

# Terms and conditions

## Cancellation conditions



### PRICE

**€3,690**

per person, lift passes  
included



### DEPOSIT

**€800**

when you book



### GROUP

**4–6 travellers**

minimum 4 to run



### DATES

**9–18 Jan 2027**

arrival in Japan on the 10th

These terms and conditions explain what happens if you cancel your spot, if the trip does not run or if the organiser has to cancel it. The price, what is included and the payment schedule are in the trip dossier. By paying the deposit, the traveller confirms they have read and accept them.

## 1 The trip and the organiser

|                                |                                                                                                                                                                                         |
|--------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Trip</b>                    | Japow in Hokkaido (Japan): a ski touring and resort road trip across Hokkaido, from the Daisetsuzan to Mt Yotei                                                                         |
| <b>Dates</b>                   | From Saturday 9 (travel day) to Monday 18 January 2027. Arrival at New Chitose airport (Sapporo) on Sunday 10 around midday, and return from New Chitose on Monday 18 in the afternoon. |
| <b>Accommodation</b>           | 8 nights: Chitose (1), Asahikawa (3) and Niseko (4), in hotels with breakfast such as the Comfort Hotel Chitose, the Dormy Inn Asahikawa and Miru Niseko, or equivalent                 |
| <b>Guide</b>                   | IFMGA-certified mountain guide for all 7 ski days                                                                                                                                       |
| <b>Spots</b>                   | Maximum 6 travellers                                                                                                                                                                    |
| <b>Minimum to run the trip</b> | 4 travellers                                                                                                                                                                            |
| <b>Organiser</b>               | Aura Snow Trips · aurasnowtrips@gmail.com · +34 609 738 527 · aurasnowtrips.com                                                                                                         |

## 2 Trip confirmation

The trip runs if at least 4 travellers have paid the deposit. The deadline to reach this minimum is 20 November 2026.

- When the minimum is reached, Aura Snow Trips will notify all travellers in writing within 2 days. From then on the trip is confirmed and flights can be bought.
- If the minimum has not been reached by 20 November, Aura Snow Trips will cancel the trip and notify travellers in writing before 22 November 2026 (more than 20 days before departure, as required by law). The traveller can choose between transferring the amount to another Aura Snow Trips trip or getting 100% of the amount paid back.

Cancellation because the minimum number of participants was not reached does not entitle the traveller to any further compensation.

## 3 Cancellation by the traveller

The traveller may cancel at any time, in writing (email). The reason does not change the fees: illness, injury, work or family reasons carry exactly the same fees. That is why we strongly recommend insurance with cancellation cover (section 6).

Once the trip is confirmed, the guide, van and hotels are booked for the whole group, and their cost does not go down if one person drops out. So the cancellation fees are:

| WHEN YOU CANCEL                                                 | CANCELLATION FEE           |
|-----------------------------------------------------------------|----------------------------|
| Before the trip is confirmed                                    | €250 admin fee             |
| Trip confirmed, up to 10 December 2026 (30 days or more before) | The deposit (€800)         |
| 11 to 24 December 2026 (29 to 16 days before)                   | €2,952 (80% of the price)  |
| From 25 December 2026 (15 days or less before), or no-show      | €3,690 (100% of the price) |

The fees never exceed what the traveller has already paid or should have paid by that date. If more has been paid, the difference is refunded.

**We will always look for a replacement.** If Aura Snow Trips finds someone else to take the spot who pays the full price, the traveller gets back everything paid minus a €250 admin fee.

**Extraordinary circumstances.** If unavoidable and extraordinary circumstances at the destination seriously affect the trip (for example a border closure or an official health alert), the traveller may cancel free of charge before departure and get 100% back.

## 4 Transferring your spot

Instead of cancelling, the traveller can transfer their spot to someone else and lose nothing.

- Aura Snow Trips must be told in writing at least 7 days before departure.
- The new person must meet the trip requirements and accept these terms and conditions.
- Any outstanding payments and costs of the change (for example flights) are borne by the person transferring the spot and the new traveller.

## 5 Cancellation or changes by the organiser

If Aura Snow Trips has to cancel the trip for any of these reasons, the traveller can choose between transferring the amount to another trip or getting 100% of the amount paid back:

- The minimum number of travellers is not reached (section 2).
- The guide cannot do the trip (injury or illness) and no replacement with the same IFMGA qualification can be found.
- Unavoidable and extraordinary circumstances that prevent the trip, such as a border closure or an official warning.

**Replacements.** If a hotel or the guide is not available, Aura Snow Trips will first look for an equivalent alternative. If the change is significant and the traveller does not accept it, they may cancel free of charge and get 100% back.

Aura Snow Trips is not responsible for flights or other expenses the traveller has booked independently.

## 6 Mandatory insurance

All travellers must have travel insurance, which is not included in the price. It must cover at least:

- Ski touring and off-piste skiing in Japan
- Mountain rescue and medical expenses in Japan (healthcare is very expensive for foreigners)
- Repatriation

The insurance certificate must be sent to Aura Snow Trips by 10 December 2026. Without insurance you cannot take part in the trip, and no amount will be refunded.

We strongly recommend that your insurance also includes **cancellation cover**: if you cannot come because of illness, injury or anything unexpected, Aura Snow Trips does not refund the money (section 3), but your insurance may.

## 7 Summary: what happens to the money

| SITUATION                                              | WHAT HAPPENS TO THE MONEY                           |
|--------------------------------------------------------|-----------------------------------------------------|
| The trip does not reach the minimum of 4 travellers    | Credit for another trip or 100%, traveller's choice |
| Aura Snow Trips cancels (guide, extraordinary causes)  | Credit for another trip or 100%, traveller's choice |
| Extraordinary circumstances at the destination         | 100%                                                |
| The traveller cancels and a replacement is found       | Everything refunded minus €250                      |
| The traveller cancels before confirmation              | Everything refunded minus €250                      |
| The traveller cancels up to 10/12/2026, no replacement | The deposit (€800) is lost                          |
| 11 to 24/12/2026, no replacement                       | €2,952 is lost (80%); €738 refunded                 |
| From 25/12/2026, no replacement                        | 100% is lost                                        |
| The traveller transfers the spot themselves            | Nothing is lost                                     |
| Bad weather, route changes or unused services          | No refund                                           |

Any refund due will be made within 14 days, by bank transfer to the account the payment came from.

## 8 Acceptance

By paying the deposit, the traveller accepts these terms and conditions. For anything not covered here, current package travel law applies.

To confirm, the traveller can return this document signed, or reply to the booking email with the text: *"I have read and accept the terms and conditions of the Japow in Hokkaido trip, January 2027."*