



Different Snow

THE POWDER AND GLORY OF JAPAN

our flexibility promise

We appreciate that Coronavirus has led us all to value flexibility more than ever before, which is as true when booking your next ski holiday as anything else. So, we've made some changes to our booking conditions. These changes allow you to book now and lock in your preferred dates and travel arrangements at the best price, secure in the knowledge that your money is protected and you can postpone, make changes and / or get a full refund if travel to Japan is not possible.

NOW - to book and confirm your travel arrangements in Japan you will need to pay a deposit of 20%. If you would like to change the arrangements, or postpone your travel to Japan to the following season, then you are able to do so after the deposit has been paid.

10-WEEKS BEFORE DEPARTURE - your final balance payment is now due and our usual booking conditions apply from here on (see here).

4-WEEKS BEFORE DEPARTURE - if you are going to be unable to travel because you are legally prevented from leaving your home country by government travel restrictions, or unable to enter Japan as visitors are not permitted, then you can choose to either rebook your trip for later in the same season or to the following season or receive a full refund. In a rapidly changing situation such as this, where restrictions may be lifted at any time, we use the four-week pre-departure date as the decision point to provide the greatest chance of the trip going ahead. If within this four-week period the situation changes and you are no longer legally able to travel to Japan, then your choices will be postponement or full refund.

Important Notes

- Quarantine in Japan - if this is a requirement of entry to Japan (at 4-weeks prior to travel, or if it becomes a requirement between 4-weeks prior to departure and your departure), then we cannot operate your holiday as planned and therefore you are entitled to either postpone your holiday or receive a full refund.
- Quarantine on return home - if it is a requirement of the U.K. government (or the government of your home country) that you must quarantine on your return home from Japan, then we will allow you to postpone to a later date (same season or the following ski season). If you're not happy with this, and are unwilling to quarantine when you return home, then you will have to cancel your holiday. Our booking conditions will apply and you will lose your deposit and have to pay cancellation charges as per those booking conditions. However, you may be able to make a claim on your travel insurance policy and we will provide any documents needed for that.
- It will be your responsibility to meet the border-entry requirements of Japan, if such conditions-of-entry exist, at the time of travel i.e. a valid vaccination passport and / or a negative Covid test.
- Where your holiday is impacted by Coronavirus (yourself, a travelling companion, or close family member) we will direct you to your insurers to cover any cancellation costs incurred (pre-travel) or medical, curtailment, quarantine or repatriation costs when in Japan. Therefore, it is more important than ever to ensure you take out a travel insurance policy at the time of booking, and that you have taken the time to understand exactly what your insurance covers.



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