

# CHALET KOKORO – TERMS & CONDITIONS

*Updated June 2024*

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 2024 to May 7th 2025 (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.

## **4. Final Summer Payment Date**

1. From May 7th to November 30th 2024 (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.

## **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

## **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. 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.

### **8. Extra person policy**

1. The Management of the Chalet has 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 The Management of the Chalet for full details.

3. Children under 4 years incur no charge, Children 5 years and above a JPY 8,000 nightly will be charged (inclusive of a futon).

### **9. Resort Fee**

Guests will be charged a non-refundable ¥2,880/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.

### **10. 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.

### **11. Property Damage**

The guest will be liable for any damage caused to The Management of the Chalet's property beyond normal wear and tear during occupancy and will be charged with all costs for replacement or repair.

The Management of the Chalet will inspect the property after the guests check out and photograph and document if any damage caused.

### **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 of up to JPY500,000. 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. 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 ¥8,000 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.

### **16. 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.

## **17. 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.

## **18. Booking**

The Management of the Chalet bookings are accepted subject to the services or accommodation applied for being available. The Management of the Chalet 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 The Management of the Chalet shall cease. The Management of the Chalet reserve the right to decline or accept any person as a member of any party at any time.

## **19. Responsibility**

1. The Management of the Chalet 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 The Management of the Chalet 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 The Management of the Chalet.

## **20. 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.

## **21. Travel Insurance**

The Management of the Chalet 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.

## **22. 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.

## **23. 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 participate, they must inform The Management of the Chalet of this request.

## **24. INTERNATIONAL TRAVEL RESTRICTIONS**

In the case of the government of Japan closing borders into the country or imposing any mandatory quarantine periods, you will be able to reschedule your accommodation booking to alternative dates with no amendment fees being in place. In the case of rescheduling not being possible, a credit to the full value of your booking will be made available for a future booking.