



Thank you for considering using our rental delivery service.

Before making a reservation, please note the following regarding the use of the service (receipt/return process, etc.) Please be sure to read the terms and conditions.

Please note that upon completion of the reservation procedure and payment, you are deemed to have agreed to the following terms.

### **【About age at the time of use】**

When applying, please select child or adult based on the age on the date of use.

This is not the age of the reservation date.

As of the date of use, we will calculate child rates for those under 12 years old, and adult rates for those over 13 years old.

If you have a birthday during your reservation period, please make separate reservations for children and adults, using the day of your birthday as a separation.

### **【Notes regarding purchase procedures】**

To ensure that you receive the correct size equipment, please be sure to assign each member to every required equipment upon making a reservation.

Also, please check that the information you entered is correct before settle the payment.

### **【About the pick-up location】**

We are unable to deliver or return equipment to any location other than your chosen accommodation or shuttle bus.

If you would like to pick up your equipment upon boarding the shuttle bus at JR Otaru-Chikko Station, please be sure to write your boarding time in remarks column upon reservation.

If the customer using the delivery service and the person making the reservation (representative) of the destination hotel are other people, please enter the name and scheduled check-in date of the person making the hotel reservation in the notes section.

If you do not have a name that corresponds to the person you are planning to stay at the hotel, you may not be able to leave your equipment at the hotel front desk.

### **【Regarding pick-up and return】**

We will deliver rentals to your accommodation the day before your start date.

Please pick up your equipment at the reception counter and be sure that your name, delivery

details, and size are all correct.

Please return your equipment to the designated return location on the last day of your rental period.

If you are returning your equipment at the Kiroro Mountain Center, please put all equipment including jacket and pants in the same bag as when you received it and bring it to the rental corner.

### **【About changing the size of rental equipment】**

Otaru Kita Shiribeshi Ski & Adventure Center offers size exchange service by bringing your all rental equipment. You can try on and exchange sizes for the same type of rental equipment at no additional charge.

Size exchanges are only available during our opening hours.

Please note that size exchange by delivery is not available.

### **【About email reception settings】**

Please set up your email settings to receive emails from the following email addresses.

info@kiroro.co.jp

res@visit-kitashiri.com

If there is a problem with your reservation, we will contact you from the email address res@visit-kitashiri.com.

If we do not receive a reply by three days before delivery, your reservation will be cancelled.

### **【Rental delivery service terms of use】**

**When using the rental delivery service, you are deemed to have agreed to all of the conditions below once the reservation is made.**

- 1) I am aware that [skiing] and [snowboarding] in which the borrowed products are used are dangerous sports, and that the use of the products involves the risk of injury and other accidents.
- 2) I understand that the ski/boot/binding system does not guarantee the user's safety. I understand that the system described above will not always or under any circumstances release, and that it is impossible to predict all situations in which it will release.
- 3) I will not be responsible for any injury or damage to the user or a third party's body or property arising from or related to the selection, installation, maintenance, adjustment, or use of the

products I have rented.

I (the user) shall bear all responsibility for any damage or damage caused.

- 4) Rental equipment will be managed and returned responsibly, and if lost or stolen, we will compensate for damages.

※Please pay up to 60,000 yen for damage, loss, and theft.

### **[About payment]**

Please pay the usage fee within 24 hours by online credit card payment from the link to the dedicated page that will be sent to your registered email address after completing the application procedure.

### **【Cancellation Policy】**

Up to 3 days before the start date of use: 0% charge

2 days before to the day of use: 100% charge

If you need to cancel your reservation due to an unavoidable reason, such as a cancellation of your trip due to sickness or unexpected problem with public transportation, please notify us by 9:00 AM the day before your trip with a reason of cancellation.

Please note that refunds will not be given under any circumstances for cancellations made less than 2 days before use due to any other reasons above, such as cancellation of your trip by personal reasons.