



Terms & Conditions

Fuji Outdoor & Mt. Fuji Guides

- All Mt. Fuji Guides bookings and payments will be processed by Fuji Outdoor
- Fuji Outdoor & Mt. Fuji Guides requires all fees at the time of booking for all trips if booking.
- Cancellations more than 31 days before the trip will result in a 50% cancellation fee.
- Cancellation within 30 days of the trip for any reason, including injury, will result in a 100% cancellation fee.
- Fuji Outdoor & Mt. Fuji Guides will only accept payment from one account for tours with multiple participants.
- Fuji Outdoor & Mt. Fuji Guides will operate in most weather conditions and does not offer refunds on trips/ tours for weather related problems.
- Fuji Outdoor & Mt. Fuji Guides reserves the right to cancel any tour at any time, typically due to inclement weather or unsafe travel conditions. In this case a full refund will be issued.
- The itinerary of any tour is subject to change depending on weather, traffic, participant ability, etc.
- There are many factors affecting the outcome of each tour; Fuji Outdoor & Mt. Fuji Guides does not guarantee a successful summit or any views.
- Fuji Outdoor & Mt. Fuji Guides has a cut off time of 6 hours to reach the summit on all tours.
- We ask guests to be honest about fitness/ health levels. If you have booked and paid for a tour(s) however your fitness levels are insufficient for the trip you have booked, your guide may ask you to retire. No refunds will be issued.
- If rescue is called for you by your guides due to insufficient fitness/ health in order to prevent injury, you will be charged additional fees.
- If your fitness/ health level prevents you from reaching the accommodation/ mountain hut, your guide/ guide may decide to descend with you or put you in an accommodation/ mountain hut at a lower elevation and forfeit climbing higher. Additional charges may apply.
- Fuji Outdoor & Mt. Fuji Guides recommends that you purchase travel insurance in case of any unforeseen circumstances such as injury, sickness, cancellations etc.
- In the case that an emergency evacuation is called for you during the tour, additional charges may apply as rescue is privatized (your travel insurance will cover you).
- All customers are required to sign a release of liability waiver and medical information form before departing. Failure to do so will result in cancellation of the trip(s)/ tour(s) without refund.
- All participants under the age of 20 must also have a parent or legal guardian sign their release of liability. All minors must be at least 8 years of age and accompanied by a guardian or parent while on the tour.