

# All About Furano - Booking Terms & Conditions

31 March 2017

These terms and conditions apply to any booking you make with us in person, via phone or electronic communications like email or facsimile. These terms also apply to all travellers in your booking and to any guest services booked for individuals in the group.

In these terms and conditions, winter season means the period from November 23 to March 31.

## **ENQUIRIES, QUOTES AND RESERVATIONS**

All enquiries, quotes and reservations for properties managed by All About Furano can be made through emails or phone calls to our company.

Email: [info@allaboutfurano.com](mailto:info@allaboutfurano.com) / [info@hotelfurano.com](mailto:info@hotelfurano.com)

Phone: +81-(0)167-22-3667

All quotes for accommodation and services are valid for 7 days and subject to availability. Quoted prices can be varied without notice after 7 days period. Services quotes are based on prices supplied by our preferred agents, having been vetted by All About Furano to meet our service standards.

## **CONFIRMATION AND SECURING A BOOKING**

Until acknowledged in the booking notice issued by All About Furano or our preferred agents, the status is not confirmed. Reservation is treated to have been cancelled if payment towards accommodation bookings is not received in accordance with the booking notice. Upon receipt of the booking notice, you acknowledge and accept our booking terms and conditions.

## **PRICES**

All prices are subject to availability and can be withdrawn or varied without notice. The price is only guaranteed when it is paid in full. Please note that prices quoted are subject to change. Price changes may occur by reason of matters outside our control which increase the cost of the product or service.

In case of reservation not to include the expenses for lighting and fuel such as long-term stays, additional charge may incur based on status of usage. Such charges include, but not limited to, charges for cost of cleaning, heating or snow clearing.

## **PAYMENT DETAILS (BOOKINGS FOR WINTER SEASON)**

All bookings must be paid in full 90 days prior to arrival, unless otherwise specified in booking notice. Reservations made within 90 days of arrival must be paid in full within 7 days from booking.

Payment must be in JAPANESE YEN either via bank transfer, credit card or cash. Bank transfer is not available for bookings made within 14 days of arrival.

## **PAYMENT DETAILS (BOOKINGS FOR OTHER THAN WINTER SEASON)**

All bookings must be paid in full at the time of reservation unless otherwise specified in quotation notice.

Payment must be in JAPANESE YEN via credit card only.

Booking notice will be issued after confirmation of credit card settlement subject to availability of accommodation. When accommodation is not available at the time of confirmation of credit card settlement, payment will be refunded to the guest in full.

## **PROMOTIONAL & CAMPAIGN POLICY**

Promotional and campaign pricing (e.g. Earlybird bookings) will be subject to different conditions as laid out at the time of booking. This policy will override standard booking policies. Please check details with description in our website [www.allaboutfurano.com](http://www.allaboutfurano.com) and/or our emails in which promotional and campaign information is publicized.

## **PROPERTY DAMAGE**

The guest in any All About Furano property shall pay in full for any damage outside normal wear and tear. This includes breakage to or loss of items such as plates, glasses or lamps and any damage against the property. All About Furano will do an inspection of the property upon check-out, however, any breakage, loss or damage must be reported to staff as soon as possible. All damages shall be paid in full even if it is found after the check-out.

## **NO SMOKING POLICY**

All All About Furano properties maintain a strict “NO SMOKING policy” within the building. Should any guest or lessee be found violating this policy, an immediate 100,000 JPY fine in addition to cleaning cost of the property will be imposed and management reserves the right to evict the guest or lessee without notice or refund. 100,000 JPY fine in addition to cleaning cost of the property will be imposed even if it is found after the check-out.

## **PETS**

All All About Furano properties hold a “NO PETS policy”. As such, any guest or lessee found to be holding a pet inside a property will be imposed a fine in addition to cleaning cost of the property and management reserves the right to evict the guest or lessee without notice or refund. Such fine and cleaning cost of the property will be imposed even if it is found after the check-out.

## **CANCELLATIONS**

### **ACCOMMODATION CANCELLATION POLICY**

Cancelled bookings will incur charges. These charges can be up to 100% of the cost of the booking, regardless of whether stay has commenced. Fees and extra charges will apply where a booking is changed. Where we incur any liability to service provider etc. for a cancellation fee or charge for any booking which you cancel or change, you agree to indemnify us for the amount of that fee or charge. This applies to fees set by service providers. You will be required to pay a deposit when booking.

### **WINTER: ACCOMMODATION CANCELLATION POLICY**

a. Cancellation made before 90 days period prior to arrival (not including arrival date), is subject to a cancellation fee of up to the Deposit Amount.

b. Cancellation made within 90 days period prior to arrival (not including arrival date), is subject to a cancellation fee of up to 100% of the cost of the booking.

This amount can not be used towards another booking for neither same season nor next season. Accommodation cancellation policy will also apply to any winter season booking in addition to this policy.

### **SPRING, SUMMER & AUTUMN: ACCOMMODATION CANCELLATION POLICY**

All cancellation made after receipt of the booking notice is subject to a cancellation fee of up to 100% of the cost of the booking under any circumstances. Accommodation cancellation policy will also apply to any spring, summer & autumn season booking in addition to this policy.

## **ACCOMMODATION CHANGES OR AMENDMENTS**

Changes to a booking, such as property change, date change or number of persons, are subject to availability and are not confirmed until expressly written or emailed by All About Furano. Any

change resulting in reducing the number of nights or change of property is treated as a cancellation as per above schedule. A change can be made to a booking only within the same current season (winter & summer) but does not apply to moving to another season. Fees will apply.

### **GUEST SERVICES CANCELLATION & AMENDMENT POLICY**

Cancel and amendment policy varies by service provider. Please check with description in the booking notice or ask to All About Furano about specific cancellation and amendment fees that may apply to your booking.

### **EXTRA PERSONS**

All properties managed by All About Furano have a set guest capacity and maximum guest capacity. Booking numbers can not exceed the set guest capacity and maximum guest capacity. Each extra guest beyond the booking number will incur a nightly surcharge.

### **RESERVATION**

While highly unlikely, All About Furano and/or its agents reserve the right to change, modify or cancel a reservation or arrangement at any time. Should payment have been made, this will be refunded to the guest in full. All About Furano and/or its agents also reserve the right to decline a reservation at any time.

### **INSURANCE**

All About Furano strongly advises that all guests purchase comprehensive travel insurance to cover themselves against medical expenses, personal accident, damage and loss of luggage, cancellation fees, etc.

PLEASE ENSURE YOU TAKE OUT TRAVEL INSURANCE AT TIME OF BOOKING TO COVER ANY UNFORESEEN CIRCUMSTANCES THAT MAY RESULT IN CANCELLATION.

### **PASSPORTS AND VISAS**

Guests are responsible for arranging any necessary passports and visas. Japanese visa requirements vary greatly for individual countries. Contact the Japanese consulate in your country for more information. All About Furano is obliged to take copies of passports of all guests under the notification of Japanese government. In case of guests having the Status of Residence we take copies of Residence Cards. Other accompanied guests not having the Status of Residence are required to submit passports. Copies of passports and Residence Cards are kept for three years accompanied with the registration forms.

### **TRANSPORTATION**

All About Furano may include transfers to and from Furano in its bookings. Third party transport operators such as JR Hokkaido provide this transportation. All About Furano accepts no responsibility for any delays, accidents or incidents that affect our customers. No refunds of accommodation costs or any other related services will be given even if the customers are unable to arrive on the day of predetermined booking including travel being impaired by weather conditions or other reasons.

### **WEATHER CONDITIONS**

All About Furano can not be held responsible for weather conditions or snow conditions. No accommodation booking can be cancelled or changed without fee or refunded on the basis of weather conditions.

# **PRIVACY POLICY**

## **TERMS OF USE**

### **LIMITED LIABILITY**

You and your booking party hereby acknowledge and agree that you and your guests:

- (1) are solely responsible for your safety and the safety of your belongings during your stay at All About Furano managed property; and
- (2) shall, except where prohibited by law, fully indemnify and hold harmless All About Furano, any of its group companies and preferred agents and the officers, directors, employees, shareholders or agents of any of them and the owner of the property reserved for or occupied by you and your booking party, or any of the owner's group companies and the officers, directors, employees, shareholders or agents of any of them, against any and all liability and responsibility for any physical accident, injury or harm and proprietary loss or damage of whatsoever nature and extent that may result to you or any member within your booking party or a third party in connection with or as a result of your stay at All About Furano managed property, whether resulting from any act or omission by any staff member of All About Furano or from the use of the shuttle bus or any of other services, equipment and facilities provided by All About Furano or its preferred agents, and whether in the property or other buildings or within or without the grounds of property.

This indemnity includes:

- (1) any physical or financial damage or harm and any loss of property that is left in the aforesaid property or on or about the grounds of property or in any vehicles or transport provided by All About Furano; and
- (2) any business or economic loss and indirect or consequential loss such as lost reputation, lost bargain, lost profit, loss of anticipated savings or lost opportunity which may be suffered by you or any member of your booking party.

Neither All About Furano nor the owner of the property reserved for or occupied by you and your booking party shall be liable for any noise, nuisance or inconvenience suffered as a result of any construction or similar work or snow cleaning work being carried out.

The total liability of All About Furano and the owner of the property shall in all cases, whether in contract, tort (including negligence or breach of statutory duty), misrepresentation, restitution or otherwise shall be limited to the price paid by you for your accommodation during the relevant stay.

### **REGISTRATION FORM**

At their arrival the guests will have to sign the registration form.

By signing this registration form, you, as the nominated guest responsible for your reservation, irrevocably authorize All About Furano to deduct any outstanding accommodation charges, vehicle transfers, ski and snowboard rental, lift passes, ski and snowboard school reservations and any additional services arranged through All About Furano, in good faith, on your behalf; and you accept responsibility for authenticity of the passports and financial responsibility for all charges incurred by or on behalf of those guests whose passport details are contained in this reservation.

Additional charges may be imposed on you for damage to any property caused by you or any member of your booking party: in particular, any damage to the property reserved for or occupied by you or your booking party, any loss of or damage to the contents thereof, and any items which are found by All About Furano, either during or immediately after your stay, to have been removed from the property. All About Furano will notify you via email or phone of such loss and/or damage, and will charge you for the lost and damaged property and/or items on a replacement cost basis plus any necessary and incidental expense incurred in the repair and/or

replacement thereof.

You and the members of your booking party hereby agree that you and they shall comply with the terms and conditions of this registration form and all other rules relating to guests' stay at any All About Furano managed property as set out on our website [www.allaboutfurano.com](http://www.allaboutfurano.com) and other manuals, and that All About Furano is the managing agent for the property which has been booked in your name, or which you and your booking party occupy.

BE ADVISED THAT WEATHER, TEMPERATURE AND SNOW CONDITIONS CAN BE HAZARDOUS AND AS SUCH ALL GUESTS MUST BE PREPARED FOR THE PREVAILING ENVIRONMENT BOTH AT INSIDE AND OUTSIDE OF THE PROPERTY. IN SUMMER SEASON, THE RISKS OF HEAT STROKE INCREASE WITH HIGH TEMPERATURE AND HUMIDITY.

IN WINTER SEASON, BUILD-UP OF SNOW ON ROOFS, ICICLES, ICE ON ROADS, WALKWAYS AND STEPS ARE DANGEROUS AND ALL GUESTS ARE ADVISED TO BE AWARE OF THE RISKS OF FALLING SNOW LOADS AND ICICLES AND SLIPPERY SURFACES.

IN THE EVENT THAT AT ANY TIME DURING THE BOOKING PERIOD, THE NUMBER OF PEOPLE STAYING AT THE PROPERTY UNDER YOUR BOOKING EXCEEDS THE NUMBER DISCLOSED TO ALL ABOUT FURANO, YOU WILL BE CHARGED AN ADDITIONAL 100% OF THE NIGHTLY RENTAL CHARGE FOR EACH ADDITIONAL UNDISCLOSED GUEST AND ALL ABOUT FURANO MAY IMMEDIATELY CANCEL YOUR BOOKING WITHOUT REFUND WHEN IT EXCEEDS THE MAXIMUM CAPACITY OF THE PROPERTY.

## パスポート呈示等のお願い

厚生労働省

日本政府は、法令に基づき、2005年4月1日から「日本国内に住所を持たない外国人」の方の宿泊に際しては、\*氏名 \*住所 \*職業 等の記載に加えて\*国籍及び \*旅券番号 の記載とパスポートの呈示及びコピーを義務付けましたので、ご理解、ご協力をお願いいたします。

### Request for Producing of Passports, etc. for Identification Purposes

Ministry of Health, Labor and Welfare

Since April 1, 2005, under the relevant laws and regulations, the Japanese Government is requiring “foreign nationals who do not possess an address in Japan” to provide their \*nationality and \*passport number in addition to their \*name, \*address, and \*occupation, etc. and produce and make a copy of their passport upon checking in at lodgings. Your understanding and cooperation is appreciated.

## 여권 제시 등의 부탁

후생노동성

일본 정부는 법령에 의거하여 2005년 4월 1일부터 「일본국내에 주소를 갖지 않는 외국인」이 숙박할 때에는 \*이름 \*주소 \*직업 등의 기재에 추가적으로 \*국적 및 \*여권번호 기재와 여권 제시 및 카피를 의무화하였으므로, 이해와 협력을 부탁드립니다.

## 请出示护照等

厚生劳动省

日本政府根据法令，规定自2005年4月1日起，凡“在日本国内无住所的外国人”在投宿时，除必须填写\*姓名\*地址\*职业等外，还有义务填写\*国籍和\*护照号码，并出示、复印护照，敬请予以理解、协助。