



Regarding bookings

Q I am unable to log in at My Booking Login Page.

The transaction number, a 10-digit number beginning with "0," is given in the booking-completion e-mail.

You must use the telephone number for yourself that you registered when you made the booking.

Q I wish to check the details of my booking.

On the My Booking Login Page, you can check your booking at Booking confirmation.

Q I deleted the booking-completion e-mail. Is it possible for you to send it to me again?

Yes, we can send you the booking-completion e-mail again. On the My Booking Login Page, go to Inquiry and select About Payment in order to request that the e-mail be sent again.

Please note that the e-mail will be resent to the e-mail address that you registered at the time of your booking.

Q I wish to change the details of my booking.

(I.e., a change in details that changes the amount of the travel fee, such as a change in the number of guests, in the length of the stay, in the number of rooms, in the type of room, or in meal conditions.)

To change the details of your booking, please make a new booking and cancel your existing booking.

Note: Depending on scheduling, it may not be possible to obtain the room(s) desired, and a cancellation fee may be incurred.

Alternatively, on the My Booking Login Page go to Inquiry and select Inquiries & requests to the hotel in order to make an inquiry.

Q I wish to change the details of my booking.

(I.e., a change in details that does not change the amount of the travel fee, such as a change in check-in or check-out time, or a change in pick-up time.)

On the My Booking Login Page, go to Inquiry and select Inquiries & requests to the hotel in order to make an inquiry.

Q I wish to cancel my booking and make a new booking, but I cannot make a new booking because the facility is fully booked.

Please inquire directly with the accommodations.

Q I wish to cancel my booking.

On the My Booking Login Page, please go to Booking cancellation to cancel your booking.

Note: Depending on the cancellation date, a cancellation fee may be incurred.

Q I made two bookings, and I wish to cancel only one of them.

After logging in with the transaction number of the booking you wish to cancel, on the My Booking Login Page go to Booking cancellation to cancel your booking.

Q From what point in time is a cancellation fee incurred?

On the My Booking Login Page, please consult "-Cancellation fees for confirmed accommodation" of Payment information.

Q Is a cancellation fee incurred in the case of cancellation due to natural disasters such as typhoons or earthquakes?

This is up to the judgment of the accommodations that you booked, so please inquire directly with the accommodations.

Q Is a cancellation fee incurred in the case of canceled transportation, such as a canceled flight or ship?

This is up to the judgment of the accommodations that you booked, so please inquire directly with the accommodations.

Q I wish to change the personal information (name, address, telephone number, etc.) for my booking.

Personal information for the person making the booking cannot be changed.

You must either contact the accommodations directly, or else on the My Booking Login Page, under Inquiry, select Inquiries & requests to the hotel and make an inquiry there.

To change personal information for guests, on the My Booking Login Page please go to Booking confirmation.

However, changes may not be possible in the case of some accommodations, so please either contact the accommodations directly,

or else on the My Booking Login Page, under Inquiry, select Inquiries & requests to the hotel and make an inquiry there.

Q I wish to delete personal information.

Please consult the JTB Business Innovators privacy policy page and carry out the procedures indicated there.

<https://www.jtbcorp.jp/jp/privacy/jbi/index.asp>

Regarding payments

Q When will the accommodation fee be deducted from my credit card?

The date of the booking is the date that the card was used (the date of payment).

The date on which the funds are deducted varies with the closing date of the credit card company, so please inquire directly with your credit card company.

**Q My credit card company deducted the money before my stay.
Can I change it so that the money is deducted after a stay?**

To change the date on which a deduction is made, please inquire directly with your credit card company.

Q How is the accommodation fee for a canceled booking refunded?

We will refund the sum by means of a corresponding credit to the credit card that was used to make the booking.

(The date of the cancellation is the date that the card was used.)

Depending on the closing date of the credit card company, it may happen that the sum for the booking will first be deducted, and that the corresponding credit will not be credited until the

following month or later.

For more information, please inquire directly with your credit card company.

When settling advance payments using JTB Book & Pay,

please note that accommodation fees are charged in Japanese yen.

If your card payment account's currency is not Japanese yen, foreign exchange fluctuations may result in gains or losses if the settlement amount is changed due to refunds or alterations to your reservation.

For more information on fees and exchange rates for overseas credit card payments, please contact your credit card company directly, as the information is specified in each credit card company's agreements.

Q I canceled my booking, but the credit card company deducted the accommodation fee. When will the fee be refunded?

We will refund the sum by means of a corresponding credit to the credit card that was used to make the booking.

(The date of the booking and the date of the cancellation are the dates that the card was used.)

Depending on the closing date of the credit card company, it may happen that the sum for the booking will first be deducted, and that the corresponding credit will not be credited until the following month or later.

For more information about when the refund will be made, please inquire directly with your credit card company.

When settling advance payments using JTB Book & Pay,

please note that accommodation fees are charged in Japanese yen.

If your card payment account's currency is not Japanese yen, foreign exchange fluctuations may result in gains or losses if the settlement amount is changed due to refunds or alterations to your reservation.

For more information on fees and exchange rates for overseas credit card payments, please contact your credit card company directly, as the information is specified in each credit card company's agreements.

Q My credit card has been reissued. Do I need to provide you with updated card information?

Because payment was made with the credit card you were using at the time of the booking, there is no need for you to provide us with credit card information after the reissuance of the card.

Q I canceled my credit card. How will I receive my refund?

Even though you have canceled your credit card, the refund will be made via the credit card company that you were using.

Q Can I change it so that I pay by credit card at the hotel on the day in question?

This change cannot be made.

If you wish to pay by credit card at the facility on the day in question rather than in advance, please select the payment option "Pay at the facility" and make your booking again.

If you are able to make the booking again, then please cancel the existing booking (insofar as it is prepaid by card).

- Q Is it possible for me to change my credit card, changing from the credit card that I used to make the booking to another credit card?**

This change cannot be made.

Regarding receipts

- Q Where can I obtain a Receipt?**

On the My Booking Login Page, under Receipt, you can issue a receipt on your own.

- Q Can a Receipt be issued multiple times?**

A Receipt is only issued once.

If you wish to have a receipt issued again, then on the My Booking Login Page, under Inquiry, select About receipt and request that the receipt be issued again.

- Q Can the name of a company be used as the name of the addressee of a Receipt?**

On the My Booking Login Page, under Receipt, you may enter the name of the addressee however you like.

- Q Can a printed Receipt be used in company expense adjustments, etc.?**

A JTB Book&Pay receipt is a screen display of receipt data that have been saved electronically. As far as certifying the details of the receipt transaction, there is no difference between this receipt and an ordinary receipt.

Because the receipt is an electronic document, please verify on your own beforehand whether you will be able to use the printed form in expense adjustments.

- Q I made a mistake when entering the name of the addressee of the Receipt. What do I need to do in order to have the receipt issued again?**

On the My Booking Login Page, under Inquiry, select About receipt and request that the receipt be issued again.

- Q I am unable to click the Receipt button. What do I need to do in order to have the receipt issued again?**

On the My Booking Login Page, you can issue a receipt on your own only once.

On the My Booking Login Page, under Inquiry, select About receipt and request that the receipt be issued again.

- Q I made my booking on a smartphone, and I do not have a printer, so I cannot print the Receipt.**

We do not send out receipts by postal mail or by other means, so please be sure that you have a printer available.

- Q I made two bookings. Is it possible to have a Receipt issued for the combined amount?**

On the My Booking Login Page, under Receipt, receipts can only be issued for the amounts of the individual bookings. To have us issue you a receipt for the combined amount, on the My Booking Login Page, under Inquiry, select About receipt and request that a receipt for the combined amount be issued.

- Q Due to a system error, I am unable to have a Receipt be issued.**

We apologize for the inconvenience. We will issue the receipt for you. On the My Booking Login Page, under Inquiry, select About receipt and request that a receipt be issued.

Q Is it possible to have a Receipt be issued at the accommodations at the time of checkout?

A Receipt is only issued online, and is not issued at the accommodations..

Q Can you send me a Receipt by postal mail?

Mail delivery within Japan available.

Q Can I change the amount of a Receipt?

On the My Booking Login Page, under Receipt, you can have the receipt be issued for the amount that you wish. However, the amount of the receipt can be no higher than the amount that you paid.

Q I wish to have multiple Receipts issued.

On the My Booking Login Page, under Receipt, you can have the receipts issued separately.