

## **Terms and Conditions of Travel Contract (Agent-organized Domestic Tours)**

**Please be sure to read these Terms and Conditions before applying for the tours.**

**\* For regional agent-organized tours\***

### **1. Significance of the Terms and Conditions**

This outline of terms and conditions represents part of the terms of transaction stipulated in Article 12-4 of the Travel Agency Law, and the contract specifying services rendered for travel and other matters as stated in Article 12-5 of the law.

### **2. Contract for Agent-Organized Tours**

(1) The trip shall constitute travel planned and conducted by the Company. Customers participating in the trip shall conclude with the Company an Agreement on Travel Offered to the Public ("Travel Agreement" hereinafter).

(2) Details, terms, and conditions of the Travel Agreement are described in pamphlets, these Terms and Conditions of Travel, and the Agreement on Travel Offered to the Public portion of the Company's travel business agreement ("Company Agreements" hereinafter). These also shall include the finalized document delivered prior to departure called the Final Travel Itinerary for a travel course that includes such a document ("Final Travel Itinerary" hereinafter).

### **3. Applying for travel and timing of conclusion of agreement**

(1) Apply for the trip at the Company or its contracted offices ("Company et al" hereinafter) by completing the required information on the Company's designated application for travel and paying the application fee. The Travel Agreement shall be concluded upon payment of the application fee as part of the travel charges. Upon payment of the travel charges, the application fee shall be included as a part of such charges. The Travel Agreement shall take effect upon approval of the application and receipt of the application fee by the Company et al.

(2) The Company et al may accept applications for reservations under the Travel Agreement by telephone, post, fax, the Internet, or other means of communication. In such a case, the agreement shall not take effect upon receipt of the application for reservations. Instead, the application must be submitted and the application fee paid within three days from the day after the date the customer received notice of approval of the reservations by the Company et al.

(3) In the case of an application received by telephone, the Travel Agreement shall take effect when the application fee described under Subparagraph (2) of this Paragraph is received by the Company et al. In the case of an application received by post, fax, the Internet, or other means of communication, the Travel Agreement shall take effect upon receipt of notification that the Company et al has approved the Travel Agreement with the customer after payment of the application fee. In a case of payment by credit card, the agreement ("Advance Agreement") shall take effect as described in Paragraph 27 (3).

(4) When the Company et al have received an application for travel from the representative of a group of travelers as the person responsible for the contract, that person shall be considered to hold all power of attorney for matters such as conclusion of cancellation of the agreement.

(5) The person responsible for the contract must submit to the Company et al a list of members of the group by the date specified by the Company et al.

(6) The Company et al shall not bear any liability for duties or obligations currently borne, or expected to be borne in the future, by the person responsible for the contract to group members.

(7) If the person responsible for the contract will not accompany the group, then once the travel begins the Company et al shall consider a group member appointed in advance by the person responsible for the contract to be the person responsible for the contract.

#### **4. Conditions of tour application**

(1) The consent of a parent or guardian is required, if a client is under 20 years of age. In case clients are under 15 years of age, we may ask him/her to be accompanied by a parent or guardian.

(2) Those with chronic health conditions, in poor health, pregnant with child, with physical disabilities, or who otherwise require special considerations are requested to provide notice of such fact when applying for travel. The Company et al will respond to a practical and reasonable extent. In such a case, the costs of special measures taken by the Company as requested by and on behalf of customers shall be paid by the customers. In addition, depending on factors such as conditions on site or those of related agencies or other parties, in order to facilitate safe and smooth travel measures may be taken such as requiring accompaniment by a caregiver, changing part of the travel course, recommending a less challenging trip, or refusing participation in the trip.

(3) If the Company has determined that a customer requires a doctor's diagnosis or care due to an illness or injury suffered during the trip, it shall take measures to facilitate safe and smooth travel. The customer shall bear any associated costs.

(4) In principle, customers are not permitted to engage in activities separate from the trip itinerary for the customer's own reasons. However, separate conditions may apply depending on the travel course.

(5) If the Company has determined that a customer is menacing other customers or impeding the smooth activities of the group, it may refuse permission for the customer to continue to participate in the trip.

(6) The Company may refuse participation for other business reasons as well.

#### **5. Delivery of the contractual documents and Final Travel Itinerary**

Promptly after the Travel Agreement takes effect, the Company et al shall deliver to customers contractual documents describing the travel itinerary, details of travel services and other conditions of travel, and the Company's liability. The contractual documents shall consist of pamphlets, these Terms and Conditions of Travel, and other documents. In addition, for a course involving delivery thereof the Final Travel Itinerary shall be delivered no later than the day before the starting date of travel. However, if the application was received within seven days prior to the day before the starting date of travel it may be delivered on the starting date of travel instead.

#### **6. Payment of the travel charges**

If a balance of travel charges remains outstanding, then it shall be paid by the Company's designated date prior to the starting date of travel.

#### **7. Travel charges**

(1) See the pamphlets regarding the course's travel charges for children. If not described in the pamphlet, then there are no special travel charges for children.

(2) Travel charges are shown separately for each course. Check their departure dates and numbers of available spots for travelers.

(3) Travel charges are calculated based on the amounts of the application fee described in Paragraph 3, the cancellation fees described in Paragraph 14 (1), the penalties described in Paragraph 14 (2), and the modification

charges described in Paragraph 23. Travel charges shown in advertisements or pamphlets for prospective travelers are calculated by adding the amount shown as travel charges to the amounts shown as additional charges and then subtracting the amounts shown as discounts.

### **8. Included in the tour fare**

- (1) Fares and rates for means of transport, accommodations charges, meal costs, admission fees, etc. as clearly shown on the travel itinerary, plus consumption tax and other applicable taxes
- (2) For escorted courses, escort expenses and gratuities for group activities
- (3) Other items included in the travel charges in the pamphlets. In principle, the above costs will not be refunded even if the customer has not used all covered services for the customer's own reasons.

### **9. Not included in the tour fare**

Items other than those described under (1)-(3) above are not included in the travel charges. Some examples of costs not included in the travel charges are provided below.

- (1) Laundry, telegraph, telephone, expense of personal nature such as additional food and beverage, and associated taxes and service charges
- (2) Charges for optional tours
- (3) Transportation and lodging expenses between arrival/departure and the start and end points of the itinerary.

### **10. Additional Fares**

The additional charges described in Paragraph 7 refer to the following charges (unless indicated as included in the travel charges in advance)

- (1) Additional charges for hotel or room upgrades referred to by the Company as "upgrade plans" in pamphlets etc.
- (2) Differences in prices between plans based on no meals being provided and those with meals provided
- (3) Additional charges for staying additional nights referred to by the Company as "additional night plans" in pamphlets etc.
- (4) Other optional additional charges referred to by the Company as "xxx additional charges" in pamphlets etc.

### **11. Amendment of the terms and conditions of the Travel Agreement**

When clearly unavoidable to facilitate safe and smooth travel in cases such as acts of God, war, civil unrest, suspension of transport, lodging, or other travel services, orders by public authorities, provision of transport services not initially planned, or other reasons that the Company is unable to accommodate, the Company may amend the details of the travel itinerary and travel services even after conclusion of the Travel Agreement, by promptly notifying the customers of the reasons for such amendment and why the Company is unable to accommodate them and describing related causes and effects. However, such explanation may be provided after the fact when unavoidable in an emergency.

### **12. Change of tour fare**

The Company shall not change the amounts of travel charges, additional charges, or discounts after conclusion of the Travel Agreement, except in the following cases.

- (1) When the fares or rates of means of transport used have been revised to a much larger extent than usually anticipated due to marked changes in economic conditions or other causes, the travel charges may be revised by the amount of such revision only. However, customers shall be notified of any increase in the travel charges at least 15

days prior to the day before the starting date of travel.

(2) In the event of a large-scale decrease in the fares or rates of means of transport described in Subparagraph (1) of this Paragraph, the Company shall reduce the travel charges by the amount of such decrease only, as described in Subparagraph (1) of this Paragraph.

(3) In the event of a change in the details of travel described in Paragraph 11, if the costs required to conduct the trip (including cancellation fees, penalties, and other costs already paid or payable for travel services that cannot be provided due to the amendment of the terms and conditions of the agreement) have increased, then the Company shall modify the travel charges by the amount of such change only, unless the change resulted from a shortage of seats, rooms, or other facilities at transport, lodging, or other facilities even though the service was provided.

(4) If it is indicated in pamphlets etc. that the travel charges may vary depending on the numbers of users of transport, lodging, or other facilities and the number of users has changed after conclusion of the Travel Agreement for reasons for which the Company is not responsible, then the Company may revise the travel charges within the scope indicated in the contractual documents.

### **13.Change of tour participants**

Customers may, with the Company's permission, transfer their contractual status to others. However, in such a case the customer must fill out the required information and submit it to the Company. In such a case, the Company will collect the amount specified as fees and other costs of substitution. Transfer of contractual status shall take effect upon its approval by the Company, and thereafter the recipient of transfer of status under the Travel Agreement shall succeed to all contractual rights and obligations related to the trip.

### **14.Cancelation rates**

(1) The cancellation fees described in the pamphlets (or the cancellation fees applicable to domestic travel in the Agreement on Travel Offered to the Public portion of the Company Agreements if no such fees are described in the pamphlets) shall be collected when a customer has cancelled travel for the customer's own reasons after conclusion of the Travel Agreement. Depending on the time at which the customer cancels the Travel Agreement, the application fee may not be sufficient to cover all cancellation fees or penalties. Pay the additional amount billed by the Company in such a case. Also pay the difference in amounts resulting from a change in the number of customers per room for a course that involves lodging.

(2) If the travel charges are not paid on the day of travel due to the customer not showing up or other reasons, the customer will be considered to have cancelled the Travel Agreement and will be charged a penalty in the same amount as the cancellation fees. However, in such a case the application fee will not be enough to cover the cancellation fees or penalties under the Travel Agreement. Pay the additional amount billed by the Company.

(3) Changes to dates of departure or partial changes to the itinerary, such as means of transport or accommodations, for customers own reasons shall be considered cancellation of the entire trip and shall be subject to the specified cancellation fees.

**Cancellation rate for domestic tour**

Timing of cancellation of the Travel Agreement	Cancellation rate
If notice of cancellation is received by the Company 21 days or more days prior to the starting date of the tour	No charge
If notice of cancellation is received by the Company 20 days (10 days for day-trip tour) prior to the starting date of the tour	20% of the tour fare
If notice of cancellation is received by the Company 7 days prior to the starting date of the tour	30% of the tour fare
If notice of cancellation is received by the Company on 1 day prior to the starting date of the tour	40% of the tour fare
If notice of cancellation is received by the Company prior to the starting time of the tour	50% of the tour fare
If notice of cancellation is received by the Company after day of departure, or in case of failure to show without notice	100% of the tour fare

**15. Cancellation of travel contract prior to the starting date of the tour****(1) Customers' right to cancel**

(i) Customers may cancel the Travel Agreement at any time by paying the cancellation fees shown in the pamphlets. However, requests for cancellation are accepted only during business hours of the shop where the application is made.

(ii) Customers may cancel the Travel Agreement without paying any cancellation fees in the following cases:

- a. When the terms and conditions of the Travel Agreement have been modified, as described in Paragraph 23 or through other material modifications only
- b. When the travel charges have increased as described in Paragraph 12 (1)
- c. When it is, or is highly likely to be, not possible to facilitate safe and smooth travel due to acts of God, war, civil unrest, suspension of transport, lodging, or other travel services, orders by public authorities, or other reasons
- d. When the Company has failed to deliver to customers the Final Travel Itinerary described in Paragraph 5 by the date specified in that paragraph
- e. When it is not possible to conduct the trip in accordance with the travel itinerary described in the pamphlets for reasons for which the Company is responsible

(iii) When the Travel Agreement has been cancelled as described under Subparagraph (1) (i) of this Paragraph, the Company shall refund the travel charges (application fee) minus any applicable cancellation fees. If the application fee is not enough to cover the cancellation fees, the Company shall demand payment of the difference in amounts. When the Travel Agreement has been cancelled under Subparagraph (1) (ii) of this Paragraph, the entire amount of the travel charges (or application fee) already received shall be refunded.

**(2) The Company's right of cancellation**

(i) If the customers fail to pay the travel charges by the date described in Paragraph 6, then the Company may cancel the Travel Agreement. In such a case, a penalty shall be collected equal to the amount of cancellation fees described under Subparagraph (1) (i).

(ii) The Company may cancel the Travel Agreement in the following cases:

- a. When it is clear that the customer fails to satisfy the terms and conditions of participation in the trip stated clearly by the Company in advance, such as those concerning gender, age, eligibility, or abilities
- b. When the customer is recognized to be unable to withstand the trip due to illness, the absence of a needed caregiver, or other reasons
- c. When the customer is recognized to pose a risk of menacing other customers or impeding smooth group activities
- d. When the customer causes a burden above and beyond the extent reasonable under contractual terms and conditions
- e. When the number of customers is less than the number described in the pamphlets as the minimum number for the trip; in this case, notification of cancellation of the trip will be provided by the 13th day prior to the starting date of travel (the third day prior to the starting date of travel for a day trip).
- f. When the conditions of the trip specified in advance by the Company are not, or are highly likely not to be, satisfied, such as when there is not enough snowpack for a skiing trip
- g. When it would not be, or is highly likely not to be, possible to travel safely and smoothly in accordance with the travel itinerary described in pamphlets due to acts of God, war, civil unrest, suspension of transport, lodging, or other travel services, orders by public authorities, or other reasons that the Company is unable to accommodate

(iii) When the Company has cancelled the Travel Agreement under Subparagraph (2) (i) of this Paragraph, it shall refund the travel charges (application fee) already received minus any applicable penalties. When the Travel Agreement has been cancelled under Subparagraph (2) (ii) of this Paragraph, the entire amount of the travel charges (application fee) already received shall be refunded.

#### **16. Cancellation after the start of travel**

(1) Customers' right of cancellation

(i) A customer who has left the group during the trip for his or her own reasons shall be considered to have waived his or her rights as a customer and shall not be provided any refund.

(ii) If a customer is unable to receive travel services described in the pamphlets for reasons for which he or she is not responsible, then the customer may cancel the portions of the agreement concerning the travel services he or she could not receive, without paying any cancellation fees.

(iii) In the case described in Subparagraph (1) (ii) of this Paragraph, the Company shall refund to the traveler the portion of the travel charges corresponding to the travel services that could not be received. However, in a case due to reasons for which the Company is not responsible, it shall refund to the customer the corresponding amount minus any cancellation fees, penalties, or other amounts already paid or payable for the travel services.

(2) The Company's right of cancellation

(i) In the following cases, the Company may cancel the Travel Agreement in part, by explaining the reasons for such cancellation to the customer.

a. When the customer is recognized to be unable to continue the trip due to illness, the absence of a needed caregiver, or other reasons

b. When the customer has impeded safe and smooth travel through means such as disobeying the Company's instructions made through an escort or other party for purposes of facilitating safe and smooth travel or disrupting

group activities through violence, intimidation, or similar acts targeted at such parties or other travelers

c. When it would be impossible to continue the trip in cases such as acts of God, war, civil unrest, suspension of transport, lodging, or other travel services, orders by public authorities, or other reasons that the Company is unable to accommodate

(ii) Efficacy of cancellation, and refunds

If the Company has cancelled the Travel Agreement as described in Subparagraph (2) (i) of this Paragraph, then the customer shall bear any costs already paid or payable to the providers of travel services that could not be received due to cancellation of the agreement, whether described as cancellation fees or penalties or by other names. In such a case, the Company shall refund the portions of the travel charges corresponding to travel services not yet received by the customers minus any costs already paid or payable by the Company to the providers of the travel services, whether described as cancellation fees or penalties or by other names.

(iii) If the Company has cancelled the Travel Agreement as described in Subparagraphs (2) (i) a, c of this Paragraph, then as demanded by customers it shall make arrangements as necessary for returning to the point of departure, at the customers' expense.

(iv) If the Company has cancelled the Travel Agreement as described in Subparagraph (2) (i) of this Paragraph, then the contractual relationship between the Company and the customer shall extinguish, going forward only. That is, the Company's obligations for travel services already provided to customers shall be considered to have been validly satisfied.

#### **17. Refunding of travel charges**

(1) If the Company owes any amount refundable to the customer due to reduction of the amount of travel charges under the provisions of Paragraph 12 (2) and (3) or to cancellation by the customer or the Company of the Travel Agreement under the provisions of Paragraph 14 through Paragraph 16, then it shall refund the corresponding amount to the customer within seven days from the day after the date of cancellation when refunding prior to the start of travel or within 30 days from the day after the ending date of travel shown in the pamphlets when decreasing the travel charges or refunding for cancellation after the start of travel.

(2) The provisions of Subparagraph (1) of this Paragraph shall not preclude customers or the Company from exercising their rights to demand compensation for damages under the provisions of Paragraph 19 (The Company's Liability) or Paragraph 21 (Customers' Liability).

(3) The coupon submitted shall be necessary for a refund after submittal of a coupon. It may not be possible to refund the travel charges without submitting the coupon.

#### **18. Escorts**

(1) For a course indicated as escorted, an escort will accompany the entire itinerary. In principle, the details of services provided by the escort shall consist of the operations necessary to facilitate smooth execution of the itinerary specified in the contractual documents. For safety's sake and to facilitate smooth execution of the itinerary, follow the instructions of the escort during travel. Escorts shall be on duty from 8:00 am to 8:00 pm in principle.

(2) For a course indicated as escorted on site, in principle an escort will accompany the trip from arrival at to departure from the destination. The duties of on-site escorts shall be the same as those of escorts described in Subparagraph (1) of this Paragraph.

(3) For a course indicated as guided on site, while no escort will accompany the trip local staff will provide operations as necessary to facilitate smooth execution of the trip.

(4) No escorts are provided for individual traveler plans. Customers will be provided with the coupons they need to receive travel services. Customers themselves will conduct the procedures to receive travel services.

(5) Customers themselves must conduct procedures as needed to arrange substitute services when details of services need to be changed due to inclement weather or other reasons on portions of the itinerary not accompanied by on-site escorts or on-site guides. Contact the Company in such cases. If it is difficult to reach the Company on a holiday or outside of business hours, call the telephone number below.

Tel. 070-9095-8211

### **19. The Company's liability**

(1) If a customer has suffered damages due to willful acts or negligence by the Company or its agents during performance of the Agreement on Travel Offered to the Public, the Company shall compensate the customer for the damages it has suffered. However, this applies only when the Company has been notified of such damages within two years from the day after they occurred.

(2) In principle, the Company shall not bear the liability under Subparagraph (1) of this Paragraph for damages suffered by customers due to reasons such as the following:

(i) Acts of God, war, civil unrest, or changes to the travel itinerary or cancellation of the trip resulting therefrom

(ii) Damages due to accidents or fires involving means of transport, accommodations, etc.

(iii) Suspension of services by means of transport, accommodations, etc., or changes to the travel itinerary or cancellation of the trip resulting therefrom

(iv) Orders by public authorities, quarantine for infectious diseases, or changes to the travel itinerary or cancellation of the trip resulting therefrom

(v) Accidents during activities conducted during free time

(vi) Food poisoning

(vii) Theft

(viii) Damages due to reasons for which the Company or its agents are unable to provide, such as changes to the travel itinerary or shortening of times spent at destinations due to causes such as delays, cancellation, rescheduling, or rerouting of means of transport

(3) Notwithstanding the provisions on the period for notification of damages under Subparagraph (1) of this Paragraph, Compensation for damages to luggage under Subparagraph (1) of this Paragraph shall be paid only when the customer has notified the Company thereof within 14 days from the day after the damage occurred. However, the amount of compensation paid by the Company shall not exceed 150,000 yen per person regardless of the amount of damage (not including cases due to willful acts or gross negligence by the Company).

### **20. Special indemnifications**

(1) Regardless of whether the Company is liable under Subparagraph (1) of the preceding paragraph, under the special compensation provisions of the Company Agreements the Company shall pay death compensation (15 million yen), permanent disability compensation (up to 15 million yen), inpatient (20,000 – 200,000 yen) and outpatient (10,000 – 50,000 yen) hospital benefits, and compensation for damage to luggage (up to 100,000 yen per



piece of set of luggage and 150,000 yen per customer on travel offered to the public) for sudden chance accidents suffered by customers while participating in travel offered to the public.

(2) Notwithstanding Subparagraph (1) of this Paragraph, a customer shall not be considered to have been participating in travel offered to the public on a day on which no travel services included in the travel plan offered to the public arranged by the Company were provided, as long as the fact that no such travel services are to be provided on that date is indicated clearly in the pamphlets.

(3) If damages suffered by a customer while participating in a travel plan offered to the public were due to willful acts or drunk driving by the customer, illness, or accidents during free time while skydiving, hang gliding, riding light aircraft (such as motorized hang gliders, micro-light aircraft, or ultralight aircraft), riding gyroplanes, or engaging in similar dangerous acts not included in the travel plan offered to the public, then the Company shall not pay the compensation and hospital benefits described in Subparagraph (1) of this Paragraph. This shall not apply if the act was included in the travel itinerary of the travel plan offered to the public.

(4) The Company shall not pay compensation for damages to articles specified in Company Agreements as exempt from such compensation, such as cash, securities, credit cards, coupons, air tickets, licenses, certificates of deposit, savings certificates (including passbooks and ATM cards), various data or similar articles, and contact lenses.

(5) If the Company bears overlapping obligations to pay compensation under Subparagraph (1) of this Paragraph and compensation for damages under the preceding paragraph, then performance of one of the obligations shall be considered to constitute performance of both the obligations to pay compensation and compensation for damages, up to the amount of such performance.

## **21. Customers' liability**

(1) The Company shall collect from customers compensation for any damages suffered by the Company due to willful acts; negligence; or acts in violation of laws, regulations, or public order and decency by customers or failure of customers to comply with the provisions of Company Agreements.

(2) When concluding the Agreement on Travel Offered to the Public, the customer must strive to understand customer rights and obligations and other terms and conditions of the Agreement on Travel Offered to the Public using the information provided by the Company.

(3) A customer who has recognized that travel services that differ from those described in the contractual documents have been provided after the start of travel in order to receive smoothly the travel services described in the contractual documents must promptly notify the escort, intermediary, on-site guide, agency providing the travel services, or shop applied to of such fact at the destination of travel.

(4) If the Company has determined that a customer currently traveling requires care due to illness, injury, or other cause, it may take measures as necessary. In such a case, the customer shall bear the costs of such measures unless they are due to causes for which the Company is responsible. The customer must pay such costs through the method instructed by the Company, by the Company's designated due date.

(5) Customers must bear any transport fares or rates incurred for reissue of lost coupons. In such a case, the transport fares or rates incurred shall be in the amounts specified by the means of transportation.

## **22. Optional tours or information provision**

(1) Paragraph 20 (Special Compensation) shall apply to optional tours planned and conducted by the Company for

customers participating in Company travel plans offered to the public subject to separate participation charges ("Company Optional Tours" hereinafter) shall be treated by the Company as part of the terms and conditions the main Agreement on Travel Offered to the Public. Company Optional Tours are indicated in pamphlets etc. as "planned by the Company."

(2) If the pamphlets indicate that the operator of an optional tour is a party other than the Company, then the Company shall pay compensation or benefits under the provisions of Paragraph 20 (Special Compensation) for damages incurred by customers while participating in such optional tour (not including cases in which the date of use of the optional tour is a date on which the main travel plan offered to the public does not include arrangement of the optional tour and such fact is stated in the final pamphlets). However, all cases for which the operator of the optional tour or the customer is responsible shall be handled in accordance with the provisions specified by that operator.

(3) Any athletic or other activities for which the Company is able only to provide information shall be indicated clearly as such in pamphlets etc. In such a case, while the Company shall apply the provisions of Paragraph 20 on special compensation to any damages incurred by customers while participating in such athletic or other activities (not including cases in which the date of use of the optional tour is a date on which the main travel plan offered to the public does not include arrangement of the optional tour and such fact is stated in the final pamphlets), it shall not bear any other liability.

### **23.Itinerary booking guarantee**

In the event of any material change to the following contractual terms and conditions as stipulated in Company Agreements (not including changes due to causes such as acts of God, war, civil unrest, orders by public authorities, suspension of transport, lodging, or other travel services, provision of transport services not initially planned, or measures necessary to protect the health or safety of travel participants), the Company shall pay to customers modification charges in an amount calculated by multiplying the travel charges by a specified rate in the range 1%-5%, within 30 days from the day after the ending date of travel. With customers' consent, the Company may provide compensation in the form of goods or travel services of equal or greater value instead of such payment.

(i)Change in tour departure and termination date

(ii) Change in in destination or entry to tourist spots and/or facilities (including restaurants)

(iii) Changes in grade or equipment of transport facilities

(iv) Changes in transport vehicles or company operating them

(v) Change of airports for departure and arrival

(vi) Change in type of accommodation facilities or the name of the company operating them

(vii) Change in type of rooms, facilities, view or other conditions of accommodation

(viii) Regarding changes in items (i) through (vii) above as relating to the tour title

The Company shall pay modification charges of no more than 15% per traveler, per Travel Agreement. In addition, if the amount of modification charges payable per traveler, per Travel Agreement is less than 1000 yen, then no modification charges shall be paid.

#### **24.Domestic travel insurance**

In case of illness or injury during travel could result in large sum of treatment cost or transportation cost. Accidents may also incur claims for damages and compensations which are difficult to collect from the offender. In order to secure oneself against such cases, we recommend that clients take out adequate domestic travel insurance. For information regarding domestic travel insurance, please consult the sales staff of the shop at which you applied to the tour.

#### **25. Handling of personal information**

(1) The Company et al shall use personal information entered to the application form submitted when applying for travel to contact customers, to arrange travel services for the travel applied for by customers, and within the scope necessary for procedures to receive such services. In addition, the Company et al may use customers' personal information for the purposes of (i) providing information on products, services, and promotional campaigns of partner firms of the Company et al, (ii) to request comments and opinions after participation in travel, (iii) to request participation in surveys, (iv) to provide special services, and (v) to prepare statistical data.

(2) The Company et al shall use customers' personal data in their possession such as names, addresses, telephone numbers, and email addresses within the minimum extent necessary to contact customers. Contact the Company for the name(s) of its privacy manager(s).

(3) The Company may provide customers' personal data in its possession to souvenir shops to facilitate shopping by customers at the destinations of travel. Customers shall be considered to have consented to the provision of these personal data when they apply for travel.

#### **26.Validity of tour conditions and fares**

The basis date of these conditions of travel and the basis date of travel charges shall be November 25, 2022.

#### **27.Correspondence contract**

The Company et al may accept applications for travel conditional on agreement by holders of credit cards ("Cardmembers" hereinafter) issued by partner credit card issuers ("Partner Card Issuers" hereinafter) to payment of travel charge, cancellation fees, etc. without the Cardmember's signature ("Advance Agreement" hereinafter). The conditions of travel under an Advance Agreement differ from the standard conditions of travel on the points described below. (Some contractor travel agents may not be able to handle Advance Agreements. In addition, credit cards accepted may vary by contractor travel agent.)

(1) The credit card date of use under this Paragraph refers to date on which the travel charges and other charges are to be paid or refund obligations performed under the Travel Agreement between Cardmember and the Company.

(2) The Company et al shall be notified of the Cardmember no. (credit card no.), expiration date, and other information upon application for travel.

(3) The Travel Agreement under an Advance Agreement shall take effect when notice of approval by the Company et al of conclusion of the Travel Agreement is received by the customer.

(4) The Company et al shall collect payment of the travel charges in the amounts shown on the website and pamphlets or cancellation fees as described in Paragraph 14 from the Partner Card Issuer without the Cardmember's signature on the credit card vouchers. In such a case, the date of use of the card for the travel charges shall be the date the contract takes effect.

(5) When they have received a request to cancel the agreement, the Company et al shall refund the travel charges minus any cancellation fees using a date within seven days from the day after the date of such request (within 30 days for a decrease in amounts or cancellation after the start of travel) as the credit card date of use.

(6) If payment is unable to be made using the credit card provided by the Cardmember for credit or other reasons, then the Company et al shall cancel the Advance Agreement and collect payment of the travel charges in cash by a date to be specified separately by the Company et al. If payment is not made by such date, then penalties shall be collected in amounts equal to those of the cancellation fees under Paragraph 14 (1).

## **28.Others**

(1) While customers will be provided with information on souvenir shops to facilitate their shopping experience, customers shall undertake such shopping on their own responsibility. The Company cannot assist with product returns, exchanges, etc.

(2) The Company shall not repeat the trip for any reason.

☆ The Company is able to conduct travel plans offered to the public only in limited regions including the municipalities in which the Company has sales offices and adjoining municipalities.

☆Contact Certified Domestic Travel Services Manager listed below, if you have any questions regarding the explanations by the tour representatives.

(October 2021)

### **Travel planner/operator**

Registration Number: Saitama Prefectural Governor Registered Travel Agency Regional-1295

Name of Travel Agency: Ayairomachi Research Institute Co., Ltd.

Address: 6-4-4 Arajukumachi, Kawagoe-shi, Saitama, Japan

PIC: Ayumi Nishimura

### **Certified Domestic Travel Services Manager: Ayumi Nishimura**

[Notes]

These Terms and Conditions of Travel translated into languages other than Japanese are not the original text.

Only the standard travel business agreement in Japanese is legally binding. Translations are provided solely as aids for understanding the agreement.

Check the Japanese Terms and Conditions of Travel (Ministry of Land, Infrastructure, Transport and Tourism Notification No. 1593, December 16, 2004) regarding any legal concerns.

⇒Terms and Conditions of Travel Contract translated into languages other than Japanese do not constitute the original texts.

The Japanese version of the Standard General Conditions of Travel Agency Business has legal force and effect, and the translations are merely provided as reference materials to assist in understanding the Japanese version.

For any legal issues, please refer to the Standard General Conditions of Travel Agency Business in Japanese (Ministry of Land, Infrastructure, Transport and Tourism Notification No. 1593, December 16, 2004).

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