

Niseko Basecamp Rentals Terms & Conditions

*Rentals Terms & Conditions for all rental services under Niseko Basecamp (NBC) and any other JRT Trading brands.

Liability

- All customers are required to read and sign a release of liability agreement before collecting any rental equipment. Failure to do so will result in a cancellation without refund.
- All minors (under 18 years of age) must also have a legal guardian sign their release of liability.

Identification & Credit card

- Prior to receiving any rental equipment, NBC will require all rental guests to show a valid form of identification (valid in Japan) ei Passport or Japanese Drivers License.
- NBC will also require all guests to show a credit card which can be charged in the case of theft and/ or damage beyond repair.
- NBC will take a copy of your identification document(s) and credit card.
- Any credit cards and ID copies will be discarded and/or shredded upon rental returns.

Rental collection, returns, duration and penalties

- All guests must visit the NBC office for rental gear set up.
- Rental equipment set up and collection can be done from 4 PM the day before your rental period starts.
- Rental equipment drop off must be done by 7 PM on the day your rental period ends.
- NBC will offer a free shuttle service from our office to your accommodation in Moiwa, Annupuri, Niseko Village, Niseko Town or Hirafu after the rental set up and rental returns.
- NBC does not offer pickups.
- Any late returns will be treated as a "lost/ stolen" item (see below) unless NBC is notified in advance.
- NBC will charge your card on file for any penalties and late fees.

Cancellations & Refunds

- NBC requires all fees at the time of booking for all rentals.
- Cancellations 30 or more days before the rental date 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.
- There are no refunds if a commission or discount has been applied.
- NBC does not offer refunds on rentals for weather related problems (extreme avalanche condition, torrential rain etc).
- NBC reserves the right to cancel bookings at any time. If NBC initiates a cancellation, a full refund will be made.

Damage & Loss of Rental Equipment

- General maintenance for general "wear and tear" including waxing and edge sharpening is included in our pricing.
- For any rental equipment damage beyond repair or any rental equipment which is lost/ stolen and is not returned, NBC will charge the retail price (as listed in our physical shop) of that/ those items to your card on file.
- Repairable damage sustained during the rental period will be charged to the renter to a maximum of JPY 50,000+ 10% tax.

Payments & Discounts

- NBC will only display and accept Japanese Yen (JPY).
- All prices are exclusive of 10% consumption tax which will be added to the subtotal.
- All commissions, discounts will be applied before any taxes.
- NBC will use Flywire and/ or Square as a payment system where additional fees (transaction costs) may apply.
- Any guest renting skis/ snowboards to use for a Hokkaido Backcountry Club, Black Diamond Tours, Chisenupuri Cats or SnowSports Japan tours/ lessons is entitled to a 30% discount for those days.