

### Nature Resort in Aso

\*This hotel is an accommodation facility for groups.

Due to the facility's facilities, we will prioritize reservations for large groups.

Room type		Capacity
FL1 tatami	1 room	3~5 pp
FL1 dormitory	2 rooms	4~8 pp
FL2 dormitory	4 rooms	8~15 pp
All rooms		Over 40 pp

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

## Cancellation policy

	Under 5pp (1 room)	6~15pp 2 rooms	16~39pp 3 rooms	Over 40pp All rooms
3 months before				0
2 months before			0	5%
1 month before		0	0	10%
3 weeks before	0	0	20%	20%
2 weeks before	0	10%	30%	30%
1 week before	0	20%	40%	40%
5 days before 18:00	20%	30%	50%	50%
3 days before 18:00	30%	50%	80%	80%
1 day before 18:00	50%	80%	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.