

Our policy in response to the coronavirus [COVID-19]

SATOYAMA EXPERIENCE will operate its tours according to the following policies. These may change depending on any future spread of infectious disease. We will contact you if any changes occur.

[Overview of policy]

At SATOYAMA EXPERIENCE, we have decided to continue operating our tours, in consideration of the following:

- Our tours do not attract customers without reservations and are run in small groups.
- The tour locations are mainly outdoors, not indoors.

Please note the following conditions about our tours:

[About our guides]

- Guides will wear masks during the tour to prevent infection.
- Guides will ensure that their hands are thoroughly disinfected.
- Guides who feel unwell or show symptoms of illness, such as fever or cough, will not be permitted to work.

[About our guests]

- If you are unwell, please contact us by, at the latest, 5:00 p.m. on the day before your tour booking. Depending on your physical condition, participation in the tour may not be possible.
- We reserve the right not to allow you to participate in the tour on the day, depending on your observed physical condition.

[About cancellation rules]

- As mentioned above, if you have any flu-like symptoms, please contact us by 5:00 p.m. on the day before your tour. In such cases, no cancellation fee will be applied.
- If cancellation occurs on the day of the tour, or you fail to show up without advance warning, 100% of the tour fee will be charged.

[About the tour]

- Tour contents are subject to change without notice, depending on the operating condition of the stores normally used within the tours. Please be aware of this in advance.