

Cancellation Policy

■ Experiences / Tours

- “Pétanque” Rental Service <Table 1>
- Guided Tour of Downtown Tomioka <Table 1>
- Pet Walking Set <Table 1>
- Tomioka Retro Romance Photo Tour <Table 2>
- Premium Workshop by Natsuki Otake <Table 2>
- Guided Tour of Downtown Tomioka: The Link Between a Local World Heritage & France <Table 2>
- Walking Tour of Tomioka Silk Mill and Downtown Tomioka with a Local Guide <Table 2>

※ Please be sure to contact us **by phone during the hours below** for cancellations.

(Cancellations made outside these hours will be processed on the next business day.)

9:00 – 4:30 p.m. TEL: +81-274-62-6001 Tomioka City Tourism Association

※ Cancellation fees will be charged per person according to the cancellation date (see tables below).

※ Refunds will be processed within 7 business days.

※ Changes to the date of use will be treated as a cancellation, and the designated cancellation fee will apply.

<Table 1>

2 days before	1 day before	Same day
30%	40%	100%

<Table 2>

14 to 2 days before	1 day before	Same day
30%	40%	100%

■ Merchandise

Local Specialty from Joshu-Tomioka: “Okkirikomi” (Hearty Noodle Hotpot)

Cancellations are not accepted after an order is placed.