice must be sent with the applicable TLS Travel Group Ltd reference number and guest(s) names.

### **Cancellation Policy**

- Any cancellation must be made in writing and confirmed by TLS Travel Group Ltd and, the cancellation policy is as follows:
- Accommodation cancellations made before the 31st of July will incur no charge. Cancellations made After the 31st of July will have the option of postponing their booking to the next Winter Season. Cancellations made less than 45 days prior to check in will incur a 100% charge.

**PLEASE NOTE THAT CHANGING THE BOOKING DETAILS WILL BE CONSIDERED AS CANCELLING THE ORIGINAL BOOKING. RE-BOOKING OF THE NEW DATES/TIMES/SERVICES WILL BE REQUIRED.**

### **Transfers**

- TLS Travel Group can organise airport transfers or coaches. If required, you must provide us with the required details: number of guests, names, ages, flight number and arrival/ departure time.
- The Chalet Management can provide pick-up and drop-off from/to Hirafu Welcome Centre or Kutchan Train Station upon request. Supply with the correct arrival time and location in due course.
- Pick-up service is subject to availability. The Chalet Management reserves the right to refuse the service based on booking volume or logistical difficulties.
- Pick-up service is only confirmed via email from TLS Travel Group

### **Prior Arrival Procedures**

- A selection of rooms can be set up with either twin or double beds if requested at time of booking (or, up to 5 days prior to guests arrival).
- If bed configurations received from the guest are incorrect or not received more than 48 hours prior to the commencement of the booking, and beds require changing, guests will be charged ¥5000.
- Scanned copies or photographs of the main passport page for each guest are required no later than 2 weeks prior to the guests' arrival.

### Check-in

- Check-in time is after 3:00pm.
- Holding Fee of 120,000 JPY is required on check in at Aya Villa.
- The Chalet Management staff will carry out the check-in and check-out procedure.
- The required documentation will be left inside the property by operations staff.
- For security reasons, credit card details of one of the guests are required at the time of check-in.
- Where the number of guests arriving in resort is different to information provided by the Guest, and where this number exceeds the legal maximum capacity of the property, The Chalet Management is bound by Japanese Law to refuse entry to the accommodation. No refunds will be given in such cases.

### Check-out

- Check-out time is 11:00am.
- All luggage and personal belongings must be removed from the property by the check-out time.
- The Chalet Management is able to store luggage if this is prearranged with us. In such cases please book outward transfers from Mountainside Palace, as this will be where the luggage is stored.
- Late check-outs are only possible on a request basis and will incur a fee. During peak season Chalet Management are extremely limited in the number of late check outs we can provide.
- If guests occupy properties beyond 11:00am without prior authorization, Chalet Management reserves the right to enter the property to ask guests to leave, and add additional charges.
- Late check out is only possible on a request basis and is subject to availability. Additional charges will be applied.

### **Damages**

- Guests are to be advised that credit card details will be taken by the chalet management prior to check-in. In the event of damage to the property, guests may be charged up to 28 days after checkout.
- All TLS Travel Group properties are strictly non-smoking. Guests will be charged 120,000 JPY in the event of a breach of this rule. Persistent breaches will result in the guests being asked to leave.

### **Cleaning Schedules**

- All beds will have fresh linens and towels at the commencement of each booking.
- Cleaning staff will enter the rooms sequentially between 11:00 and 16:00
- No vacuum or bed making will occur if personal belongings are on the floor/bed.
- Glasses/plates/cutlery are washed only when placed in the sink or dishwasher.
- Extra cleaning can be organised, subject to availability, at an additional charge. Please request with us in advance of check-in.

Major Cleaning will include:

- Towel and linen change
- Garbage collection
- Floor cleaning/vacuuming
- Restocking of detergents/amenities
- Cleaning of dishes in sink
- Cleaning of microwave/sink
- Cleaning of toilet
- Restocking of toilet paper
- Cleaning of washstands
- Light cleaning of bathroom

Cleaning Schedule is listed as below:

Nights Stay	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
1															
2															
3															
4															
5															
6															
7															
8				Major											
9					Major										
10					Major										
11						Major									
12						Major									
13							Major								
14							Major								
15								Major							