Last updated: October 29, 2026

J-PARC Dormitory Cancellation Policy

This policy sets out the rules for cancellations and changes to reservations at the J-PARC Dormitory to ensure fair and smooth use of the facility by all users of the experimental facilities. Please review this policy before making a reservation.

1. Cancellation Fees

Cancellations completed by the day before check-in are free of charge. However, the following cancellation fees will apply:

- Cancellation on the check-in date: 100% of the accommodation fee (equivalent to one night's accommodation fee)
- No-show without prior notice: 100% of the accommodation fee (equivalent to one night's accommodation fee)

Cases in which cancellation fees may be waived are described in Sections 4 and 5.

2. Procedures for Changes and Cancellations

〔Before Check-in (Up to the Day Before Check-in)〕

- Procedure: Users should complete cancellation or change procedures themselves through the User Support System (Reservation Portal).
- Deadline: No cancellation fee or fee for reducing the length of stay will be charged, provided that the procedure is completed before 12:00 a.m. (midnight) on the day before check-in.

Example: To cancel a reservation for October 1, the procedure must be completed by 11:59 p.m. on September 30.

〔No-Shows and Cancellations on the Check-in Date〕

- A cancellation fee equivalent to one night's accommodation fee will apply to cancellations on the check-in date and no-shows without prior notice.
- Please contact the Users Office to complete the necessary procedures. Contact details and hours are as follows:
    - Email: Accepted 24 hours a day.
    - Telephone: Weekdays, 9:00 a.m.–5:00 p.m., excluding 12:00 p.m.–1:00 p.m.

〔Changes After Check-in (Extension or Reduction of Stay) 〕

- After check-in, users cannot change the length of their stay themselves through the User Support System (Reservation Portal).
- Users wishing to extend or shorten their stay must contact the Users Office by email or telephone.

3. Determining the Cancellation Date

The cancellation date is determined by the date and time (Japan Standard Time) when the Users Office is notified of the cancellation.

4. Waivers of Cancellation Fees

Cancellation fees will be waived when cancellation is unavoidable due to circumstances beyond the user's control, as described below.

〔Natural Disasters, Such as Typhoons and Earthquakes〕

Cancellation fees will be waived even if the Users Office is contacted on or after the check-in date. The waiver will apply retroactively. Please contact the Users Office directly once the situation has settled.

〔Suspension or Disruption of Scheduled Transportation Services〕

Cancellation fees will be waived even for cancellations on the check-in date. Please contact the Users Office directly.

5. Handling of Dormitory Reservations in the Event of an Unplanned Shutdown of an Experimental Facility

This section applies when an unplanned shutdown affects the experimental facility as a whole and there is no immediate prospect of beam operations resuming.

Until the day before the start of the stay, users can cancel or change their reservations through the User Support System. Users are encouraged to complete these procedures themselves whenever possible.

○ Cancellation Notice Received on the Check-in Date

If the Users Office is notified of a cancellation on the check-in date, no cancellation fee will be charged, regardless of whether the accommodation is associated with the use of the experimental facility.

○ No Cancellation Notice and Confirmed No-Show

If the Users Office has not been notified of the cancellation on the check-in date and

it is confirmed that the user did not stay, all subsequent consecutive reservations will be canceled. No cancellation fee will be charged in this case either.

○ Rebooking After Cancellation

If users wish to stay after the Users Office has canceled their reservations under the above procedure, they must make a new reservation themselves.

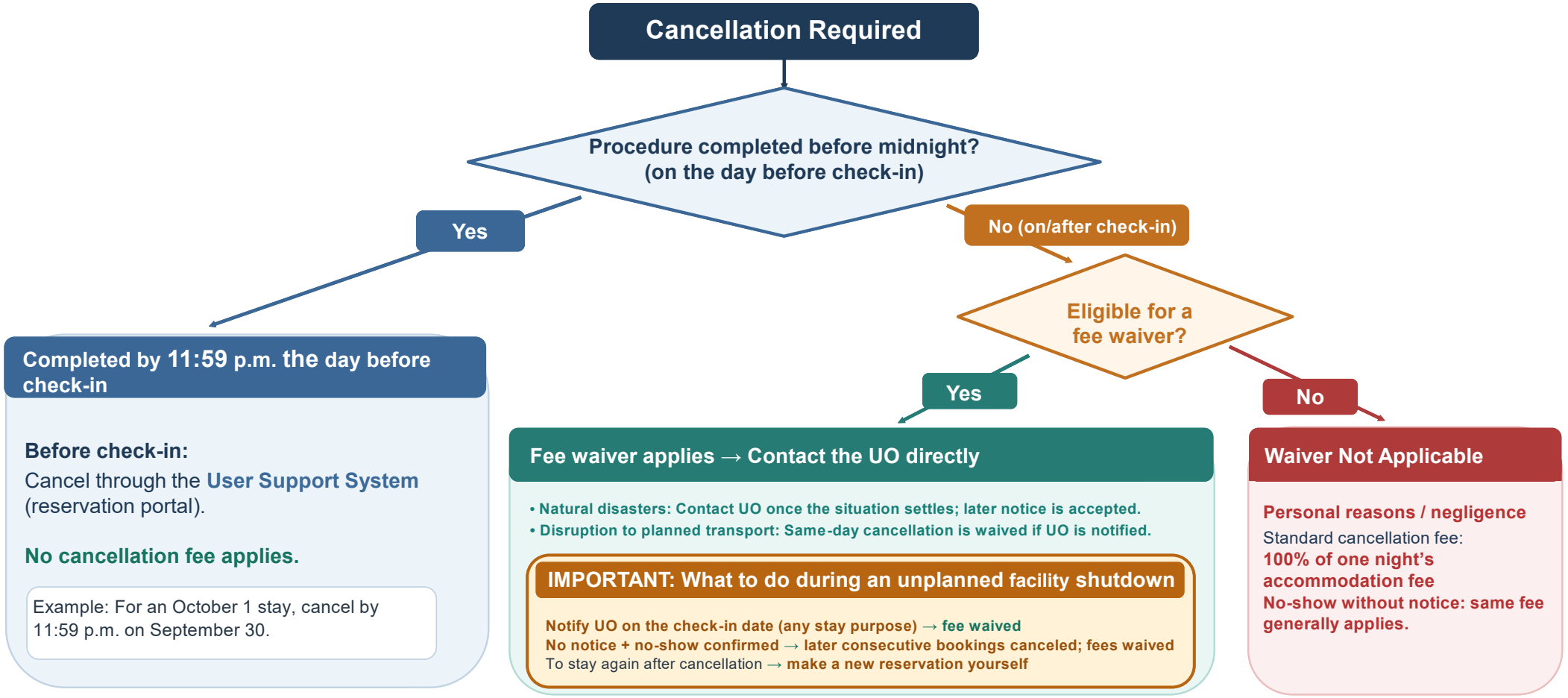
These measures are intended to reduce the administrative workload when an unplanned shutdown of an experimental facility occurs. We appreciate your understanding and cooperation.

6. Cases Not Eligible for Cancellation Fee Waivers

Cancellations due to users' own circumstances or negligence are not eligible for a cancellation fee waiver. The standard cancellation fee will apply in such cases.

J-PARC Dormitory Cancellation Procedure Flowchart

For pre-check-in cancellations, whether a fee applies depends on the procedure completion time **(Japan time)**.



Cancellation date/time: when the J-PARC Center Users Office (UO) is notified (Japan time). Email: j-uo@ml.j-parc.jp (accepted 24/7).
Phone: 029-284-3398; weekdays, 9 a.m.–5 p.m., except 12–1 p.m.

After check-in, extensions/reductions cannot be made via the portal. Please contact UO by email or phone.