

Important

Please note that changes to reservations cannot be made.

When making a reservation, please ensure the date, time and number of guests are correct.

Cancellation Policy

Date of Cancellation	Cancellation Charges
3 days from reserved date	100% of reservation amount
No-show	100% of reservation amount

1. Full Cancellation:

(a) 3 days from reservation date: 100% of reservation amount.

(b) 4 days from reservation date: cancellation charges do not apply.

- ◆ Use the customer number provided to complete the cancellation process.
- ◆ A full refund will be sent to your credit card.

※Refund amounts may vary due to differences in exchange rates. Please note that guests making a reservation from overseas will be responsible for the amount difference.

2. Changing number of guests (Cancellation):

(a) 3 days from reservation date: 100% of reservation amount.

- ◆ A 100% cancellation fee applies to all guests who cancel. To cancel, please contact Shinshu Iiyama Tourism Bureau via phone or email.
※Example: changing from 5 to 4 guests; there will be no refunds provided.

(b) 4 days from reservation date: refund for number of guests cancelling

- ◆ All cancelling guests will receive a full refund. Please contact Shinshu Iiyama Tourism Bureau via phone or email. A cash refund will be made at the reception on the day of your reservation.
※Example: changing from 5 to 4 guests; refund available cancelled guest.

3. Changing number of guests (Addition):

(a) 3 days from reservation date: No fee for reservation changes, but additional customers will be charged the on-the-day rate.

- ◆ Please contact Shinshu Iiyama Tourism Bureau via phone or email.
- ◆ Additional guests will be charged the on-the-day rate (Adult: ¥500, Child: ¥400; in addition to original price.)
- ◆ Please bring the reservation changes confirmation email when visiting. Additional fees are to be paid by cash at the reception (credit cards not accepted).
※Example: changing from 4 to 5 guests; if change is possible, the additional customer will be charged the on-the-day rate to be paid by cash on the day of reservation.

(b) 4 days from reservation date: no additional fees charged. Please cancel your current reservation and complete a new reservation.

- ◆ 「○」 Availability: Please provide your reservation number to complete the cancellation process. After cancelling, make a new reservation with the new number of guests. The cancelled reservation will be fully refunded.
- ◆ 「△」 Availability: Please contact Shinshu Iiyama Tourism Bureau via phone or email to enquire about availability.
- ◆ 「Full」 Availability: Reservations may be possible depending on the number of guests. Please contact Shinshu Iiyama Tourism Bureau via phone or email to confirm.

4. Change of reservation date:

(a) 3 days from reservation date: 100% of reservation amount.

- ◆ Please contact Shinshu Iiyama Tourism Bureau via phone or email. When visiting, please bring the reservation changes confirmation email.
※Example: changing from 30th Jan 2020 to 1st Feb 2020 on 27th Jan 2020.

(b) 4 days from reservation date: no additional fees charged. Cancel current reservation and complete a new reservation.

- ◆ 「○」 Availability: Please provide your reservation number to complete the cancellation process. After cancelling, make a new reservation for your desired date. The cancelled reservation will be fully refunded.
- ◆ 「△」 Availability: Please contact Shinshu Iiyama Tourism Bureau via phone or email to enquire about availability.
- ◆ 「Full」 Availability: Change cannot be made (waitlist not available).

5. Change of reservation time:

(a) 3 days from reservation date: 100% of reservation amount.

- ◆ Please contact Shinshu Iiyama Tourism Bureau via phone or email. When visiting, please bring the reservation change confirmation email.
※Example: changing from 30th Jan 2020 lunch session to 30th Jan 2020 dinner session.

(b) 4 days from reservation date: no additional fees charged. Cancel current reservation and complete a new reservation form.

- ◆ Please provide your reservation number and complete the cancellation process. After cancelling, please make a new reservation for your desired time. The cancelled reservation will be fully refunded.
- ◆ 「Full」 Availability: Change cannot be made (waitlist not available).

Other Situations:

- ◆ Please note that if we do not receive any contact within 15 minutes past your reserved time, your reservation will automatically be cancelled.

- ♦ Cancellation policy may not apply to cancellations made due to situations such as natural disasters, heavy snowfall and closed highways. In such situations, please contact the Shinshu Iiyama Tourism Bureau.

Important Notes:

- ♦ Please dress appropriately for cold weather and snow when visiting us.
- ♦ Contact us via the emergency contact for on-the-day cancellations or if you will be late to your reservation.
- ♦ Please ensure you have plenty of time when travelling to the venue as roads may be congested due to snowfall.