

## Cancellations due to postponing Olympics Tokyo 2020

Thank you for your continuous support for GRIDS Tokyo Ueno Hotel & Hostel.

Since the Tokyo Olympic Games has been postponed to 2021, we will be offering a free cancellation to the customers who request cancellation and made reservation before March 24,2020.

Please contact us by Email or phone if you would like to cancel.  
We are sorry for the inconvenience and appreciate your understanding.

### ◆Target accommodation period◆

Reservation made before Tuesday, March 24th ,2020

Accommodation period: Saturday, July 18th, 2020 to Saturday, August 15th, 2020

### ◆Due date for free cancellation ◆

Contact by Tuesday, June 30th, 2020

### ◆Target reservation method ◆

Direct bookings, Official homepage bookings and other online bookings

\*We will refund you through your credit card company.

Refund period and method will vary depend on your credit card company.

Please contact to them if you have any question about refund.

\* There are cases we might not be able to offer you free cancellation about some of travel agency bookings including online bookings because their cancellation policies are valid. Please contact us about more details.

**【Please contact list below for inquiries regarding this matter】**

[Telephone reception hours] 10:00-17:00 (excluding Saturdays, Sundays and holidays)

※In the absence of staff, contacting staff might be difficult. Please contact us by email when you cannot reach us by phone. A representative will contact you shortly.

GRIDS Tokyo Ueno

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