

CHALET SONG SAA – TERMS & CONDITIONS

Revised May 2023

The Management of Chalet reserves the right to extend or reduce a booking at will. Once an inquiry has been made, The Management of Chalet will provide the guest a link to an online payment form to complete the payment. If payment is not received within the advised period, The Management of Chalet reserves the right to release or cancel the booking.

1. OPERATION PERIOD

- The 23-24 winter season operation period shall be: All Resorts: 1 December 2023 to 5 May 2024.
- The 2023 summer season operation period shall be: All Resorts: 7 May 2023 to 30 November 2023.

2. ACCOMMODATION BOOKING

1. All offers, prices, and terms and conditions are subject to change at will and without notice. This includes descriptions and details of The Management of Chalet's services.
2. A reservation is not confirmed until a receipt of payment is issued by The Management of Chalet.
3. Additional accommodation services are subject to availability and not confirmed until full payment is received.
4. All accommodation bookings are subject to the maximum number of guests. Any amendments to the number and/or age of staying guests may change the total accommodation rate or may necessitate rebooking with a different room category.
5. Infants are categorized as 5 years old and below, infants can stay for free if no bedding is required but will still count towards the overall occupancy. For hotels with breakfast, infants are not included on the breakfast count.

3. AMENDMENTS, UPGRADES, OR DOWNGRADES TO AN ACCOMMODATION BOOKING

1. An amendment is any change(s) to your reservation(s) including, but not limited to: name(s), additional persons, upgrading package items, additional items, and housekeeping services.
2. Amendments after confirmation will incur an administration fee of ¥20,000 per change.
3. An upgrade or downgrade of an accommodation booking is considered an amendment.
 - a. All upgrades or downgrades are subject to availability.
 - b. Any upgrade or downgrade after initial confirmation (received at deposit payment) is considered a cancellation of the original booking and a new booking, and as such, is subject to Cancellation (as per section 7 of this document)
4. The Management of Chalet reserves the right to upgrade or to substitute an accommodation of a comparable standard at any time.

4. RATES

1. All rates shall be in Japanese yen and include consumption tax (10%) and onsen tax (if required). Niseko accommodation bookings shall include an additional 2% Kutchan city tax.
2. The Management of Chalet reserves the right to change the accommodation rate at will. In the event of a tax increase, the accommodation rate may change for confirmed bookings.

5. DEPOSIT

The guest shall make a deposit payment to confirm the booking within 3 days of receiving the quote.

- a. Unless otherwise indicated by the booking plan, the amount of the deposit shall be 20% of the total value of the booking.
- b. Unless otherwise indicated by the booking plan, the deposit is non-refundable.
2. Payment of the deposit constitutes acknowledgement of and agreement to The Management of Chalet's Terms and Conditions.

6. PAYMENT CONDITIONS

1. Final payments for accommodation bookings shall be made as follows:
 - a. In all resorts: 60 days before check-in.
 - b. Unless otherwise indicated by the booking plan, the final payment is non-refundable.
2. The Management of Chalet accepts payment by valid credit card or through bank transfer only.
 - a. The Management of Chalet reserves the right to deny service in the event that guests are unable to provide the credit card used to make the booking or a written authorization from the cardholder accompanied by a copy of the credit card and the cardholder's identification on check-in.
3. Credit card payments: The Management of Chalet does not accept responsibility for any additional charges incurred due to bank fees or foreign transaction fees.
4. Bank transfer payments: The Management of Chalet does not accept responsibility for any bank fees incurred by bank transfers. The guest is responsible for including all fees (sending, intermediary, and receiving) in addition to the remitted amount.
5. The Management of Chalet reserves the right to cancel any unpaid bookings.
6. Disputes:
 - a. The Management of Chalet shall be notified immediately if the guest has a bona fide dispute in respect of the whole or part of the invoice on receipt of invoice. Any invoices not disputed will be deemed to have been accepted by the guest.
 - b. The parties shall co-operate in good faith to resolve the dispute over any invoice as amicably and promptly as possible and on settlement of any dispute the guest shall make the appropriate payment.
7. The Management of Chalet retained the right to apply different cancellation payment' terms & conditions, on reservations made through 3rd party and/or reservations where a discount is applied.

7. CANCELLATION

1. A cancellation is any change(s) to accommodation or unit/room type or to check-in and/or check-out dates.
2. During the winter season, the following cancellation fees will be incurred:
 - a. All Resorts:
 - i. Amendment fee of ¥20,000 for all cancellations
 - ii. 20% of the total booking value (equivalent to the deposit) more than 60 days prior to check-in
 - iii. 100% of the total booking value if cancelled less than 60 days prior to check-in.
 - iv. Additional terms may apply to your deposit at the time of booking
3. During the summer season, the following cancellation fees will be assessed:
 - a. All resorts:
 - i. 100% of total booking value 2 days prior to check-in for all properties.
 - ii. Additional terms may apply to your deposit at the time of booking
4. The Management of Chalet does not accept responsibility for any loss of service or extra fees accrued due to itinerary changes caused by weather, travel restrictions, or for any other reason. All such charges shall be claimed to guest travel insurance.

8. GUEST SERVICES (ADDITIONAL ITEMS & PACKAGED ITEMS)

1. All offers, prices, and terms and conditions are subject to change at will and without notice.
2. Guest services bookings are not confirmed until a confirmation of services is issued by NISADE.
3. Guest services are subject to availability.
4. Payment for guest services is due 16 days prior to check-in. This payment is non-refundable.
5. Cancellation of guest services:
 - a. A cancellation is any change(s) to a package item, which is not an upgrade or an addition.
 - b. Cancellation fees will be assessed as follows:
 - i. 17 days or more prior to check-in will incur an amendment fee of ¥4,000 and may be subject to additional fees.
 - ii. 16 days prior to check-in will incur 100% of the total price.
6. Guest services may not be rescheduled due to changes in travel itinerary or if the guest is unable to attend. Guests may be advised to repurchase services upon check-in at the accommodation.
 - a. Unused items are non-refundable.

9. TRAVEL INSURANCE

1. The Management of Chalet shall not be held liable for an any loss, damage, delay, consequential loss, injury, or death resulting from force majeure, unavoidable circumstances, or due to any reason not attributable to The Management of Chalet.
2. The Management of Chalet encourages all guests to purchase appropriate travel insurance to provide protection in the case of any of the aforementioned circumstances. We encourage guests to purchase travel insurance at the time of deposit, as payment of the deposit constitutes agreement to The Management of Chalet's Terms and Conditions.

10. CHECK-IN/CHECK-OUT

1. Check-in time is from 15:00; guests who check in after hours will receive instructions from each property.
2. Check-out time is at 10:00.
3. The Management of Chalet does not guarantee early check-ins or late check-outs.
 - a. In the case of early check-in before 15:00 or late check-out after 10:00 extra charges may apply.
 - i. Check-out after 10:00, but before 12:00 will incur an additional charge of ¥15,000.
 - ii. Check-out after 12:00 will incur an additional full night charge.
 - b. Early check-ins and late check-outs are subject to availability.
 - c. To request an early check-in or late check-out, please check with the reception in-resort.
 - d. Should you arrive after reception hours, a self-check in procedure will be sent prior to arrival.
4. Should the reservation include a room change, guests are required to pack and vacate the room by 10:00.
5. In compliance with Japanese Hotel Law, all guests must provide their passport details on check-in.
6. The Management of Chalet requires a credit card on check-in to cover any incidental charges.

11. PRE-ARRIVAL INFORMATION

1. The Management of Chalet requires guests to provide their arrival and departure information 14 days prior to check-in date.
2. The Management of Chalet requires guests to confirm their preferred bedding configuration (if applicable) 14 days prior to check-in. If no configuration is provided, bedding will be set as TWIN bed. Last-minute bedding changes shall be subject to a surcharge.

12. HOUSEKEEPING

1. Unless stated otherwise, apartments shall be serviced every second day; mid cleaning shall be done every five nights.
2. Additional housekeeping may be requested, but will incur additional fees.

13. DAMAGE AND SMOKING

1. Guests accept responsibility for damage to the property (including apartment common areas), fittings, furniture, keys and other chattels caused during your occupation, including any consequential losses Incurred.
2. A valid Credit Card is required as a Security Deposit and guests authorise us to charge all fees and charges properly chargeable under this agreement to that Credit Card.
3. Guests personal possessions, including lift passes and hire equipment supplied by us, are at your own risk during your stay
4. All properties are strictly non-smoking. Guests who smoke will be liable to pay a ¥50,000 fine and additional damage charges may apply.

14. LUGGAGE

1. The Management of Chalet accepts no liability or responsibility for any lost luggage posted to The Management of Chalet property whether or not that luggage has been marked by the carrier as received.

15. PARKING

1. Parking is limited and available on a first-come, first-serve basis only. Guests are advised to inform The Management of Chalet of any parking requirements in advance.
2. In the event that on site parking is not available, The Management of Chalet may suggest alternative public parking areas, which may not be located near the accommodation.
3. Parking can not be guaranteed for any last-minute bookings or additional guests. Please inquire at reception for availability.