

< Important Information >

【Damage and Theft】

★ Insurance is available for rented items to cover theft and damage.

Each customer may purchase insurance for their usage period by paying ¥500 (tax inclusive) at the time of rental, although doing so is optional. Note that if you opt not to purchase insurance, you will be charged for the value of the item in the rare event that it is damaged or stolen.

*The insurance does not cover loss.

*If a rented item is stolen, please report the theft to the nearest police station and inform us of the report number.

【Rental Items】

Always inspect each rental item when you receive it.

If you don't notify us of any problems upon receipt of a rental item, we will consider that item to be in normal condition.

*We will prepare the sizes that you enter when making the reservation.

We cannot exchange any items after arrival at the ski resort, lodging facility, or other final destination, so be sure to check them when you receive them.

*Please note that you are responsible for the safekeeping of rental items until they are returned to us.

*We are not responsible for anything that happens if you adjust the settings of a rental item after receiving it.

★When using rental items★

Due to their material properties, the binding straps on snowboards can become damaged if they are stepped on or forcefully bent after being used for long periods of time at low temperatures. Please note that we are unable to exchange items or provide refunds in the event that such damage occurs.

*We will adjust the settings of rental items based on the information entered when the reservation is made. Please note that we are unable to provide replacements if you enter incorrect information.

*We maintain all rental items (by applying wax etc.) according to our company standards. However, please note that weather conditions and snow quality can limit the effectiveness of wax.

We are unable to exchange items or provide refunds in such cases.

*We match the binding release value to the user's height and weight. (If you don't know your weight, we will set it based on your height alone.) *We are not responsible for any accidents or injuries that occur if you change these settings yourself.

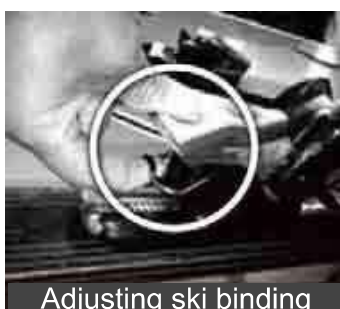


Area prone to binding damage



Adjusting snowboard stance

There are two types of ski binding.



Adjusting ski binding



Adjusting ski binding (necessary to adjust the front and back binding)

【Reservations】

Reservations can be made up to the day prior to rental if the items are available. (However, reservations must be made by phone if the rental date is less than 5 days away.) Reservations are accepted via telephone from November 1 through the end of the following April.

However, please note that reservations made via telephone are not eligible for discounts. Reservations made online are accepted until 5 days prior to departure.

We will respond to all inquiries, although it may take a little time during the busy season.

*If you don't receive a response within 48 hours of making your reservation, you may have entered the wrong email address. In such cases, please contact the Amuse Rental Reservation Center at the telephone number 0570-001-501.

*Once you receive an email from us confirming the details of your reservation, please check it for accuracy (the dates, number of people, rental and return locations, etc.).

【Cancellations, Changing (Reducing) the Number of Renters, etc.】

If you applied for a reservation using our online form, please contact us regarding any changes or cancellations via the email address that you received your confirmation email from when the reservation was made.

(Please telephone us regarding changes or cancellations within two days of the rental date).

<Read This If Renting Items>

*For inquiries related to payment methods, reservation details or changes, or other topics prior to the rental date, please contact the Amuse Rental Call Center.

TEL : 0570-001-501

Amuse Rental Locations

New Chitose Airport Teine / Kokusai / Village / Hanazono / Kiroro / Tomamu / Furano / etc.

【Contact our New Chitose Airport staff】 (090) 3779-5758

【Hours of Operation】 8:00 – 20:00 When ski area opens until April 10 (depending on conditions)

Our staff is available to set up your rental items in advance of your flight's arrival.

Please come to the [Skyporter service SAPPORO] counter in the domestic flight arrival lobby on the 1st floor of New Chitose Airport for instructions on picking up and returning your items.

*Test fittings and size exchanges are not possible.

Amuse Rental Niseko

*Ineligible areas: Hanazono, Village, some hotels

【Address】 57-14 Kabayama, Kutchan-cho, Hokkaidō

【TEL】 (0136) 23-1233

【Hours of Operation】 8:00 – 18:00 When ski area opens until April 10 (depending on conditions)

【Hirafu / Annupuri】

Please note that your items will be delivered after you contact the Amuse Rental Shop upon arriving at your lodging facility or ski resort (there is no advance delivery).

Customers in the Hirafu / Annupuri area can return their rental items to the designated location.

Amuse Rental Rusutsu

【Address】 143-1 Izumikawa, Rusutsu, Abuta-gun, Hokkaidō

(on the way to Rusutsu Resort, across the national-highway intersection and next to a convenience store)

【TEL】 (0136) 46-3030

【Hours of Operation】 8:00 – 18:00 When the ski area opens to the close of the season

Please visit Amuse Rental on the rental date. Contact us if you are unsure of the store's location.

*You must visit our store to receive and return items. Delivery and pickup are not available.

Amuse Rental Delivery to hotels in Sapporo City

*Ineligible areas and hotels : Jōzankei / Gateaux Kingdom / Hotel Emisia Sapporo / Makomanai APA Hotel & Resort
Private residences / Guest houses / Some capsule hotels & hotels outside the city center

【Contact our Sapporo City hotel staff】 (090) 3779-5758

【営業時間】 10:00 – 20:00 From when the ski area opens to March 31

This plan is available from the second day of your trip onward.

We will deliver the items (in advance) to your hotel by 18:00 on the day prior to usage.

Please inspect the items and how they fit after they arrive at the hotel. In general, only boots can be exchanged. If you would like to exchange them for another size, please contact us at the above number no later than 20:00 on the day prior. We will make another delivery before your departure on the following morning. We cannot accept any exchange requests made after 20:00. Thank you for your understanding.

*Please always check with your rental store when renting items. Contact your store for assistance on the day of rental or if your rental items are lost or damaged. Please note that it may sometimes be difficult to connect during the busy season due to extremely high call volume.

Amuse Rental Agreement

■Purpose

Our company loans rental items to customers based on this rental agreement.

■Receipt and Return of Rental Items

Please receive and return your items at the designated store, facility, or meeting place.

■Rental Period

The rental period begins on the day that the customer receives the rental item from us and ends on the day that the item is returned to us.

■Modifying the Rental Period

The rental period generally cannot be extended unless permission is obtained from us prior to the final day of the rental period. If we agree to an extension of the rental period, the customer will be charged the additional fee on the pricing chart.

■Pricing Criteria

The fee to rent an item is based on the number of days that the customer uses the item. Please receive and return items during your store's hours of operation.

■Pricing

Rental fees, taxes, and payment methods are listed in the pricing chart.

■Deadline for Exchanging Defective Items

Always inspect each rental item upon receipt. If there is no notifications of any problems upon receipt of a rental item, we will consider that item to be in normal condition.

Please note that changes cannot be made after the rental has been completed.

■Disclaimer

Our company is not responsible for any damages incurred by a customer or third party as a result of that customer's usage, configuration, or storage of rental items.

■Payment

1. Reservations made through the website can only be made in advance and can be paid by credit card, pre-payment at a convenience store, net banking, or bank transfer. The deadline for payment is 5 days prior to the date of use. If we cannot confirm payment by the due date, the reservation will be cancelled.
2. If payment cannot be confirmed by us by 5 days before the day of, the reservation will be cancelled automatically.

■Cancellation Fee

There is no charge for cancellations made up to two days prior to the rental date. The following fees will be applied to cancellations made after that time.

Date of Cancellation	Cancellation Fee
Two days prior	None
One day prior	50% of the rental fee
The day of rental	100% of the rental fee

*Please be aware that if you paid the rental fee through a travel agency (as an optional plan), the cancellation fee stipulated in that agency's terms and conditions will apply instead of the above fees.

■Late Fees

The additional fee listed in the pricing chart will be charged if a rental item is returned late without approval.

■Usage Restrictions for Rental Items

Please use rental items in a typical manner for their designed purpose.

Use and store rental items with sufficient care and caution.

■Damage Compensation Policy

Please contact us as soon as possible if any of your rental items are damaged during the rental period. If the rental items are damaged beyond normal wear and tear and need to be repaired, a damage fee will be charged as stated in the price list.

Ski	Snowboard	Boots	Wear	Poles / Accessory	Leashcode
¥ 15,000～50,000	¥ 20,000～50,000	¥ 10,000～30,000	¥ 10,000～20,000	¥ 2,000～10,000	¥ 1,000

■Assigning, Subleasing, etc. of Rental Items

Customers may not assign, pledge, sublease, or take possession of a rental item or allow a third party to use a rental item.

Customers may not modify or alter a rental item.

■Restitution

Contact us right away if a rental item you are using becomes damaged during the rental period.

A damage fee will be charged if a rental item is damaged beyond normal wear and tear and requires repair.

■Canceling the Agreement

In the unlikely event that a customer violates these terms, we may cancel this agreement without notice. In such cases, the customer shall immediately return their rental items. We will retain any rental or additional fees until the rental items are returned to us.

■Establishing an Agreement

An agreement is established when a customer applies for a reservation and our company responds with a confirmation email or contacts the customer via another method such as telephone. Please note that simply applying for a reservation does not constitute an agreement.