

EXPLORE AIRPORT TRANSFERS

Customer Terms & Conditions

Before requesting a transfer service offered on our website you should ensure that you have read and understood these Terms and Conditions, as they will govern any subsequent Contract. By making a booking, you confirm you have read these Terms and Conditions and have the legal capacity to accept them on behalf of yourself and all the Passengers. If you do not understand any of the Contract conditions, we strongly recommend that you contact our Customer Service Team before proceeding with any booking. If you do not wish to be bound by these Terms and Conditions, regrettably you may not make a booking with us.

BOOKING PROCEDURE

Enquiries may be made by email (transfers@explore-niseko.com) or through the Transfer Booking Form on our website.

All bookings must be paid for in full before they can be confirmed. Customers will receive a booking confirmation by email for the journey(s) you have paid for. You are responsible for checking that the details are correct.

One or two days prior to the transfer, you will receive a re-confirmation of your booking. This will contain pick-up instructions and your driver's telephone number. Please ensure that you have a copy of this with you.

Explore Airport Transfers does not accept any responsibility in any way for missed flights for whatever reason i.e. traffic delays, accidents, breakdowns, severe weather conditions or any other unforeseen circumstances. We advise passengers to plan to arrive at the airport 2 hours prior to flight departure to allow for possible unpredicted delays en-route to the airport.

All passengers are advised to have adequate travel insurance prior to booking.

The exact route of your journey is down to the driver's discretion on the day of travel, specific routes may be requested but cannot be guaranteed. In some cases, where the mileage or duration significantly changes, alternate routes may incur additional charges, this is calculated on a case by case basis.

VEHICLE CAPACITY AND LUGGAGE

Vehicle types will be assigned based on the passenger numbers stated on the booking. It is the responsibility of the passenger to ensure that the correct information is provided at the time of booking.

Transfer vehicles have luggage capacity of at least 1x bag or suitcase per passenger seat, based on a maximum combined size of 158cm (length + width + height) per item. All luggage must be declared at the time of booking. Smaller items that fit in the passenger footwell, such as a camera case, handbag or small shoulder bag, do not need to be declared. The Passenger shall

be liable for all expenses incurred should additional vehicles be required to transport non-declared excess luggage. Ski bags reduce the seat capacity of the vehicles by 1 and this must be taken into account when booking your transfer. Smaller vehicles cannot accommodate ski bags, a larger vehicle will be required.

Explore Airport Transfers does not accept any responsibility in any way if the passenger/luggage requirements exceed the capacity of the vehicle booked. If you are unsure about the capacity of the vehicle booked, please contact Explore Airport Transfers Customer Services Team immediately.

PRICING

Explore Airport Transfers prices are calculated based on the vehicle type, departure and destination locations. Passenger numbers do not affect the price, but where the passenger number exceeds the safe operation of the vehicle, there will be additional charges for a larger vehicle. The driver has the right to refuse to drive passengers if there are more passengers than booked.

WAITING TIME

For all airport pick-ups, you are required to inform us of your incoming flight details so that we can monitor your flight and arrange pick-up accordingly. If you require additional time at the airport upon arrival for shopping or a meal, you must inform us of this at the time of booking. Requesting a delayed departure time from the airport on the day will not be accommodated and those who delay their departure time will be charged to do so.

If your flight is delayed or cancelled, you are responsible for informing us of the changes as soon as possible. In the case that your flight is past 18:00, we reserve the right to charge additional fees of ¥500 per 15 minutes in order to cover any costs resulting from the delayed flight.

Pickups from homes, hotels and other venues are allowed 10 minutes of free waiting time from the actual booked time, thereafter additional charges of ¥500 per 15 minutes may apply.

MISSED FLIGHTS

In the event of a missed flight, it is the passenger's or booker's liability to inform Explore Airport Transfers immediately, so that the driver can be notified and the pick-up re-arranged. If the passenger arranges to take a later flight we will endeavour to provide the service at no extra cost, however we cannot guarantee that the transfer vehicle will be the same as was originally booked. Failure to notify Explore Airport Transfers, will result in the transfer being forfeit and no refund will be issued.

ADDITIONAL STOPS

Before finalising your booking, you have the opportunity to pre-book additional stops if you need to collect and drop off keys, if your group will be split between more than one accommodation address, or if you would like to stop at a convenience store along the way. The extra stop address must be located in the same destination as your principal accommodation address or along the standard route which the driver will follow. Extra stop duration is limited to 15 minutes.

Customers who wish to include longer stops such as supermarket stops or for sightseeing can include this in the itinerary for an additional charge of ¥8,000 per hour (or part of). This must be arranged at the time of booking and cannot be arranged with the driver on the day.

LIABILITY

Explore Airport Transfers cannot be held responsible for any financial losses, missed flights or any other events due to the transfer vehicle arriving at the destination later than the expected time due to adverse weather, vehicle breakdown, traffic conditions, road closures or any other unexpected circumstances. If we anticipate that the transfer vehicle will not be able to complete the journey by the expected time, we will inform the passenger and it is their responsibility to make the decision to continue with our booking or to make alternative arrangements.

WIFI INTERNET

Wireless internet is provided in some vehicles as a complimentary service and a request can be made for this service at the time of booking, however, availability cannot be guaranteed. During the journey, it may become unavailable due to signal strength in certain areas. As a free service, claims for non-operation will not be upheld.

AMENDMENTS

Any booking amendments must be made by email or by telephone prior to your transfer date. You will receive an email confirming the amendment. Amendments cannot be made with your driver during the transfer. For amendments made within 72 hours of the transfer date, an administration fee of ¥2,000 per change made will be levied.

CANCELLATIONS

After booking, Explore Airport Transfers offers a one week grace period where bookings can be amended or cancelled without penalty (bookings made less than one week prior to the transfer date are excluded from this grace period). After this period, Explore Airport Transfers will accept cancellations up to 72 hours prior to departure without charge, but there will be a ¥2,000 administration fee per booking. All cancellations must be made by email and you will then receive confirmation of the cancellation. Bookings cannot be regarded as cancelled until you have received email confirmation from us. Cancellations made within 72 hours of the pick-up date will not be refunded.

REFUNDS

Wherever possible we will try to issue a refund for your journey if there is a legitimate reason that you are unable to use our service. Refunds will not be issued under the following circumstances:

- ✘ No refund is made if the passenger does not show up for a booking.
- ✘ No refund is made for cancellations of a booking within 72 hours of the transfer date.

Refunds will only be issued via the same method as payment was made.

CHANGES AND CANCELLATION MADE BY US

It is unlikely that we will have to make any changes to your booking, but occasionally we may have to make changes and we reserve the right to do so at any time.

If changes are made to your booking, they will most likely be minor, and compensation will not be payable. However, we will advise you of any changes at the earliest possible date.

If we make a major change to your booking, we will inform you as soon as reasonably possible if there is time before your departure. When a major change occurs you will have the choice of

accepting the change of arrangements, accepting an offer of an alternative service of comparable standard from us if available, or cancelling your booked service and receiving a full refund of all monies paid less any bank transfer or fees incurred.

COMPLAINTS

Any complaints regarding service should be raised in writing or by email with our office, preferably by reply to your confirmation email. All complaints must be submitted within 30 days of the event giving rise to the complaint.

CONTACT US

You may contact us at any time via one of the methods below.

E-mail: transfers@explore-niseko.com

Telephone: (+81) 050-5309-6905

Office Address: 37-89 Aza Kabayama, Kutchan-cho, Abuta-gun, Hokkaido, 044-0078