

Cancellation policy

Accommodation Guests' Right to Terminate Agreements

1. A guest may terminate an Accommodation Agreement by notifying the ryokan or hotel directly.
2. In the event that a guest terminates an Accommodation Agreement in whole or in part for reasons attributable to him or herself, the ryokan or hotel shall charge a cancellation fee as indicated in the table below.
3. The ryokan or hotel may deem an Accommodation Agreement to have been terminated by the guest if the guest has not arrived by 8 p.m. on the day of the stay without notifying the ryokan or hotel, or, in the event that the guest has notified the hotel or ryokan of an anticipated late arrival time, if he or she has not arrived by two hours after the said time.

Cancellation Fees

		Day when notification of termination of Agreement is received											
		No-show	On the day	Day before	2 days before	3 days before	5 days before	6 days before	7 days before	8 days before	14 days before	15 days before	30 days before
Number of guests in the Agreement	Up to 14 persons	100%	100%	50%	30%	30%	30%	20%	20%				
	15 to 30 persons	100%	100%	50%	30%	30%	30%	20%	20%				
	31 to 100 persons	100%	100%	80%	50%	30%	30%	20%	20%	10%	10%		
	101 persons or more	100%	100%	80%	50%	50%	30%	30%	30%	15%	15%	10%	10%

- * Percentages are the percentage of the accommodation fee which will be charged as the cancellation fee.
- * In the event that the number of days in an Agreement is shortened, the ryokan or hotel shall charge a cancellation fee for one day (the first day) regardless of the number of days by which the stay is shortened.
- * In the event that a part of a group guest (15 or more persons) terminates an Agreement, the ryokan or hotel will not charge a part of the cancellation fee equivalent to termination by 10% of the number of guests in the Agreement (rounded up if there is a fractional part) 10 days before the day of the stay (or on the day that notification of termination is received if this is later than 10 days before the day of the stay).