

## Terms And Conditions of Arranged Tours

(Terms And Conditions of Tours pursuant to Article 12-4 of the Travel Agency Law)

Travel arrangements matters, concluded by this company (hereinafter referred to as “the Company”) at the request of the Client, which are not provided in the itinerary (the Course table) or the Travel Conditions (or quotation) are described in this document.

This Terms And Conditions of Arranged Tours document will be part of the travel agreement if it is concluded.

### 1. Contract for Arranged Tours

(1) The Tour shall be arranged by the Company, and agreed upon by the Client through the organized tour contract.

(2) The Company shall arrange (by proxy, intermediary, agency, etc.) transportation, accommodation and other services to be received by the Client at their request.

(3) When the Company has made arrangements for Tour Services, transportation, accommodation, and other travel expenses as well as the prescribed Travel Business Handling Fee shall be charged to the Client.

(4) The Travel Business Handling Fee is recognized by the Travel Agency Law, and the Company’s Travel Business Handling Fee is displayed at the store, as required by law. Furthermore, the Travel Business Handling Fee table will be provided to any Client who request it. As a general rule, the Client will have to pay the Handling Fee, even if the transportation or accommodation facilities requested by the Client are filled to capacity.

### 2. Types of Tours

A « Tour » means a « Domestic Tour » (which is a tour within Japan), or an « Overseas Tour ».

### 3. Tour Application

(1) The Company shall accept applications for reservations of Arranged Tours Contracts, such as airline tickets or accommodation vouchers, as requested by the Client, by telephone, e-mail, fax, Internet or any other means of communication. In addition, any exchange of a transportation or accommodation voucher against a travel fee is considered as an oral Tour Application.

(2) When a person responsible for the contract as a representative of an organization or group applies for a tour, the Company shall regard the representative as having authority of representation over the group members.

(3) Please fill out the Company's prescribed application form, and apply with the Application fee or the full amount of the Tour fee. Part of the Tour fee or the Cancellation fee shall be covered by the Application fee.

#### 4. Travel conditions for Clients who wish to conclude a Tour Contract through a Correspondence Contract

(1) The Company may conclude a Tour Contract (hereinafter referred to as a "Correspondence Contract") with the card holder (hereinafter referred to as a "Card Holder") of a credit card company (hereinafter referred to as a "Partner Company") by telephone, e-mail, fax, Internet or any other means of communication, under the condition that a part of the tour fee (or application fee) may be paid without the Card Holder's signature. However, there may be cases where the Company may not be able to deal with such applications, such as when the Company does not have a special contract (including special contracts for unsigned handling) with the Partner Company, or any other business-related reasons.

(2) When applying, the Card Holder must notify the Arranged Tour details, and the departure date, as well as the credit card name and number, the card expiration date and other matters to the Company.

(3) A Correspondence Contract shall be concluded, upon receipt by the Card Holder of the acceptance notice of conclusion from the Company.

(4) "Card Use Day" in the Correspondence Contract means, the date on which the Card Holder and the Company must fulfill their obligations to pay or refund travel expenses based on the Arranged Tour Contract, in the former case the contract is concluded, and in the latter case the contract is terminated.

(5) If payment by the credit card presented by the Client is rejected by the credit card company, the Company shall not accept the Application.

#### 5. Conditions of Tour Application

(1) A Client under 20 years of age at the time of the application shall provide the Company with the written consent of his/her parent or guardian.

(2) Service dog users or Clients who require special attention from the Company during the tour for reason of general ill-health, physical handicap, pregnancy or any other condition shall advise the Company of this when applying for the tour. The Company shall comply with such requests to the extent deemed feasible and reasonable. In case the Company takes a special arrangement in compliance with the Client's request, the Client shall be responsible for incurred expenses related with the request.

(3) The Company may refuse the application if the Client falls under any of the following 3 categories :

① If the Company finds that the Client is a member of an organized crime group, a related person of an organized crime group or part of any other Anti-Social Group.

② If the Client makes a demand with violence or an unreasonable demand or uses intimidating words or actions in relation to transactions with the Company.

③ If the client defames the reputation or interferes with the business of the Company by spreading rumors, using fraudulent means or resorting to force.

(4) The Company may also refuse a client's application for operational reasons.

#### 6. Conclusion of a Contract

(1) The Tour Contract shall be concluded when the Contract is accepted, and the application fee is received by the Company.

(2) Notwithstanding the provisions of paragraph (1), the Company may also conclude an Arranged Tour Contract only by accepting the conclusion of the Contract without receiving the application fee under a special written agreement.

(3) In the case referred to in the preceding paragraph, the date of conclusion of the Arranged Tour Contract shall be clarified in the document referred to in the preceding paragraph.

#### 7. Delivery of Contract Documents

(1) Promptly after a Tour Contract is concluded, the Company shall deliver to the Client the itinerary, the Tour Services details including the Tour and the documents referring to the responsibilities of the Company. However, if the Company delivers transportation tickets, accommodation vouchers, etc., and any other documents indicating the right to receive Travel Services with respect to all the Travel Services for which it makes arrangements, it may not issue such Contract Document.

(2) If a Contract Document referred to in the preceding Paragraph has been issued, the scope of the Tour Services for which the Company is obligated to make arrangements under the Arranged Tour Contract is subject to what is mentioned in such Contract Document.

#### 8. Change in Contract Contents

If the Client wishes to change the content of the Contract, the Company will comply with the Client's request to the reasonably practical extent. In that case, the Company will change the Tour fee, and charge the cancellation fee to transportation/accommodation facilities, procedural fee and any other fee for making a change prescribed by the Company.

#### 9. Tour Contract Cancellation

##### (1) Voluntary Cancellation by the Client

The Client may cancel the Arranged Tour Contract in whole or in part at any time by paying the following fees:

- ① The cost of the Tour Services provided to the Client
- ② A cancellation fee pertaining to unprovided Tour Services and other outstanding expenses of service providers
- ③ The arrangement fee/cancellation fee as the Company's prescribed Travel Business Handling Fee

##### (2) Cancellation Due to a Cause Attributable to the Client

- ① The Company may cancel the reservation if the Client has not paid the Tour Fee by the prescribed date
- ② The Company may cancel the Tour Contract if payment made with the Card Holder's credit card is rejected by the credit card company.
- ③ If the Client is found to fall under category ①, ② or ③ from paragraph 3 of article 5. In that case, the following charges will be borne by the Client :  
Charges for Tour Services already provided, cancellation fee for Travel Services that have not been provided yet, and any other outstanding expenses by the Tour Service provider, as well as the Company prescribed arrangement/cancellation fees.

(3) Cancellation Due to a Cause Attributable to the Company

If the Company's responsibility makes it impossible to provide the Tour Services, the Client may be allowed to cancel the Tour Contract. In this case, the Company will refund the travel expenses paid for the Travel Services already provided, or will refund the balance after deducting expenses not paid yet.

10. Tour Fee

(1) If fluctuation in the Tour Fee has arisen prior to the commencement of the tour due to a change in a fare/charge of the transportation, revision of rates, exchange rate fluctuations or any other cause, the Company may change the Tour Fee.

In such cases, the increase or decrease of the Tour Fee shall be attributed to the traveler.

(2) In principle, the Client must pay the full amount of the Tour Fee prior to the commencement of the tour. In the case of a group tour, the date and form of payment of the Tour Fee shall be specified in the Travel Acceptance Form.

(3) The Company will settle the payment of the Tour fee immediately after the end of the tour.

11. Travel Business Handling Fee

(1) Handling Fee

For a Domestic Tour (consumption tax included)

Section	Contents		Fee
Arrangement fee	In case of the arrangement when transportation and accommodation etc.	Arranged tour for group of	Up to 20% of total travel fee
		Individual (in cases different from above)	1,100 yen per case
	In case of accommodation voucher only	Arranged tour for group of	20% of total accommodation fee
		Individual (in cases different from above)	1,100 yen per case
	For transportation only		1,100 yen per case

Tour conducting service fee (excluding travel expenses such as accommodation and transportation expenses)		33,000 yen per accompanying person per day	
Change procedure fee	In case of the arrangement when transportation and accommodation etc.	Arranged tour for group of over 8 people	20% of the Tour Fee before change of the part relating to the change
		Individual (in cases different from above)	1,100 yen per case
	Change of reservation / arrangement of		1,100 yen per case
	Change of reservation / arrangement of accommodation facilities		1,100 yen per case
Cancellation procedure fee	In case of the arrangement when transportation and accommodation etc. are combined	Arranged tour for group of over 8 people	20% of the Tour Fee relating to the cancellation
		Individual (in cases	1,100 yen per case
	Cancellation of transportation arrangements (Including settlement procedures for unused		1,100 yen per case
	Cancellation of accommodation facilities arrangement (Including settlement procedures for unused		1,100 yen per case
Communication expenses	In case of contact for urgent local arrangements etc. upon customer's request		1,100 yen per case (Call or telegraph fee will be additional)

1. Group organization fee refers to those case when a group of travelers establish a representative and travel together on the same journey.
2. In case of changes or canceling upon customer's request, in addition to cancellation fee determined by transport companies, accommodations facilities, etc, above change procedure fee and cancellation procedure fee will be charged.
3. In case of consecutive nights at the same accommodation facility, it will be treated as one case.
4. Above rates include consumption tax.

## 12. Cancellation Fee for Domestic Accommodation

- (1) The cancellation fee for inns and hotels depends on the Terms and Conditions of each facility.
- (2) A separate cancellation fee shall be set in case of changes (reduction) in the number of Participants.
- (3) If the number of Participants is fewer on the day of your stay than specified on the voucher, please ask the accommodation facility for a Certificate of Reduction of the Number of Participants and sign the refund field.
- (4) Please apply for the refund within one month from the date of your stay.
- (5) If you stay at the same inn or hotel for consecutive nights, the cancellation fee shall be applied based on the one-night stay rate.

## 13. Change/Cancellation Procedure Fee for Overseas Flight Tickets

(1) If the Client wishes to change the name of the passenger(s) on the flight ticket after the ticket is issued, the Client will have to cancel the reservation once and make a new reservation, so the Company shall charge the cancellation procedure fee to the Client.

(2) The Company may contact the Client before issuing plane tickets for flights during peak travel season. In that case, any subsequent change cancellation shall be charged a change procedure fee and a cancellation procedure fee.

#### 14. Tour Conducting Services

(1) At the request of the Person Responsible for Contract, the Company may provide tour conducting services by having a tour conductor accompany the Party/Group concerned.

(2) In principle, the contents of tour conducting services performed by the tour conductor will consist of work necessary for securing the Party/Group activities from the viewpoint of following the itinerary.

In principle, the period of time during which the tour conductor provides tour conducting services is from 8 a.m. to 8 p.m.

(3) When the Company has provided tour conducting services, the Client shall be charged the prescribed fee for the tour conducting services set forth below, as well as the actual cost of transportation, accommodation, etc. necessary for the tour conductor to accompany the Client.

The tour conductor fee (the sum of the service fee and actual expenses required) for the tour the Client is applying for is specified in the attached Travel Conditions (or quotation).

Tour conducting fee (per day, per tour conductor) : 33,000 yen per domestic tour (consumption tax included)

#### 15. Arrangement Liability

When the Company has made arrangements for Travel Services with the good manager's duty of due care, the performance of the Company's obligations based on the Contract is deemed completed.

#### 16. Liability of the Company

(1) In performing the agreed Tour arrangements, if the Company causes damage to Client through willful misconduct or negligence of the Company or the Company's Agent, the Company shall be liable to compensate the Client for such damage. However, this only applies if the notification is made to the Company within 2 years counting from the day following the occurrence of the damage.

The Company shall compensate up to a maximum of 150,000 yen per person (except for cases where the Company committed willful misconduct or gross negligence) for damage to the Client's baggage only when said damage is reported within 14 days counting from the day after the occurrence of such damage for a domestic tour, or within 21 days for an overseas tour.

(2)The Company is not liable to compensate the Client for any damage caused by natural disasters, wars, riots, suspension of the provision of Travel Services by transportation/accommodation facilities, etc., an order of a government or other public offices, or any other cause in which the Company or the Company's Agent is unable to intervene.

#### 17. Liability of the Client

If the Company suffers damage due to the Client's willful misconduct or negligence, the Client shall be liable to compensate the Company for such damage.

#### 18. Matters to Be Fulfilled by the Client before Departure

##### (1) About Passports and Visas

It is the Client's responsibility to confirm whether the Client's current passport is valid for the tour, or to obtain a passport and the appropriate visa. Furthermore, if a vaccination certificate is required in the destination country, please bring it with you.

If the Company acts as agent for the any of these travel procedures, the Client shall be charged the Travel Agency Fee.

##### (2) Sanitation Information

Please check the following website for sanitation information on the destination country.

Quarantine Station,. Ministry of Health, Labor and Welfare, Government of Japan, "Stay healthy overseas": <http://www.forth.go.jp/>

##### (3) About Overseas Hazard Information

Depending on the destination, the Ministry of Foreign Affairs may provide travel information to the country or region, such as "overseas hazard information".

For more information, please check the following websites:

Ministry of Foreign Affairs, Overseas Safety Homepage:

<http://www.anzen.mofa.go.jp/>

Ministry of Foreign Affairs, Overseas Travel Registration "Tabireji":

<https://www.ezairyu.mofa.go.jp/tabireg/>

Ministry of Foreign Affairs, Consular Service Center (Overseas Safety Consultation Line): 03-5501-8162

##### (4) About Travel Accident Insurance

If the Client is injured during a tour, treatment costs, transportation costs and other expenses may be high. In the case of an accident, compensation claims for damages against the assailant and the collection of compensation may be very difficult. To secure these, it is recommend that the Client take out sufficient travel insurance themselves. For details, please consult the Company's sales staff.

#### 19. About Fuel Surcharge

(1) Fuel surcharge will be posted at the time of the Contract.

(2) If the airline increases the amount of fuel surcharge after the Contract is concluded, the outstanding amount shall be collected additionally with the

consent of the Client, or if the amount is reduced, the amount of the reduction shall be refunded immediately.

(3) If the Client cancels the Tour Contract due to the collection of fuel surcharge, the Company will charge the Client with the Travel Business Handling Fee prescribed by the Company.

## 20. Handling of Personal Information

※If you live in the EU, please contact us.

(1) The Company shall use the Personal Information submitted by the Client at the time of application to the Tour, to communicate with the Client, arrange transportation and accommodation (including overseas facilities), and provide it to the relevant facilities to a necessary extent. In addition, the Company may provide via electronic means the Client's name, passport number or any other personal information regarding the flight to be boarded to overseas and domestic duty-free shops for convenience of shopping by the Client at the travel destination. When applying for the Tour, the Client must agree to provide their Personal Information.

(2) The Company may jointly use with its group companies the Client's Personal Information for the marketing of the Company's products, such as product development and information, and for contacting and responding to the Company's clients. The Personal Information that the Company and its group companies may jointly use is as follow: address, name, phone number, age, date of birth, gender, product purchase history, e-mail address, and passport number.

(3) In addition to the above, please check the Company's Personal Information Handling Policy on our website.

## 21. Others

The Company strongly objects to the use or resell of rooms reserved through the arrangement for profit. In the unlikely event that the Company determines that such act or its devise was made for profit, the Company may terminate the Arranged Tour Contract without notice.

## 22. Compliance with Terms and Conditions

Matters not stated in the Terms And Conditions of Arranged Tours document shall be governed by the Company's Tour Terms and Conditions (in the Arranged Tour Agreement section). If you would like to check our Tour Terms and Conditions, please contact us.