

# Cancellation Policy

## Weather Conditions:

- We conduct all of our tours rain or shine. In case of rain, we will also provide rain suits.
- Tour fee will not be refunded in the case of cancellation requested by customers due to rain on the day.
- 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 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)

- If you, unfortunately, cancel the tour, you will not be charged a cancellation fee up to 2 days before the tour date. However, if you cancel the tour, a cancellation fee will be applied as below.

If you cancel after 17:00 on the day before the tour or 'no show'	100% of the tour fee
If you cancel after 17:00, 2 days prior to the tour date	50% of the tour fee
If you cancel before 17:00, 2 days prior to the tour date	No cancellation 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 starts 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](mailto:reservation@satoyama-experience.com)