

Terms and conditions

1. BOOKING

- 1.1. A deposit of 30% of the cost of the accommodation booking must be paid within 7 days of the reservation being made before a reservation can be confirmed. Failure to do so will result in the reservation being cancelled unless other arrangements are made.
- 1.2. Payment of the accommodation balance must be received no later than 60 days prior to the arrival date. Failure to make the final payment on time may result in the booking being cancelled.
- 1.2. The booking details are as per the confirmation, errors and omissions excepted.
- 1.3. Proposal Items and Additional Items are booked subject to availability.
- 1.4. Descriptions and details of our services are subject to change at any time.
- 1.5. All offers, prices, terms and conditions are subject to change or withdrawal without notice prior to a Confirmation being issued.

2. PRICES

- 2.1. All prices are in Japanese Yen and include 5% Japanese consumption tax.
- 2.2. We reserve the right to correct any accommodation or guest services rates that may have been misquoted due to human and/or computer error.

3. DEPOSIT

- 3.1. The Deposit is 30% of the Accommodation Rate
- 3.2. If the Confirmation date is less than 60 days before Check in the Deposit is 100% will be due immediately and not refundable.

4. PAYMENT

- 4.1. Credit Card payments 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.

5. AMENDMENTS TO A CONFIRMATION

- 5.1. Amendment is any change to names, adding extra people to your booking, upgrading of Package Items or upgrading of Additional Items.
- 5.2. Amendments after Confirmation incur an administration fee of JPY 2500 per change – this does not apply to new Guest Service Items added to your Confirmation.

6. CANCELLATIONS

- 6.1. A Holiday Cancellation is any change to the accommodation type or accommodation dates.

- 6.2. Cancellation after confirmation but more than 60 days before Check In – In the event of a cancellation, the Initial Deposit is non-refundable
- 6.3. Cancellation of the reservation less than 60 days prior to the arrival date will result in forfeiture of the Entire Amount of the Reservation.
- 6.4. Cancellation of the reservation by the guest more than 60 days prior to arrival will result in a forfeiture of the Initial Deposit, but the Balance (if already paid) will be refunded.

7. CHANGES TO TRAVEL DATES AND TIMES, UNUSED AND RESCHEDULED SERVICES

- 7.1. Where you do not use Guest Services that you have purchased and booked with us we cannot offer any refund in whole or part.
- 7.2. 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.
- 7.3. If your arrival or departure time or date changes due to delayed or cancelled flights or any other reason any Guest Service Items you have purchased 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.
- 7.4. You must make all requests for changes in writing and where we are able to accommodate your requested change our written confirmation will be sent, verbal instructions or confirmation cannot be accepted or honored.

8. ACCOMMODATION

- 8.1. We reserve the right to substitute or upgrade accommodation with other accommodation to a comparable standard and type.

9. DAMAGE TO ACCOMMODATION, FIXTURES AND FITTINGS & SECURITY DEPOSIT

- 9.1. You accept responsibility for loss and damage to the accommodation, fittings, furniture and keys during your occupation
- 9.2. A valid Credit Card is required as a security deposit and you authorize us to charge all fees and charges properly chargeable under this agreement to that Credit Card.
- 9.3. Your personal possessions, including lift passes and hire equipment supplied by us, are at your own risk during your stay.

10. CHECK IN/ OUT

- 10.1. The accommodation is available for occupation from 3.00 pm on the day of Check In. The accommodation must be vacated before 10.00 am on the day of Check Out.
- 10.2. Where accommodation is not vacated by 10.00 am a late Check Out fee of JPY 10,000 for each hour or part thereof will be charged.
- 10.3. A credit card security deposit will be required at check in for ALL properties – you cannot Check In to the accommodation until we have credit card details and authorization for use as a security deposit.

10.4. Japanese Law requires that we obtain names, passport details, addresses and occupations for all guests – you cannot Check In to the accommodation until we have this information for all guests.

11. RESORT SERVICES

11.1. Front Desk Services will be provided through our resort office.

12. FLIGHT INFORMATION

12.1. 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 deliver any Airport Transfers you have booked with us.

13. PETS

13.1. No pets are allowed at any accommodation, either inside, outside or remaining in vehicles parked at the accommodation.

14. NON-SMOKING

14.1. All our properties are non-smoking. Some properties do not have an outside covered smoking area.

14.2. If you or any in your group smoke in the accommodation and continue to smoke after being requested to stop Holiday Niseko may evict your group or any individual from the accommodation without refund.

14.3. If anyone in your group has smoked in the accommodation you will be charged additional cleaning costs AND costs incurred in compensating later guests who are affected by the smell of smoking or the owner of the property for bookings that need to be relocated to a different property.

15. TRAVEL INSURANCE AND LIABILITY

15.1. Some services are provided by agents and principals and the bookings are made subject to the terms and conditions of the agent or principal.

15.2. Subject to Japanese Law Holiday Niseko, our agents and principals are not liable for any loss, damage, delay, consequential loss, injury or death resulting from any act, alteration or omission by Holiday Niseko, our agents or principals, any third party, act of god or other circumstances.

15.3. From the date of Confirmation you agree to protect yourself and the people in your group against all risks of travel, including the possibility of having to cancel the holiday or alter travel dates, with appropriate Travel Insurance which you will arrange independently of us.

You accept these terms and conditions