

Reservation, Payment and Cancellation Policy

Pension & Restaurant La Collina

1. Accommodation Charges

Accommodation charges consist of the total amount of:

- Basic accommodation fee
- Meal charges
- Additional service charges

Consumption tax and accommodation tax will be charged separately.

For detailed rates, please refer to the price list on our official website.

2. Accommodation Tax

Accommodation tax is not included in the accommodation charges and must be paid separately at the property in accordance with Hokkaido local regulations.

Accommodation Tax (per person per night):

Accommodation Charge Tax Amount

Under ¥20,000	¥100
¥20,000 – under ¥50,000	¥200
¥50,000 and over	¥500

This tax applies to stays from **April 1, 2026**.

Tax rates may change due to revisions of local regulations.

3. Payment Methods

Payment for accommodation charges may be made by the following methods:

- Cash
- Credit card
- Bank transfer
- Other methods approved by the Pension

Bank transfer fees shall be borne by the guest.

4. Deposit and Advance Payment

Depending on the reservation details, a deposit or advance payment may be required.

The Pension may request a deposit equivalent to **50% of the total accommodation charges** in the following cases:

- Reservations for two or more rooms
- Reservations including consecutive nights
- Group reservations
- Peak season reservations
- Long-term stays
- Exclusive use of the Pension

The deposit must be paid within **7 days** from the date of request.

If payment is not confirmed by the due date, the reservation may be cancelled.

The deposit will be applied to accommodation charges, cancellation charges, or compensation for damages. Any remaining balance will be refunded.

5. Cancellation Policy

If a reservation is cancelled, the following cancellation charges will apply:

Regular Period

Cancellation Date	Cancellation Charge
5–7 days before	30%
4 days before	50%
3 days before – Day before	100%
Same day	100%
No show	100%

Accommodation charges include room charges and meal charges.

Bank transfer fees for refunds shall be borne by the guest.

In cases of severe weather or transportation cancellations, please contact us as soon as possible.

Different cancellation policies may apply during peak seasons or special periods.

6. Changes to Reservation

Accommodation charges may change if the number of nights, dates, or number of guests is changed.

Shortening the length of stay may result in cancellation charges.

7. Early Check-in and Late Check-out

Early check-in and late check-out are available upon request and subject to room availability.

Additional fees apply according to the fee table.

Effective Date: March 21, 2026

Last Updated: March 21, 2026