
Lotte Arai Resort Mountain Adventure Terms of Service

- I . I will hereby comply with the following precautions and agree to follow staff instructions when using any of the adventure facilities at Lotte Arai Resort, and agree to use it at my own risk. I hereby confirm and accept that I, myself, shall be responsible for following the staff's instructions.
- II . I understand that if I do not follow the precautions and staff instructions cited below and explained on-site when using the adventures held by Lotte Arai Resort, it can and will lead to a serious accident. In addition, I understand that I shall take responsibility for any accidents and acknowledge that I will not be liable to make a claim towards Lotte Arai Resort for any damages that occur without observing the following precautions and staff instructions.
- III. I acknowledge that I will be held responsible for any damages caused to the facilities of Lotte Arai Resort or any harms caused to other users of this facility due to any intentional or negligent act of myself or my companion.

• Customers who fall under any of the following cases cannot participate.

- 1) Customers who are drunk
- 2) Customers who are not in a good physical condition
- 3) Customers who are pregnant.
- 4) Customers with any chronic diseases such as heart disease / high blood pressure, etc.
- 5) Customers taking any drugs.
- 6) Any other customers that our staff has determined to be not eligible.

• Other precautions

- 1) Some activities may not be available depending on the weather conditions.
- 2) Please smoke only within the designated smoking area. Please refrain from smoking after wearing any harnesses.
- 3) Within the activity areas, there is a chance of customers clothes getting soiled and also, especially within the tree adventure areas, a possibility of tree sap falling on body and clothes. Please note that Lotte Arai Resort shall not take responsibility for damage to your clothing or any damage or loss of your personal belongings.
- 4) Please be sure to follow the staff's instructions in the area. If the staff judges that any of the customers are causing dangerous behaviors or causing any trouble to other customers, we may stop the said customers from continuing using the facility.
- 5) Lotte Arai Resort shall not be held responsible for any injuries caused by oneself, such as tripping or falling over, so please be aware and be careful of your own safety at all times whilst using any of the activities.
- 6) Customers who cannot wear safety equipment such as harnesses and helmets shall not be allowed to participate in any activities.
- 7) Personal information provided shall be used to accumulate statistical data for the purpose of improving the services of our facility. It will not be used for any other purpose.
- 8) Please note that during use, our staff may take pictures of customers for use of making publication materials.
- 9) We are not responsible for any accidents caused by the negligence or carelessness of customers. Please be careful of your own safety.
- 10) Please keep an eye on your child at all times

• Regarding refunds

- 1) Please note that we are not able to make a refund after the reception area is closed.
- 2) If we are unable to operate due to any natural disasters or causes in which the company is held responsible, we will refund the fee according to our refund policy. However, this does not apply if the operation is temporarily paused due to weather conditions or put on hold to guarantee the safety of the customer.
- 3) If you do not follow the staff's instructions and the rules according to each adventure activity, or if the staff judges that any of the customers are causing dangerous behaviors or causing any trouble to other customers, we may stop the said customers from continuing using the activity. In this case, no refund will be given, so please be sure to follow the staff's instructions and rules.
- 4) For zip tours, please check the zip tour cancellation policy for further details.

• Operational status of each adventure

If any of the operations are canceled, further information will be posted on the website, so please check our official website (<https://lottearairesort.com/>) for more information.

For inquiries about other adventure activities please contact

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