

Fuji Mountain Guides

Terms of Agreement

Policies/ Booking Information

All Fuji Mountain Guides tours require full advance payment by credit card only. [Click here](#) to see schedules and availability of our Mt. Fuji tours.

Please carefully read the policies below before you make a reservation.

Payments

Full, upfront payment will secure your reservation. Once we receive your full payment, we will email you a copy of the receipt. Credit card payments may be made through our secure website via Visa, MasterCard and American Express.

Cancellation

Once we receive written notification that you are canceling your trip the following fees will apply. A fee of ¥10,000 JPY per person will be charged for all cancellations made more than 21 days before your tour. Cancellations made between 14-21 days prior to the start of your program will be charged a ¥20,000 JPY fee. There are no refunds for cancellations made less than 14 days before your Mt. Fuji tour. Unfortunately, due to the time-sensitive nature of our business, and the difficulty in re-booking a trip close to the departure date, we cannot make exceptions to this policy.

Fuji Mountain Guides also reserves the right to cancel any program due to weather or route conditions. If a tour is canceled before commencing, due to weather or route conditions, then a full refund will be given; however, FMG is not responsible for any additional expenses incurred in preparing for the program (i.e., airline tickets, equipment purchase or rental, hotel reservations).

Change of Date

Date changes are subject to availability. 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.