

Rusutsu Lodges – Pension Lilla Huset

Terms and Conditions

Winter Season - 1 December to 31 March.

Summer Season - 1 April to 30 November.

Thank you for choosing to book with Rusutsu Lodges. Please read our terms and conditions of booking below. We look forward to welcoming you to our lodge.

1. Booking

- 1.1. **ALL** bookings require Credit Card Information for confirmation.
- 1.2. A booking is not confirmed until we have received your Deposit payment and written confirmation is issued by us.
- 1.3. All offers, prices, terms and conditions are subject to change or withdrawal without notice prior to a Confirmation being issued.
- 1.4. Any change to the number of and/or the ages of guests may change the Booking Total amount.
- 1.5. All Prices are in Japanese Yen & include 8% consumption tax.
- 1.6. Guests 15+ y.o. may book at our hotel as long as credit card information is provided with booking.
- 1.7. Guests under 15 y.o. must be accompanied by a legal adult in Japan.

2. Deposit and balance payment

- 2.1. Deposit payment is required to confirm a reservation.
- 2.2. **WINTER SEASON** - If the Confirmation date is more than 60 days before Check-in the Deposit is 20% of the Accommodation Rate (before any discounts) and is not refundable.
SUMMER SEASON - If the Confirmation date is more than 7 days before Check-in the Deposit is 20% of the Accommodation Rate (before any discounts).
- 2.3. **WINTER SEASON** - If the Confirmation date is 60 days or less before Check-in the Deposit is 100% of the Booking Total and is not refundable.
SUMMER SEASON - If the Confirmation date is 7 days or less before Check-in the Deposit is 100% of the Booking Total.
- 2.4. **WINTER SEASON** - The Balance of the Booking Total is required no later than 60 days prior to Check-in. You authorize us to charge the Credit Card which you used to pay the Deposit.
SUMMER SEASON - The Balance of the Booking Total is required no later than 7 days prior to Check-in. You authorize us to charge the Credit Card which you used to pay the Deposit.
- 2.5. It is not possible to split payment for the Deposit or balance between multiple credit cards.
- 2.6. All payments must be paid by credit card or bank transfer in Japanese Yen.
- 2.7. You allow us to retain your credit card information until one day after your Check-out date.

3. Cancellation

- 3.1. A Change in the any of the following is considered to be a Cancellation of the entire existing Booking, with relevant cancellation charges.
 - The Check-In date
 - The Check-Out date
- 3.2. **WINTER SEASON** - Cancellation within 7 days of Confirmation but more than 60 days before Check-In: JPY 10,000 administration charge; you authorize us to charge the Credit Card which you used to pay the Deposit.
- 3.3. **WINTER SEASON** - Cancellation after 7 days of Confirmation but more than 60 days before Check-In: full Deposit is forfeit
SUMMER SEASON - Cancellation after 7 days of Confirmation but more than 2 days before Check-In: 50% Booking Total is forfeit
- 3.4. **WINTER SEASON** - Cancellation 60 days or less before Check-In: 100% of the Booking Total is due and payable.
SUMMER SEASON - Cancellation 1 day or less before Check-In: 100% of the Booking Total is due and payable.
- 3.5. **WINTER SEASON** - Please note that your deposit, and balance payment 60 days or less before Check-In are not refundable under any circumstances, such as, but not limited to, family matter, disease/injury, flight cancellation, except for the case stated in 3.1. We recommend that you take out cancellation insurance to cover this cost.
SUMMER SEASON - Please note that your deposit, and balance payment 7 days or less before Check-In are not refundable under any circumstances, such as, but not limited to, family matter, disease/injury, flight cancellation, except for the case stated in 3.1. We recommend that you take out cancellation insurance to cover this cost.

4. Damages and breakages

- 4.1. You are responsible and liable for any breakages or damages which you cause to the property (including the common areas), fittings, furniture and keys during your stay, including any consequential losses incurred.
- 4.2. You authorize us to charge all fees for repair to the Credit Card which you used to pay the Deposit.
- 4.3. We do not accept any liability for any damage, loss or injury to any member of your party or any vehicles or possessions during your stay.

5. Check-In / Out

- 5.1. Your room will be available to you from 2pm.
- 5.2. The room must be vacated by 10am.
- 5.3. Passport copy for all members of your party will be required at Check-In.

6. Cleaning

- 6.1. Rooms are Cleaned every TWO DAYS.
- 6.2. We will remove Rubbish, change Linen and Towels and clean the room every TWO DAYS (except for Arrival and Departure days). If DO NOT DISTURB signs are hung on the door we will come back in another TWO DAYS unless a PLEASE CLEAN UP MY ROOM sign is hung on the door. Extra and fresh bath towels are available for guests to take themselves from the common bath areas. Apartment rooms are supplied with multiple fresh towels.

7. Amenities

- 7.1. At Check-In, each room has bath towels, hand towels, toothbrushes, Japanese Yukatas, slippers for each Adult and Child, a TV and hair dryer. En suite apartments also have an electric kettle, fridge, shampoo, body soap, and razor. Irons and ironing boards are available from reception upon request.

8. Pets

- 8.1. No pets are allowed at the property, either inside or outside.

9. Smoking

- 9.1. Smoking inside all rooms and throughout the lodge, including common areas is **STRICTLY FORBIDDEN**. Please refrain from smoking at any time. Smoking while walking in the Lodge Area is also **STRICTLY FORBIDDEN**.
- 9.2. Guests who smoke inside of the Rooms or Lodge may be asked to leave. Under these circumstances 100% of Booking Total will be charged and NO REFUND will be given.
- 9.3. Smoking Areas with ash trays are located outside of each main building. Please DO NOT discard cigarette butts on the ground. Always use the ash trays when you smoke.

10. Cooking

- 10.1. In rooms without a self contained kitchen and range hood, cooking is strictly prohibited.

11. Privacy Policy

- 11.1. Any data collected during the course of this reservation will be stored on our computer(s), file(s) or our booking system. We will not share your details with any third party.