

**Japan Ski Tours, also known as JST**  
**Japan Guides Group, 株式会社**  
**Terms of Agreement & Policies/ Booking Information**  
Please carefully read the policies below before you make a reservation.

**20/21 Season COVID-19 Updated Booking Policy**

Here at JST HQ, we understand that due to continuing developments of the Coronavirus (COVID-19) situation, you may be experiencing some concern and uncertainty with regards to your winter travel plans. JST is now offering flexible booking options so you can book your ski trip with confidence. The following COVID-19 terms and conditions will apply to bookings for the 20/21 winter season.

COVID-19 terms and conditions apply under the following circumstances:

- If you cannot leave your home country or enter into Japan due to COVID-19 travel restrictions and/or,
- If quarantine measures are in place at the time of your trip (either on arrival in Japan or return to your home country).

Under the above COVID circumstances, the following options are available for cancellation requests up until 60 days prior to the start of your tour date.

- Option 1: Receive a 100% credit towards a future trip with Japan Ski Tours. Credits do not expire.
- Option 2: Receive a 90% refund

Under the above COVID circumstances, the following options are available for cancellation requests up until 30-60 days prior to the start of your tour date.

- Option 1: Receive a 75% credit towards a future trip with Japan Ski Tours. Credits do not expire.
- Option 2: Receive a 50% refund

Instead of the usual 50% deposit, this year a 25% deposit will secure your reservation. Guests can cancel by August 31 with a no questions asked full refund. To stay reserved, guests will be notified and the card-on-file will be charged an additional 25% on September 1. The final 50% is due two months prior to your booking start date.

While our trips don't usually have a minimum group size requirement, for the 20/21 season, JST reserves the right to cancel a trip if it does not have a minimum of four guests reserved by 60 days before the trip's departure date. If a trip is cancelled due to insufficient guest numbers, a 100% refund will be provided to all members of the cancelled trip.

## **Payments**

A 50% deposit will secure your reservation. Once the deposit is received, the remaining balance must be paid within two months of the trip departure date. Once we receive your full payment, we will email you a copy of the receipt. Credit card payments may be made through our secure website via Visa, MasterCard and American Express.

## **Cancellation**

Once we receive written notification that you are canceling your trip the following fees will apply. Of the total price of the reservation, a fee of 25% will be charged for all cancellations made more than 4 months before the start of your trip. Cancellations made between 2 and 4 months prior to the start of your program will be charged a 50% fee. Cancellations made with less than two month of advanced notice will not be refunded. Unfortunately, due to the time-sensitive nature of our business, and the difficulty in re-booking a trip close to the departure date, we cannot make exceptions to this policy.

Japan Ski Tours cannot be held responsible for snow conditions. Trips cannot be cancelled or amended on the basis of snow conditions. No refunds will be made if you voluntarily leave a tour for any reason after the tour has begun. Refunds will be at the discretion of JST if you are involuntarily forced to leave a tour for any reason. No refunds will be given for any accommodation, transport, sightseeing, meals, services, lift tickets or any component of the tour not utilized.

## **Responsibility and dependence on suppliers**

JST acts only as an agent for the other companies providing or offering accommodation, lift tickets and other services and as such has no control over any services or products provided by these supplying companies. All bookings made are subject to the booking terms and conditions under which these services are provided. JST and its suppliers reserve the right, without liability or right of compensation, to prohibit or restrict any activity, or cancel or alter any service or itinerary component, without notice. JST will not be held responsible for the inability of the suppliers to comply with any special request relating to age, medical conditions, physical ability or disability, dietary requirements, allergic conditions, smoking or non-smoking accommodation.

## **Cancellation by JST**

JST reserves the right to cancel any tour prior to departure, including a confirmed tour, due to circumstances beyond our control. If this occurs you will be given the option of changing to another tour or receiving a full refund. JST is not responsible for any incidental expense you have incurred as a result of your booking. If you choose an alternative tour and it is at a lower value than your original tour you will be refunded the difference. If the alternative tour is of a higher value then you will pay the difference in price.

## **What Storm Chasing means**

While we do "storm chase" as much as possible, we are constrained by the limitations of our itinerary and hotel reservations. There may be instances where we have to leave our base

accommodation and move to the next area as soon as a storm is coming in. If you're not willing to run the risk that the timing of the itinerary might not work with the storm systems during your trip, your best bet is to rent a Camper Van and travel around in real-time with the storms. Since our trips aren't Camper Van based, we'll be following our itinerary as described on our website and storm chasing within those limitations.

### **Change of Date**

Date changes are subject to availability. Date changes may be requested at anytime up to 2 months prior to your departure date. Date changes made between 2-3 months prior to the tour will be charged a ¥15,000 fee per person. A ¥10,000 fee will be charged per person for all date changes made more than 3 months prior to the tour.

### **Medical and Emergency Evacuation Insurance**

Due to the inherent risk involved in alpine pursuits, and in the interest of your safety, Japan Ski Tours strongly recommends all participants to bring insurance that provides full medical and emergency evacuation coverage. Japan Ski Tours will NOT provide insurance for participants on any JST tour. If a participant does not have proper insurance documentation he/she will be liable for her own medical and emergency evacuation expenses and will receive no refund, date change, or any kind of compensation from Japan Ski Tours. Please take this seriously and lean on the side of caution.

### **Hazard Management and Skier Responsibilities**

Managing risk is JST's number one priority. Our guides manage significant hazards inherent to sidecountry pursuits (e.g. avalanche, inclement weather, tree-accidents, rock fall, and high winds) but they cannot eliminate them.

Please clearly understand that skiing in bounds and out of bounds is an inherently hazardous sport and both actions are only undertaken with the full knowledge and consent from the participant that these are inherently dangerous activities. You are choosing to engage in an activity in which skiers have been injured and worse. While these accidents are indeed infrequent, they may occur at any time and be out of our control. We ask that participants acknowledge that risk, and make their own choices about whether or not to engage in this activity. We ask that each participant is physically and mentally fit, is properly attired and equipped, and continues to assess him/her-self throughout the tour to ensure as safe a time as possible. We ask that participants honestly and accurately describe themselves, in terms of fitness, health and skills, and their equipment to their guides, and that they adhere to the advice of their guide.