

## GLASSHOUSE – TERMS & CONDITIONS

*Revised March 2020*

### **A BOOKING IS NOT CONFIRMED UNTIL DEPOSIT HAS BEEN PROCESSED AND CONFIRMATION LETTER IS SENT.**

For enquiries, we reserve the right to determine the period your booking is being held, during this time you will be sent an electronic payment form to complete the payment. We advise our guests to inform our Reservations Team if you would like to secure the booking as soon as possible to avoid any disappointment. If payments are not received within the advised period, your booking will be cancelled or released.

### **1. ACCOMMODATION BOOKING (Reservations)**

- 1.1. A Reservation is not confirmed until a Confirmation is issued by us.
- 1.2. All offers, prices, terms and conditions are subject to change or withdrawal without notice prior to a Confirmation being issued.
- 1.3. The booking details are as per the Confirmation, errors and omissions excepted.
- 1.4. Additional service charges are booked subject to availability and not confirmed until payment is received in full
- 1.5. Descriptions and details of our services are subject to change at any time.
- 1.6. Accommodation is subject to maximum number of guests. Any amendments on the number and age of staying guests, may change the total accommodation rate or category.

### **2. PRICES**

- 2.1. All prices are in Japanese Yen and include 10% Japanese consumption tax and 2% Kutchan Accommodation city tax.

### **3. DEPOSIT**

- 3.1. Deposit payment is required to confirm your booking.
- 3.2. Winter Accommodation check-in window is between 23rd November to 30th April.
  - 3.2.1. If the Confirmation date is more than 60 days before Check In, the Deposit is 20% of the Accommodation rate and it is not refundable.
  - 3.2.2. If the Confirmation date is less than 60 days before Check In, the Deposit is 100% of the Accommodation rate and it is not refundable.
- 3.3. Summer Accommodation check-in window is between 1st May to 22nd November.
  - 3.3.1. 20% Deposit payment is required to secure you accommodation 1 month prior to Check-in.
  - 3.3.2. If the confirmation date is less than 1 month, the deposit is 100% of the Accommodation rate
- 3.4. TLS Travel Group retained the right to apply different deposit payment' terms & conditions, on reservations where a discount is applied.

#### **4. AMENDMENTS, UPGRADE AND DOWNGRADE TO A CONFIRMATION**

- 4.1. Amendment is any change to names, adding extra people to your booking, upgrading of Package Items or upgrading of Additional Items, including your Guest Services or additional Housekeeping Services.
- 4.2. Amendments after Confirmation incur an administration fee of ¥4,000 per change.
- 4.3. Upgrade or Downgrade of Accommodation is defined as changing of different accommodation's category and/or cancellation of your initial accommodation confirmation.
  - 4.3.1. An upgrade/Downgrade of accommodation is subject to availability
  - 4.3.2. Any upgrade/Downgrade of accommodation after initial confirmation is considered as a new booking and subject to full accommodation charge (see Claus 6- cancellation)

#### **5. ACCOMMODATION PAYMENT**

- 5.1. The remaining balance of your booking is as per your Receipt of Payment sent by our Reservations Team.
  - 5.2. You authorise us to charge the Balance of the Confirmation Total to the Credit Card which you use to pay the Deposit any time after 61 days prior to Check In.
  - 5.3. If the balance needs to be charged to a credit card other than the one used to pay the deposit it is your responsibility to advise and confirm details with us in writing at least 70 days prior to Check In.
  - 5.4. The final payment of your accommodation is non refundable
  - 5.5. If payment is processed through Telegraphic Transfer, All bank fees incurred must be paid in addition to the remitted amount. This includes any sending, intermediary and receiving bank fees. As a guide, an additional ¥7,000 usually covers any intermediary/receiving bank fees. Where this does not cover all bank fees, the shortfall will be due on arrival.
- Non-payment of deposit or final balance may lead to auto cancellation. Payment of a deposit constitutes acceptance of our booking terms and conditions.

#### **6. CANCELLATION**

- 6.1. A Cancellation is any change to the accommodation type or accommodation check-in and check-out dates.
- 6.2. Winter Accommodation Booking check-in window is between 23rd November to the 30th April.
  - 6.2.1. Cancellation within 7 days of Confirmation but more than 60 days before Check In – ¥20,000 administration charge. You authorise us to charge the Credit Card which you used to pay the Deposit.
  - 6.2.2. Cancellation after 7 days of Confirmation – full Deposit is payable, i.e. nil refund of deposit.
  - 6.2.3. Cancellation after payment – 100% of the Confirmation Total, i.e. full amount is due and payable.
- 6.3. Summer Accommodation Booking check-in window is between 1st May to 22nd November.
  - 6.3.1. Cancellation within 7 days of Confirmation, but more than 30 days before Check-in – Free Cancellation
  - 6.3.2. Cancellation after 7 days of confirmation – full Deposit is payable, i.e. nil refund of deposit.
- 6.4. If your arrival and departure time or date changes due to delayed of flights, weather conditions or any other reason, loss or extra fees on your accommodation or additional items need to be claimed to your travel insurance.
- 6.5. TLS Travel Group retained the right to apply different deposit payment' terms & conditions, on reservations where a discount is applied.

## **7. CANCELLATION OF PACKAGE ITEMS AND ADDITIONAL ITEMS (Guest Services)**

- 7.1. A cancellation is any change to a Package Item, which is not an upgrade or an addition.
- 7.2. A cancellation made 16 days or less prior to check-in will incur 100% of the total price.
- 7.3. A cancellation made 17 days or more prior to check-in will incur an amendment fee of ¥4,000, and may be subject to additional fees.
- 7.4. Any amount to be refunded from cancelled Package Items or Additional Items will be held as a credit on your account to be applied to other services or refunded upon check-out.
- 7.5. Guest Services Items are non-refundable and may not be rescheduled due to changes in travel itinerary or if you are unable to attend. You may be advised to repurchase services upon check-in at the accommodation.
- 7.6. Unused items are non-refundable.
- 7.7. Full payment for your Guest Services are required 16 days prior to check-in. This payment is non-refundable.

## **8. TRAVEL INSURANCE**

TLS Travel Group is not liable for any loss, damage, delay, consequential loss, injury or death resulting from any act or circumstance during our guests stay in Niseko. We expect guests to protect themselves with appropriate travel insurance to avoid any of the above circumstances. Such travel insurance must be arranged at the time guests pay their deposit.

## **9. CHECK-IN AND CHECK-OUT**

- 9.1. Check-in time is from 15:00.
  - 9.1.1. TLS Travel Group cannot guarantee any early Check-ins.
  - 9.1.2. Where available and in the case of early check-in before 15:00, 100% of the room rate will be charged or we suggest guests to book an additional night prior to arrival.
  - 9.1.3. Any check-in after reception hours, a self check-in procedure will be sent to guests prior to arrival. Please familiarize yourself with the procedure.
- 9.2. Check-out time is at 10:00. Late check-out can be accommodated based on availability.
  - 9.2.1. TLS Travel Group cannot guarantee any late check-outs.
  - 9.2.2. Late check-out after 10:00 but before 12:00, an additional charge of ¥15,000 will be charged.
  - 9.2.3. Late check-out after 12:00, a full nightly rate will be charged.
- 9.3. Where a room change is required, Check-out time is 10:00. Guests are requested to pack their belongings prior to vacating the room. We will prioritize the cleaning of your new room and move your packed belongings. When ready, Front Desk will communicate the possible check-in time accordingly.
- 9.4. Passport details must be provided upon check in. This is a requirement by Japanese law.
- 9.5. Guest's credit card information is required upon check-in for incidental charges.

## **10. Pre – Arrival Information**

- 10.1. Guest Arrival and Departure times are to be provided 14 days prior to arrival.
- 10.2. Preferred bedding configuration is obligatory and need to be advised at least 2 weeks prior to arrival. If there is still no preferred bedding configuration provided 2 days prior to check-in, a default arrangement of TWIN Beds will be setup.
- 10.3. Any changes in bedding configuration upon arrival is subject to surcharge. The Management reserve the right to decline the request.

## **11. HOUSEKEEPING**

- 11.1. Unless stated otherwise, apartments are serviced every second day with mid clean every five nights.
- 11.2. Request for additional housekeeping will incur additional charges.

## **12. PARKING**

- 12.1. Parking space is limited, and reservation is required. Confirmation for parking space will be sent together with the pre-check letter prior to your arrival.
- 12.2. The Management may suggest alternative public parking area during peak period which may not be located nearby the accommodation.
- 12.3. Parking space is not guaranteed for any last minute bookings or guest who did not reserve any parking space in advance.

## **13. Damage to Properties, Fixtures & Fittings, Keys & Security Deposit**

- 13.1 Guests accept responsibility for loss and damage to the accommodation, fittings, furniture, keys and other chattels during occupation and permit TLS Travel Group Ltd to charge their credit card in cases where loss or damage has occurred.
- 13.2 There will be a fee of up to 10,000 JPY per lost or damaged keys. If this has not been paid for, it will be charged to your credit card.

## **14. Smoking & Pets**

- 14.1 All properties and vehicles are strictly non-smoking. If guests smoke in the accommodation or a vehicle, they may be evicted from the accommodation without refund. Additional cleaning costs will be charged as well as compensatory charges for later guests affected by the smell.
- 14.2 Pets are not allowed in any properties or outside in vehicles without written permission by TLS Travel Group Ltd. If guests have an animal in the accommodation without permission by TLS Travel Group Ltd, they may be evicted without refund. Additional cleaning costs will be charged as well as compensatory charges for later guests affected in any way.

## **16. Changes, Responsibility & Further**

- 16.1 In providing booking services TLS Travel Group Ltd acts as an agent for various property owners and TLS Travel Group Ltd does not accept or undertake any personal liability when acting in this capacity.
- 16.2 No responsibility or liability is accepted or undertaken by TLS Travel Group Ltd, its employees, agents or contractors for any death, injury, accident, damage to personal property (including baggage) or any other matter arising from any act, omission or thing outside of their control.
- 16.3 TLS Travel Group Ltd reserves the right to cancel any booking should anything arise, which in our opinion absolutely renders the booking impractical. In such an event, we shall notify you as soon as possible and do our best to arrange alternative accommodation or alternative dates suitable, failing which all deposit monies paid will be refunded, but no other claim, right or action shall exist in or be made by either party.



T H E L U X U R Y  
S I G N A T U R E

16.4 Premises are let for holiday purposes only for the period stated on your letter/receipt issued by TLS Travel Group Ltd but may be subject to change as may be notified by the owner prior to the commencement of the booking. All advance deposits are accepted on behalf of the current owner, however we will not accept responsibility for decisions, actions or arrangements taken by the current owners of the premises or any other body which is outside our control.

16.5 All information in respect of goods and services offered, including prices, is subject to alteration or withdrawal without notice. TLS Travel Group Ltd have the right to alter, amend or cancel all or any arrangements or prices in regard to accommodation.

16.6 In addition to the terms and conditions set out above, any booking is subject to further terms and conditions as advised at the time of booking or as may be displayed at the time of utilisation of the item or service. Any provision of, or the application of any provision of, these terms and conditions which is void, illegal or unenforceable in any jurisdiction does not affect the validity, legality or enforceability of that provision in any other jurisdiction or of the remaining provisions in that or any other jurisdiction.