

# 101 Camper Cancellation & Change Policy

## Cancellation Fees

- **60 days or more before the pick-up date**  
→ 10% of the total rental fee
- **45–59 days before the pick-up date**  
→ 20% of the total rental fee
- **31–44 days before the pick-up date**  
→ 50% of the total rental fee
- **30 days or less before the pick-up date (including the reservation date)**  
→ 100% of the total rental fee

## Cancellation Fee Waiver

Cancellation fees will be waived if the cancellation is due to any of the following reasons:

- Cancellation caused by the declaration of a state of emergency or similar government measures
- Flight cancellation (e.g., suspension of scheduled flights due to typhoons)
- Natural disasters such as earthquakes
- Suspension of public transportation services

*Supporting documents will be required upon a request.*

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## Important Notes

- The effective date of cancellation is based on the date and time the cancellation request is received **by 11:59 PM (Japan Standard Time)**.
  - Changes that result in a **reduction in the number of rental days** will be treated as a partial cancellation, and the corresponding cancellation policy will apply to the reduced portion.
  - Refunds will be processed **after deducting the applicable cancellation fee and any bank transfer or handling fees**.
  - If a request to change rental dates is made and the newly requested dates are available, **the first date change will be accepted free of charge**.
  - From the **second date change onward**, a **change handling fee of JPY 10,000 per request** will apply.
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## Examples

- If a 5-day reservation is changed to 4 days **60 days or more before the pick-up date, 90% of the fee for the reduced 1 day will be refunded**.
- If a 5-day reservation is changed to 4 days **44 to 31 days before the pick-up date, 50% of the fee for the reduced 1 day will be refunded**.
- If the change is **only a date change** (e.g., from *April 5–8* to *April 10–13*) and the new dates are available, **no change handling fee will be charged in principle**.

