

Campsite Terms of Accommodation

In order to safely manage our campsite, we the HOTEL & RESORT Yamanouchi Hills have established a series of terms and conditions. We ask our guests to follow the conditions below upon usage of the campsite. The staff have the right to issue warnings to guests who do not act accordingly to the regulations. If the guest refuses to follow the staffs' instructions, they may be asked to leave the grounds, and there will be no refunds of the accommodation fee. Additionally, they may be refused re-entry onto the facility.

We take no responsibility of any theft or accidents within the compound; please take caution. We ask that only those who agree to the terms and conditions below use our facility. The terms and conditions will be revised upon our guests' needs; please kindly read it per booking.

- Please check-in at the front desk of the hotel and pay the accommodation fee upon arrival.
- Please confirm the check-in time at the time of your reservation. (It may vary according to season)
- Please confirm the check-out time at the time of your reservation. (It may vary according to season)
- Please keep the facility clean and use the common areas (such as the water source, restrooms, parking lot) with courtesy.

[Regulations] (Please kindly cooperate so that all guests may use the facility comfortably)

- After 22:00, please prioritize those who are sleeping by keeping noise levels down. (Please be considerate to other sleeping guests and children.)
- The use of electric generators is prohibited.
- Only acoustic instruments that do not use amplifiers are allowed on site.
- Music players are allowed only at a noise level that reaches a maximum of 5m square radius and please refrain from use after 22:00.
- Loud fireworks are prohibited.
- Creating fire outside of our campsite regulated barbecue stoves is prohibited.
- We do not take responsibility for theft within the facility and the parking lot, and trouble between guests.

[Terms of Usage]

- Minimum one adult guest (parent or guardian) must stay in a tent.
- We generally prohibit the use of guests aged 2 or below for safety reasons. (We ask that you

take extreme caution in case of a very young guest.)

- In case of groups, we ask for documentation such as a list of guest names before arrival.

[Regarding the Use of Automobiles]

- We allow cars and motorbikes within the hotel parking lot. Please follow the rules below and we ask the driver to conduct the automobiles responsibly.
- Please turn on the hazard lamp and drive carefully when driving within the compounds.
- When accidents occur, please be responsible in contacting the police by yourself.

[Events and Programs]

▼Regarding Cooking

- Cooking utensils are not available for rent. Please bring your own cooking utensils that you may need.
- We only provide night lights on the campsite; please use the sink while it is still bright outside.
- The lighting around the campsite may be turned off in consideration to astronomical observations.
- Electric cooking ware cannot be used. (We prohibit the use of hotel plugs for this purpose.)

▼Night Programs

Please program your event with consideration to the conditions below and inform the hotel staff beforehand.

- Please complete all programs before 22:00.
- Please base your program around the campsite and refrain from solitary action.
- Please take care to extinguish the fire completely after use.
- Attention: The guests will be fully responsible for the safety of the night programs. Please plan carefully.

[In Case of Emergencies]

- In case of fire or accidents, please contact the hotel front desk (Tel: 0269-31-3611) immediately.
- In case of injuries or illness, please contact the respective organization according to the contact list.
- In case of thunderstorms or heavy rain, please evacuate within the hotel building. We ask our guests to take care in restoring the evacuation area when it is safe to exit.

[Others]

- Guests may bring in their own alcoholic drinks. Smoking is allowed only on the designated smoking areas on site.
- Please refrain from bringing valuables on site. We do not take responsibility for any lost valuables during your stay.
- Please take care to clean up your area after use and place the equipment back where they belong.
- The free site area does not have streetlights, but we have flashlights for rent.
- Please separate your garbage accordingly and bring it to the designated garbage collection area.
- Please inspect and tidy up your area after clearing up your tent, and please be especially careful with the pegs.
- There are no public telephones on the compound.
- We refuse the act of peddling, fundraising and acts of commerce by guests on the site.
- The act of harming or gathering trees and plants is prohibited. Please notify the staff when there are hazards such as broken trees on site.

[Cancellation Policy]

▼Individual Guests

Cancellation without contact on the day of reservation: 100% of the accommodation fee

Cancellation with contact on the day of reservation: 80% of the accommodation fee

Cancellation with contact one day before the day of reservation: 50% of the accommodation fee

▼Group Guests (over 15 guests)

Cancellation without contact on the day of reservation: 100% of the accommodation fee

Cancellation with contact on the day of reservation: 80% of the accommodation fee

Cancellation with contact 1-2 days before the day of reservation: 50% of the accommodation fee

Cancellation with contact 3-9 days before the day of reservation: 10% of the accommodation fee

Cancellation with contact over 10 days before the day of reservation: Free cancellation

▼Private Group Bookings (renting out the entire facility)

Cancellation with contact 29 days before up to the day of reservation: 100% of the accommodation fee

Cancellation with contact 30-59 days before the day of reservation: 50% of the accommodation fee

Cancellation with contact over 60 days before the day of reservation: 30% of the accommodation fee

- Cancellation fee applies from the day the booking is made.
- We may temporarily hold the rooms for private group reservations planned for over 60 days ahead of the time of contact.
- Please contact us for more details regarding private group reservations within 60 days of contact. The cancellation fee will be charged based on the accommodation fee of the reservation.

<Private Group Booking Arrangements>

1. Consultation of the date and time of usage (more than 60 days before the day of arrival)
2. Issue of quotation (rooms may be held temporarily for 1 week after the submission)
3. Confirmation of the reservation and payment of the non-refundable deposit (30% of the accommodation fee)
4. Payment of the remainder of the accommodation fee (70%)
5. Use of the facility
6. The payment of additional expenses (Calculated at the end of accommodation and due for payment before the end of the following month)

<Fees and Payment >

The accommodation fee varies according to season. Please consult the quotation for details.

After the reservation is established, we charge 30% of the entire accommodation fee as a non-refundable deposit.

We ask for payment within one month after the quotation is issued. We will receive the payment via bank transfer to the designated account.

Please deposit the remaining 70% of the accommodation fee before 3 days prior to the date of arrival. A final quotation of additional costs such as firewood will be issued after the stay, which is due for payment before the end of the following month.

<In Case of Poor Weather Conditions>

We conduct business even under rain unless the Meteorological Agency issues a special emergency alarm for the area including Yamanouchi-cho area in Nagano Province. When a cancellation is made under such conditions, a cancellation fee will not be issued.

If a special emergency alarm is issued after sunset on the day of the guests' arrival, we will refund 100% of the total accommodation cost. Please prioritize your own safety and evacuate according to need. Please be aware that we do not take responsibility for the actions taken by the guest during the evacuation procedure.

[Caution for the Guests]

Our campsite does not guarantee perfect safety for our guests.

Accidents from encountering animals such as monkeys, injuries from trees blown by strong winds, sudden gusts, thunders, distress of children, car accidents, risk of theft are only part of what may possibly happen.

We only accept reservation from those who can use the campsite responsibly while understanding the risks that the natural environment may cause.

We put our utmost efforts in providing caution to prevent accidents as a campsite manager, but it is up to you the guest that they may be carried out to the full potential. We thank you in your understanding and cooperation of the above statements.

[Refusal of Service]

We have the right to refuse service to guests in the following cases:

- When illegal actions are confirmed by the guests
- When there is harmful action or speech taken against another guest or group
- Usage by violence groups, companies associated with violence groups or its members
- When the purpose of usage goes against the establishment goals of "HOTEL & RESORT Yamanouchi Hills" as a public facility
- Guests who have acted against the Terms of Accommodation in the past, including the refusal to observe the staff's requests
- When it is deemed too dangerous to accommodate the guests due to the weather. In this case, the guest representative will be contacted.

For additional inquiries, please contact HOTEL & RESORT Yamanouchi Hills (TEL: 0269-31-3611) or email us at info@yamanouchi-hills.com

[Revised August 1st, 2019]