

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.