



## HAKUCHOZAN – TERMS & CONDITIONS

*Revised September 2017*

### **1. BOOKING**

1. A reservation is not confirmed until non-refundable 50% deposit confirmation is issued by TLS Travel Group Limited.
2. All offers, prices, terms and conditions are subject to change or withdrawal without notice prior to a Confirmation being issued.
3. The booking details are as per the Confirmation, errors and omissions expected.
4. Additional Package Items are booked subject to availability and not confirmed until payment is received in full.
5. Description and details of our services are subject to change at any time.

### **2. PRICE**

1. All prices are indicated in Japanese Yen and include 8% Japanese consumption tax.

### **3. DEPOSIT**

1. Deposit payment of non-refundable 50% of Accommodation rate is required to confirm your booking.
2. If the Confirmation date is less than 90 days prior to check-in, non-refundable 100% deposit of the Accommodation rate is required.

### **4. AMENDMENT TO A CONFIRMATION**

1. Amendment is any change to name, adding extra people to your booking, upgrading of Package Items or upgrading of Additional Items.
2. Amendments may result in additional fees or charges.

### **5. PAYMENT**

1. The balance of the Confirmation Total is as per your confirmation.
2. Payee authorizes us to charge the Balance of the Confirmation Total to the Credit Card which you use to pay the Deposit any time after 90 days prior to check-in.
3. If the balance needs to be charged to a credit card other than issued, it is payees responsibility to advise and confirm details to us within at least 90 days prior to check-in.

4. It is not possible to split payment for the deposit or balance between multiple credit cards. 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**

1. A cancellation is any changes to the accommodation nights

## **7. CANCELLATION OF PACKAGE ITEMS (GUEST SERVICE BOOKINGS).**

1. Cancellations of any charge to an additional Package Items (Guest Service bookings) which are not an upgrade of accommodation.
2. Cancellation fee apply;
  - 2.1. 14 or more days prior to check-in - 20% of TOTAL Package Item price will be charged.
  - 2.2. Cancellation less than 14 days prior to check-in – 100% of TOTAL Package Item price will be charged.
  - 2.3. Any amount refunded from cancelled Package 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.
  - 2.4. After your stay, if there remain any funds on account, those funds will be refunded.

## **8. SMOKING**

1. Hakuchōzan has a non-smoking policy inside the home. Smoking areas with heating are available on terraces outside the living room and outside the mancave.
2. Violation of the smoking policy will result in a cleaning and service charge of 100% of rental charges for the stay. This is due to the need to keep property vacant for one week while professional cleaners remove smoke from the property.

## **9. SECURITY DEPOSIT**

1. A security deposit of ¥500,000 will be charged to cover any incidental charges or damage.
2. The security deposit will be refunded within 7 days of checkout.

## **10. Check in / out**

1. Check in time is from 3:00pm and check out time is 10:00am. All luggages must be removed at time of check out.
2. Early check in and late check out may not be possible due to housekeeping restrictions and is on a request basis only once in resort.



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SIGNATURE

3. In compliance with Japanese Hotel Law, a copy of each guest's passport must be taken on check in. Non-compliance will result in a booking cancellation with no refund.
4. Valid credit card details including security code are required at check-in as a security deposit. Non-compliance will result in a booking cancellation with no refund.
5. A booking is only valid for the number of guests stated in the most recent booking confirmation issued by TLS Travel Group Ltd. Exceeding the agreed upon number of guests will result in full cancellation without refund, or an extra charge of 50,000 JPY per head per night – to be decided by TLS Travel Group Ltd upon consideration of the property and its capacity.
6. When car parking at the accommodation is available, it is not made available for use until the time of check-in, and is not available for use after check out.
7. We reserve the right to enforce vacation of the property any time after the check out time.

### **11. Travel Insurance & Liability**

1. We always strongly recommend guests obtain travel insurance. It is the guest's responsibility to protect themselves against all travel risks including loss of personal belongings, public liability, injury and cancellation or change of booking dates.
2. We expect guests protect themselves against all risks of travel, including the possibility of having to cancel a holiday or alter travel dates, with appropriate travel Insurance which they arrange at the time they pay their deposit.
3. Subject to Japanese Law we, agents and principals are not liable for any loss, damage, delay, consequential loss, injury or death resulting from any act, alteration or omission by us, our agents or principals, any third party, act of god or other circumstances.

### **12. Weather Conditions**

1. Under no circumstances can TLS Travel Group Ltd or any of the property owners be held responsible for snow or weather conditions and cancellations made thereafter. Holidays cannot be cancelled other than in accordance with the cancellation policy detailed in this document.

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

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.
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.
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

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.
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.
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.