

SEASONS – TERMS & CONDITIONS

Revised May 2023

CHECK IN/OUT

- Check-in is at 4pm and check-out is at 10am.
- Any changes to this policy are to be agreed in writing prior to arrival and remains at the discretion of The Management of Chalet.

DEPOSIT AND PAYMENT

- 50% deposit payment is required to secure a booking.
- Full payment must be paid at least 60 days prior to arrival.
- If the arrival date is less than 60 days, full payment is required to secure the booking.
- Bookings are non-changeable and non-refundable under any circumstance. Your full 50% deposit payment will be forfeited if you wish to cancel a booking beyond 60 days of arrival. Thereafter 100% will be forfeited.

IN THE CHALET

- Only slippers are to be worn inside the property. No shoes/ski boots allowed inside the chalet.
- Recycling is extremely valued in Japanese culture. Please utilise the relevant recycling bins available at the chalet.
- The Chalet is a 100% smoke-free chalet. For safety and to assure that our facility is not exposed to items or actions that create an odour which is unhealthy and objectionable to our guests and staff, and that is difficult to remove from the air, carpet, walls, and furniture, we do not permit smoking tobacco, marijuana, illegal drugs, e-cigarettes, vape pens, vaping, cartridges containing the liquid of nicotine, hookahs, incense, cooking, cigars, candle burning, the use or diffusing of patchouli oil or other strong-smelling plant-based essential oils or synthetic products in our facility. A USD 5,000 fine will be charged to any booking who's guests violate this smoking policy.

DAMAGE TO OR REMOVAL OF CHALET PROPERTY

- Guests will be responsible for any damage caused to the Chalet or any furnishings, fittings, and equipment therein by any act or omission of the Guest, his/her invitees, subcontractors or Guests. Should this damage

come to light after the Guest has departed, The Management of Chalet. reserves the right to make a charge to the Guest's credit or debit card and the Guest hereby agree (and as long as necessarily required, Guest hereby provide a Power of Attorney to The Management of Chalet) to pay such damage that was caused due to the use of Chalet or any furnishings, fittings and equipment. The amount of such charges will be determined solely by The Management of Chalet..

- The Management of Chalet reserves the right to charge Guests the cost of replacing any items that are removed/missing from the Chalet without consent. The amount of such charges will be determined solely by The Management of Chalet. and will be imposed to Guest. The charge will be the full replacement amount of the missing item. For avoidance of doubt, the provision in regard to the Power of Attorney as specified in the above shall also valid for this provision.

- The Management of Chalet reserves the right to take action against any Guest found to have tampered/interfered with any fire detection equipment, including detector heads in public areas and bedrooms, break glass points and fire extinguishers. Guests found to have tampered with any fire detection or firefighting equipment will be charged with any costs incurred by the Chalet due to their actions and additionally may be asked to leave the property. - Should the fact that firefighting or detection equipment had been tampered with come to light after the Guests have departed, The Management of Chalet reserves the right to make a charge to the Guest's credit or debit card.