

TERMS OF USE for Tomioka Silk Mill Kimono Experience

Please read carefully the following terms of use before application.

1. Terms of agreement

This agreement is established when the applicant had make an application by phone or via internet after agreeing with all the following clauses. ※Applications made after 2 days before the day of use – including applications made on the day of use - are only accepted by phone.

Applications for groups of 4 people and more must be made at least 1 week in advance.

2. Tomioka Silk Mill Kimono Experience

- ① Hours of operation : 10:00 – 16:30
- ② Rental fee : 5000 yens per person

(Includes dressing fee, rental accessories and cleaning fee)

※As a general rule, rental is only possible on the day of use and no extension is possible.

※Storage fee (500 yens) may be charged separately for big luggage.

※Please contact us in advance when you may arrive later than your scheduled time. Application may be cancelled automatically if we don't receive any notification beyond 20 minutes after your scheduled time.

3. Rental and return

Rental and return of Tomioka Silk Mill Kimono must be done at our shop during our business hours.

4. Presentation of your ID

Please bring your ID with you as we may ask you to show it for checking purposes. ID you can use : Driving License, Passport, My Number Card, Health Insurance Card, any other ID provided by an official organization.

5. Cancellation policy

In the case of a cancellation due to the applicant's convenience, cancellation fees will be charged as below.

- 30% of rental fee from 7 days to 2 days before the scheduled date of use

- 50% of rental fee for a cancellation on the day before the scheduled date of use
- 100% of rental fee for a cancellation on the day of the scheduled date of use

6. Care of Tomioka Silk Mill Kimono

Care of the kimono after return will be done entirely by our shop. Kimono care requests very special techniques so never try to take care of it by yourself.

7. In case of damages

Cleaning fee and repairing fee will be charged to the customer for damages such as those mentioned below. Please note that the amount requested varies according to the level of stain or damage (usually between 5000 and 10000 yens).

- ① Special stains that can't be removed through standard cleaning (oil stain, blood, etc.).
- ② Damages that make difficult the use of the item (cigarette burn, cloth that shrank due to water, loss of color, etc.)
- ③ Frayed threads and other damages in the inner part of kimono sleeves due to accessories such as watch or bracelet.
- ④ Scratches and other damages around the kimono bottom due to frictions.
- ⑤ Strong scent or smell that remains from perfume and other fragrances.

8. Loss of Tomioka Silk Mill Kimono and other rental items

The customer will be charged separately in case of loss of any rental item.

9. Violation of Terms

If the customer violates the Terms of Use before the experience starts, we will cancel the contract as well as the rental application. Besides, if the violation occurs after the experience started, we may cancel the contract without further notice and request the immediate return of all rental items.

10. Cases when Tomioka Silk Mill Kimono Experience is not possible

- ① If we can't rent the kimono desired by the applicant after completing the reservation because of unavoidable circumstances such as damages or loss of rental items due to preceding customer, we will contact the applicant and kindly ask to use a substitute kimono of similar standard.
- ② If the applicant wishes to cancel the agreement for the above-mentioned reason, our shop will return all reservation fee that may have been paid by the customer

and take no other responsibility related to the cancelation.

11. Regarding pictures published on the website

Actual colors and textures may differ from those seen on your screen depending on your environment, computer or smartphone display specifications and such.

12. Regarding Privacy Policy

Applicant's personal information may be used to send information notices or bills.

13. Others

Don't hesitate to contact us if you have any questions or remarks regarding our services.

The applicant confirms he agrees with the above agreement before applying for Tomioka Silk Mill Kimono Experience.

Asaya Kimono Store
Gunma-ken Tomioka-shi Tomioka 1058
TEL: 0274-63-4311