

Nature Resort in Aso: cancellation policy

Minimum charge for each room

Room type		Capacity	
FL1 tatami	1 room	3~5 pp	¥11,400
FL1 dormitory	2 rooms	4~8 pp	¥15,200
FL2 dormitory	4 rooms	8~15 pp	¥30,400
All rooms		Over 40 pp	¥152,000

Reservation accepted from	
Under 5pp	1 month before
6~15pp	2 months before
16~39pp	3 months before
Over 40pp (all rooms)	12 months before

※Individual customers

Our resort is basically an accommodation facility for groups.

For 1 or 2 people, the minimum fee is for 3 people.

We accept reservations from 3 days to the day before your desired stay date.

	Under 5 people (1 room)	6~15pp (up to 2 rooms)	16~39pp (up to 3 rooms)	Over 40 pp (all rooms)
Min fee/pp	¥11,400	¥22,800	¥60,800	¥152,000
3 months before				0
2 months before			0	¥10,000
1 month before		0	0	¥15,200 ※
3 weeks before	0	0	¥15,000	¥30,400
2 weeks before	0	¥2,500	¥20,000	¥45,600
1 week before	0	¥5,000	¥30,000	¥76,000
5 days before 18:00	¥2,500	30%	50%	50%
3 days before 18:00	30%	50%	80%	80%
1 day before 18:00	50%	75%	100%	100%
Same day	100%	100%	100%	100%

※**Reservations and changes in number of people for 40 or more people (all rooms booked)**

Changes can be made to 40 people or less (private cancellation) until 1 month before.

After that, 50% of the reduction will be added for up to 40 people, and if the reservation is continued for less than 40 people, the minimum charter rate will be applied.

※**Disclaimer**

Cancellation fees will be waived only if the following requirements are met:

- * suspension of transportation or road closure that occurs on the day of use or the day of travel due to force majeure (weather, disaster, etc).
- * state of emergency is declared by the government and movement or facility use is restricted.
- * significant problem with our facilities and it is determined that there will be obvious inconvenience.

※**Postponement/schedule change**

For schedule changes after the cancellation fee period has passed, the default fee at the time of cancellation will be charged, but please notify us at least 3 days in advance.

If you rebook with the same content within 3 months from the scheduled date of use, 50% of the standard cancellation fee will be waived.

※**Cancellations due to illness, infection, etc.**

As a general rule, in this case it will be considered as cancellations due to the customer's convenience, and the specified cancellation fee will be charged.