

Dear Valued Guest

Thank you for your reservation with HANAZONO. Please refer below for our booking Cancellation Policy, as well as booking terms and conditions which apply to all HANAZONO reservations. If you have any queries about these terms, please do not hesitate to ask.

PAYMENT

- Full payment must be made a minimum of 14 days prior to the commencement date of the reservation
- Where full payment is not received 14 days prior, the reservation will be automatically cancelled
- Reservations made within 14 days of the commencement date must be paid in full at the time the booking is created

CANCELLATION OF RESERVATION

- Cancellations of paid reservations made more than 14 days prior to the product date will receive a full refund
- Cancellations/reductions of paid reservations made between 14 days (7 days for Diamond Pro Experience) and 72 hours prior to the product date will be refunded 80% of the value
- Cancellations/reductions of paid reservations made within 72 hours (7 days for Diamond Pro Experience) of the product date will not be refunded
- Cancellations of paid reservations made within 72 hours (7 days for Diamond Pro Experience) of the product date will only be refunded in the event of illness or injury whereby a guest must present a valid medical certificate from a local hospital or local physiotherapist stating the guest was incapacitated. The refund will only be offered to the guest whose name appears on the medical certificate
- In the case of a private lesson/tour booked for more than 1 person, a refund or reschedule will not be offered if 1 participant is ill or injured. A local medical certificate or local physiotherapist certificate for each person in the product would be required to receive a refund or reschedule

CHANGES TO BOOKINGS

- Requests for booking alterations made more than 72 hours (7 days for Diamond Pro Experience) prior to booking date is possible but subject to availability
- Requests for booking alterations made within 72 hours (7 days for Diamond Pro Experience) of the booking date is not possible. These alterations include:
 - ◆ Changes to the product start time
 - ◆ Transferring product to other guests
 - ◆ Changes to product meeting point

Please ensure you thoroughly read and agree to all attached terms and conditions.

Kind Regards,

A handwritten signature in black ink, appearing to read 'Christopher Lewczynski'.

Christopher Lewczynski
Snowsports School Director
Niseko International Snowsports School

Kind Regards,

A handwritten signature in black ink, appearing to read 'Joe Sugano'.

Joe Sugano
Operations Manager
Niseko Hanazono Resort

NISS – Booking Terms and Conditions

- NISS will operate regardless of weather conditions and lift operations. Compensation cannot be made for weather or operational conditions outside the control of NISS. In the case of inclement weather, the instructor will choose suitable terrain which may require travel by shuttle bus to other parts of the resort or remaining in flat, sheltered areas.
- NISS will not be held liable for any accidents that occur before, during or after the lesson.
- Group lessons commence at 10:00am at HANAZONO. Guests arriving after 10:00am may not be able to join the group or reschedule their lesson.
- Parents and Guardians must inform NISS of the intended pickup point of their children daily.
- NISS lessons will not be extended or rescheduled due to the late arrival of the guest for any reason. No refund is offered for late arrival.
- Lift passes are obligatory for all guests and are not included in the lesson price. A Grand Hirafu Pass is recommended for Levels 1 – 3. A Niseko United Lift Pass is recommended for Levels 4 – 5.
- Guests may switch between ski and snowboard instruction at no additional cost during a multi-day lesson package. Guests are required to contact NISS 24 hours prior. Subject to lesson availability.
- Requests for particular instructors cannot be guaranteed. In the event that a requested instructor is not available, NISS reserves the right to allocate another instructor without providing notice to the guest.
- Guests must be a minimum of 3 years of age to register for the Tic Tac Galaxy, 7 years of age to register for the Yuki Galaxy and 15 years of age to register for the Adult Program.
- All group lessons are conducted in English. Private Lessons can be conducted in an alternative language upon request and instructor availability.
- NISS reserves the right to place guests into the group that best suits their ability level.
- Multi day lesson packages must be taken on consecutive days. Guest will not be granted a rest day during this package.
- Guests may be filmed or photographed during their time with NISS. Guests are required to notify NISS if they do not consent to media being used for promotional purposes.
- NISS strongly recommends guests have comprehensive travel insurance to cover unexpected costs incurred by travel delays, injury or illness.

HANAZONO Powder Guides / Niseko Weiss Powder Cats - Booking Terms and Conditions

- HPG/NWPC Tours may be suspended if a guide deems the guest's safety cannot be assured due to inclement weather and/or unfavorable snow conditions.
- When suspension of a tour is made before a lift has been ridden, the tour will be rescheduled to the next available day.
- When suspension of a tour is made within the first half of the tour, 50% of the HPG tour fee and 40% of the NWPC tour fee will be refunded.
- When suspension of a tour is made within the second half of the tour, the tour fee will not be refunded.
- If less than 7 people have signed up for a Weiss Group Tour by 4:00pm the day before, the tour will be cancelled. The guest is required to supply a valid phone number to be contacted by to be notified of this cancellation.
- A transfer service will be provided to and from the guest's accommodation. The guest is required to be fully dressed and ready, a minimum of 10 minutes prior to the advised pick up time. A no show to a scheduled pick up will result in cancellation of your booking, with no refund offered.
- Guests are required to be a minimum of 12 years of age on the day of the tour, and meet the minimum ability requirement. Guests aged 12 – 16 years must be accompanied by a responsible parent or guardian over 18 years.
- An avalanche pack with beacon, probe and shovel can be provided for the guest. If the guest chooses to bring their own, they are required to have a sound understanding of operating their own equipment.

- Guests are required to provide touring equipment for hike tours. This must be arranged prior to the tour commencing and guests must have a sound understanding of operating the equipment.
- A valid lift pass is required for Niseko United Resort and Rusutsu Resort Tours. This is not included in the tour cost, and must be arranged by the guest prior to the tour commencing.
- HANAZONO strongly recommends guests have comprehensive travel insurance to cover unexpected costs incurred by travel delays, injury or illness.
- Guests must not consume any alcoholic beverages on the day of their tour. Any guest who has consumed alcohol will not be allowed to join the tour, and their reservation will be immediately cancelled, with no refund offered.
- Safety is of utmost importance to HPG/NWPC. All guests must partake in a safety briefing, and obey the guide's directions at all times. Should any guest be found to be putting themselves, others or guides in danger, they will be immediately removed from the tour with no refund offered.
- It is the requirement of the guest to meet the minimum riding standard and be riding in control at all times.
- Guests may be filmed or photographed during their time with HPG/NWPC. Guests are required to notify HANAZONO if they do not consent to media being used for promotional purposes.
- HANAZONO will not be held liable for any accidents that occur before, during or after the tour.

HANAZONO Snow Mobile / Snow Rafting Tours – Booking Terms and Conditions

- HANAZONO Snow Mobile Tours and Snow Rafting Tours may be suspended if a guide deems the guest's safety cannot be assured due to inclement weather and/or unfavorable snow conditions.
- When suspension of a tour is made prior to the tour commencing, the tour can be rescheduled to the next available day.
- All participating guests must be present at the Activities Desk in HANAZONO 308 a minimum of 20 minutes prior to the tour start time.
- All guests must wear a helmet, goggles, waterproof pants and jacket, gloves, neck warmer and warm layers on the tour.
- Group tours will include other members of the public.
- Guests are required to wear snow shoes or snowboard boots (not ski boots) to participate.
- Should the guest arrive after the reservation time, the guest will no longer be able to join the tour or reschedule the tour. No refund is offered for late arrival.
- For Tandem Snow Mobiles, guests need to be 7 years and older, and a minimum of 120cm in height, accompanied by a driver 18 years and older. For Single Riders, the guest must be 13 years and older to ride independently.
- Guests must not consume any alcohol on the day of their tour. Any guest who has consumed alcohol will not be allowed to join the tour, and their reservation will be immediately cancelled, with no refund offered.
- Guests may be filmed or photographed during their time with HANAZONO Snow Mobile and Snow Rafting Tours. Guests are required to notify HANAZONO if they do not consent to media being used for promotional purposes.
- HANAZONO strongly recommends guests have comprehensive travel insurance to cover unexpected costs incurred by travel delays, injury or illness.
- HANAZONO will not be held liable for any accidents that occur before, during or after the tour