



## Terms & Conditions - 2019 to 2020 Season

Niseko Snowbike Adventures 306-43 Asahi Kutchan-cho Abuta-gun Hokkaido, Japan, PH: 090 1225 3115, its agents, affiliates and representatives - here in after referred to as NSA.

### Payment Terms, Cancellation Fees & Refunds

- A 30% non-refundable deposit is required to confirm all bookings.
- Full payment is due 30 days prior to the day of the tour.
- If the tour is booked within the 30 days, full payment is required to confirm.
- Cancellation by the customer within 30days but before 7 Days of the start of the tour - 70% refund.
- Cancellation by the customer within 7 Days before the tour date – 0% refund.

### Cancellation Policy

- NSA reserves the right to cancel any tour at any time (typically due to inclement weather, unsafe backcountry travel conditions or guide injury / sickness). In the event of cancellation, the customer will be offered the opportunity to either reschedule or receive a 100% refund.
- Customer Ability - The tour requires an intermediate level of motorcycle riding ability to participate. Participants found to be unable to safely ride the snowbike after an extended practice period will at the discretion of the lead guide be returned to base. Baring special circumstances no refund will be given.

### Insurance, Equipment Loss and Damage

- All tour guests are required to read and sign a rental agreement & release of liability waiver before departing. Failure to do so will result in cancellation of the tour without refund.
- All participants must be aged 21+
- Participants under 21 are possible in special circumstances but require at least 48hrs advance notice and advance payment of the tour plus a additional insurance surcharge of ¥20,000.
- Personal and third party injury insurance is included in the price of the tour, payouts amounts exceed what is required by Japanese law. Claims for reimbursement of expenses will need to be direct to the insurance agency. Additional travel insurance is highly recommended.
- All insurance is INCLUDED in the tour price however an additional ¥50,000 damage deposit will held for the duration of the day tour.
- It is your responsibility to care for any rental equipment supplied by NSA. Guests will be charged for repair or replacement of any lost or damaged items.
- Snowbikes are insured for damage including third party damage as part of the tour price, however there is an excess of up to ¥200,000 payable in the event of major damage to the equipment.
- Note that ¥200,000 is the MAXIMUM liability of the customer for damage of the snowbike up to and including the total loss of the vehicle. As each snowbike is valued in excess of ¥2,000,000 this insurance is mandatory and included in the tour price.
- As a guide minor damage such as torn seats, cracked plastics cost approximately ¥10,000 to ¥20,000.

We ask guests to have fun and be adventurous but with regard for safety as personal injury and equipment damage will ruin everyones day. Insurance never truly covers the pain of injury or the loss of business while equipment waits to be repaired. Everyone loses in these situations. It is therefore a combined responsibility and effort to avoid these events from occurring.

### Late Start Policy

- We will normally pick groups up from their accommodation. Please be on time and ready to leave. If you are meeting us at a designated meeting spot, please arrive on time. Non-arrival 30 minutes after scheduled starting time is considered a no-show, and is not refundable.
- Delayed start times can be arranged with advance notice - however note that tours aim to return 2 hours prior to sunset for safety reasons hence a delayed start may reduce your overall tour duration.

We thank all our customers for their understanding and if you have any other questions regarding our services or cancellation policy please do not hesitate to contact us.