CHALET PANORAMA – TERMS & CONDITIONS

Updated May 2025

The Management of the Chalet requires a 20% non-refundable deposit to secure your booking. If the confirmation date is less than 60 days, the deposit is a non refundable 100% payment

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 The Management of the Chalet. Please check the confirmation invoice carefully and take note of the final payment due date.

2. Payment details

1. The Management of the Chalet requires a 20% non-refundable deposit to confirm the guest's reservation.

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

From December 1st to May 7th (hereinafter referred to as the "Winter Season"), a 20% non-refundable deposit is due within 5 days of receiving booking confirmation. The remaining non-refundable balance is due no later than 60 days prior to arrival. For reservations made within 60 days of arrival during the Winter Season, full payment is required within 5 days to confirm the booking.

4. Final Summer Payment Date

1. From May 7th to November 30th (hereinafter "Green Season"), the 20% non-refundable deposit is due within 5 days after a request confirmation. No-refundable final payment 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 5 days of confirmation.

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

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

Green Season

Days before Arrival	**Cancellation Fee**
More than 15 days	20% of total reservation cost
14 Days – Arrival day	100% of total reservation cost

6. Cancellation by The Management of the Chalet

1. In all cases, The Management of the Chalet 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. Damage Deposit

The Guest is responsible for any damage caused to The Management of the Chalet's property beyond normal wear and tear during their stay and will be charged for the full cost of replacement or repair. The Management of the Chalet will conduct an inspection of the property after check-out and will document and photograph any damage found.

1.1 A damage deposit may be required for booking some of the larger properties. The amount of the damage deposit will vary depending on the property and the duration of the stay and will be determined at the sole discretion of The Management of the Chalet. The deposit must be paid in full upon booking confirmation, along with the 20% non-refundable deposit.

1.2 The damage deposit cannot be used as credit toward additional services booked by The Management of the Chalet or for the booking of other properties managed by The Management of the Chalet.

1.3 The damage deposit will be fully refunded to the guest within a maximum of 10 business days, provided no damage is found during the property inspection completed as soon as possible upon check out.

1.4 If damage is found and is determined to be the result of the guest's carelessness or negligence, it may take several weeks to gather repair estimates and determine the total cost of repairs. If there are excess funds remaining in the damage deposit after the repairs are completed, the remaining balance will be refunded to the guest, minus any bank fees, once the full cost of repairs has been confirmed.

8. 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 The Management of the Chalet.

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.

9. Occupancy and Additional Guest policy

1. All properties have a set guest capacity. If the number of guests exceeds this capacity within reasonable limits, an additional charge will apply for each extra guest.

2. If an additional futon is requested, a charge of 10,000 JPY per night per futon will apply, even if the total number of guests remains within the property's standard capacity.

3. Children under 4 years old do not incur additional charges if they share a bed. However, if a separate futon (additional bedding) is requested, a charge of 10,000 JPY per futon per night will apply, as it will be considered as extra guest.

10.Resort Fee

Guests will be charged a non-refundable 3,680 JPY / night resort fee for each property rented. This will be charged 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. Passport Copies and Credit card details

1. In compliance with the Japanese Hotel Law, a passport copy for each individual guest must be submitted prior to/upon check-in.

2. Valid credit card details including the security code is required no later than 60 days prior to check-in as security deposit. Failure to do so will result in the reservation being cancelled without refund unless other arrangements are made beforehand. The guest will not be given access to a property unless their credit card details have been submitted and verified by The Management of the Chalet.

12. Non Smoking Policy

The Management of the Chalet maintains a strict "NO SMOKING POLICY" within their buildings. Smoking of any kind (including but not limited to tobacco, marijuana, e-cigarettes, and vaporizers) is prohibited. There is a penalty charge of JPY 500,000 and The Management of the Chalet reserves the right to evict from the building any person or party not adhering to this policy without a refund for any days remaining.

13. Excessive Cleaning

Upon check out, the guests are to ensure that the property is left in a reasonably tidy state. In addition, if there is unpleasant smell or persistent foul odor inside the property, the guest will be responsible for the smell to be removed from the property. The Management of the Chalet reserves the right to authorize the provided credit card with **excessive cleaning fee.** If the property is deemed uninhabitable for the next group of guests, ie; the next group is to check in on the same day or next day, any additional costs associated with moving the next booking to an alternative accommodation will also be charged to the guest.

14. 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 Management of the Chalet.

15. Sublease

Under no circumstances are guests permitted to sublet the accommodation, receive income from other guests staying at the property, or advertise or promote the property to others. Non-compliance with these terms will result in the cancellation of the booking without a refund. The Management of the Chalet will not assist in sourcing alternative accommodation.

16. Property Vehicle

To legally operate a vehicle in Japan as provided by The Niseko Company, the Guest must submit an International Driving Permit/License (IDP/IDL) in accordance with the 1949 Convention on Road Traffic (Geneva) prior to arrival.
Japan only recognizes this IDP/IDL, and failure to provide a copy before arrival will result in the vehicle not being made available. Prior to receiving the keys to the vehicle, the Guest will be required to show the actual physical copy of their valid IDP/IDL to The Niseko Company staff upon check-in.

17. 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 can be requested and will be accommodated where the accommodation schedule allows. Early check-in cannot be guaranteed in advance, and late check-out requests can be confirmed the evening prior to the guest's departure.

3. A booking is only valid for the number of guests stated in the most recent booking confirmation issued by us. Exceeding the agreed upon number of guests will result in full cancellation without refund, or an extra charge of 10,000 per person, per night – to be decided by us upon consideration of the property and its capacity.

4. Where a late check-out has not been confirmed in writing and the accommodation is not vacated by 10:00am, a late check-out fee of ¥20,000 will be charged for each hour or part thereof that the property is occupied after 10:00am.

5. We reserve the right to enforce vacation of the property any time after the check-out time.

18. Cleaning

Mid-stay cleaning service is provided once for 8 nights 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. The Management of the Chalet staff 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, The Management of the Chalet reserves the right to charge cleaning costs to the guest's credit card.

19. Guest Services

If any guest services are arranged less than 60 days prior to arrival, we may need to ask for full payment to be made immediately in order to confirm these services.

You must advise us in writing at least 14 days prior to Check-In of your flight details for both arrival and departure from Hokkaido. Without this information we are not able to organize and arrange any Airport Transfers to and from Niseko/your property.

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 and may not be able to reschedule and you may have to repurchase services for the rescheduled time AND there may be delays in supplying a rescheduled service, or alternative service.

20. Booking

Bookings are subject to the availability of the requested services or accommodation. The Management of the Chalet and/or its agents reserve the right to modify, cancel, or withdraw any arrangements at any time, without notice. In such cases, a full refund will be provided to the customer. Once the refund is issued, The Management of the Chalet and/or its agents will have no further liability.

The Management of the Chalet and/or its agents also reserve the right to accept or decline any individual as part of a booking or tour, for any reason, at any time.

By receiving and accepting receipts, tickets, vouchers, or any related documents, you agree to these terms and conditions.

For bookings involving external services, the terms and conditions of the external service providers will apply, and it is the client's responsibility to comply with those terms. A list of the booking terms for each service provider is available upon request from The Management of the Chalet.

21. Transportation

Transportation to and from Niseko-Hirafu or any of The Management of the Chalet'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. The Management of the Chalet will not be responsible for providing additional accommodation in the event that customers are prevented from leaving Niseko-Hirafu or The Management of the Chalet's properties due to unforeseen circumstances including weather. In the event that The Management of the Chalet can and do provide accommodation, regular rates will apply.

22. Travel Insurance and Responsibility

The Management of the Chalet strongly recommends that all guests secure comprehensive travel insurance to cover various risks, including medical expenses, personal accidents, loss of deposit, cancellation fees (including those due to acts of God), transit delays, and baggage protection against damage, loss, or theft.

The Management of the Chalet and/or property owners shall not be held liable under any circumstances for any injury, damage, loss, accident, delay, or irregularity affecting persons or property, regardless of the cause. This applies to all tours managed, sponsored, procured, or otherwise facilitated by The Niseko Company, even if the principal is a foreign company, corporation, or individual.

23. Snows Conditions

The Management of the Chalet 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.

24. Lost and Found

The Management of the Chalet store items found in the property for a period of 7 days after notifying the guest unless other prior arrangements are made in writing. Items will be discarded after 7 days if no arrangement/contact has been made by the guest.

24. Handling of the personal Information

The Management of the Chalet participates in an information gathering scheme with Niseko Tourism and Japan Tourism. No personal details of guests will be shared. If any guest does not want to participle, the must inform The Management of the Chalet of this request.