



Hokkaido Tracks Holidays

Terms and Conditions

1. BOOKING

- 1.1. A Holiday Proposal is not confirmed until a written Confirmation is issued by us and we have received your deposit
- 1.2. All offers, prices, terms and conditions are subject to change or withdrawal without notice prior to a Confirmation being issued.
- 1.3. The booking details are as per the Confirmation, errors and omissions excepted.
- 1.4. Proposal Items and Additional Items are booked subject to availability.
- 1.5. Descriptions and details of our services are subject to change at any time.

2. PRICES

- 2.1. All prices are in Japanese Yen and include 5% Japanese consumption tax.

3. DEPOSIT

- 3.1. Payment of the Deposit detailed in the Holiday Proposal Total is needed before the Holiday Proposal can be confirmed.
- 3.2. The Deposit is 20% of the Accommodation Rate (before any discounts).
- 3.3. If the Confirmation date is less than 60 days before Check In the Deposit is 100% of the Holiday Total and is not refundable.

4. AMENDMENTS TO A CONFIRMATION

- 4.1. Amendment is any change to names, adding extra people to your booking, upgrading of Package Items or upgrading of Additional Items.
- 4.2. 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.



5. PAYMENT

5.1. The following applies to winter bookings defined as checking in from November 26th to May 5th

- 5.1.1. The Balance of the Holiday Total is required no later than 60 days prior to Check In.
- 5.1.2. You authorize us to charge the Balance of the Holiday Total to the Credit Card which you use to pay the Deposit any time after 61 days prior to Check In.
- 5.1.3. If the balance needs to be charged to a credit card other than the one used to pay the deposit it is your responsibility to advise and confirm details with us in writing at least 70 days prior to Check In. You must make all requests for charging a different card 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 honoured.

5.2. The following applies to summer bookings defined as checking in between May 6th to November 25th

- 5.2.1. The Balance of the Holiday Total is required no later than 7 days prior to Check In.
- 5.2.2. You authorize us to charge the Balance of the Holiday Total to the Credit Card which you use to pay the Deposit any time after 8 days prior to Check In.
- 5.2.3. If the balance needs to be charged to a credit card other than the one used to pay the deposit it is your responsibility to advise and confirm details with us in writing at least 14 days prior to Check In. You must make all requests for charging a different card 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 honoured.

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

5.4. 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.

6. HOLIDAY CANCELLATION

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

6.2. The following is for winter bookings defined as bookings checking in from November 26th to May 5th.



- 6.2.1. Cancellation within 7 days of Confirmation but more than 60 days before Check In – 10,000 yen administration charge – You authorize us to charge the Credit Card which you used to pay the Deposit.
- 6.2.2. Cancellation after 7 days of Confirmation – full Deposit is forfeit, i.e. nil refund of deposit.
- 6.2.3. Cancellation less than 60 days before Check In – 100% of the Holiday Total, i.e. full amount is due and payable.
- 6.3. Summer cancellations policy defined booking checking in from May 6th to November 25th
 - 6.3.1. A Holiday Cancellation is any change to the accommodation type or accommodation dates.
 - 6.3.2. Cancellation up to 7 days before check in – Full refund
 - 6.3.3. Cancellation between 2 – 6 days before check in – 20% of holiday total.
 - 6.3.4. Cancellation less than 1 days before Check In – 100% of the Holiday Total

7. CANCELLATION OF GUEST SERVICE ITEMS

- 7.1. A cancellation is any change to a Guest Service Item which is not an upgrade or an addition of a new Item.
- 7.2. Where you cancel a Guest Service Item an Amendment fee of JPY 2,500 will be charged IN ADDITION to:
- 7.3. Cancellation 14 or more days prior to Check In - 20% of the price of an Additional item.
- 7.4. Cancellation less than 14 days prior to Check In – 100% of the price of the Guest Service Item.
- 7.5. Any amount to be refunded from cancelled Guest Service Items will be held as a credit on your account with us to be applied to other services, or refunded in cash, during you stay.

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

- 8.1. Where you do not use Guest Services that you have purchased and booked with us we cannot offer any refund in whole or part.
- 8.2. 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.



8.3. 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.

8.4. 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 honoured.

9. ACCOMMODATION, EXTRA PERSON CHARGE AND ADDITIONAL ITEMS

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

9.2. An extra person fee of 3,000 yen applies to any booking over the standard number of people in a property. The Maximum number of occupants per accommodation may not be exceeded.

9.3. Cots, highchairs and futons are free and can be requested at time of booking and are subject to availability.

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

10.1. You accept responsibility for loss and damage to the accommodation, fittings, furniture and keys during your occupation

10.2. A valid Credit Card is required as a security deposit and you authorise us to charge all fees and charges properly chargeable under this agreement to that Credit Card.

10.3. Your personal possessions, including lift passes and hire equipment supplied by us, are at your own risk during your stay

11. CHECK IN/ OUT

11.1. 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.

11.2. 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.



- 11.3. 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 authorisation for use as a security deposit.
- 11.4. Japanese Law requires that we obtain all Guests full names, age, passport numbers, postal addresses, nationalities and occupation to be taken by us in compliance with Japanese Law.

12. CLEANING/ TOWELS/LINEN

- 12.1. Your accommodation level of servicing is either Eco or serviced which is indicated in your proposal and confirmation under the section Service Type.
- 12.1.1. Eco - Fresh Towels (2 per person) and Rubbish Removed every 2nd day (not including Arrival and Departure days); Mid Stay Clean and Linen Change only if guests are staying 8 nights or more.
- 12.1.2. Serviced - Full Daily Clean including Fresh Towels for each Adult and Child; Garbage Removal; Cleaning of Accommodation; Washing Dishes; Bed Making (linen change every 2nd night).

13. GUEST SERVICES

- 13.1. Hokkaido Tracks Holidays can provide other services and products (Guest Services) which may be attached to a booking including Lift Tickets, Airport Transfers, Ski Hire, Ski Lessons, Food Packages, Local Shuttle Services, Car Hire, Mobile Phone Hire, In-Property Catering, and others.

14. FLIGHT INFORMATION

- 14.1. 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.

15. PETS

- 15.1. Pets are allowed by request only and pet bookings will be allocated to pet friendly accommodation only.



16. NON-SMOKING

- 16.1. All our properties are non-smoking. Some properties do not have an outside covered smoking area.
- 16.2. If you or any in your group smoke in the accommodation and continue to smoke after being requested to stop Hokkaido Tracks Holidays may evict your group or any individual from the accommodation without refund.
- 16.3. 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.

17. TRAVEL INSURANCE AND LIABILITY

- 17.1. Hokkaido Tracks Holidays operates wholly in Japan and the law of Japan applies to all services provided. Some services are provided by agents and principals and the bookings are made subject to the terms and conditions of the agent or principal.
- 17.2. Subject to Japanese Law Hokkaido Tracks Holidays, 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 Hokkaido Tracks Holidays, our agents or principals, any third party, act of god or other circumstances.
- 17.3. 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 in full when you pay your Deposit