

Terms and Conditions

Section A: General Provisions

§ 1 General Information, Scope of Application

1.1 All services are provided exclusively on the basis of the following Terms and Conditions in their version valid at the time the order is placed.

1.2 Contractual partner is:

いい縁 J 合同会社

IIEN-J GK

〒088-3200 Hokkaido, Kawakami-gun, Teshikaga-cho

Kumaushigenya, Nijuusen nishi 7 - 7

(hereinafter referred to as “ENJ”)

in particular for services pursuant to:

- Section B: Farmstay
- Section C: Farmstay Plus
- Section D: Language School Introduction

1.3 Deviating terms and conditions of the customer shall not apply unless ENJ has expressly agreed to them in writing.

§ 2 Conclusion of Contract

The information and offers provided by ENJ are non-binding.

A contract is concluded when the customer:

- completes a booking via the booking system or a booking form

or

- expressly accepts a service following individual consultation and accepts the respectively valid Terms and Conditions.

Acceptance may in particular be given by confirmation via online form, email, or other text form.

§ 3 Storage and Disclosure of Personal Data

ENJ processes personal data exclusively in accordance with the applicable statutory provisions.

Where required by law (in particular under Japanese law), ENJ is obliged to collect a copy of the guest's passport and, if necessary, to forward it to the competent authorities.

For the organisation of services, it may be necessary to disclose personal data to local partners or service providers. By concluding the contract, the customer agrees to this.

§ 4 Prices

All stated prices include the applicable Japanese taxes, unless expressly stated otherwise.

§ 5 Extraordinary Termination

ENJ reserves the right to terminate the contract extraordinarily if the customer acts in breach of contract, violates Japanese law, disregards house rules, or organises the stay in a manner incompatible with the conditions of the customer's visa.

§ 6 Image and Video Recordings

During the stay, image and video recordings may be made for commemorative or documentary purposes.

The customer may object to this use at any time in text form. The objection has no effect on the performance of the booked services.

The usage of image and video recordings for marketing purposes (online or print) may only happen on the basis of a separate expressly stated acceptance by the customer. The acceptance may be revoked in writing at any time by the customer. The objection applies to future use of the recordings and does not affect the lawfulness of any use already carried out.

§ 7 Final Provisions

Japanese law shall apply exclusively.

Should individual provisions of these Terms and Conditions be or become invalid, the validity of the remaining provisions shall remain unaffected.

Section B: Farmstay

§ 1 Scope of Services

The accommodation is operated in accordance with the Japanese Minpaku legislation by the responsible person named in the official permit, **Ito Tammo Deeke**. This person is responsible for compliance with the statutory requirements of the Minpaku regulations.

The contractual partner for booking, payment, and organisation of the services is **いい縁J 合同会社 (IIEEN-J GK)**.

§ 2 Liability

ENJ shall not be liable for damage caused by the customer.

Any liability for items brought along or shipped is excluded.

The customer is obliged to take out adequate travel and health insurance.

Costs advanced by ENJ in emergency situations must be reimbursed in full by the customer.

ENJ assumes no liability for accidents or injuries caused by failure to comply with safety instructions.

§ 3 Payment Terms

Payment shall be made using the payment methods offered during the booking process, in particular online payment (e.g. Stripe) or bank transfer (e.g. Wise).

For bookings with an arrival date more than 30 days in the future, a deposit of 30% is due at the time of booking.

The remaining balance must be paid no later than 30 days prior to arrival.

For bookings made within 30 days prior to arrival, the full amount is due immediately upon booking.

In the event of late payment, ENJ reserves the right to cancel the booking. Any deposit already paid will be retained.

§ 4 Cancellation and Refund Policy

The deposit paid at the time of booking is non-refundable.

For payments made beyond the deposit, the following rules apply:

- Cancellation up to 30 days prior to arrival: 100% refund of the remaining balance
- Cancellation 14–29 days prior to arrival: 50% refund of the remaining balance
- Cancellation less than 14 days prior to arrival, no-show or early departure: no refund

In exceptional cases, ENJ may offer an alternative solution as a gesture of goodwill. There is no legal entitlement to such an arrangement.

Section C: Farmstay Plus

In addition to the provisions of Section B, the following applies:

ENJ assumes no liability for services provided by third parties (e.g. external activities).

Refunds are only possible to the extent that third-party providers grant refunds.

In cases of force majeure or short-term cancellation of external services, there is no entitlement to a refund. ENJ will endeavour to provide alternative offers where possible.

Section D: Language School Introduction

§ 1 Scope of Services

ENJ mediates contact with language schools in Japan and provides consultation and support services.

The teaching contract is concluded exclusively between the customer and the respective language school.

§ 2 Payment Handling

Course fees correspond exactly to the prices charged by the respective language school for direct bookings.

ENJ is entitled to receive payments on behalf of the language school and to forward them to the language school after deduction of an agreed commission.

The commission is paid by the language school and does not result in any additional costs for the customer.

The payment handling does not create a contractual relationship between ENJ and the customer with regard to the language course itself.

§ 3 Liability and Refunds

ENJ is not liable for the content, implementation or changes of language courses.

Refunds are governed exclusively by the terms and conditions of the respective language school. ENJ supports communication but assumes no liability for decisions made by the school.

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