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# BOOKING AND REFUND POLICY

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All bookings must be paid in advance before tour dates.

**Deposit:** A 20% non-refundable deposit is required upon booking.

**Final Payment:**

- All pre-bookings must be fully paid by 1 December.
- All bookings made from 1 December to 15 March require to be fully paid within 24 hours to secure a tour date.

**Cancellation by the customer:**

- 30 plus days before booking date commencement – 20% of the total booking value will be forfeited.
- 8 – 29 days before booking commencement – 50% of the total booking value will be forfeited.
- Up to 7 days before booking commencement – the total booking value will be forfeited.
- Please note that Furano Powder Tours is not responsible for any changes in snow conditions. Guided tours cannot be cancelled or rescheduled due to snow conditions.
- Please note that no refunds will be made if the customer voluntarily leaves a tour for any reason after the tour has begun. This includes injuries.

**Cancellation by Furano Powder Tours**

If Furano Powder Tours is unable to offer its guiding service due to personal injury, illness, or other extreme circumstances, a complete refund will be provided.

**Rate and price variation**

All prices are based on Japanese yen rates, which are then converted to your chosen currency based on mid-market rates.