

Hotel Oaks Group Web Direct Members

Membership Agreement

- Anyone with internet access can register as a Web Direct Member. (Please refrain from registering if you are under 18 years of age)
- There are no annual fees, registration fees, or other fees. (free of charge)
- Please note that this is an exclusive membership system for the use of the Internet reservation system. Therefore, with the exception of campaigns and other special periods, the rates and available rooms shown on this website cannot be reserved or applied by any means (e-mail, telephone, fax, direct visit to the hotel, etc.) other than through this system.
- Cancellations can be performed on the website.
- Changes to reservations can be made by cancelling your reservation and making a new reservation on the website. However, please note that due to the nature of the online reservation system, other people may make reservations while you are completing the procedure, and the vacancy may be filled instantly. We recommend making an additional reservation first and then canceling the previous reservation.
- Your reserved room may become unavailable if you do not arrive within 2 hours of your estimated arrival time. Please be sure to contact us if you will be arriving late.
- Please note that Web Direct Member benefits cannot be combined with other forms of preferential treatment such as campaigns or corporate contracts offered by individual hotels.
- Offered rates are subject to change. If no eligible rooms are available on the day of a

scheduled announcement, **no announcement will be made.** This applies particularly for weekend plans that offer rates for a specific period on a specific day of the week. Other rates and plans are not guaranteed to be available at all times.

- In the event that you have been determined to be a “no-show” (i.e., made a reservation and failed to arrive without providing notice of cancellation), or if your reservation was determined to have been made with mischievous or malicious intent, **your reservations and membership are subject to cancellation.**

- Your membership may be subject to cancellation **if your account has not been used within 1 year of registration.** In that event, please register again and make a reservation.

- In the event that any significant changes are made to the Membership Agreement, an announcement will be posted on our website.

(Note) The terms and conditions for reservations and accommodation also apply to non-member reservations (reservations made without registering as a member).