

Cancellation policy of Lotte ARAI RESORT's ZIPTour

[Disclaimer]

I. I confirm and accept that the following guidelines and staff instructions shall be followed when using Lotte Arai Resort's activities, and that I shall be responsible for ensuring that me, myself and my companions thoroughly follow the guidelines and staff instructions.

II. I understand that failure to comply with the following guidelines and instructions provided by the staff when using Lotte Arai Resort's activities can and will lead to serious accidents. We accept that we shall be held responsible for any accidents that may occur without following the staff's instructions and established rules, and that we will not charge any complaints for any injuries or damage to personal equipment acquired at Lotte Arai Resort.

III. I acknowledge that I shall be liable for damages caused to any of the Lotte Arai Resort facilities or other users of this facility caused by any ill intention or negligence of myself or my companion.

The zip tour operated by Lotte Arai Resort is approximately 1,501 meters long and 240 meters high. It starts from 950 meters and finishes at 710 meters in about three minutes. We take pride in our tour, offering breathtaking view of the mountain scenery and a truly extraordinary experience for anyone participating. In order to make the tour more enjoyable, and guarantee the safety of all participants; our staff always conducts daily inspections, unfortunately however, the tour may be canceled in the following cases

[Bad weather conditions]

1) High winds

If the wind speed measurement at Zendana station is at 10 m/s or higher or if wind speeds of over 10 m/s is measured at the starting deck or goal deck of the main zip line.

(Please take into account that we also have to consider the tailwinds and headwinds, so even if the wind speed is under 10 m/s, if it is not considered safe by the staff the tour may still be cancelled.)

2) Poor visibility

If the overhead wires of the Kokenashi lift is not clearly visible from the bottom deck due to snow, rain, fog, clouds, etc. (It will be decided whether the tour can be held or not based on the staff's on-site judgment.)

3) If the wire freezes over

If the wire is frozen due to any snow or rain (It will be decided whether the tour can be held or not based on the staff's on-site judgment.)

4) Lightning and tornadoes

The tour will immediately be cancelled for safety reasons..

5) Others

If the cancellation reasons does not fall under any of the above, but the guide determines that the tour cannot be held due to any conditions in relation to the weather.

⇒If the tour is not held due to reasons mentioned in 1)-5 above, we will take the following actions.

① If the customer has finished the DemoZip ⇒ Refund of the original fee -1,000 yen
(The customer will be charged 1,000 yen as a lecture fee for the DemoZip).

② After riding the gondola ⇒Refund of the original fee -1,800 yen
(The customer will be charged 1,800 yen for riding the gondola).

[If the tour is canceled due to any defects of the tour facility or equipment]

1) Any damage to the cable.

2) Any damage to deck and other facilities.

3) Any damage or deficiency of the cable roller trolley equipment.

4) If the cancellation reasons does not fall under any of the above, but the guide determines that the tour cannot be held due to any conditions in relation to or the deficiency of the required equipments...

⇒If the tour is not held due to reasons mentioned in 1)~4) above, we will issue a full refund.

*Please note that we shall not issue a refund for any cancellations due to personal reasons.

[Zip Tour Operations]

In the event of a cancelation, we will post information on our website, please check our official website (<https://lottearairesort.com/>) for further information before you arrive.

Zip Tour Inquiries

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