《OKINI Osaka Short-Stay Vacation Voucher – Terms and Conditions》

1. By purchasing the OKINI Osaka Short-Stay Vacation Voucher (hereinafter referred to as the "Voucher"), you agree to and accept to abide by these Terms and Conditions (hereinafter referred to as the "Terms").
2. Definitions
    a. "Purchaser" refers to the individual in whose name the payment for the Voucher was actually made.
    b. "Guest" refers to any person who actually stays at the accommodation.
    c. "Designated Vacation Rentals" refers to the accommodation properties available for booking using the Voucher.
    d. "Voucher" refers to the e-voucher applicable for redeeming accommodation rights at Designated Vacation Rentals.
    e. "Voucher Balance" refers to the remaining number of night stays available, with the minimum unit of increment or decrement being a whole night (1 night).
    f. "Company" refers to Chief Of Homes International Limited.
3. Voucher Validity and Stay Period (hereinafter referred to as "Validity Period")
    a. The Voucher is valid for 365 days from the date of purchase, including the first and last days.
    b. Guests must complete the booking, check-in, and check-out within the Validity Period. Upon expiration of the Validity Period, the Voucher will become invalid and cannot be used, extended, or refunded.
    c. The Voucher has no blackout dates; weekends, national holidays, and peak travel seasons are all eligible. The actual dates and room types available for booking remain subject to real-time availability and are determined by the room inventory system of Chief Of Homes.
    d. The Voucher does not guarantee availability for specific dates, room types, or locations. Each booking is subject to customer service confirmation and dependent on room availability at the time of confirmation.
4. Designated Vacation Rentals
    a. Shinsaibashi Area
        i. The Peak Shinsaibashi
        ii. The Peak Shinsaibashi Prestige
        iii. The Peak Shinsaibashi Jewel *(excluding the "Apartment for 4 pax" room type)*
        iv. The Peak Shinsaibashi Reserve *(excluding the "Apartment for 4 pax" room type)*
    b. Namba Area
        i. The Peak Namba
        ii. JY Suites Namba
        iii. The Peak Namba Minami
        iv. The Peak Namba Minami Elite
    c. Tsutenkaku Area
        i. The Peak Tsutenkaku *(excluding the "Apartment for 5 pax" room type)*
        ii. The Peak Tsutenkaku Elite *(excluding the "Deluxe Apartment for 3/6 pax - Tower View" room type)*
    d. Universal Studios Japan Area
        i. The Peak Osaka Bay

ii. The Peak Bentencho

e. Chiyozaki Area
   i. The Peak Chiyozaki
   ii. The Peak Chiyozaki Elite
   iii. The Peak Chiyozaki Grand
f. Tengachaya Area
   i. The Peak Tengachaya *(excluding the "Apartment for 5 pax" room type)*

The Company reserves the right to adjust the applicable Designated Vacation Rentals and room types at any time due to supply, operational arrangements, or other reasonable factors. The latest list of applicable vacation rentals and room types shall be subject to the official announcements of Chief Of Homes, and any modifications will not be notified individually.

5. Inclusions and Exclusions
   a. The Voucher price includes the accommodation fees covered by the Voucher, cleaning fees, accommodation tax, and consumption tax. It does not include other additional charges.
   b. If a Guest requests extra services, special requirements, room type changes, an increase in the number of guests, or if other fees are explicitly stated upon booking confirmation, all relevant fees and their associated consumption tax must be paid separately by the Guest.
   c. Charges for the following additional requirements will be calculated separately based on the fee standards of each Designated Vacation Rental. Please consult customer service for details:
      i. Early check-in
      ii. Late check-out
      iii. Extra duvets, pillows, or other amenities
      iv. Extra cleaning services
      v. Other services not included in the Voucher
6. Booking Process
   a. To make a reservation after purchasing the Voucher, please contact customer service via the following channels:
      i. Email: okini.home@cohosaka.com
      ii. WhatsApp: +81 90-4301-7797
      iii. LINE: @240hbaoi
      iv. WeChat: OsakaBestBnB
      v. KakaoTalk: COH5758
   b. When booking, you must provide a valid order number, the email address used when purchasing the Voucher, the Guest's full name, preferred check-in date, length of stay, name of the Designated Vacation Rental, and room type requirements. Customer service will assist with the booking based on the provided information.
   c. If the requested arrangement cannot be fulfilled, customer service will reply and continue to provide alternative options for selection.
7. Booking Changes and Cancellations
   a. Once a booking is confirmed, any request to cancel or change the check-in date must be submitted through customer service in accordance with the regulations. All changes are subject to room availability and relevant operational arrangements at the time.

b. If you need to change your check-in date, you may cancel the original booking first in accordance with the cancellation policy below, and then submit a new booking request within the Voucher Validity Period. The new reservation remains subject to room availability at that time.
    i. Each confirmed booking is entitled to one cancellation or amendment only. Once a cancellation or change is completed, no further cancellations, date amendments, or other adjustments will be accepted.
    ii. Once a booking is confirmed, the selected room type cannot be changed. Guests may only apply to change the check-in date while maintaining the original room type.
    iii. To cancel a confirmed booking free of charge, the Guest must contact customer service at least 10 days prior to the original check-in date (excluding the first day of check-in).
c. Upon fulfilling the free cancellation conditions and completing the cancellation, the Voucher Balance used for that booking will be restored and can be re-booked within the Validity Period.
d. If a cancellation is made within 10 days prior to the original check-in date (excluding the first day of check-in), or in the event of a no-show or failure to complete the stay according to the original dates, the Voucher Balance used for that reservation will be deemed used and cannot be restored or refunded.
e. All cancellations, date amendments, and re-bookings are considered complete only after confirmation by customer service.

8. Force Majeure
    a. If a Guest is unable to check in as planned due to force majeure events, assistance will be provided based on the actual circumstances.
    b. Force majeure events include, but are not limited to:
        i. Major natural disasters such as earthquakes, typhoons, tsunamis, and floods.
        ii. Wars, riots, or other major public safety incidents.
        iii. Entry restrictions, travel bans, or other mandatory measures issued by governments.
        iv. Flight cancellations by airlines due to natural disasters, government measures, or other force majeure factors.
    c. To apply for a cancellation, postponement, or special handling due to force majeure, Guests must contact customer service as soon as possible and provide official supporting documents. Acceptable supporting documents include, but are not limited to:
        i. Official flight cancellation or suspension notices issued by the airline.
        ii. Certificates of itinerary cancellation issued by the airline or travel agency.
        iii. Relevant official notices issued by government authorities.
        iv. Other formal documents sufficient to prove that the force majeure event directly impacted the Guest's itinerary.
    d. Changes in personal schedules, personal circumstances, failure to travel, airfare price fluctuations, or changes in personal intent do not constitute force majeure.
    e. Whether a situation meets force majeure criteria, as well as the final cancellation, postponement, or alternative handling methods, will be reviewed and confirmed by the Company based on actual circumstances.
9. Prices and Exchange Rates

a. The actual transaction amount is based on the Japanese Yen (JPY) price on the date of checkout.
b. If paying via credit card or other overseas payment methods, the final charged amount will be calculated by the card-issuing bank or payment institution based on its applicable exchange rate on that day.
c. Any foreign transaction fees, exchange rate differentials, or other charges assessed by banks/payment institutions will not be borne by the Company.

10. Voucher Usage and Transfer
    a. Each Voucher can only be used up to the Voucher Balance selected at the time of purchase.
    b. The Voucher must be used in full in a single booking and cannot be split, redeemed incrementally, or used across separate stay dates. Guests must use the full Voucher Balance continuously during a single stay and cannot split the balance across different dates or multiple stays.
    c. The number of nights required to be deducted for each reservation is subject to the final booking details confirmed by the Company. If the Voucher Balance is insufficient to cover the required stay nights, the shortfall must be paid separately based on the solutions provided by the Company at that time (if applicable).
    d. If a Purchaser wishes to use the Voucher to book accommodation for another person (i.e., where the Guests do not include the Purchaser), the Purchaser must contact customer service directly and follow the booking procedure outlined in Clause 6. At the time of booking, the Purchaser must explicitly inform customer service that the stay does not include the Purchaser and provide all necessary Guest information required to complete the booking and check-in arrangements.
    e. The Voucher cannot be redeemed for cash. Unused Voucher Balances cannot be refunded unless otherwise provided by law.
    f. Without the prior written consent of the Company, the Voucher may not be used for commercial resale or resold for profit.
    g. Please keep the Voucher purchase e-receipt, payment proof, and relevant Voucher information safe. If valid proof of purchase cannot be provided, the Company reserves the right to decline any booking requests.
11. Accommodation Rules and Additional Costs
    a. During the stay, Guests must comply with the check-in rules, house policies, and safety regulations of each vacation rental property.
    b. If damage is caused to the property, facilities, furniture, supplies, or other assets due to the Guest's behavior, the costs for repairs, replacements, or compensation shall be borne by the Purchaser or the Guest.
    c. Any additional services or expenses not included in the Voucher shall be paid separately by the Purchaser or the Guest.
12. Expiration and Refunds
    a. Once purchased, the Voucher is non-refundable unless otherwise stipulated by law, these Terms, or specific promotional rules.
    b. Unused, partially used, or expired Voucher Balances cannot be redeemed for cash or refunded.
    c. Upon expiration of the Validity Period, all unused accommodation nights will automatically lapse and cannot be extended or refunded.
    d. The Voucher cannot be used in conjunction with other coupons, cash vouchers, or promotional offers.
13. Modifications to Terms

a. The Company reserves the right to modify, suspend, or terminate the Voucher and related promotions due to room availability, operational arrangements, regulations, force majeure, or other reasonable factors.
b. Any adjustments to the Voucher content or Terms will be announced via the Chief Of Homes official website, campaign pages, or other official channels.
c. Purchased Vouchers will, in principle, be handled in accordance with the Terms applicable at the time of purchase. In the event of changes necessitated by laws, major safety factors, or other mandatory adjustments, proceedings will follow the relevant regulations.

14. Miscellaneous
    a. By purchasing the Voucher, the Purchaser agrees to these Terms.
    b. For questions regarding Voucher pricing, property reservations, cancellation policies, or promotional offers, please inquire with customer service prior to purchase.
    c. If any provision of these Terms is deemed invalid or unenforceable, the validity of the remaining provisions shall not be affected.
    d. Matters not covered in these Terms shall be handled in accordance with relevant laws and regulations and official announcements by the Company.
    e. These Terms are translated from the English version. In the event of any conflict or inconsistency between the Chinese and English versions, the English version shall prevail.

Chief Of Homes International Limited

OKINI Osaka Short-Stay Vacation Voucher – Terms & Conditions

Last Updated: September 24, 2026

《OKINI 大阪短期旅遊住宿券－條款與細則》

1. 凡購買 OKINI 大阪短期旅遊住宿券（下簡稱「住宿券」），即代表同意及接受遵守此條款與細則（下簡稱「條款」）。
2. 定義：
    a. 「購買者」指實際付款購買住宿券名義之人士。
    b. 「旅客」指實際入住的任何人士。
    c. 「指定民泊」指可供住宿券預訂的住宿位置。
    d. 「住宿券」指適用於指定民泊兌換住宿權利的電子券。
    e. 「住宿券額度」指剩餘的可住宿晚數，增減最少單位為 整數 晚。
    f. 「本公司」指 Chief Of Homes International Limited。
3. 住宿券有效期限與住宿期間（下簡稱「有效期限」）
    a. 住宿券自購買日起 365 天內有效，包括首尾兩日。
    b. 旅客須於有效期限內完成預訂、入住及退房。超過有效期限後，住宿券即失效，恕無法使用、延期或退款。
    c. 住宿券不設指定不可入住日期，週末、國定假日及旅遊旺季皆可使用。實際可預訂的日期及房型仍須視當時房間供應而定，並以 Chief Of Homes 內部房源系統的房間供應為準。
    d. 住宿券不保證特定日期、房型或住宿地點一定有空房。每次預訂均須經客服確認，並以確認時的房間供應情況為準。
4. 指定民泊
    a. 心齋橋區
        i. The Peak Shinsaibashi
        ii. The Peak Shinsaibashi Prestige
        iii. The Peak Shinsaibashi Jewel（「四人公寓」房型除外）
        iv. The Peak Shinsaibashi Reserve（「四人公寓」房型除外）
    b. 難波區
        i. The Peak Namba
        ii. JY Suites Namba
        iii. The Peak Namba Minami
        iv. The Peak Namba Minami Elite
    c. 通天閣區
        i. The Peak Tsutenkaku（「五人公寓」房型除外）
        ii. The Peak Tsutenkaku Elite（「三人／六人公寓・高層塔景・特大露台」房型除外）
    d. 環球影城區
        i. The Peak Osaka Bay
        ii. The Peak Bentencho
    e. 千代崎區
        i. The Peak Chiyozaki
        ii. The Peak Chiyozaki Elite
        iii. The Peak Chiyozaki Grand
    f. 天下茶屋區
        i. The Peak Tengachaya（「五人公寓」房型除外）

    本公司隨時會因房源供應、營運安排或其他合理因素調整適用指定民泊及房型。最新適用民泊及房型資訊，以 Chief Of Homes 官方公告為準，任何改動恕不個別另行通知。

5. 住宿券費用包含及不包含項目
    a. 住宿券價格已包含住宿券所涵蓋之住宿費用、清潔費、宿泊稅、消費稅，不包含其他額外費用。
    b. 如旅客另行要求額外服務、特殊需求、房型變更或增加入住人數，或於訂房確認時另有載明其他費用，相關費用及其所產生之消費稅均須由旅客另行支付。
    c. 以下額外需求相關費用將依各指定民泊的收費標準另行計算，詳情請向客服查詢：
        i. 提早入住
        ii. 延後退房
        iii. 額外棉被、枕頭或其他備品
        iv. 額外清潔服務
        v. 其他住宿券未包含的服務
6. 預訂方式
    a. 購買住宿券後，如需預訂住宿，可透過以下方式聯絡客服。
        i. 電郵：okini.home@cohosaka.com
        ii. WhatsApp：+81 90-4301-7797
        iii. LINE：@240hbaoi
        iv. WeChat：OsakaBestBnB
        v. KakaoTalk：COH5758
    b. 預訂時須提供有效之訂單編號、購買住宿券時使用的電子郵件地址、旅客姓名、希望入住日期、住宿天數、指定民泊名稱及房型需求，客服將依提供的資料協助安排預訂。
    c. 如未能按需求安排預訂，客服將會回覆通知並持續提供其他方案供選擇。
7. 預訂變更與取消
    a. 預訂確認後，如需要取消預訂或更改入住日期，須依規定聯絡客服提出申請；所有更改均須視當時房間供應及相關安排而定。
    b. 如需更改入住日期，可先依下列取消規定取消原預訂，再於住宿券有效期限內重新提出預訂申請，重新預訂仍須視當時房間供應而定。
        i. 每筆已確認的預訂僅限取消或更改一次。完成取消或更改後，恕不接受再次取消、更改入住日期或其他調整。
        ii. 預訂確認後，已選定的房型不得更改。旅客僅可依規定申請更改入住日期，且須維持原預訂房型。
        iii. 如需取消已確認的預訂，旅客須於原預訂入住日前 10 天（不包含入住第 1 日起計）以前聯絡客服，即可免費取消。
    c. 符合免費取消條件並完成取消後，該次預訂所使用的住宿券額度將恢復，可於有效期限內重新預訂。
    d. 如於原訂入住日前 10 天內（不包含入住第 1 日起計）取消、未入住，或未依原訂日期完成住宿，該次預訂所使用的住宿券額度將視為已使用，恕無法恢復或退還。
    e. 所有取消、更改入住日期及重新預訂，均須經客服確認後才算完成。
8. 不可抗力因素
    a. 如因不可抗力因素導致旅客無法依原訂計畫入住，將視實際情況協助處理。
    b. 不可抗力因素包括但不限於：
        i. 地震、颱風、海嘯、洪水等重大天然災害。戰爭、暴動或其他重大公共安全事件
        ii. 政府發布的入境限制、旅遊禁令或其他強制性措施
        iii. 航空公司因天災、政府措施或其他不可抗力因素取消航班
    c. 如需因不可抗力因素申請取消、延期或其他特殊處理，旅客須儘速聯絡客服，並提供相關正式證明文件，可接受的證明文件包括但不限於：
        i. 航空公司正式出具的航班取消或停飛通知
        ii. 航空公司或旅行社出具的行程取消證明
        iii. 政府機關發布的相關官方公告
        iv. 其他足以證明該不可抗力事件確實影響旅客行程的正式文件

d. 僅因個人行程異動、個人因素、未能成行、機票價格變動或個人意願改變，不視為不可抗力因素。
e. 是否符合不可抗力條件，以及最終的取消、延期或其他處理方式，將由本公司按實際情況審核確認。

9. 價格與匯率
a. 實際交易金額以結帳當日的日圓定價為準。
b. 如使用信用卡或其他海外支付方式付款，最終的扣款金額將依發卡銀行或支付機構按其當日適用的匯率計算。
c. 如產生海外交易手續費、匯差或其他由銀行／支付機構收取的費用，相關費用不會由本公司負擔。

10. 住宿優惠券使用與轉讓
a. 每張住宿券僅限購買時所選擇的住宿券額度使用。
b. 住宿券須 1 次完整使用，不得拆分、分次或跨不同住宿日期使用。旅客必須於同一次入住中連續使用完整住宿券所包含的住宿券額度，不得將住宿券額拆開至不同日期或不同次入住使用。
c. 每次預訂所需扣除的住宿晚數，以本公司最終確認的預訂內容為準。住宿券額度不足以支付所需住宿晚數時，須依本公司當時提供的方案另行支付不足部分的入住費用（如適用）。
d. 如購買者欲使用住宿券為其他人士預訂住宿（即旅客不包括購買者），須由購買者親自聯絡客服，並按照條款第 6 條所列之預訂流程提出預訂申請。購買者須於預訂時明確告知該次預訂之旅客不包括購買者，並提供旅客所需之相關資料，以供客服完成預訂及入住安排。
e. 住宿券不得折換現金。未使用的住宿券額度亦不得要求退款，除非法律另有規定。
f. 未經本公司書面同意，不得將住宿券用於商業轉售或以營利為目的轉售。
g. 請妥善保存住宿券購買電子收據、付款證明及相關住宿券資訊。如無法提供有效的購買證明，本公司有權拒絕任何預訂需求。

11. 住宿規範及額外費用
a. 旅客入住期間須遵守各民泊的入住規則、房屋使用規範及安全相關規定。
b. 如因旅客的行為造成房屋、設備、家具、備品或其他財物損壞，相關修繕、更換或賠償費用由購買者或旅客自行負擔。
c. 任何住宿券未包含的額外服務或費用，均由購買者或旅客另外支付。

12. 住宿券逾期與退款
a. 住宿券一經購買，除法律、條款或活動另有規定外，恕無法退款。
b. 未使用、部分使用或逾期的住宿券額度，均不得折換現金或要求退款。
c. 住宿券於有效期限屆滿後，所有未使用的住宿額度將自動失效，恕無法延期或退款。
d. 住宿券不得與其他優惠券、現金券或其他優惠合併使用。

13. 條款變更
a. 本公司保留因房間供應、營運安排、法規、不可抗力或其他合理因素，修改、暫停或終止住宿券及相關優惠的權利。
b. 如住宿券內容或條款有所調整，將透過 Chief Of Homes 官方網站、活動頁面或其他官方頻道公告。
c. 已完成購買的住宿券，原則上依購買時適用的條款辦理；如因法令、重大安全因素或其他必須調整的情況，則依相關規定辦理。

14. 其他
a. 購買者購買住宿券，即表示同意條款。

b. 如對住宿券價格、民泊預訂、取消政策或住宿券優惠有任何疑問，請於購買前向客服詢問。
c. 如條款部分內容被認定為無效或無法執行，不影響其他條款的效力。
d. 條款如有未盡事宜，依相關法令及本公司公告辦理。
e. 條款為英文版本譯本，如中、英文兩個版本有任何抵觸或不相符之處，應以英文版本為準。

Chief Of Homes International Limited

《OKINI 大阪短期旅遊住宿券－條款與細則》

最後更新：2026 年 9 月 24 日