

Storage Service

Pricing & Terms of Service

- This storage service is available for pre-arrival (including delivery prior to check-in), during stay, and post-departure use.
- Available to in-house hotel guests and hotel unit owners with full compliance on the storage terms & conditions, completed application form, and identification check.

Pricing (per item) – Hotel Guests

Hotel Guests	
Per week (7 days)	¥ 2,000 JPY
First 7 days – free of charge with confirmed current or future reservation	

Maximum storage duration: 8 weeks (incl. free period)

Pricing (per item) – Hotel Unit Owners

Hotel Unit Owners	
Per week (7 days)	¥ 1,600 JPY
Per month (30 days)	¥ 6,000 JPY
First 7 days – free of charge with confirmed current or future reservation	

Maximum storage duration: 1 Season (incl. free period)

Winter Season: December 1st – April 30 (following year)

Green Season: May 1st – November 30

Storage Annual Plan (1 Year) – Hotel Unit Owners

Storage Annual Plan	
Annual fee	¥ 55,000 JPY
Period	December 1st – November 30th (following year)

- Unlimited drop-off and collection of items throughout the period.
- Fee is paid in full upon purchase.
- Maximum number of items in storage at one time: 5 items per hotel unit.
- Standard item definitions and packaging requirements apply.
- Items remaining in storage after November 30th are subject to late collection terms.

Storage fees are charged per item, per 7-day week, per 30-day month, or annual basis. Any partial week, month, or year will be charged as a full week, month, or year. One storage reservation may include multiple items; but charge applies per item. All storage fees must be paid in full upfront at first drop off. No refund for early collection.

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Eligible Items

The following item types are accepted for storage. Each item must comply with the size and packaging requirements listed below.

- One (1) suitcase: Maximum total dimensions: 158 cm (L + W + H, including handles and wheels).
- One (1) ski or snowboard set: Must be stored in a dedicated equipment travel bag.
- One (1) cardboard box: Maximum dimensions: 42 × 58 × 36 cm.

- **All items must be securely closed with zippers, packaging tape, or equivalent methods prior to drop-off.**
- **Perishable goods, food, flammable, explosive, or otherwise hazardous items are strictly prohibited.**
- **The hotel reserves the right to refuse any item that does not comply with these regulations.**

- **The hotel accepts no liability for:**
 - Damage to internal contents resulting from improper packaging or inadequate closure.
 - Deterioration, aging, or changes in the condition of items during storage.

Extensions

- Extensions may only be requested before the current storage period expires.
 - Storage fees for the extended period are due upon collection of the item.
 - The hotel has the right to decline collection until the outstanding fees are fully settled.
 - Maximum storage duration applicable to each guest category applies.
 - If no extension notice is given before the agreed collection date, late collection terms will apply.

Collection & Late Pickup

- Storage fees must be **paid in full upfront** at the time of drop-off (first drop off for annual storage).
- The storage duration and **collection date must be specified** at drop-off.
- Items must be collected on the agreed collection date. **Late pickup will be charged** at the standard rate; Any partial week, month, or year will be charged as a full week, month, or year.
- An **administration fee of ¥2,000 JPY per week will be charged for late collections.** This fee applies once per reservation (one reservation may include multiple items).
- The **administration fee and the standard storage rate will apply concurrently** from the agreed collection date.
- Items **not collected until 90 days after the agreed collection date** will be **disposed of, donated, or otherwise handled at the hotel's discretion.**