

Mountain Hut Accommodation Reservations

(Regarding room reservation fees, arrangement fees, and cancellation fees)

All reservations for accommodations through this website must be made in advance by paying with credit card. Please note that the amount of the reservation is higher than the direct reservation by telephone because the system usage fee and arrangement fee are included in the amount of the reservation in addition to the room charge.

In the event of cancellation, a handling fee and reservation arrangement fee must be paid in accordance with our regulations, in addition to the accommodation cancellation fee stipulated in the regulations.

Since the Corona Disaster, mountain lodges have basically been operating on a reservation system. The accompanying reservations have been a major burden on mountain lodges every year due to the time and effort required for their operation. As you know, mountain lodges have a completely different facility environment than lodging facilities in the city, such as alpine accident rescue and trail maintenance during the limited season, and we have created this new system in cooperation with mountain lodges in order to protect limited operating resources and a sustainable environment for mountain lodges.

Many users do not show up after making reservations or, as a result, attempt to ask those who did not show up to pay at a later date and are unreachable. There are also those who make reservations for multiple lodges on the same day and then cancel one of them at the last minute, or book multiple days and cancel according to their convenience or weather conditions. It is unfortunate, but in today's environment of rising food and labor costs, this kind of usage not only puts a heavy burden on the lodge, but also prevents other hikers from making reservations. Advance reservation payment is necessary to eliminate such bad manners and create a good lodge environment.

In recent years, we have also seen an increase in the number of people using social networking services to visit mountains without sufficient prior knowledge of the mountain environment, as well as an increase in the number of foreigners who are unfamiliar with the mountain environment in Japan. We believe that this will be effective in helping these new users deepen their understanding of the mountain environment, increase convenience, and confirm information necessary for climbing in advance.

For international clients, we respond in English. The original system of the huts are in Japanese only, so the fee for applications through our reservation service is higher than their Japanese web site.

We have also prepared a reservation plan with a donation to help users better understand the North Alps Trail Program.

https://nationalpark-japanesealpstrail.jp/nagano_kamikochi-norikura

Cancellation fees may not be charged in the event of natural disasters or other unavoidable circumstances. Of course, not all reservations are subject to this advance payment system, and reservations will still be accepted by phone as in the past. Please understand all of the above and use this system if you wish to make a payment in advance.

●Booking and arrangement fees:

30% of the accommodation fee (including consumption tax)

●Cancellation Fee:

(1) Accommodation cancellation fee (including consumption tax) will be charged in accordance with the cancellation policy of the lodge. Please check the cancellation policy of each lodge. Some lodges do not charge cancellation fees.

(2) Cancellation fees for accommodation reservation and arrangement fees will

be the same amount as the reservation and arrangement fees, including credit card company fees. For those who sign up for the donation plan, the donation for the North Alps Trail Program will not be deducted from the total amount.

Please note that the cancellation fee will be the total of (1) and (2) and will be deducted from the credit card used for the reservation. Please note that it may take 2-3 months for the refund to be processed by the credit card company.