

# TERMS AND CONDITIONS

## PAYMENT

- A credit card number is required only to confirm the booking.
- No deposit is charged on your credit card.
- You will pay the full amount when you check out. We accept CASH ONLY.
- 8% consumption tax is included in the bill.
- Local hot spring tax 150jpy per adult/ per night is not included.
- No service charge is applied.

## CANCELLATION

In case of cancellation less than 3 days prior to arrival or in case of no-show, the following penalty will be charged on your credit card.

- 3 days prior to arrival - 20% of the 1st night accommodation fee
- 2 days - 30%
- 1 day - 50%
- Arrival day - 100%
- No-show - 100%

Should you wish to change or cancel an existing reservation, you are required to cancel it and proceed to make a new reservation. The cancellation link can be found in the confirmation email.

## CHECK IN, CHECK OUT

- Check-in time is from 3:00PM to 9:00PM.
- Check-out time is up to 10:00AM.

You can leave your baggage at the reception before check in or after check out.

## TRANSPORTATION

1. Free transportation service from Yudanaka station is available only from 2:30PM to 5:30PM. (Please call us from either Nagano or Yudanaka station to let us know your arrival time at Yudanaka station.)

Tel. +81(0)269-33-3181

- You can also come by public bus or taxi (5min. drive)

We have free transportation service to Monkey Park entrance every morning at 9:00.

Free transportation service is available only from our inn to Monkey Park entrance. When you leave Monkey Park, please use a bus or take a taxi.

2. Free transportation service to Yudanaka station is only up to 8:00 ~ 10:30AM

## DINING

Dinner starts at 6:00 or 6:30 PM. Breakfast time is scheduled at 7:30 or 8:00.

If you check in after 7:00 PM, we can neither serve dinner for you nor refund.

For vegetarian or any other special diet restriction, take-away breakfast is available upon the request.

## ADDRESS:

### Senshinkan Matsuya

2222 Hirao street, Shibu Onsen, Yamanouchi town, Nagano

ZIP 381 0401

Tel : +81(0)269-33-3181