



T H E L U X U R Y  
SIGNATURE

## CHALET PANORAMA – TERMS & CONDITIONS

*Updated August 2020*

TLS Travel Group Ltd requires a 20% non-refundable deposit to secure your booking.

### **1. Confirmation**

Availability is subject to change at any time. Occasionally, guests will request a “hold” to be placed on a property. This is not a guarantee that the property will be available. The reservation is confirmed only when the 20% non- refundable deposit has been processed by TLS Travel Group Ltd. Please check the confirmation invoice carefully and take note of the final payment due date.

### **2. Payment details**

1. TLS Travel Group Ltd requires a 20% non-refundable deposit only by credit card in order to confirm the guest’s reservation. Credit card payment may take up to 8 weeks to appear on your credit card statement. The timing of the charge and any exchange rates issues are not within our control. Please be aware that the availability can change at any time prior to confirmation.

2. By paying your deposit, you accept these terms and conditions.

3. All prices are inclusive of 10% Consumption Tax and 2% Kutchan Town Accommodation Tax.

### **3. Final Winter Payment Date**

1. From November 21st to May 1st (hereinafter “Winter Season”), full payment is due no later than 60 days prior to arrival. In the Winter Season, reservations made within 60 days must be paid in full within 5 days of confirmation of the booking.

2. Final payments can be made either by bank transfer or by Visa, MasterCard, or American Express. All Credit Card payments will be processed in USD.

3. Payments can be made by bank transfer to the account details provided. All bank charges must be covered by the customer, inclusive of the bank charges in Hong Kong.

4. By agreeing to these Terms and Conditions, you have authorized us to charge the final accommodation balance to the same card used to pay the deposit once in the 60 days prior to check-in period. TLS Travel Group Ltd will always send a reminder for final payment but withholds the right to charge the outstanding balance in line with the payment schedule.



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**4. Final Summer Payment Date**

1. From May 2nd to November 20th (hereinafter “Green Season”), the 20% non-refundable deposit is due within 5 days after a request confirmation. Final balance is due no later than 14 days prior to arrival. In the Green Season, reservations made within 14 days must be paid in full within 10 days of confirmation of the booking. Request confirmation less than 10 days the full payment must be paid by 14:00 Japan time a day prior to arrival.

2. Payments can be made either by bank transfer or by Visa, MasterCard, or American Express. All Credit Card payments will be processed in USD

3. Payments can be made by bank transfer to the account details provided. All bank charges must be covered by the customer, inclusive of the bank charges in Hong Kong.

4. By agreeing to these Terms and Conditions, you have authorized us to charge the final accommodation balance to the same card used to pay the deposit once in the 14 days prior to check-in period. TLS Travel Group Ltd will always send a reminder for final payment but withholds the right to charge the outstanding balance in line with the payment schedule.

**5. Cancellation by the guest**

Any cancellation will come into effect the day written notice is received by TLS Travel Group Ltd and will be refunded as shown in the table below:

**Winter Season**

<b>Days before Arrival</b>	<b>Cancellation Fee</b>
More than 60 days	20% of total reservation cost (Equivalent to the non-refundable deposit)
60- Arrival day	100% of total reservation cost

**Green Season**

<b>Days before Arrival</b>	<b>Cancellation Fee</b>
More than 15 days	20% of total reservation cost
14 – Arrival day	100% of total reservation cost



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## **6. Cancellation by TLS Travel Group Limited**

1. In all cases, TLS Travel Group Ltd reserves the right to cancel the guest's booking for the dates the guest has reserved. This is extremely unlikely, but should this event occur, the guest will be fully refunded.
2. If the guest fails to pay the balance of the reservation costs or other costs before the due dates, we reserve the right to cancel the guest's reservation with no refund.

## **7. Amendments of Accommodation**

1. Amendments (any change, adding extra people to your booking, changing property) must be confirmed in writing and signed by you or any authorized member of your group. They will come into effect the day they are received by TLS Travel Group Ltd.
2. All amendments will be subject to availability and in the case that the number of nights is reduced or the number of guests is increased to exceed the property capacity causing a necessary change of property the above cancellation policy will apply.

## **8. Amendments and Cancellation of Guest Services**

1. Where you cancel or amend Guest Services Item an Amendment fee of JPY 5,000 will be charged.
2. Cancellation less than 14 days prior to check in – 100% of the price of the Guest Service Item.
3. If your arrival or departure time or date changes due to delayed or cancelled flights or any other reason we cannot refund for any service that has been scheduled in accordance with your written instructions provided to us 14 days prior to arrival and may not be able to be rescheduled and you may have to repurchase services for the rescheduled time AND there may be delays in supplying a rescheduled service, or alternative service.

## **9. Extra person policy**

1. All TLS Travel Group Ltd properties have a set guest number capacity. In the case where booking numbers exceed the property capacity within reason, each extra guest will incur a relative charge.
2. The extra guest charge varies according to property. Please contact TLS Travel Group Ltd for full details.
3. Children under 4 years incur no charge, Children 5 years and above a JPY 5,000 nightly will be charged (inclusive of a futon).



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## **10. Resort Fee**

Guests will be charged a non-refundable Y2,880/night resort fee charge at the time of confirmation of booking. This fee is toward snow clearing, house maintenance, and security, a 24-hour emergency English/Japanese speaking contact, daily garbage pickups and keeping our resort clean of litter.

## **11. Kutchan Accommodation Tax**

Guests will be charged a 2% charge on top of the room rate commencing from Nov 1st 2019. This tax has been implemented by the local government and will be used to toward promoting tourism and enhance the local area.

## **12. Cleaning**

Mid-stay cleaning service is provided once for 8 nights (10 nights in Green season) stay or more. Mid-cleaning service includes collecting rubbish, towel & sheet change, wipe and vacuum dirty spots, and rubbish bags will be provided. Prior reservation is necessary if you wish to request additional cleaning service. Cost for cleaning service varies depends on a property. We will be able to provide pricing and is subject to availability.

- ❖ **Full Cleaning (Takes 2 hours approximately)** Change sheets & towel, rubbish removal, tidy up kitchen, bathroom & toilets, vacuuming & wipe dirty spots, adding tissue, toilet paper, soaps, dish liquid and washing powder.
- ❖ **Daily Cleaning (Takes 1 hour approximately)** Change towel (no linen change), rubbish removal, tidy up kitchen, bathroom & toilet, vacuuming & wipe dirty spots, and straighten beds.
- ❖ **Sheets & Towel changes** (inclusive of bed-making although, no cleaning)
- ❖ **Towel change**

**Upon check out guests are to ensure the chalet is left in a reasonably tidy state; all rubbish has been placed in the bins provided, kitchen and dining utensils are washed or placed in the dishwasher provided, and any furniture moved has been returned to its original position. If this is not the case, TLS Travel Group Ltd reserves the right to charge cleaning costs to the guest's credit card.**

## **13. Booking**

TLS Travel Group Ltd bookings are accepted subject to the services or accommodation applied for being available. TLS Travel Group Ltd reserve the right, without notice, to modify, cancel or withdraw any of the arrangements and in this event the full amount paid will be returned to the customer, and upon rendering the same, all liability of TLS Travel Group Ltd shall cease. TLS Travel Group Ltd reserve the right to decline or accept any person as a member of any party at any time.



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## **14. Property Damage**

The lessee of any of TLS Travel Group Ltd's properties accepts responsibility and will incur all costs for replacement or repair of any damage incurred to the property by the lessee or anybody in the lessee's party or duty of care outside of normal wear and tear. The management company will inspect the property before the guests check out. In the event where the property has been damaged the lessee will pay TNC in full for any damage caused.

## **15. Non Smoking Policy**

TLS Travel Group Ltd's properties maintain a strict "NO SMOKING POLICY" within their buildings. There is a penalty charge of JPY 200,000 and TLS Travel Group Ltd reserves the right to evict from the building any person or party not adhering to this policy without a refund for any days remaining.

## **16. Responsibility**

1. TLS Travel Group Ltd and/or property owners shall not under any circumstances be liable for any injury, damage, loss, accident, delay or irregularity that may be caused to person or property, however caused, this also applies to any tour under its management, sponsorship, procurement or otherwise, notwithstanding that TLS Travel Group Ltd's principal may be a foreign company, corporation or person.

2. The right is also reserved to cancel or withdraw any tour, or any booking made for a guest, or to decline to accept any person as a member of a tour for any reason whatsoever. No refunds can be made in respect of accommodation and lift passes not used and under no circumstances can refunds be made for tours and sightseeing excursions not undertaken. The issuance and acceptance of receipts, tickets, vouchers, coupons or exchange orders shall be deemed as consent to the above conditions.

3. Bookings for external services will be subject to the external service providers' booking Terms and Conditions and remain the responsibility of the client. A list of booking Terms and Conditions for each service provider will be supplied upon request to clients by TLS Travel Group Ltd.

## **17. Pets**

All properties have a strict "NO PETS" policy. Under no circumstances will pets be permitted to stay in any of the properties managed by The Niseko Company.

## **18. Transportation**

Transportation to and from Niseko-Hirafu or any of TLS Travel Group Ltd's properties is the responsibility of the customer and subject to the Terms and Conditions of the transportation provider if applicable. No refunds of accommodation or any other related services will be given due to delayed arrival for any reason, including travel being impaired by weather conditions. TLS Travel Group Ltd will not be responsible for providing additional accommodation in the event that customers are prevented from leaving Niseko-Hirafu or TLS Travel Group Ltd's properties due to unforeseen circumstances including weather. In the event that TLS Travel Group Ltd can and do provide accommodation, regular rates will apply.



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## **19. Travel Insurance**

TLS Travel Group Ltd strongly advises all guests to comprehensively insure themselves against medical expenses, personal accident, loss of deposit and cancellation fees, and also their baggage against damage, loss, theft, etc.

## **20. Snows Conditions**

TLS Travel Group Ltd cannot under any circumstances be held responsible for snow conditions. No accommodation booking can be cancelled, altered or amended on the basis of weather conditions.

## **21. COVID 19 AND INTERNATIONAL TRAVEL RESTRICTIONS**

In the case of international travel restrictions due to COVID pandemic, TLS Travel Group Ltd will allow bookings to be rescheduled within the current ski season, and in the case of rescheduling not being possible shall offer a refund in full (minus credit card and banking fees).

## **22. QUARANTINES MEASURES**

In the case of quarantine measures being in place for arrivals into Japan or on return to your country of travel, we will allow for the options of rescheduling stay dates with no amendment fees, and in the case of rescheduling not being possible, shall offer a refund in full (minus credit card and banking fees).

## **23. WORLD HEALTH ORGANISATION COVID MEASURES AND PRACTICES**

TLS Travel Group Ltd has implemented practices recommended by The World Health Organisation in regard to all cleaning and interaction.

In the case of property cleans and housekeeping requests, we will require the property to be vacated to allow our staff to work, safely practicing social distancing

## **24. HANDLING OF PERSONAL INFORMATION**

TLS Travel Group Ltd participates in an information gathering scheme with Niseko Tourism and Japan Tourism. No personal details of guests will be shared.

If any guest wishes to opt out, they must inform us of this wish.