

## User Guide

### [Please comply with our General Terms and Regulations]

1. We ask that our customers comply with technological rules, as well as general IT manners and morals, when using the Website.
2. Use of the Website for the purpose of profit, such as payment for handling arrangements, regardless of reason, is strictly prohibited.

#### [Penalties Regarding Violation of General Terms and Regulations]

Acts or risk of acts that inflict trouble or disadvantage to any third parties, or that which may obstruct service at our Facility, and any other acts that we deem unfitting will result in refusal of use of the Website.

#### [Conditions for the User]

Only guests who have agreed to the General Terms and Regulations may use the Website. Once a reservation has been made using the Website, we will assume that you have agreed to the General Terms and Regulations, and will be obligated to observe these General Terms and Regulations.

#### [Offered Services]

It is possible to book a reservation for some accommodation deals provided by Glamping Umi to Sora on a website managed by the Facility.

#### [Precautions Concerning the Use of the Website]

Services provided on the Website are not designed to offer priority over services provided offline (reservations by phone, other services, arrangements at Front Desk and such). Please understand that arrangement for accommodations cannot be made in some cases if they are full.

#### [Responsibilities of the User]

1. When using the Website, Users are responsible and accountable for all transactions and results of actions made with his/her own mail account, regardless of presence or absence of negligence or acts of your own. Further, if a third party is inflicted with damages by the User while using the Website, excluding any situations where our Facility is at fault, the User shall be held liable for settling disputes with third parties.
2. If the User inflicts damages on our Facility or Website due to any acts listed below, the User shall be held liable for such damages to the Facility and other users, and shall be required to pay compensation for such.

● User is in violation of the General Terms and Regulations concerning the Website or the

General Terms and Conditions, and Regulations for Accommodation made by the Facility.

- Harmful computer programs or content is sent or posted
- Third party information is sent or posted.
- The Website is used without consent for purposes other than personal use.
- Violation of valid Japanese laws and ordinances is evident.

[Completion of Reservation]

Reservations made using the Website are completed once a confirmation Email stating the details of said reservation have been sent to the User's designated Email account.

[Cancellation or Changes in Reservation]

Changes or cancellations for reservations made using the Website, or inquiries must be made directly on the Website. Changes, cancellations or inquiries not made on the Website are not accepted. The contact method concerning reservations made on the Website, will be by telephone only.

[Penalty Fees]

1. The Facility shall charge a penalty fee according to the provisions of the Terms and Conditions for Accommodation if the reservation is cancelled for reasons attributable to the User. If you have any questions, please call the number given for the Facility.
2. Cancellation fees are as follows: 7 to 5 days prior to accommodation date - 30%, 4 to 2 days prior to accommodation date - 50%, same day or no-shows - 100%. The percentage is the ratio to the basic accommodation fee.
3. In the event that the Facility determines the weather is unfit for tent accommodations, accommodations may be refused or cancelled. Cancellation fees will not be applied in such situations.

[Booking Your Reservation]

Please enter the correct personal information when booking a reservation for our Facility. Reservations may be voided if errors are found on the reservation registration form.

[Changes Concerning the Content of the Website]

Management, content and other matters are subject to change without prior notification to the User if the Facility deems it necessary. Please refer to the General Terms and Regulations concerning use. Any changes made to the General Terms and Regulations are effective immediately, and all former content prior to change will be void.

[Temporary Suspension]

The Facility shall be suspended temporarily without prior notification to the User, if any of the following apply:

1. Use of tents is deemed unfit or dangerous due to occurrence of/ or possibility of occurrence of natural disaster, or other force majeure.

2. The Facility deems it necessary to temporarily suspend service due to reasons related to management of, or other concerning the Website or system.

[Applicable Laws Concerning This Facility]

This Facility operates in compliance with Japanese laws and ordinances.

[Article 17 Validity of Rules]

Articles stated in the General Terms and Regulations are effective as of April 1, 2019, Japan time. The Facility holds the right to change or revise said terms and regulations according to changes in circumstances, and/ or various reasons concerning social economy.

## Privacy Policy

[What is Considered Personal Information?]

Personal information is information collected from the User, and which is used to confirm the identity of said User, and includes: name, address, phone number, Email address, date of birth, gender, place of occupation, family structure and other.

[Collection Personal Information]

The Website will collect personal information within necessity for the purpose of providing customized service to the User. Purpose of use will be specified before information is collected, and will be done so in a fair and proper manner. (Please understand that if we do not have your permission to collect certain data, unfortunately we will be unable to provide some services.)

[Purpose of Collecting Personal Information]

Information collected from the User on the Website shall be used for the following purposes. Collected information will not be used for reasons other than stated below.

- To answer inquiries from the User
- To mail literature concerning inquiries about the Facility, to the User
- To promptly offer services requested from the User
- Other reasons which require contacting the User
- To offer information or send gratitude letters from the Facility to the User

[Provision and Disclosure of Personal Information]

The Company will not disclose or share personal information collected from the user, except if the following applies:

- The Company has the User's consent
- If requested according to law or ordinance, and deemed necessary to disclose information
- It is a matter of protecting life, physical or material property of involved parties

[Provision and Disclosure to Subcontractors]

This Company may commission a subcontractor concerning the storage of personal information. In the event that the Company should disclose or share personal information of the User with the subcontractor, appropriate measures, such as binding contracts with subcontractor, will be taken to ensure secure management, prohibition of further provision or disclosure of information collected, and/ or leakage of said information.

[Requests from User Concerning Disclosure, Edit or Deletion of Personal Information]

If the User requests that collected personal information is to be disclosed, edited, or deleted, arrangements will be made promptly and within reason, according to the Company's policy, and upon confirmation the person making the request is in fact the User or proxy set up by the User.

[Security Management of Personal Information]

The Website takes necessary and adequate security measures to ensure that the User's personal information is safe, adequately and carefully protected from illegal access, loss, damage, or falsification, and is not leaked to third parties.

[Revisions Concerning Our Privacy Policy]

The Company continues to re-evaluate and revise privacy policies to further protect our User's personal information.

Revisions of our Privacy Policy shall be disclosed on the Website as necessary.

Q Do you have hot springs?

A. Yes, there are two locations on the Glamping Umi to Sora site.

1. Sports & Spa Resort Otaru by Sopuratiko is 1 minute on foot from the Facility; we will hand out free tickets for the number of nights you stay. Hours:10:00 - 22:00 Mon, Wed - Fri (closed Tuesdays), 10:00 - 20:00 Sat, Sun, and Holidays.

2. Coin showers are available on site (open between 17:00 - 23:00, 6:00 - 9:00).

Q. Is parking available?

A. Yes

Please use the Wing Bay Otaru parking lot.

It is most convenient if you park on the 7F of the Ichiban-gai parkade (closer to JR Otaru Chikko Station).

We will issue a free parking voucher for the Facility Parking Lot, so please bring your parking ticket to the reception.

Please check the Wing Bay Otaru Website Transportation Access Information page for parking hours, as parking hours are different depending on the parking lot. (<http://www.wingbay-otaru.co.jp/access/>)

Q. Can we leave the facility to go sightseeing (in Otaru ) once we have checked in?

A. Yes, you can. However, if you are planning on returning after hours for Wing Bay Otaru, entrances will be limited, so we ask that you please notify us in advance.

Q. Can we bring in food?

A. Yes.

Q. What happens if it rains?

A. You can still stay the night. In the event of rain, and you cannot barbecue outside, you can use the BBQ garden (with roof).

Q. How many can use the tent?

A. Standard tents can accommodate 4 persons, and the executive tent can accommodate 6 persons. (extra beds will be provided for extra guests, other than the standard 2 persons assigned to tent)

If you have a large party, please consult the Facility in advance.

When you are booking your reservation, children aged 3 or under are not counted in the party's number.

Q. Can we store our baggage before check-in, or after check-out?

A. You can use the coin lockers (paid) to store your suitcase before check-in. We cannot store your luggage for you after check-out.

Q. Are there any smoking facilities?

A. Smoking is prohibited inside the tent. This includes electronic cigarettes as well. Please use the smoking rooms provided inside the facility.

#### Precautions

● Karaoke, playing loud music on your tablet, phone, or portable CD players, and other acts that may disturb other guests is prohibited. Quiet time begins at 9:00 PM, and fires will also be extinguished at this time.

- Catering companies are not permitted on site.
- Beer servers and other large equipment are not allowed on site.
- Please note that services may be suspended in the event of heavy rain or strong winds.
- Pets and animals are not allowed on site.
- The Facility is not liable for the sanitary management of foods brought into the site.
- If you are late for check-in due to parking issues or other reasons, we will not extend your stay or refund your accommodation fees.
- We are unable to store your valuables. Please use the lockers which are provided.

Asgard (19.6 m<sup>2</sup>) Dinner and breakfast included

Vanaheim (40 m<sup>2</sup>) Meals not included

Non-smoking Rooms

Wi-Fi Connection

Baby Cribs Not Available

Amenities: Bed, refrigerator, air conditioner/heater, plugs, hair dryer, body soap, shampoo, conditioner, electric water pot, mugs, bath and face towels, amenity goods, blankets, glasses.

Toiletries: Toothbrush, razor, cotton balls, facial soap, hair brush

\*Food can be brought into both standard and executive tents.

Standard Tent - One night

Executive Tent - One night

With Dinner and Breakfast

Without Meals

Maximum capacity per tent

Hours

Through late October, 2019 (winter season - undecided)

Check-in / 15:00    Check-out / 10:00

Reservations

- Reservations can be made for one person or more.
- Standard tents have a capacity of 4, with prices listed per person (prices may change depending on occupancy). Executive tents have a capacity of 6, and price is set per room. For

more details, please see our price list.

● Children aged 3 or under do not pay, and shall not be included in the capacity of persons staying in the tent. Please be sure to let the staff know you are traveling with a child aged 3 or under, by writing it on the form, or by phone.

● Please make changes to your reservation or cancel your reservation up to 8 days prior to accommodation date. Cancellation fees will apply after 7 days prior to accommodation date, as follows: 7 - 5 days prior - 30%, 4 to 2 days prior to accommodation date - 50%, same day or no shows - 100%. Percentage indicates the ratio to basic accommodation fee.

Cancellation fees must be paid by bank deposit within one week of reservation date.

● Operation of the Facility will continue in rainy weather, but will be suspended during inclement weather, such as strong winds or Typhoons. Please feel free to contact us and inquire about the weather.

● In the event that operation of the Facility is suspended due to weather related reasons, cancellation fees will not be applied. Please understand that the Facility may suspend or cancel accommodation in the event of inclement weather. In such circumstances, the Facility shall not be able to introduce, or make arrangements for other facilities.

Feel the fresh ocean breeze as you enjoy Glamping - a new style of accommodation, free from the hassle of preparation.

Breakfast will be served at 8:00.