

## ties Camp Ground Nagiso Terms and Conditions

Please read terms and conditions carefully before using our services.

### 1. [Scope]

- 1) The accommodation contract and related contracts entered into between ties Camp Ground Nagiso (hereinafter referred to as "the Facility") and the guests shall be governed by these terms and conditions. Matters not stipulated in these terms and conditions shall be governed by laws and generally established customs.
- 2) In the event that the Facility agrees to a special agreement within the scope not contrary to laws and customs, the provisions of the special agreement shall prevail over the preceding paragraph.
- 3) All contracts (including reservations made through reservation sites, travel agencies, and direct reservations) shall be subject to these terms and conditions, and at the time of contract formation (reservation application), the representative of the accommodation and all guests shall comply with these terms and conditions.
- 4) Even if the contract is made through a travel agency, it shall be subject to these terms and conditions.

### 2. [Application for Accommodation Contract]

Those who wish to apply for an accommodation contract (reservation) at the Facility shall provide the following information to the Facility:

- Name of the guest(s)
- Accommodation date and expected arrival time
- Contact information of the representative
- Other matters deemed necessary by the Facility

### 3. [Establishment of Contract]

- 1) The accommodation contract shall be established when the Facility accepts the application under the preceding article and the guest(s) pays the accommodation fee specified by the Facility by the designated date.
- 2) If the accommodation fee specified in paragraph 1 is not paid by the designated date, the accommodation contract shall lose its effect. However, in the case of specifying

the payment deadline for the deposit and notifying the guest(s) of such in advance, the Facility shall only apply this provision.

4. [Special Agreement to Waive Accommodation Fee Payment]

The Facility may refuse to enter an accommodation contract in the following circumstances:

- 1) When the application for accommodation does not comply with these terms and conditions.
- 2) When there is no room available due to full occupancy.
- 3) When the guest(s) intending to stay is deemed to engage in acts that violate laws, public order, or good morals regarding accommodation.
- 4) When the guest(s) intending to stay falls under any of the following
  - a. A member of a organized crime group or a related organization as defined by the Act on Prevention of Unjust Acts by Organized Crime Group Members or prefectural ordinances regarding the exclusion of organized crime groups and other anti-social forces.
  - b. A corporation or other organization in which a organized crime group or organized crime group members dominate business activities.
  - c. A corporation with an executive who is a member of an organized crime group.
- 5) When the guest(s) intending to stay is clearly identified as an infectious disease carrier.
- 6) When the guest(s) demands services or burdens beyond the socially acceptable range regarding accommodation.
- 7) When it is impossible to accommodate the guest(s) due to natural disasters, facility malfunctions, severe weather conditions deemed by the Facility as unsuitable for accommodation, or other unavoidable reasons.

5. [Right to Cancel the Contract by the Guest]

- 1) The guest(s) may cancel the accommodation contract by notifying the Facility.
- 2) If the guest(s) cancels all or part of the accommodation contract due to reasons attributable to their responsibility, the cancellation fee specified in the below shall be charged.
- 3) In the case of changing the accommodation date or facility, the cancellation fee according to the separate sheet shall be charged.

Cancellation Fee

No show, on the day, 1-3 days before • • • 100% of total amount

4-5 days before . . . 50% of total amount

6-10 days before . . . 30% of total amount

6. [Change of Accommodation Date or Facility]

- 1) Requests for changes in reservation details (accommodation facility and date) will only be accepted in writing (including email) by the guest or an authorized representative.
- 2) The availability of changes in accommodation facility will be determined based on room availability and the difference in fees with the corresponding facility. Any change may result in a cancellation fee or an additional fee.
- 3) The additional fee for changes shall be paid by the date specified by the Facility.

7. [Additional Guests]

- 1) In the case of exceeding the basic capacity of each facility, additional charges will apply. Please contact the Facility for the additional guest charges for each facility.
- 2) If the total number of guests at check-in exceeds the number of guests specified in the reservation and exceeds the basic capacity, an additional fee will be charged.
- 3) Each facility has a maximum capacity determined by the Hotel Business Act, and accommodation with more than the designated number of guests is not allowed.

8. [Payment]

- 1) The breakdown and calculation method of the accommodation fees payable by the guest(s) shall be provided by the Facility at the time of payment.
- 2) Payment shall be made in Japanese yen, and cash, bank transfer, or credit card can be used. The guest(s) shall bear all fees and expenses related to the payment. If the guest(s) intends to make the payment of fees by means other than accommodation vouchers or credit cards, they shall present them at the time of registration as specified in the preceding paragraph.
- 3) The Facility shall not be responsible for any payments made through travel agencies until the paid fees are deposited into the Facility's account.
- 4) The Facility shall not be liable for the exchange rate used for credit card payments or any fluctuations in exchange rates.
- 5) Even if the guest(s) is provided with a guest room and it becomes available for use, the accommodation fee shall be charged if the guest(s) voluntarily chooses not to stay.

9. [Registration of Accommodation]

On the day of accommodation, the guest(s) shall register the following information upon check-in:

- 1) Name, address, and contact information of the representative of the guest(s)
- 2) Name(s) of the guest(s)
- 3) For foreign nationals, as required by law, copies of passports for all guests including nationality, passport number, date and place of entry, address, and contact information
- 4) Other information deemed necessary by the Facility

10. [Use of Personal Information]

- 1) By using the Facility, the guest(s) shall be deemed to have consented to the provision and use of personal information, and all information provided on the accommodation registration form shall be managed by the Facility.
- 2) In accordance with the law, and upon request, the guest(s) may be permitted to modify the contents of the personal information once accepted by the Facility. However, such modifications can only be made by the reservation representative.

11. [Accommodation Usage Time, Check-in & Check-out]

- 1) Guests can use the accommodation from 15:00 until 10:00 the next day.
- 2) Early check-in is subject to availability based on our occupancy levels for the day and needs to be requested and approved so please make sure to confirm in advance. Extra fee will be charged with the following amount based on the daily rate of check-in date:  
14:00 ~ 10% of the daily rate of check-in date  
13:00 ~ 20% of the daily rate of check-in date  
12:00 ~ 30% of the daily rate of check-in date  
\*The available time for early check-in starts from 12:00 onwards.

- 3) Late check-out is subject to availability based on our occupancy levels for the day and needs to be requested and approved so please make sure to confirm in advance. Extra fee will be charged with the following amount based on the daily rate of check-out date:  
Until 11:00 ~ 10% of the daily rate of check-out date  
Until 12:00 ~ 20% of the daily rate of check-out date  
Until 13:00 ~ 30% of the daily rate of check-out date  
\*The available time for late check-out is until 13:00.

- 4) If guest fails to check-out at the designated time and performs a late check-out without

permission, a penalty will be imposed in addition to the additional fees mentioned above.

12. [Responsibility of the Facility]

The facility shall compensate the guest for any damages caused by the performance or non-performance of the accommodation contract or related contracts unless such damages are not attributable to the facility's fault.

13. [Room Allocation]

If the facility is unable to provide the room contracted by the guest, the accommodation fee shall be refunded. However, no refund will be made if the facility is not at fault for the inability to provide the room.

14. [Cancellation in the Event of Inclement Weather]

In the event of predicted severe weather conditions such as typhoons, lightning, or strong winds, which the facility deems dangerous, the contract will be updated by changing the accommodation date. In this case, no cancellation fees or change fees will be charged.

15. [Responsibility of the Guest]

The guest shall be responsible for any damages, breakages, stains, loss of keys, and any other damage to the accommodation facilities, attached amenities, and furniture during their stay. The guest shall bear all costs incurred for repairs or replacements.

16. [Parking Responsibility]

- 1) The facility has limited parking spaces. Please make sure to inform the number of vehicles.
- 2) If a guest uses the facility's parking lot, it is provided as a parking space, and the facility does not assume responsibility for the storage of the vehicle. However, if the facility causes damage due to intentional or negligent acts in the management of the parking lot, the facility shall be responsible for compensation. If the facility incurs damage due to the guest's intentional or negligent acts, the guest shall compensate for the damages.

17. [Facilities and Services]

- 1) Even if the services and facilities of the facility are clearly explained, there may be cases where these may change or the facilities may become unavailable due to unforeseen malfunctions, etc. It is the responsibility of the guest to confirm whether

they are available before making a reservation, and the facility cannot be held liable if it is found on the day of the stay that the services or facilities are unavailable.

- 2) Based on the law, the facility shall not be held responsible for any omissions, misunderstandings, or changes in the contents of the facilities and services by the guest.

19. [Unaccompanied Minors]

- 1) Guests under the age of 18 must be accompanied by a guardian.
- 2) In the event that a contract is discovered to have been made solely by a minor without the presence of a guardian, the facility shall immediately terminate the contract, and the paid fees will not be refunded in accordance with this agreement.

22. [Terms of Use]

Guests are required to comply with the usage regulations "Campground Rules" specified by the facility (see separate document).

If there are any provisions in these accommodation terms that may be illegal, invalid, or unenforceable, please reread them until it is confirmed otherwise. However, even if confirmation cannot be made, services will be provided and all provisions stated in these usage regulations and accommodation terms will be valid.

Any disputes regarding these usage regulations and accommodation terms shall be governed by Japanese law, and any litigation shall be submitted to and adjudicated by the Nagano District Court or other competent courts within the jurisdiction for resolution.