

Accommodation Cancellation Policy

(Effective for bookings from 1st March 2026 onwards.)

【About Cancellations】

Please be advised that if you wish to cancel your reservation, a cancellation fee will be charged in accordance with the following regulations:

Cancellation Rate	Days prior to check-in						
	30 days	20 days	10 days	2 days	1 day	Check-in	No-shows
From 1~ 4 rooms				20%	80%	100%	100%
Over 5 rooms	20%	30%	50%	80%	100%	100%	100%

- **Room Reductions:** A reduction in the total number of rooms reserved is treated as a cancellation.
- **Occupancy Changes:** Generally, changing only the number of guests per room (without reducing the room count) is not subject to cancellation fees. However, for plans that include meals (e.g., Dinner Plans), reduction in the number of guests will be handled in accordance with this cancellation policy.
- **Optional Meals:** Cancellations for optional restaurant meals will be handled in accordance with the restaurant's specific policy. Please note that depending on the status of food preparation, you may be charged the actual costs for any reduction in the number of guests.

【Calculation Basis for Cancellation Fees】

Cancellation fees are calculated based on 0:00 AM (Japan Standard Time) on the scheduled date of arrival. The applicable fee percentage is determined by the date and time the hotel receives your cancellation notice.

- **Example:** The "*2 days before*" column in the table below refers to the rate that applies to any cancellation made from 0:00 AM onwards, two days prior to your scheduled arrival.

【Reservation via Travel Agencies or Online Reservation Platform】

For reservations made through travel agencies or Online Travel Agencies (OTAs), the specific terms and cancellation policies of those providers will take precedence.

In the event of a discrepancy between the information displayed on the booking site and the reservation data received by UNO HOTEL, the data received by our hotel shall prevail. Please contact your travel agency or booking site directly to resolve any inconsistencies.

【Changes to the Number of Rooms】

In the event of a change to the number of rooms booked, the cancellation policy will be applied based on the maximum number of rooms held at any point during the reservation period.

Examples:

- **If you book 5 rooms and later reduce it to 4 rooms:** The cancellation policy for "5 rooms or more" will still apply, as 5 was the maximum number of rooms held.
- **If you book 4 rooms and later increase it to 5 rooms:** The cancellation policy for "5 rooms or more" will apply from the moment the change is made.

【Cancellation of Multi-Night Reservations】

If a multi-night reservation is cancelled in its entirety, the cancellation fee will be calculated for each individual night and charged as a total sum.

In the event of a partial cancellation (shortening your stay), the cancellation fee will also be calculated and totaled based on each specific night that was cancelled.

Example:

For a 1 room reservation with a 4-night stay (Check-in: Sept 1 / Check-out: Sept 5) where guest arrives on 1st Sep but cancels the nights of 3rd and 4th Sep on the day of arrival:

- In this case, only the 20% fee for the night of 3rd Sep would be charged as:
 - *For 3rd Sep:* This is a "2-day prior" cancellation, therefore 20% of the room rate.
 - *For 4th Sep:* This is a "3-day prior" cancellation, therefore No fee (as no penalty rate is set for this category).

【Inability to Arrive due to Natural Disasters or Transportation Disruptions】

Cancellation fees will be waived if you are unable to reach the hotel due to natural disasters (such as typhoons, heavy rain, or earthquakes) or major transportation disruptions (including the suspension or significant delay of public transport), provided that you contact us in advance.

For cases not covered by the above, the hotel will review the circumstances and determine waiver eligibility at its own discretion.

Please be sure to contact us in advance.

【Inability to Arrive due to Infectious Diseases】

If a guest contracts an infectious disease (such as Influenza or COVID-19) and must refrain from visiting, the cancellation fee will be waived, provided you contact us in advance.

- We may request documentation, such as medical records or proof of diagnosis, to process the waiver.
- Standard cancellation policies apply to cancellations due to non-infectious illnesses, general poor health, or injuries.

↓ ↓ ↓ **For reservations made for stays up to 28th February 2026, ↓ ↓ ↓**

↓ ↓ ↓ please refer to the following cancellation policy. ↓ ↓ ↓



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.