

Cancellation Policy

Full day or half day tour / experience (without any accommodation)

Date of cancellation request received by us	Cancellation Charge
11 or more days prior to the tour/ experience	No charge
8 to 10 days prior to the tour/ experience	20% of the total cost
2 to 7 days prior to the tour/ experience	30% of the total cost
1 day prior to the tour/ experience	40% of the total cost
On the day of the tour / experience	50% of the total cost
No show or after the commencement of the tour/ experience	100% of the total cost

Tour / experience with accommodation

Date of cancellation request received by us	Cancellation Charge
21 or more days prior to the tour/ experience	No charge
8 to 20 days prior to the tour/ experience	20% of the total cost
2 to 7 days prior to the tour/ experience	30% of the total cost
1 day prior to the tour/ experience	40% of the total cost
On the day of the tour / experience	50% of the total cost
No show or after the commencement of the tour/ experience	100% of the total cost

In the event of a cancellation request any refund will be remitted to your bank account after deducting the following fees; cancellation charge as applicable, bank handling/wire transfer charges. It is likely to take about 3-4 weeks to process under normal circumstances.

The date and time of cancellation will be based on Japan Standard Time only when a notice is received by Plein LLC. regardless of when the notice was sent by the customer.

Changing the date of a tour / experience

A request for any change in the date or number of the attendees for your tour/ experience may be sent at least 3 full days prior to date of the tour/ experience. Please send your request for any change by email (info@tabikago.jp). Please note that your request will be subject to availability and there is no guarantee that such changes can be accepted unless it is confirmed by Plein LLC.. Once the change is confirmed, any additional charges must be settled in accordance with the email confirmation sent by Plein LLC.. Any refunds will be subject to the cancellation policy above. In the event your requested change cannot be accepted, you may cancel your reservation thereafter subject to the cancellation policy.