

# 取消政策

(適用於 2026 年 3 月 1 日起之預訂。)

## 【關於取消預約】

若您需要取消預約，本酒店將根據以下規定收取取消手續費（取消費），敬請見諒：

取消費	距離入住日所餘下的天數						
	30 天	20 天	10 天	2 天	1 天	入住當天	未有入住
1~4 室				20%	80%	100%	100%
5 室或以上	20%	30%	50%	80%	100%	100%	100%

- 減少訂房數量：在本酒店的規定中，「減少所預定了的房間數量」亦視為取消。
- 變更入住人數：一般情況下，僅變更每間房的入住人數（未減少房數）不屬於取消手續費的適用範圍。但若為「含餐食方案」（例如：含晚餐方案），減少人數時將按照此取消政策進行處理。
- 加購的餐點：關於加購餐點的取消，將遵循餐廳的專屬取消政策。請注意，根據食材準備情況，減少人數時可能需由顧客負擔實際產生的成本費用。

## 【取消手續費的計算基準】

取消手續費的適用時段，是以入住當日的 0:00（日本標準時間）為基準進行計算。適用之費率比例，將以本酒店收到您的取消通知之日期與時間為準。

- 範例：表格中顯示的「2 日前取消」，是指在入住日前兩天的 0:00 起所收到的取消通知。

## 【透過旅行社或訂房平台之預約】

透過旅行社或線上訂房網站（OTA）進行的預約，將優先適用該單位的約款及取消政策。

若訂房網站上顯示的內容與傳送至本酒店的預約資訊不一致時，將以本酒店收到的預約資訊為準。若有任何內容出入，請直接聯繫您使用的訂房網站或旅行社查詢。

## 【關於變更訂房數量】

若預約的訂房數量有所變動，將以預約期間內的「最大訂房數」為基準適用取消政策。

- 範例 1：若您預約了 5 間房，隨後減少為 4 間房，仍將適用「5 間（含）以上」之取消政策。
- 範例 2：若您預約了 4 間房，隨後增加為 5 間房，則自變更時間點起，改為適用「5 間（含）以上」之取消政策。

### 【關於取消多天連續住宿的預約】

若取消整個預約，將分別計算各天取消手續費並合併收取。若為部分取消（縮短住宿天數），將針對所取消的日期分別計算手續費並合併收取。

- 範例：預約為 1 間房間的 4 晚住宿（9 月 1 日入住、9 月 5 日退房）。若住客於 9 月 1 日抵達，但當天決定取消 9 月 3 日及 9 月 4 日的住宿：
  - 9 月 3 日之住宿：屬於「2 日前取消」，將收取住宿費的 20%。
  - 9 月 4 日之住宿：屬於「3 日前取消」，將不收費。

### 【因自然災害或交通障礙導致無法前來】

若因自然災害（如颱風、大雨、地震等）或大規模交通中斷（包括公共交通工具停駛或嚴重遲延）導致您無法前來飯店，將免除取消手續費。但請事先聯繫本酒店，如沒有於事前收到聯絡，將收取全款作取消費。

針對上述未提及之特殊情況，本酒店將在確認實際狀況後判斷是否免除費用。本酒店保留是否免除之最終決定權。

### 【因傳染病導致無法前往】

若住客感染傳染病（如流行性感冒、新冠肺炎 COVID-19 等）且必須避免外出前來酒店，可免除取消手續費。但請事先聯繫本酒店，如沒有於事前收到聯絡，將收取全款作取消費。

- 為辦理費用免除，本酒店可能會要求您提供相關證明文件，例如醫療紀錄或診斷證明。
- 若因非傳染性疾病、一般身體不適或受傷而取消預約，將適用一般取消政策。

↓↓↓關於 2026 年 2 月 28 日前的預訂，請參閱以下取消政策。↓↓↓

## Cancellation Policy

### **[Cancellation of Accommodation]**

Upon cancellation of a reservation, the Customer will be charged a certain percentage of the total price of accommodation (cancellation charge) on the day before the intended check-in day.

### **General Reservation (Direct hotel reservation by telephone or E-mail)**

	31 days before	20 days before	10 days before	2 days before	1 day before	The day of Check-in	No Show
1 - 5 guests				20%	80%	80%	100%
1 - 20 guests		10%	30%	50%	80%	80%	100%
21 - 40 guests		20%	40%	60%	80%	100%	100%
41 guests or more	10%	20%	40%	60%	80%	100%	100%

※ Guests who make reservations through travel agency and reservation site shall be followed to each cancellation policy.

- ◆ The percentage (%) listed above represents the rate of penalty charges.  
This rate is applied based on the date on which we receive the cancellation request.  
The cancellation fee is calculated as the specified percentage of the accommodation fee.
- ◆ In the event of a full cancellation of a multi-night reservation, applicable percentage will be determined individually for each scheduled night based on the date we received the cancellation request. The cancellation fee will be the sum of the applicable penalty charges for each night.
- ◆ In the event of a partial cancellation of a multi-night reservation (i.e., a reduction in the number of nights), applicable percentage will be determined individually for each cancelled night based on the date we received the cancellation request.  
The cancellation fee will be the sum of the applicable penalties for each cancelled night.

In example:

A reservation is made for 2 guests' accommodation for the period from 1st September (Check-in) to 5th September (Check-out), totaling in 4 nights. On 1st September, after check-in, the guest requests to shorten the stay to 2 nights only.

The cancellation fee will be calculated based on the date we received the request, which is 1st September in this example. Then, the penalty rate will be applied as 3rd September (20%, cancel 2 days in advance), 4th September (0%, cancel 3 days in advance). Therefore, the cancellation fee will be 20% of the accommodation fee for 3rd September.

- ◆ In case of any natural disaster and if the public transportation is affected by that, guests are kindly requested to contact Hotel operator and no penalty shall be charged for thereafter.
- ◆ Percentage (%) set forth above may be changed depending on the accommodation plan.