

GRAN CLASSE Terms of Use

Article 1 (Compliance with Basic Rules)

Guests are required to comply with the following **rules, prohibitions, and precautions**, as well as public order and facility regulations during their stay.

Article 2 (Usage Rules)

- Lights-out is at **10:00 PM**. Please refrain from loud conversations or activities that generate noise and cooperate in maintaining a peaceful environment.
- Guests are responsible for managing their own food and drinks. **The facility assumes no responsibility for food poisoning** caused by personal food or beverages.
- Fireworks are **limited to handheld fireworks in designated areas**. Fireworks that produce loud noise, large displays, or aerial fireworks are not allowed. Fireworks must be used before **9:00 PM**.
- As this is an outdoor facility, wildlife such as **snakes and insects** may be present. **The facility is not responsible for any incidents involving wildlife.**
- The facility is **not responsible** for any accidents or disputes that occur between guests.
- **No smoking and no open flames** are allowed inside the tents.

Article 3 (Rental Items & Facility Equipment Rules)

- **Violation of pet regulations** may result in additional cleaning fees or compensation for damage. Please refer to the **separate pet policy** for details.
- **Towels and amenities provided in the rooms must not be taken home.** If missing items are discovered after check-out, guests may be asked to return them by mail.

Article 4 (Parking and Facility Roads)

- The parking lot is **for guests only**. Unauthorized parking by non-guests is prohibited.

- The facility is **not responsible** for vehicle accidents, personal injuries, or theft in the parking lot.
- Golf carts are in operation within the facility. **Please supervise children and be cautious to avoid accidents.**
- **The facility is not responsible** for any accidents involving carts within the premises.

Article 5 (Service Suspension)

The facility may **suspend service without prior notice** under the following circumstances:

1. Natural disasters, emergencies, or other unforeseen events that **make facility operations difficult.**
2. Maintenance or **unavoidable repairs** of facility equipment.

Article 6 (Termination of Stay and Violations)

Guests may be asked to **leave the facility immediately** without a refund under the following conditions:

1. **Violation of these terms of use.**
2. **Unauthorized use of the facility** for purposes other than personal stays.
3. **Violation of Japanese laws** during the stay.
4. **Failure to comply with staff warnings** regarding dangerous or disruptive behavior.

Future reservations may also be declined in such cases.

Article 7 (Damage and Compensation)

Guests **may be charged for damages** to the facility, equipment, or rental items, except in cases of natural damage.

Article 8 (Handling of Personal Information)

The facility complies with **Japan's personal information protection laws** and will **not disclose personal information** to third parties except in the following cases:

1. When the **guest has given consent.**

2. When requested by **police, courts, or other legal authorities**.
 3. When necessary to **protect the facility's rights, property, or services**, and obtaining guest consent is difficult.
 4. In case of an emergency where **life, health, or property is at risk**, and obtaining guest consent is difficult.
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Additional Information

Check-in / Check-out

- **Check-in: 3:00 PM – 5:00 PM** (*Please contact us if arriving after 5:00 PM.*)
- **Check-out: 10:00 AM**

Payment Methods

- **Credit card / Mobile payment / Cash**

Access

- **By Car/Taxi:**
 - **Approx. 5 min** from Usui-Karuizawa I.C. (detours available during icy conditions).
 - **Approx. 10 min** from Karuizawa Station (South Exit).
- **By Train:**
 - **Hokuriku Shinkansen / Shinano Railway – Karuizawa Station.**

Parking

- **Free parking available.**

Free Shuttle Service

GRAN CLASSE ⇄ Karuizawa Station (South Exit)

- **Check-in Shuttle (Reservation Required):**

- ① **2:45 PM Departure**
- ② **4:00 PM Departure**

- **Check-out Shuttle:**

- **10:00 AM Departure**

(Reservations must be made by 5:00 PM the day before.)

Shuttle to Happu Onsen:

- **Departure: 3:30 PM**

- **Return: 4:40 PM**

(Reservations must be made by the previous day.)

- Shuttle service is **not available** during **Golden Week and summer (July 20 – Aug 31)**.

-  **Happu Onsen Details:**

https://www.legrand-karuizawaresort.jp/happu_onsen/

BAR Service

- **Hours: 8:30 PM – 10:00 PM** (*Last order: 9:30 PM*)
 - *BAR hours may vary. Please check in advance.*
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Cancellation Policy

Cancellation fees are applied based on the **check-in date** as follows:

Regular Reservations:

- **Up to 5 days before: No charge (0%)**
- **4–3 days before: 50% of the accommodation fee**
- **2–1 day before: 80% of the accommodation fee**
- **Same-day cancellation / No-show: 100% of the accommodation fee**

For Reservations of 3 or More Rooms:

- **Up to 31 days before: No charge (0%)**
 - **30–3 days before: 50% of the accommodation fee**
 - **2–1 day before: 80% of the accommodation fee**
 - **Same-day cancellation / No-show: 100% of the accommodation fee**
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Special Conditions: Typhoons and Severe Weather

If severe weather (e.g., typhoon) is **forecasted**, the facility may **cancel reservations for guest safety** under the following conditions:

1. **Official weather warnings** indicate the facility will be in the **storm zone**.
 2. **Severe weather warnings** are issued for the area.
 - 📌 **Decisions will be made by 12:00 PM the day before check-in.**
- If the facility **cancels the reservation**, no cancellation fee will be charged.
 - If the **guest cancels before the facility makes a decision**, standard cancellation fees apply.
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Winter / Rainy Weather Dining & Bonfire Policy

- If **heavy snowfall, rain, or strong winds** make outdoor dining unsafe, meals may be served indoors for safety.
 - Bonfires may be canceled in bad weather, and guests will be notified at check-in.
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Other Rules

- **Bringing your own BBQ ingredients is prohibited** (*other food and drinks are allowed*).
- Guests **may be charged for damage or loss of equipment or keys**.
 - **Lost room keys:** Guests must pay **¥22,000 JPY (including tax)** for lock replacement.