**Company Name**

**Agent Booking Terms and Conditions**

|  |
| --- |
| Please read the following Agent Booking Terms and Conditions. If you have any questions please contact us. Once signed this agreement can be returned to us by email to CompanyEmailAddress or by fax on +FaxNumber |

Company Name (hereinafter “Company Name”, “us”, “we”, “our”) accepts reservations from you (“The Agent”, “you”,“your”) for our accommodation under the following conditions.

**RESERVATION AND PAYMENT**

# HOW TO BOOK

1. Preliminary reservations are accepted via [RoomBoss](http://www.roomboss.com). Please let us know if you don't have a RoomBoss account.
2. A preliminary reservation should not be considered confirmed until we contact you in writing with confirmation. Note we may be unable to confirm multi-room bookings that are large by our standards. Furthermore in rare cases we may be unable to confirm a booking if doing so would prevent effective gap management.

# CONFIRMATION

1. We will respond by email to confirm your preliminary reservation, and to issue invoice(s) for payment.
2. The reservation may be considered confirmed, however note payment of invoice(s) by their due date(s) is required to maintain the reservation. Please carefully take note of the payment due date on invoices we send you.

# CANCELLATION BY THE AGENT

1. Cancellation will be considered as taking effect on the day that you cancel the reservation within RoomBoss or notice is received via email to CompanyEmailAddress in which the RoomBoss booking ID is quoted.
2. You agree that cancellation without penalty is possible for the following number of days after you make the booking (Days Grace) unless we inform you otherwise in writing;
	1. Booking 45 or more days prior to arrival results in 10 days grace.
	2. Booking 44 or fewer days prior to arrival results in 5 days grace.
3. You agree to pay 20% of the booking cost if you cancel after the grace period ends and the cancellation date is 45 or greater days prior to arrival.
4. You agree to pay 100% of the booking cost if you cancel after the grace period ends and the cancellation date is 44 or fewer days prior to arrival.

# AMENDMENT BY THE AGENT

1. Amendments must be made using RoomBoss, or if you are unable to amend using RoomBoss then via email to CompanyEmailAddress in which the RoomBoss booking ID is quoted.
2. Amendments will be subject to reconfirmation by us.
3. An amendment to stay dates, or to the room type, will be considered a cancellation and re-booking unless otherwise indicated in a written communication by us.
4. An amendment where the number of accommodation nights or number of guests is reduced will be considered a cancellation of the difference in the value of the booking, unless otherwise indicated in a written communication by us.

#

# PAYMENTS

1. You agree to pay according to the due dates of invoices that we issue to you.
2. Unless otherwise indicated in writing by us the following amounts and due dates will apply;
	1. Booking more than 55 days prior to the arrival date will result in two invoices being issued to you; an invoice for 20% deposit with due date 10 days after the booking date, and an invoice for 80% final payment with due date 45 days prior to the arrival date.
	2. Booking 55 or fewer days prior to the arrival date will result in an invoice for 100% with due date 10 days after the booking date.
3. All payments are to be made by bank transfer to the account details provided by us in our invoice(s).
4. We will bear charges levied by our bank for the receipt of a bank transfer. You agree to cover all other charges including those levied by your bank and any interim financial institutions.

# CANCELLATION OR MOVE BY COMPANY NAME

1. If a payment for a booking is not received by the due date, Company Name reserves the right to cancel the booking without refund or relaxation of the cancellation policy.
2. In all cases, we reserve the right to cancel your reservation and provide a refund. Cancellation by us extremely unlikely, but may occur as a result of circumstances such as but not limited to acts of nature that we are unable to control. In such case we will notify you in writing, the booking will be fully refunded, and upon rendering the same, you agree all liability of Company Name in respect thereof shall cease.
3. In all cases, we reserve the right to move your reservation if required to accommodation of equivalent or higher standard, and you agree that no refund will provided in this case.

# ARRIVAL AND DEPARTURE

1. Arrival and departure times must be provided to us via RoomBoss at least 5 days before the arrival date.
2. The check-in location for your customers is at **Check in location**
3. Check-in time is from 3:00pm.
4. Upon check-in we require a copy of guest credit card details to be taken for security/bond purposes.
5. Check-out time is 10:00am. All luggage and personal items must be removed from the room(s) at time of check-out.
6. Late check-out charge of 10,000 JPY is applicable to stay until 12:00 noon. Requests for late check-outs must be confirmed at least 24 hours in advance.

# BEDDING CONFIGURATION

1. Desired bedding configuration must be provided to us via RoomBoss, and must be provided at least 5 days before the arrival date.
2. An additional fee of 3,000 Yen will be charged to you if your customers request different bedding configuration from the configuration you have provided in RoomBoss.

# PROPERTY DAMAGE OR LOSS

1. The guest of any of Company Name’s accommodations accepts responsibility and will incur all costs for repair or replacement of any damage incurred outside of normal wear and tear to any facet of Company Name’s properties, or any missing amenity, by the guest or anybody in the guest’s party or duty of care.
2. In the event where property or amenity has been damaged or lost the guest will pay Company Name in full for any damage caused and replacement costs.
3. The charge for a lost key or key card is 10,000 Yen.

# NO SMOKING AND NO PETS POLICIES

1. The Company Name maintains a strict **NO SMOKING POLICY** within its buildings.
2. The Company Name reserve the right to evict from the building/hotel any person or party not adhering to this policy, and without a refund for any days remaining. An additional fee of 100,000 Yen will be charged for housekeeping as well as potential compensatory charges for later arriving guests adversely affected in any way.
3. The Company Name maintains a strict **NO PETS POLICY** within its buildings. Under no circumstances will pets be permitted to stay.

# APPROPRIATE BEHAVIOUR

1. All guests must behave in a manner that is appropriate for the situation, including not disturbing the stay of other guests, and showing reasonable respect to member of the Company Name service team.
2. Company Name reserves the right to decline or accept any person as a member of any party at any time.

# COMPANY NAME RESPONSIBILITY

1. Company Name shall not under any circumstances be liable for any injury, damage, loss, accident, delay or irregularity that may be caused to a person or property, however caused, this also applies to any tour under its management, sponsorship, procurement or otherwise, notwithstanding the Company Name’s principal may be a foreign company, corporation or person.
2. It is the responsibility of the guest to ensure that they are in possession of the required travel documentation and that they are in compliance with current Government and transportation rules and regulations.
3. Should Company Name book external services on the guest’s behalf, these services will be subject to the external service providers’ booking Terms and Conditions and remain the responsibility of the client. A list of booking Terms and Conditions for each service provider will be supplied upon request to guests.
4. The Company Name accepts no responsibility for guest transportation to and from our property(s). No refunds of accommodation or any other related services will be given if the guests are unable to arrive on the day of predetermined booking including travel being impaired by weather conditions. Company Name and/or its Agents will not be responsible for providing additional accommodation in the event that guests are prevented from leaving due to unforeseen circumstances including weather. In the event that Company Name can and do provide accommodation, regular rates will apply.
5. Company Name cannot under any circumstances be held responsible for snow conditions. No booking can be cancelled, altered or amended on the basis of weather conditions.

# AGENT RESPONSIBILITY

1. All bookings are subject to these Terms and Conditions.
2. **The Agent and their customers accept these Terms and Conditions in full when a booking is made with** Company Name**.**
3. It is the responsibility of the Agent to inform their customers of Company Name Booking Terms and Conditions. If your customer is not aware of these conditions then the agent will bear responsibility.

# PRECEDENCE

1. This document takes precedence over previous documents and terms and conditions presented via our website or within RoomBoss.

**The Agent agrees to these Terms and Conditions**

|  |
| --- |
| Agent Company Name |
| Name and Title of Authorized Representative  |
| Signature  |
| Date |
| Email |
| TelephoneEmergency contact telephone (including after hours if possible) |

**We look forward to working with you and to providing**

**great service to your customers.**