

Cancellation Policy

Weather Conditions:

- We conduct all of our tours rain or shine. In case of rain, we will also provide rain suits. If we decide to cancel our tour in advance due to the adverse weather conditions, we will inform you **via email by 19:00** a day before the tour. Please check your email before you come.
- If you have any concerns about the tour, please contact us directly. (Please note that we may cancel on the day of the tour (even on the tour) for safety reasons due to the rapid weather change.)

Cancellation:

- We sincerely hope that everyone who made booking our tour will be able to participate. However, we understand that life happens and you may have to change your plan due to unavoidable reasons even though you are looking forward to the tour. In that case, we will gladly reschedule you on another available tour in your itinerary if you wish. Please feel free to contact us.
(TEL:0577-73-5715 / E-mail: reservation@satoyama-experience.com open: 9:00-18:00)
- None the less, if you unfortunately cancel the tour, you will not be charged a cancellation fee up to 72 hours before the tour. However, if you cancel the tour within 72 hours for any reason, you will be charged it based on the terms below.

72 hours or more prior to the tour time	0% of a tour fee
24 to 72 hours prior to the tour time	50% of a tour fee
Within 24 hours or the day of the tour or no show	100% of a tour fee

In the below case, we do not charge you with a cancellation fee.

- When we decide to cancel the tour in advance due to the adverse weather conditions. (Please note that there are no refunds once the tour start and if cancelled on the tour afterward.)
- When you request a date change.

Prepayment:

- We will refund a tour fee based on the cancellation policy above for the customer

who made a prepayment on the internet and then canceled.

- If you paid with a credit card, the tour fee will be refunded to your credit card account. Please note that transaction varies with the due date of your credit card and the date of your cancellation.

- **Before due date**
We will refund the balance between the tour fee before and after your cancellation through your credit card company.
You will receive the refund of the tour fee after being charged to your credit card account depending on the due date.

- **After due date**
Amount billed is charged to your credit card account. Afterward you will receive the refund of the balance between the tour fee before and after your cancellation.
Please note that it may take one-two months for the refund depending on the due date of your credit card.

If you have any question, please feel free to contact us.

SATOYAMA EXPERIENCE

TEL:0577-73-5715 (open : 9:00~18:00)

E-mail:reservation@satoyama-experience.com