

# Ramat Niseko

## Terms and Conditions

Ver 2023.1 (6<sup>th</sup> January 2023)

### DEFINITIONS

- **Booking Confirmation Email** is an email sent by Ramat Niseko to the guest with a Booking ID or Group ID and Payment Details
- **Booking Date** is the date the initial deposit payment was received by Ramat Niseko.

### 1. BOOKING

- 1.1. A Holiday Package is not secured until a written *Booking Confirmation Email* is issued by Ramat Niseko and deposit received.
- 1.2. All offers, prices, terms and conditions are subject to change or withdrawal without notice prior to the *Booking Confirmation Email* being issued.
- 1.3. The booking details are as per the *Booking Confirmation Email*, errors and omissions excepted.
- 1.4. Guest Service 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 10% Japanese Consumption Tax and 2% Kutchan Accommodation Tax.

### 3. PAYMENT

- 3.1. Payments for stays between 1 December 2022 and 10 April 2023 are due as per your specific booking policy found in your *Booking Confirmation Email* and detailed at <https://ramatniseko.com/2022-23-booking-policies/>.
- 3.2. You authorise us to charge the Balance of any Holiday Package to the Credit Card which was used to pay the Deposit.

3.2.1. 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.

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

3.4. PayPal payments may take up to 2 weeks to appear on your Credit Card statement. The timing of the charge and any exchange rates issues are not within our control.

3.5. Bank Transfers: You must take into consideration any transaction fees or exchange rates your financial provider will charge and add it to your payment total. The timing of the charge and any exchange rates issues are not within our control. Please contact your financial provider for more details.

## 4. HOLIDAY CANCELLATION

4.1 If you cancel a booking, either by email or phone, made via our Online Booking System within 24 hours of making the booking there will be no cancellation fee (i.e. full refund of deposit).

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

4.3. Holiday Cancellations for stays between 1 December 2022 and 10 April 2023 are as per your specific booking policy found in your *Booking Confirmation Email* and detailed at <https://ramatniseko.com/2022-23-booking-policies/>.

## 5. CANCELLATION OF GUEST SERVICE ITEMS

5.1. A cancellation is any change to a Guest Service Item which is not an upgrade or an addition of a new Item.

5.2. Where you cancel a Guest Service Item less than 14 days before your stay an Amendment fee of JPY 2,500 will be charged in addition to:

5.2.1. Cancellation 14 or more days prior to Check In - 0% of the price of an Additional item.

5.2.2. Cancellation less than 14 days prior to Check In – 100% of the price of the Guest Service Item.

5.3. 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 your stay.

## 6. CHANGES TO TRAVEL DATES AND TIMES, UNUSED AND RESCHEDULED SERVICES

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

6.2. If your arrival or departure time or date changes due to delayed or cancelled flights or any other reason we will endeavour to assist in rescheduling but cannot refund for any service that has been scheduled in accordance with your written instructions provided to us 14 days prior to arrival.

6.3. 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.

6.4. 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.

### **7. ACCOMMODATION, EXTRA PERSON CHARGE AND ADDITIONAL ITEMS**

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

### **8. DAMAGE TO ACCOMMODATION, FIXTURES AND FITTINGS & SECURITY DEPOSIT**

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

8.2. 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.

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

8.4. An extra cleaning fee of 12,000yen will be charged for any cleaning in excess of a reasonable and normal level.

### **9. CHECK IN / OUT**

9.1. The accommodation is available for occupation from 2.00 pm on the day of Check In. The accommodation must be vacated before 10.00 am on the day of Check Out.

9.2. 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.

9.3. 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.

9.4. 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.

## **10. CLEANING / TOWELS / LINEN**

10.1. All guests are provided with Fresh Towels (1 per person), pillow cases and sheets.

10.2 Mid Stay Clean and Linen Change only apply to guests staying 8 nights or more. It will include: Fresh Towels for each Adult and Child; Garbage Removal; Cleaning of Accommodation; Bed Making.

## **11. FLIGHT INFORMATION**

11.1. 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.

## **12. PETS**

12.1. Pets are NOT allowed in either Ramat or Snowgum lodge.

## **13. NON-SMOKING**

13.1. All our properties are non-smoking. Guests are requested to smoke outdoors in designated areas and dispose of any cigarette butts appropriately.

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

13.3. 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.

## 14. TRAVEL INSURANCE AND LIABILITY

14.1. Ramat Niseko 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.

14.2. Subject to Japanese Law Ramat 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 Ramat Niseko, our agents or principals, any third party, act of god or other circumstances.

14.3. 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.

## 15. PARTY POLICY

15.1 Ramat Niseko has a No Party Policy and does not advocate parties within Snowgum or Ramat Lodge.

15.2 All guests must respect each other and understand that after 10pm noise must be kept to a minimum.

15.3 Offenders will be evicted from the lodge without any return of funds.

**You accept these terms and conditions in full when you pay your Deposit**