

■ Cancellation Policy ■

■ Cancelling/Changing Reservations

Please contact us for cancellations or changes to your reservation at least 22 days before the reservation date, during business hours (8:30–16:00).

Phone: 0557-80-4183

■ Cancellation Fees

If you cancel after the above period, the following cancellation fees will be charged.

Up to 22 days before: Free

21–15 days before: 20% of the estimated fee

14–8 days before: 50% of the estimated fee

7–3 days before: 70% of the estimated fee

2 days to the day of the event: 100% of the estimated fee

Cancel without notice: 100% of the estimated fee

For production materials, 100% of the estimated fee will be charged starting 21 days before.

A cancellation fee invoice will be sent.

■ Disclaimer

In the event of a cancellation on the reservation day due to natural disasters or calamities, no cancellation fee will be charged.