

Lodge Policies

- Timing : Check in: 3pm / Check out: 10am.
- Early check-in or late checkout may be possible, but are handled on a case-by-case basis at Kodama's discretion. Additional fee may apply. Please contact us to discuss it.
- Children : Kids over the age of 14 are permitted. Unfortunately, Kodama is not suitable for younger families.
- Antisocial behaviour : We will not tolerate antisocial behaviour at the lodge. Kodama reserves the right to, at its sole discretion, evict any guests who engage in behaviours which: (i) interfere negatively with the experience of other guests; (ii) risk damage to persons or property; (iii) go against the law of Japan and local rules. No refunds will be provided under such circumstances.
- Smoking / drugs / alcohol :
Kodama is smoke free. Ask us for smoking areas.
Drug usage or possession are not tolerated in and around the Lodge. More widely, Japan has very strict laws about drugs.
We offer a nice selection of french wines, local beers and different alcoholic and nonalcoholic beverages on our drinks menu. Please don't bring your own drinks in our bar, restaurant or common spaces. Corkage applies if you really want to bring your own bottles. In Japan, no alcohol can be served for people under 20 y.o. Also if our staff consider you had enough and start being intoxicated, they will kindly refuse and offer you a glass of water.

Booking, payment and cancellation policy on the next page

Booking, Payment and Cancellation

- *For bookings made prior to November 1st:*
 - A deposit of 50% of the total booking price is payable at the time of booking, or within 7 days of receiving our invoice. Otherwise, a booking is not confirmed.
 - Full payment is required 60 days prior to check-in, or the booking will be cancelled and the deposit refunded, less a JPY10,000 per room cancellation fee.
 - If a booking is cancelled more than 60 days before check-in, the deposit will be refunded, less a JPY10,000 per room cancellation fee.
 - If a booking is cancelled less than 60 days prior to check in, there will be no refund under any circumstances.
- *For bookings made after November 1st:*
 - 100% of the total booking price is payable at the time of booking, or within 7 days of receiving our invoice. Otherwise, a booking is not confirmed.
 - If a booking is cancelled more than 60 days before check-in, the deposit will be refunded, less a JPY10,000 per room cancellation fee.
 - If a booking is cancelled less than 60 days prior to check in, there will be no refund under any circumstances.
- *Cancellation by Kodama:* No refunds will be provided for a trip cancellation made by Kodama Lodge for any of the following circumstances: regulations or laws of any government, injuries or any personal or public health-related issues, or states of emergency.
- *Other refunds:* Kodama reserves the right to offer a partial, full refund or credit, at its own discretion, for all cancellations NOT covered under this policy.
- *Recommendation for insurance:* We recommend that all guests secure travel insurance covering trip cancellations prior to booking with us.
- *Payment methods:* We accept:
 - Bank Transfer, in JPY from Japanese bank account holders (no surcharge).
 - Bank transfer from international banks. (fee might apply depending on your bank).
 - Credit Card (with 3.5% surcharge).

General: We may, at any time, and at our sole discretion, modify these terms. Any such modification will be effective immediately upon public posting. If you have a booking with us already, you will be notified of those changes.