

Accommodation Terms and Conditions

Pension & Restaurant La Collina

Article 1 – Scope of Application

1. These Terms and Conditions shall apply to accommodation contracts and related agreements between Pension & Restaurant La Collina (hereinafter referred to as “the Pension”) and the guest. Matters not stipulated in these Terms shall be governed by laws and generally accepted practices.
2. If the Pension agrees to special arrangements within the scope not contrary to laws and customs, such special arrangements shall take precedence over these Terms.

Article 2 – Application for Accommodation Contract

1. A person applying for an accommodation contract shall provide the Pension with the following information:
 - (1) Name of guest(s)
 - (2) Date of stay and estimated time of arrival
 - (3) Accommodation charges (based on the basic accommodation fee)
 - (4) Other information deemed necessary by the Pension
2. If a guest requests to extend their stay beyond the original accommodation dates during their stay, the Pension will treat it as a new accommodation application at the time the request is made.

Article 3 – Conclusion of Accommodation Contract

1. The accommodation contract shall be concluded when the Pension accepts the application.
2. After the contract is concluded, the Pension may request a deposit in accordance with Article 4.

Article 4 – Deposit

1. The Pension may request a deposit for all or part of the accommodation charges after accepting the reservation.
2. The deposit must be paid within 7 days from the date the Pension requests payment.
3. For reservations involving multiple rooms, consecutive nights, group reservations, or reservations considered to be made by the same household or group, the Pension may request a deposit equal to 50% of the total accommodation charges.
4. During peak seasons, group reservations, exclusive use reservations, or long-term stays, the Pension may request full prepayment of the accommodation charges.
5. The deposit shall be applied to accommodation charges, cancellation charges, or compensation for damages, and any remaining balance shall be refunded.
6. If the deposit is not paid by the specified date, the Pension may cancel the accommodation contract.
7. Bank transfer fees for the deposit shall be borne by the guest.

Article 5 – Refusal of Accommodation Contract

The Pension may refuse to enter into an accommodation contract in the following cases:

- (1) The application does not comply with these Terms.
- (2) No rooms are available.

- (3) The guest is likely to cause significant inconvenience to other guests.
- (4) The guest is likely to engage in violence, threats, illegal acts, gambling, drug use, or other acts against public order and morals.
- (5) The guest is associated with organized crime or similar groups.
- (6) The guest has symptoms of an infectious disease that may affect other guests.
- (7) The Pension determines that safe accommodation cannot be provided due to the guest's physical or mental condition.
- (8) The guest makes unreasonable demands.
- (9) Accommodation cannot be provided due to natural disasters, facility problems, or other unavoidable reasons.

Article 6 – Guest's Right to Cancel

1. Guests may cancel the accommodation contract by notifying the Pension.
2. Cancellation charges shall apply in accordance with the cancellation policy specified by the Pension.
3. If a guest does not arrive within 2 hours after the scheduled arrival time without notice, the reservation may be treated as cancelled.

Article 7 – Pension's Right to Cancel

The Pension may cancel the accommodation contract in the following cases:

- (1) The guest causes or is likely to cause serious inconvenience to other guests.
- (2) The guest violates laws or public order.
- (3) The guest is found to be associated with organized crime.
- (4) Safe accommodation cannot be provided due to infectious disease.
- (5) The guest makes unreasonable demands.
- (6) The guest does not follow the House Rules.

Article 8 – Guest Registration

Guests are required to register the following information at check-in:

1. Name, age, and address
2. Nationality and passport (for foreign guests)
3. Departure date and planned departure time
4. Other information required by the Pension

Article 9 – Guest Room Hours

1. Guest rooms are available from 3:00 PM on the day of arrival until 10:00 AM on the day of departure.
2. Additional charges may apply for early check-in or late check-out.

Article 10 – Compliance with House Rules

Guests shall comply with the House Rules established by the Pension. The House Rules form part of these Terms and Conditions.

Article 11 – Payment

Accommodation charges shall be paid by cash, credit card, bank transfer, or other methods approved by the Pension.

Consumption tax, Hokkaido accommodation tax, and other taxes required by laws or ordinances shall be charged separately.

Details of accommodation charges, cancellation charges, deposits, and other fees shall be posted on the Pension's official website.

Article 12 – Liability of the Pension

The Pension shall compensate for damage caused to guests due to reasons attributable to the Pension in the performance of the accommodation contract.

However, unless such damage is caused by intentional misconduct or gross negligence of the Pension, compensation shall be limited to the accommodation charges for the stay.

Article 13 – When Accommodation Cannot Be Provided

If the Pension cannot provide the contracted room, the Pension shall attempt to arrange equivalent accommodation elsewhere whenever possible.

If no alternative accommodation can be arranged or the guest does not accept it, the Pension shall refund the accommodation charges received.

Article 14 – Handling of Deposited Items

The Pension shall not be liable for loss or damage to items deposited at the front desk unless caused by intentional or negligent acts of the Pension.

Article 15 – Baggage and Lost Property

1. If a guest's baggage arrives at the Pension prior to the guest's stay, the Pension shall store it responsibly only when the Pension has agreed in advance.
2. If a guest's baggage or personal belongings are left behind after check-out and the owner is identified, the Pension shall contact the owner and ask for instructions. However, if no instructions are received (including cases where the owner cannot be contacted) or the owner cannot be identified, the Pension shall store the items for 7 days including the date of discovery. After that period, the Pension may dispose of the items or deliver them to the nearest police station depending on the nature of the items. Items reasonably deemed to be valuables shall be delivered to the nearest police station promptly.
3. Food, beverages, magazines, and other items considered waste may be disposed of on the same day for hygiene or storage reasons.
4. The Pension may inspect the contents of baggage or personal belongings to the extent necessary for hygiene management or other operational reasons.
5. The Pension's responsibility for storage under this Article shall be in accordance with the provisions of Paragraph 1 in the case of Paragraph 1, and Paragraph 2 in the case of Paragraph 2.

Article 16 – Parking Liability

The Pension provides parking space only and shall not be responsible for the management of vehicles parked therein, except in cases of intentional misconduct or negligence by the Pension.

Article 17 – Guest Liability

If the Pension suffers damage due to intentional or negligent acts of a guest, the guest shall compensate the Pension for such damage.

Article 18 – Room Cleaning

1. For consecutive stays, the Pension shall, in principle, clean guest rooms daily. However, if a guest requests that cleaning is not necessary, cleaning may be omitted.
2. Notwithstanding the preceding paragraph, for hygiene management purposes, the Pension shall clean the room and change linens at least once every three days, and guests may not refuse this service.
3. Linens (sheets, pillowcases, etc.) shall, in principle, be changed once every three days. However, if requested by the guest, linens may be changed earlier.
4. Towels (bath towels and face towels) shall be changed daily in principle.
5. Cleaning, linen replacement, and towel replacement shall be carried out after confirming necessity with the guest, such as before the guest leaves the room.
6. Room rates shall not change regardless of whether cleaning, linen replacement, or towel replacement is performed.

Article 19 – Amendments to Terms

1. These Terms and Conditions may be revised when necessary.
2. In the event of revision, the Pension shall post the revised Terms and Conditions and the effective date on the Pension's official website. The revised Terms and Conditions shall apply to accommodation contracts concluded on or after the effective date.

Article 20 – Language

These Terms are provided in Japanese and English. In the event of any discrepancy between the Japanese version and the English version, the Japanese version shall prevail.

Appendix Table 1 – Breakdown of Accommodation Charges

Item	Description
Basic Accommodation Fee	Room charge (including meals where applicable)
Additional Food & Beverages	Food and beverages not included in the basic accommodation fee
Other Charges	Fees for additional services
Consumption Tax	Japanese consumption tax
Accommodation Tax	Hokkaido accommodation tax
Other Taxes	Taxes imposed by laws or local ordinances

Notes:

1. Basic accommodation fees are based on the rates posted on the official website.
2. Child rates apply to elementary school children and infants.
3. Child rates are based on the rates posted on the official website.

Appendix Table 2-1 – Cancellation Charges (Regular Period)

Date of Cancellation Notice	No-show	Same Day	1–3 Days Before	4 Days Before	5–7 Days Before
Cancellation Charge	100%	100%	100%	50%	30%

Appendix Table 2-2 – Cancellation Charges (Peak Periods)

Date of Cancellation Notice	No-show	Same Day	1–3 Days Before	7 Days Before	8–14 Days Before
Cancellation Charge	100%	100%	100%	100%	100%

Peak Periods

- Golden Week: April 28 – May 5
- Summer Season: June 20 – August 15
- Winter Season: December 20 – March 7

Cancellation charges are calculated based on the basic accommodation fee.

Early Check-in Fees (Appendix Table 3-1)

Check-in Time	Fee (per room)
1:00 PM – 2:00 PM	¥2,000
2:00 PM – 3:00 PM	¥1,000

Late Check-out Fees (Appendix Table 3-2)

Check-out Time	Fee (per room)
10:00 – 11:00	¥2,000
11:00 – 12:00	¥4,000
12:00 – 13:00	¥6,000
13:00 – 14:00	¥8,000
14:00 – 15:00	¥10,000
After 15:00	One night charge

For twin rooms and triple rooms, late check-out after 3:00 PM will be charged as one night accommodation fee per person.

Effective Date: March 21, 2026

Last Updated: March 21, 2026