



Cancellation Policy

【Cancellation of Accommodation】

Upon cancellation of a reservation, the Customer will be charged a certain percentage of the total price 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 arrival	No Show
1 - 5 guests				20%	80%	80%	100%
11 - 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.

- ◆ Percentage (%) set forth above is rate of penalty charges.
- ◆ In case of reservation of consecutive stay, when the reservation is cancelled in wholes simultaneously by notice on or One day before of the first day of arrival, penalty shall be charged for just one night and no penalty shall be charged for thereafter.
- ◆ In case of reservation of consecutive stay, when the reservation is cancelled in part, penalty shall be charged for one night, regardless of the number of cancelled days. Penalty rate based on the cancelled first stay date shall apply.

Example: In case of change of reservation from "four overnight stays, check in on the 1st day of September, check-out on the 5th day of September" to "two overnight stays, check-in on the 1st day of September, check-out on the 3rd day of September", the number of cancelled days is counted as two, but penalty shall be charged for just one night on 3rd day of September and treated as cancellation on two days before.

- ◆ 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.