

Fuji Mountain Guides

Terms of Agreement & Policies/ Booking Information

Please carefully read the policies below before you make a reservation.
Separate policies for Mt. Fuji Tours & Mountain Hut Reservations

Mt. Fuji Tour Policies

Payments

Full, upfront payment will secure your reservation. A confirmation email with receipt of your payment will be delivered once payment has been secured. Credit card payments may be made through our secure website via Visa, MasterCard and American Express.

Cancellation

Once Fuji Mountain Guides receives written notification that you are canceling your trip the following fees will apply. Of the total price, a 10% cancellation fee is applied to cancellations made more than 2 months before your tour, a 25% cancellation fee is applied to cancellations made between 31 days and 2 months prior to a tour, a 50% cancellation fee for cancellations made between 21-30 days before a tour and an 80% cancellation fee is applied towards cancellations made between 14-20 days before any given tour start date. There are no refunds for cancellations made less than 14 days before your Mt. Fuji tour. Unfortunately, due to the time-sensitive nature of this business, and the difficulty in re-booking a trip close to the departure date, FMG cannot make exceptions to this policy.

Fuji Mountain Guides also reserves the right to cancel any program due to regularly occurring weather or route conditions, or the tour not meeting the minimum requirement of 4 participants. If a tour is canceled before commencing due to regularly occurring weather conditions such as a typhoon or dangerously high winds, or not meeting the minimum participant number, then a full refund will be given for the tour and rental equipment made directly through FMG; however, FMG is not responsible for any additional expenses incurred in preparing for the program (i.e., airline tickets, equipment purchase or third party equipment rentals, hotel reservations, etc).

If Fuji Mountain Guides cancels due to an act of God such as a natural disaster, eruption, or other unforeseeable naturally occurring event which impedes a safe climb of Mt. Fuji, the terms under the section, "In the event of an eruption or other act of God such as a natural disaster, or any other unforeseeable naturally occurring event that destabilizes or otherwise makes Mt. Fuji unsafe to climb" will apply.

No-shows

Our tours run on "Japan time". This means that we leave promptly at the published departure time. If you are late, the tour will leave without you and your reservation will be forfeited without refund. Please make your greatest effort to show up on time.

Itinerary changes due to weather

Mt. Fuji is a mountain. This means that sometimes we won't be able to follow our standard itinerary due to unfavorable weather conditions. Your guide may decide to change the itinerary around to give your group the highest chances of making it to the

summit safely. Schedule changes are minor but may affect the scheduled return time in Tokyo by +/- 5 hours.

Delays due to traffic

Although delays due to traffic aren't frequent, they're always a possibility and should be accounted for if you have any flights/trains/busses reserved around the scheduled arrival time back in Tokyo. In the event that your return arrival in Tokyo is delayed due to traffic, FMG is not responsible for any extra costs you may incur. FMG strongly recommends against planning any transportation transfers on the same day as the planned arrival back in Tokyo.

Change of Date

Date changes are subject to availability. Date changes may only be made within the same calendar year. Date changes may be requested at anytime up to 14 days prior to your departure date. Date changes made between 14 and 21 days prior to the tour will be charged a JPY ¥7,500 fee per person. A JPY ¥5,000 fee will be charged per person for all date changes made more than 3 weeks (21 days) prior to the tour.

Medical and Emergency Evacuation Insurance

Due to the inherent risk involved in alpine pursuits, and in the interest of your safety, Fuji Mountain Guides strongly recommends all participants to bring insurance that provides full medical and emergency evacuation coverage. Fuji Mountain Guides will NOT provide insurance for participants in any FMG tour. If a participant does not have proper insurance documentation he/she will be liable for her own medical and emergency evacuation expenses and will receive no refund, date change, or any kind of compensation from Fuji Mountain Guides. Please take this seriously and lean on the side of caution.

Hazard Management and Climber Responsibilities

FMG guides draw from their reserves of experience and training to make sound decisions that improve the chance of reaching the summit without compromising the necessary margin of safety. Managing risk is FMG's number one priority. Our guides manage significant hazards inherent during our climbing pursuit (e.g. slipping, rock fall, inclement weather, and high winds) but they cannot eliminate them.

Additionally, Fuji Mountain Guides cannot guarantee that you will reach the summit of Mount Fuji. Weather, route conditions, or your own abilities may create circumstances that make an ascent unsafe, and you or your entire party may have to turn around without reaching the summit. Failure to reach the summit due to a person's own lack of fitness or to any of the events associated with alpine pursuits (such as weather, route, avalanche hazard, team dynamics, etc.), are not Fuji Mountain Guides responsibility and will not result in refund or reschedule.

Please clearly understand that this alpine pursuit is an inherently hazardous sport. You are choosing to engage in an activity in which climbers have been injured and worse. While these accidents are indeed infrequent, they may occur at any time and be out of our control. We ask that participants acknowledge that risk, and make their own choices about whether or not to engage in this activity. We ask that each participant is physically and mentally fit, is properly attired and equipped, and continues to assess him/her-self throughout the tour to ensure as safe a climb as possible. We ask that participants honestly and accurately describe themselves, in terms of fitness, health and skills, and their equipment to their guides, and that they adhere to the advice of their professional mountain guide.

In the event of an eruption or other act of God such as a natural disaster, or any other unforeseeable naturally occurring event that destabilizes or otherwise makes Mt. Fuji unsafe to climb.

Eruption specific policy:

The last eruption of Mt. Fuji was over 300 years ago in 1707. The eruption before that was in 864, and the one before that was over 2,300 years ago. That is to say, an eruption of Mt. Fuji in our current life-span is highly unlikely, but despite being categorized as a dormant volcano by the Japan Meteorological Association, there is always a risk of eruption when planning on climbing a non-extinct volcano. FMG uses the Japan Meteorological Agency (JMA) as a guide to the current safety of climbing Mt. Fuji as described on their website at www.jma.go.jp or specifically at this hyperlink: http://www.jma.go.jp/en/volcano/map_3.html

If a cancellation request due to volcanic or other destabilizing activity is received and the JMA alert level for Mt. Fuji is listed as level 1 (lowest risk), then the standard cancellation policy will apply as the scientists at JMA feel that Fuji is safe to climb. If a cancellation request due to volcanic or other destabilizing activity is received and the JMA alert level for Mt. Fuji is listed as level 2 (do not approach the crater), then a 50% refund will be given to the requesting client. If JMA raises the alert level for Mt. Fuji to level 3 (do not approach the mountain), all trips will be cancelled, and all booked clients will receive a 75% refund.

Other natural disasters or naturally occurring disruptive events:

In the event of any other natural disaster or unforeseeable act of God which makes Mt. Fuji unsafe to climb, impedes or cancels transportation or route infrastructure on, to, or from Mt. Fuji or Japan, all cancelled clients will receive a 50% refund or a 75% credit towards a future trip when Mt. Fuji is safe to climb again.

Additional Access Fee

There is an additional access fee (not mandatory) requested by the Mt. Fuji authorities for the amount of ¥1,000 JPY. The money collected will be used for future trail maintenance as well as maintaining facilities such as first aid stations and toilets along the hiking trails.

COVID-19 travel ban policy:

If a COVID-19 travel ban is in-force which stops outbound travel from your home country or inbound travel to Japan or if a mandatory quarantine is in place upon arrival into Japan or upon return to your home country:

- Up to 14 days prior to your Mt. Fuji tour start date the following applies:
 - You may cancel and receive a refund minus an admin fee of ¥5,000;
 - or you may receive a 100% trip credit towards a future Mt. Fuji climb, with no admin fee applied.
- The COVID-19 travel ban policy is only valid up to 14 days prior to your Mt. Fuji tour start date. This is true, even if an outbound/inbound travel ban or quarantine is in-force less than 14 days before your Mt. Fuji tour start date.

Cancellations requested less than 14 days before the tour start date will have the standard cancellation policy applied.

Rental Equipment Reservation Policies

Payments

Credit card payments may be made through our secure website via Visa, MasterCard and American Express. Pre-booked rentals can be reserved and paid for online up until 48 hours before any given tour date.

Terms and Conditions

Rental equipment is only provided for guests who have reserved a Mt. Fuji tour with Fuji Mountain Guides.

- Customer(s) Responsibility - Customer(s) assume responsibility for all equipment issued and will be charged for all equipment items damaged, lost, or stolen.
- Inventory is limited and rental equipment is reserved on a first come, first serve basis.

Cancellation Policy

Fuji Mountain Guides has limited inventory of its rental equipment and certain items will sell out before the tour commences. A last minute cancellation of an item may also result in the lost opportunity of reserving this particular item to other interested parties. For this reason, we have the following cancellation policy for our rental equipment.

Cancellations made under 48 hours before rental date: 50% cancellation fee

Cancellations made up to 3 days before any given rental date will not be charged any cancellation fees.

Mountain Hut Reservation Policies

Payments

Credit card payments may be made through our secure website via Visa, MasterCard and American Express.

Terms and Conditions

1. FMG takes no responsibility in ensuring you get to your mountain hut. You are climbing this mountain on your own--you'll need to do research and find your own way there.
2. Fuji Mountain Guides (FMG) does not own, operate, or manage any of the mountain huts on Mt. Fuji. FMG solely facilitates the booking process to help guests overcome language barriers. FMG will not mediate or take any responsibility for any conflict which may result from the huts' or guests' actions.

Change of Date

Date changes are subject to availability. Date change requests are accepted anytime up to 10 days prior to your stay. Requests received less than 10 days before your date of stay will incur the standard hut cancellation fee as noted below. Date changes must be made within the same calendar year as the original reservation.

Cancellation Policy

Cancellation fees are as follows:

No Show/Same day cancellation: 100% cancellation fee

1 Day Notice: 80% cancellation fee

2-9 Day Notice: 50% cancellation fee

10-20 Day Notice: 30% cancellation fee

There is no cancellation fee for cancellation notices made more than 20 days before your mountain hut reservation date.

Cancellation requests received past 5 pm will be processed the following day. For instance, a cancellation request made on July 31 at 7pm for a reservation on August 1 will be processed the following day on August 1 and will incur a 100% cancellation fee.

Cancellations due to weather or route conditions are forgiven. Forecasted rain or thunderstorms do not count as weather conditions worthy of a free cancellation, as thunderstorms are forecasted nearly every day, but do not occur more than 50% of the time. High speed winds and full on thunderstorms are considered weather unfit for climbing and such conditions will merit a free cancellation. FMG is also not responsible for any additional expenses incurred in preparing for your climb (i.e., airline tickets, equipment purchase or rental, hotel reservations).

No-shows

No-shows will incur a 100% cancellation fee for your mountain hut reservation. It is each climber's own responsibility to climb the correct route and reach the correct mountain hut your reservation is for. Refunds are not afforded to those who mistakenly climb the wrong route and are unable to reach their mountain hut for their stay. Such instances will be considered a no-show and will incur a 100% cancellation fee for your mountain hut reservation.

Additional Access Fee

There is an additional access fee (not mandatory) requested by the Mt. Fuji authorities for the amount of ¥1,000 JPY. The money collected will be used for future trail maintenance as well as maintaining facilities such as first aid stations and toilets along the hiking trails.