

Cancellation of reservations at Hakone Craft House

If you wish to cancel a reservation after it has been made, you must use the method provided below.

The deadline for cancellation through this service is the day before the reservation date.

Cancellations on the day of the reservation must be made by contacting the facility directly.

Whether cancellation is possible as well as any fees for cancellation are governed by this Cancellation Policy.

Click the "Cancel Reservation" button on the "Reservation Confirmation" page to proceed.

Please be aware that a cancellation fee may be charged upon cancellation of your reservation.

- Same day (after 12:00 a.m. on day of activity): 100% of activity fee
- Cancellation without notice: 100% of activity fee
- Cancellation by facility: No charge
- If you do not arrive by the meeting time provided at the time of your reservation, 100% of the activity fee may be charged as a cancellation fee.

Payment method if cancellation fee is charged

The cancellation fee will be charged to the credit card used for your reservation.

Cases where cancellation fee will not be charged

- If the facility is unable to operate on the day of the activity due to equipment failure or the like
- If an Emergency Warning has been issued due to bad weather, disaster, or other emergency in the area of the facility on the day of the activity
- If a state of emergency has been declared due to an infectious disease or the like in the area of the facility on the day of the activity
- If you are unable to physically arrive at the facility due to suspension of rail service, closure of a primary national highway, or the like in the area of the facility on the day of the activity

If you are exempted from the cancellation fee due to any of the above circumstances, your refund may take up to one or two months to process depending on your credit card company.

If your payment was scheduled on the reservation site, the payment will not be made.