



Heartland JAPAN

Cancellation Policy

Thank you for booking a tour with Heartland JAPAN. We're excited to welcome you to our beautiful country on your upcoming trip!

Unfortunately, sometimes things don't go to plan. For that reason, please make sure to read to fully read through this cancellation policy. If you have any questions, please don't hesitate to get in touch with your representative.

Cancellation by the Customer

- **More than one calendar month prior to the trip's starting date**
If you choose to cancel your trip more than one calendar month before the starting date, **we will retain your deposit (25% of the total booking cost)**. If you have paid more than just the deposit for your trip, the remaining balance will be refunded to you.
It may be possible to postpone your trip for a later date, rather than fully cancel your plans. If you would be interested in this, please get in touch with your representative.
- **Between one calendar month up to and including 15 days prior to the trip's starting date**
If you cancel your trip between one calendar month up to and including 15 days prior to the starting date, **we will retain 60% of the total booking cost**. The remaining balance (40%) will be refunded to you.
- **Between 14 days up to and including 7 days prior to the trip's starting date**
If you cancel your trip between 14 days up to and including 7 days prior to the starting date, **we will retain 80% of the total booking cost**. The remaining balance (20%) will be refunded to you.
- **7 days or less prior to the trip's starting date**
If you cancel your trip 7 days or less prior to the starting date, **we will retain 100% of the total booking cost**, and you will not receive a refund of any amount.

In regards to natural disasters, disease outbreaks, political instability, terrorism or any other unexpected situation out-with our control, the following terms and conditions apply:

- **If travel to Japan is restricted, forbidden or advised against by your country's government, the Japanese government, or any other travel authority**, then you are entitled to a full refund of the total booking cost, minus any unrecoverable third party costs (non-refundable hotel reservations, activity costs etc) out-with our control. Alternatively, you may choose to postpone your trip to a later date, and all booking costs that you have previously paid will be transferred to this alternative trip.
- **If travel to Japan is NOT restricted, forbidden or advised against by your country's government, the Japanese government or any other travel authority and you wish to cancel your trip on the basis of your own concerns**, then this will be considered a "Cancellation by the Customer" and will follow the terms detailed in that section of this document. You will not be entitled to a full refund of your total booking costs, and the money you will be refunded will be subject to the terms associated with the time frame within which you cancel your trip.

Cancellation by Heartland JAPAN

If we feel that it is not viable or safe for us to operate your planned itinerary (such as in the case of natural disaster, terrorism, political instability, disease outbreak etc.) then we may choose to cancel your trip. In this situation, your representative will be in touch to provide you with more information and answer any questions that you may have.

If we cancel your trip, then you may either transfer your paid booking costs to an alternative trip date, free of charge, or receive a full refund of your booking costs, minus any unrecoverable third party costs (non-refundable hotel reservations, activity costs etc) out-with our control.

It is important to note that Heartland JAPAN will not be held responsible for any incidental expenses that you may have incurred as a result of your booking, including but not limited to Visa costs, vaccinations, travel insurance excess or non-refundable flights.

Depending on the situation that results in the tour's cancellation, other conditions may apply. Your representative will advise you if there are any special conditions applicable in your case.