

Travel Transaction Terms

Agent-Organized Tour Contract

Any rules not stated in these Travel Transaction Terms, should be referred to the Terms and Conditions of Travel Contracts for Agent-Organized Tour Contract. Please request one through us for a copy.

1. Significance of These Travel Transaction Terms

As stated in Paragraph 4, Article 12 in Paragraph 5, Article 12 of Travel Agency Law, these Travel Transaction Terms are part of the “Explanatory Document of the Transaction Terms” and “Contract Document,” respectively.

2. Agent-Organized Tour Contract

(1) This travel is planned, recruited, and executed by Overseas Travel Agency Co., Ltd. (Ginza NS Bldg. 5F, 3-7-16 Ginza Chuo-ku Tokyo; Japan Tourism Agency License Registration No. 366 [Scope of Activities Type 1: Overseas Travel, Domestic Travel]; hereinafter referred to as “the Company”), customers will conclude a Organized Tour Contract (hereinafter referred to as “Tour Contract”) with the Company.

(2) Contract contents and terms will be based on the following Transaction Terms, pamphlet, website, Final Document named the “Final Itinerary” (hereinafter referred to as “Final Itinerary”) that will be provided before departure, and the Company’s Standard Terms and Conditions of Travel Contracts for Agent-Organized Tour Contract section (hereinafter referred to as “the Company Terms and Conditions”).

In addition, when the itinerary includes travel on a cruise for 3 or more nights (excluding travel where departing from or arriving into Japan is on a ship), where the pamphlet or website indicates as such and said travel uses the Company’s cruise ship, the travel will utilize the Standard Terms and Conditions of Travel Contracts (hereinafter “the Company’s Cruise Terms and Conditions”) of the Agent-Organized Tour Contract. Excluding the section on cancellation fees in Article 16 (Right of Cancellation of Traveler), Specific Terms and Conditions and the Cruise Terms and Conditions will be the same contents as the Company’s Standard Terms and conditions of Travel Contracts for Agent-Organized Tour Contract. The Company’s Terms and Conditions can be viewed on the website (www.travelota.jp/, in Japanese only).

3. Travel Application and Contract Establishment

(1) An application is made by filling out the prescribed matters on a designated form, and submitting it with a prescribed application fee to the Company, either at the Company or at one of the Company’s list of “sales outlets” that is listed on a pamphlet or website,

where they are one of the Company's entrusted travel agencies. The application fee will be handled partially or in full as the "travel fee," "cancellation fee," and/or "penalty fee."

- (2) The Company will also accept travel applications via phone, mail, or facsimile. In this case, the contract is not established. Once the Company acknowledges the application, the applicant has until the 3rd day from the day following the Company notification of the acknowledgement to submit the application fee prescribed in (5) of this Item. If the applicant does not submit the application form or fee within said time frame, the application will be deemed null by the Company.
- (3) In the case of applications made at sales outlets or door-to-door, the Travel Contract is established when the Company acknowledges the establishment of the contract and the prescribed application fee is received. In the case of applications made over the phone, etc. the applicant has until the 3rd day from the day following the Company notification of the acknowledgement to submit and the Company receives the application fee prescribed, for the contract to be established.
- (4) In cases where the Travel Contract establishment is requested via Communication Contract
 - ① The Company can conclude a Travel Contract with a card member (hereinafter referred to as "Member") of a credit card company that the Company is affiliated with, under the condition that a partial payment is authorized (such as for the application fee) without the Member's signature (hereinafter referred to as "Communication Contract") for applications made via phone, mail, facsimile, internet (via the Company website), or any other communication method. However, a Communication Contract may not be available for reasons such as the Company and the credit card company of choice do not have a contract that allows for transactions without the Member's signature, or for any reason where the Company's business situation does not allow for it.
 - ② Up on application via a Communication Contract, the Member will need to submit the "Tour Name," "Departure Date," in addition to the "Credit Card Name," "Member Number," and "Credit Card Expiration Date" and other required information to the Company.
 - ③ A Communication Contract is concluded when the Company acknowledges as such and the communication reaches the Member.
 - ④ A "Card Use Day" in a Communication Contract is the day in which the Member and the Company, based on the Travel Contract, fulfills the travel fee payment, or settle the refund debts, where in the case of the former is the contract establishment date, and latter is the date in which the contract cancellation is requested.

(5) Application Fee

Travel Fee	Application Fee
¥500,000 or more	¥100,000 or more towards the Travel Fee
¥300,000 or more, less than ¥500,000	¥50,000 or more towards the Travel Fee
¥150,000 or more, less than ¥300,000	¥30,000 or more towards the Travel Fee
Less than ¥150,000	¥20,000 or more towards the Travel Fee

- ① Except during designated periods or designated tours, there may be different application fees indicated on the respective pamphlets or on the website.
 - ② If separate accommodations or other modes of transportation are required to be arranged to take part in an Agent-Organized Tour, any additional application fees with regards to these arrangements will need to be paid.
- (6) If at the time of application, the desired travel is at full capacity or for any other reason the Travel Contract cannot be concluded immediately, on receiving approval from the customer, the Company will register the customer on a waitlist, and will make the best effort to book the desired travel. Even in this case, the Company will request payment for the application fee as a “deposit.” However, if the customer decides to remove themselves from the waitlist prior to the Company contacting them that the desired travel can be booked, or the desired travel cannot be booked for the customer, the Company will fully refund the deposit. A tour contract for a waitlisted application will be concluded when the Company has made the communication to the customer that the tour can be booked.

4. Application Conditions

- (1) If the applicant is under 20 years old at the time of application, a consent form must be signed by a legal guardian. If the application is under 15 years old, a guardian must accompany them.
- (2) If any of the conditions of a participating traveler in respect of sex, age, qualifications, skills, etc., specified by the Company in advance is not met, the application may be denied.
- (3) If an applicant is in poor health, has physical or mental disabilities that require a wheelchair or any other devices, has food or animal allergies, is pregnant or has the possibility of being pregnant, has an assistance dog (guide dog, hearing dog, service dog) or any other specific arrangements that are required, notify the Company at the time of application (if these situations happen after the conclusion of a Travel Contract, please notify the Company as soon as possible). Please notify the Company for specific requirements that are needed during travel, and the Company will make contact for arrangements to be made.
- (4) For any arrangements with regards to the previous Item, the Company will put their best

effort within reason to arrange accordingly. In order to do so, the customer will be asked to describe the situations necessary for these arrangements and for the Company to request as such to the transportation and/or accommodations facilities, it may be required to have the requests made in writing.

- (5) To operate a safe and smooth travel, the Company may require the accompaniment of a support person or travel companion, submission of a doctor's note, and/or changing parts of the tour. If the Company is unable to make the necessary arrangement requested, the Travel Contract application may be denied or cancelled. Any arrangements that are especially made based on the requests made will fundamentally be paid by the customer.
- (6) It is a general rule that the customer cannot deviate from the itinerary and act separately. However, depending on the tour it is possible to accommodate under separate conditions. In this case, when the traveler is granted to act separately from the itinerary, whether they intend to come back to the itinerary must be notified to the tour conductor or staff.
- (7) If the travel may give trouble to other Travelers and/or disturb the smooth conduct of group activities, the Company may deny the application.
- (8) For reasons below, the Company may decline participation of the Traveler:
 - ① If it is proven that the Traveler is a member of an organized crime group, an associate member, a related person, a related company, an extortionist, or any other antisocial force.
 - ② If the Traveler makes violent demands, unreasonable claims, threatening behavior, any acts that use violence, or any acts equivalent to these towards the Company.
 - ③ If the Traveler disseminates rumors, or uses fraud or force to damage the reputation of the Company.
- (9) It is required that the applicant has a valid passport and visa to enter and depart the destined country of the travel that they are participating in.
- (10) If travelling alone or in odd numbers, generally it is not allowed to share a room with other travelers. In the case of a single traveler, either a single room or a double room used alone will be implemented, in which there will be an additional "single occupancy fee." In the case of 3 travelers in 1 room (triple room), the room will be cramped. Usually there will be a large bed and a rollaway/crib or a sofa bed.
- (11) Itinerary-wise, unless there is a waitlist, if a double-booking occurs, and depending on the airline or accommodation facility's rules, the booking may automatically be cancelled.
- (12) Otherwise, if the Company's business situation necessitates it, an application may be denied.

5. Party/Group Application

- (1) The Company will deem that the Person Responsible for Contract has the authority to

represent the conclusion or cancellation of the Contract for the Party/Group, when said Person makes the application is the Person Responsible.

- (2) The Person Responsible for Contract must submit the Party/Group Members list to the Company by the designated due date.
- (3) The Company will not be held responsible for any actual or future debts or responsibilities that the Person Responsible for Contract will have from the Party/Group Members.
- (4) If the Person Responsible for Contract is not travelling with the Party/Group, the Company will ask the Person Responsible for Contract to assign another from the Party/Group Members, and will deem said person as the Person Responsible for Contract after the start of travel.

6. Issue of Contract Document and Final Itinerary

- (1) The Company shall issue to the Traveler a document, referred to as the Contract Document, mentioning the itinerary, the contents of Travel Services, and other conditions for the travel and matters concerning the responsibility of the Company promptly after the conclusion of the contract. The Contract Document consists of the pamphlet, this Travel Transaction Terms, etc.
- (2) As a document to complement the Contract Document referred to in the previous Item, the Company will issue to the customer a Final Itinerary that indicates the meeting time and place, transportation and accommodation facilities that will be utilized, etc. and any other finalized information, no later than the day before the start of travel. As a general rule, the Company puts their best effort in issuing the Final Itinerary 7 days to 2 weeks before the start of travel. However, for tours that begin such as the end and beginning of the year or golden week, the issuance of the Final Itinerary will inevitably be closer to the start of travel. If the application is made anywhere from a day before to 7 days before the start of travel, the Final Itinerary will likely be issued the day before the start of travel.

7. The Application of the Travel Fee and Payment Terms

- (1) Child fares, unless otherwise noted for a particular tour, will be applied if the child is 2 years old or older and younger than 12 years old on the day the travel starts. Infant fares will be applied if the child is under 2 years old and does not require a plane seat.
- (2) Travel Fees are indicated for each tour. Note the travel start date and applicable traveler numbers.
- (3) Additional fees include choosing a particular airline, fare class, accommodation facility, extending the stay, etc. and will be added to the basic travel fee.
- (4) The Travel Fee is calculated based on the "Application Fee" noted in Article 3 Item 1, the "Cancellation Fee" and "Penalty Fee" noted in Article 14, and "Amendment Deposit" noted in Article 22 Item 2. The method of calculation of the Travel Fee from the recruitment

advertisement, pamphlet, and website is the "Price of the Travel Fee indicated" plus the "Additional fees indicated."

- (5) The Travel Fee (less the Application Fee) should be paid before the 21st day from the day before the travel start date. If the application is made after the 21st day from the day before the travel start date, payment should be made before the day the Company designates.

8. What is Included in the Travel Fee

- (1) Transportation facility fares (unless otherwise noted, the airfare class is Economy Class), airport transportation fees, bus transportation fees between the city/town of travel, sightseeing bus fees, accommodation fees including tax and service fees, meal costs including tax and service fees, entrance fees and tour guide fees for sightseeing, and any other fees indicated in the Travel Itinerary.
- (2) Tour conductor fees if the tour includes a tour conductor.
- (3) Any other fees that are indicated as "Included in the Travel Fee" per tour. However, if the customer chooses not to utilize any part of the included services, there will be no refund.

9. What is Not Included in the Travel Fee

- (1) Excess baggage fees (overweight, over volume, and more than the indicated number of items).
- (2) Any transportation fees, meal costs, other expenses, and personal expenses such as laundry fees, phone bills and tax and service fees associated with them.
- (3) Treatment fees for injuries or illness.
- (4) Expenses for travel procedures (passport revenue stamp fees, revenue stamp fees, visa fees, vaccination fees, injury/illness insurance fees, and any other travel procedure fees).
- (5) Travel service facility usage fees within Japan and international sightseeing travel taxes (unless otherwise noted in the pamphlet and/or website).
- (6) Any additional fares/fees imposed by the transportation agency.
- (7) Travel fees for optional tours that only those interested will join.
- (8) Transportation fee and/or accommodation fee required within Japan from the traveler's home to the tour starting point.

10. Travel Procedure / Health and Hygiene / Risk Information

Any passport/visa/proof of vaccination required for travel will need to be obtained by the customer themselves. However, the Company can act on behalf of the customer for some travel procedures for a designated fee and based on a separate contract. In this case, if the Company is unable to obtain the necessary passport/visa for travel due to causes by the customer, the Company will not be held responsible.

- (1) Passport/Visa

(For non-Japanese nationals, travelers need to contact their own country's consulate, the consulate for the intended country to visit, and immigration office.)

- ① The requirement for passport validity differs for each country. Contact the person in charge for the tour.
- ② Depending on the country, a visa may be required. Contact the person in charge for the tour.
- ③ It is the customer's responsibility to check if their passport is valid, and what passport/visa requirements there are for the intended country to visit. These travel procedures can be done on behalf of the customer for a designated fee.

(2) Health and Hygiene

For the hygienic status/sanitary conditions of the intended country of visit, check the Ministry of Health, Labor and Welfare website on "Quarantinable Infectious Diseases."

* Website: <http://www.forth.go.jp/>

(3) Overseas Risk Information

Depending on the intended country (or area) of visit, there may be information listed on the Ministry of Foreign Affairs website on "Overseas Risk Information." For "Overseas Risk Information" check the "Overseas Safety Homepage" on the Ministry of Foreign Affairs website.

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

(4) Cancellation due to an Issuance of "Overseas Risk Information" for the Intended Country of Visit

After a travel application has been submitted, and there is an issuance of an "Overseas Risk Information" for the intended country of visit, the Country may change the contract contents or cancel the travel altogether. The Company may cancel the travel if the Ministry of Foreign Affairs issues a "Please consider whether to travel" or above for the "Overseas Risk Information" for the country. In this case, accepted Travel Fees will be fully reimbursed. However, the Company may decide to conduct the travel safely with specific measures that can be taken. In this case, if the customer chooses to cancel their trip, the Company will charge the specified cancellation fee.

11. Changes to the Travel Contract Contents

If a natural disaster, a war, a riot, the suspension of Travel Services of transportation and accommodation facilities, etc., an order of a government or other public offices, the serving of transportation services not scheduled in the original service plan, or any other event in which the Company is unable to intervene has occurred, and if it is unavoidable in order to secure the safe and smooth implementation of the travel, the Company may change the itinerary, the contents of Travel Services, or other contents of the Agent-Organized Tour

Contract (hereinafter referred to as "Contract Contents"), having explained promptly in advance to the Traveler the reason that the event concerned is one which cannot be intervened in and the causal relation with the event concerned; provided, however, that in case of emergency and if it is unavoidable, such explanation will be given after the change has been made.

12. Changes to the Travel Fee Amount

- (1) If the fares and charges which are applied to the transportation facilities used in operating the tour are increased or reduced drastically exceeding the extent normally assumed in comparison with fares and charges due to a significant change in the economic conditions, etc., the Company may, within the amount increased or reduced, increase or reduce the amount of the travel fee.
- (2) If the Company decides to increase the travel fee in accordance with the provisions of the Item (1), it shall inform the Traveler to that effect prior to the 15th day prior to the day preceding the date of commencement of travel.
- (3) If the Company decides to reduce the travel fee in accordance with the provisions of the Item (1), it shall reduce that amount from the Travel Fee.
- (4) If the cost of operating the travel is reduced or increased due to a change in the Contract Contents in accordance with the provisions of Article 11 (such cost includes the cancellation fee, the penalty, or any other cost which has already been paid or which must be paid in the future in respect of the Travel Services which have not been received due to the change in the Contract Contents) (excluding a case where the increase in the cost has resulted from the occurrence of a shortage of seats, rooms, or any other facilities of the transportation and accommodation facilities, etc., despite the fact that the Travel Services are provided by the transportation and accommodation facilities, etc.), the Company may change the amount of the travel fee within the amount of such reduction or increases at the time of the said change in the Contract Contents.
- (5) If it is mentioned in the Contract Document to the effect that the travel fee will vary depending on the number of persons using the transportation and accommodation facilities, etc., and if, after the entry into effect of the Tour Contract, the number of using persons has changed due to causes not attributable to the Company, the Company may change the amount of the Travel Fee in accordance with what is mentioned in the Contract Document.

13. Change in Traveler

A traveler may transfer his/her status under the Contract to a third party with prior approval of the Company. In this case, the traveler will submit the designated handling charge. Transfer of the status under the Contract shall take effect at the time when the approval of the

Company has been given. However, if the reservation name cannot be changed for airline reservations, the Company may not accept traveler changes.

14. Travel Contract Cancellation/Refund

(1) Cancellation Before the Start of Travel

① Right of Cancellation of Traveler

A) The customer can cancel the Travel Contract at any time, provided they pay the following cancellation charges.

However, submission of contract cancellations will be accepted at the Sales Office during business hours (the cancellation fee charged depends on the submission date. It is up to the customer to check the business days, hours, and contact information for the Sales Office on submission of their application). The cancellation fee will be charged regardless of any loans incurred that are not the Company's responsibility, or reasons pertaining to travel procedures that resulted in cancellation of travel. In the case where a Communication Contract is cancelled, the Company will charge a cancellation fee via the credit card Affiliated Company without the signature of the traveler on the prescribed payment slip.

Classification	Cancellation Fee
(1) Agent-Organized Tour Contracts with departures or arrivals utilizing a plane (excludes Travel Contracts for the next Item to Item 5)	
B) When the start date of travel coincides with peak season, and cancellation is made after or on the 40 th day prior to the day before travel commences (excludes cases referred to in C) ~ E)).	10% or less of the Travel Fee
C) When the cancellation is made after or on the 30 th day prior to the day before travel commences (excludes cases referred to in D) ~ E)).	20% or less of the Travel Fee
D) When the cancellation is made two days before or after before travel commences (excludes cases referred to in E)).	50% or less of the Travel Fee
E) When the cancellation is made after travel commences or no contact was made, and the traveler does not participate in the tour.	100% or less of the Travel Fee

(2) Agent-Organized Tour Contracts with departures or arrivals utilizing a plane, where the flight ticket is the same with the same conditions as what is publicly available on the airline website, and the Contract Document indicates that this particular flight ticket is being used, and the airline name and Flight Ticket Cancellation Conditions and Fees are also listed.	
B) When the cancellation is made after the Travel Contract is concluded (excludes cases referred to in C) ~ F)).	Cancellation fee of the flight ticket at the time of cancellation or less.
C) When the start date of travel coincides with peak season, and cancellation is made after or on the 40 th day prior to the day before travel commences (excludes cases referred to in D) ~ F)).	10% of the Travel Fee or the cancellation fee of the flight ticket at the time of cancellation, whichever is higher in price.
D) When the cancellation is made after or on the 30 th day prior to the day before travel commences (excludes cases referred to in E) ~ F)).	20% of the Travel Fee or the cancellation fee of the flight ticket at the time of cancellation, whichever is higher in price.
E) When the cancellation is made two days before or after before travel commences (excludes cases referred to in F)).	50% of the Travel Fee or the cancellation fee of the flight ticket at the time of cancellation, whichever is higher in price.
F) When the cancellation is made after travel commences or no contact was made, and the traveler does not participate in the tour.	100% or less of the Travel Fee
(3) Agent-Organized Tour Contract that utilize a chartered plane.	
B) When the cancellation is made after or on the 90 th day prior to the day before travel commences (excludes cases referred to in C) ~ E)).	20% or less of the Travel Fee
C) When the cancellation is made after or on the 30 th day prior to the day before travel commences (excludes cases referred to in D) ~ E)).	50% or less of the Travel Fee
D) When the cancellation is made after or on the 20 th day prior to the day before travel	80% or less of the Travel Fee

commences (excludes cases referred to in E)).	
E) When the cancellation is made after or on the 3 rd day prior to the day before travel commences or no contact was made, and the traveler does not participate in the tour.	100% or less of the Travel Fee
(4) Agent-Organized Tour Contract where the itinerary includes 3 or more nights on a cruise (excludes Travel Contracts that fall under the next Item).	
B) When the cancellation fee submission period for the cancellation regulation of the cruise in the itinerary starts and the starting date of the cruise is interchanged with the travel start date and is cancelled within the time frame (excludes cases referred to in C)).	(a) When the number of nights on the cruise is 50% or more of the itinerary of the relevant Agent-Organized Tour (excluding nights spent on a plane. Excluded for (b) also.), 50% or less the cancellation fee applies for the classification of the cancellation fee submission period. (b) When the number of nights on the cruise is 50% or less of the itinerary of the relevant Agent-Organized Tour, 25% or less the cancellation fee applies for the classification of the cancellation fee submission period.
C) When the cancellation is made after travel commences or no contact was made, and the traveler does not participate in the tour.	100% or less of the Travel Fee
(5) Departures or arrivals utilizing a ship.	Cancellation fee based on the regulation of the relevant ship applies.
Note: "Peak season" refers to December 20 th ~ January 7 th ; April 27 th ~ May 6 th ; July 20 th ~ August 31 st .	
Others: (1) Cancellation fees will be listed on the Contract Document. (2) "After the start of travel" or "after travel commences" referred to in this table, refer to a separate Special Compensation Regulation Article 2, Item 3, where it is after "The start of when services have been received." (3) In the case of Item (2), with regards to the relevant plane ticket, if the Company	

isn't charged any ticket cancellation fee by the airline, the fee for the cancellation of the plane ticket will be free up on cancellation of the Tour Contract. If the ticket cancellation fee is reduced, the reduced amount will be applied up on cancellation of the Tour Contract as the plane ticket cancellation fee.

Note) In the table above, "after the start of travel" or "after travel commences" refers to the following: If the tour has a reception area at the designated meeting location, once the sign-in is completed. If there is no reception area, at the first point of customs when the luggage inspection is completed.

- B) In the following cases, regardless of Item A) of this Article, the customer may cancel the Travel Contract without having to pay the cancellation fee.
- a) In the event the Company changes the contents of the Travel Contract. However, it is only when that change is what is indicated in the table "Matters Where Change Compensation Fee Payment Required" of Article 22, or any other important changes.
 - b) When the Travel Fee is increased, as in Article 12, Item (1).
 - c) If a natural disaster, a war, a riot, the suspension of Travel Services of transportation and accommodation facilities, etc., an order of a government or other public offices, and if it is unavoidable in order to secure the safe and smooth implementation of the travel or seems unavoidable.
 - d) If the Company does not deliver the Final Itinerary by the date indicated on Article 6, Item (2).
 - e) If for causes not attributable to the Company, the travel itinerary listed on the Contract Document is impossible to fulfill.

② Right of Cancellation of the Company

- A) The Company may cancel a Travel Contract before the commencement of travel explaining the reason to the Traveler, in any of the following cases:
- a) If it has become clear that the Traveler does not satisfy the conditions for a participating Traveler in respect of sex, age, qualifications, skills, etc., which the Company has specified in advance.
 - b) If it has become clear that the Traveler is applicable to any of the items listed in Article 4 Item (8) ① through ③.
 - c) If it is considered that the Traveler is not fit for the travel concerned for reasons of illness, absence of a required assistant or other reasons.
 - d) If it is considered that the Traveler may give trouble to other travelers

or disturb the smooth conduct of the group travel.

- e) If the Traveler has demanded a burden exceeding the reasonable extent in connection with the Contract Contents.
- f) If the number of travelers has not reached the minimum number of participants indicated on the website or pamphlet. In this case, the Company shall inform the Traveler to the effect that the travel will be cancelled prior to the 33rd day for travel commencing on specific days (April 27th ~ May 6th, July 20th ~ August 31st, December 20th ~ January 7th), or on days other than the aforementioned specific days the 23rd day, prior to the day preceding the date of commencement of travel.
- g) If there is a great possibility that the conditions for the operation of travel, such as the required amount of snowfall in case the travel is for the purpose of skiing, which have been specified at the time of concluding the contract, will not be fulfilled.
- h) If a natural disaster, a war, a riot, the suspension of the provision of Travel Services of transportation and accommodation facilities, etc., an order of a government or other public offices, or any other event in which the Company is unable to intervene has occurred, and the safe and smooth operation of the travel in accordance with the itinerary mentioned on the website or pamphlet has become impossible, or there is a very large possibility of such impossibility arising.
- i) In the previous g) an example of “an order of a government” would be when the itinerary includes an area where the Ministry of Foreign Affairs announces a “Recommendation to postpone travel” level or above in their Overseas Travel Safety Information (hereinafter referred to as “Risk Information”). However, if the Risk Information is “Consider Whether to Travel” level or lower, if it is determined that the safe and smooth operation of travel can be delivered, travel will commence accordingly. In this case, if the customer chooses to still cancel the Travel Contract, the designated cancellation fee will apply.
- j) If, in a case where a Communications Contract has been concluded, the Traveler has become unable to settle his/her debts relating to the travel fee, etc., in whole or in part, in accordance with the card membership rules of the Affiliated Company, for such reasons as the Traveler’s credit card being invalid, etc.

- B) If a Traveler has not paid the travel fee by the date mentioned in the Contract Document as stated in Article 6, it shall be deemed that the Traveler has cancelled the Travel Contract on the day following that date. In this case, the Traveler must pay to the Company a penalty, the amount of which is equivalent to the cancellation fee specified in Article 14.

(2) Cancellation after Commencement of Travel

① Travel Contract Cancellation by the Customer / Refund

- A) If the customer chooses to leave in the middle of the Travel Itinerary in their own accord, it will be deemed as a relinquishment of rights to the rest of the tour and there will be no refund.
- B) Even after the commencement of travel, if the customer is unable to receive the Travel Services listed on the pamphlet or website due to causes not attributable to the customer, they may cancel the Travel Contract without having to pay a cancellation fee for the services that have become unable to be received. In this case, the Company will refund the portions of the Travel Services that have become unable to be received.

② Cancellation of Travel Contract by the Company / Refund

- A) In any of the following cases, the Company may cancel part of a Travel Contract, explaining the reason to the Traveler, even after the commencement of travel:
 - a) If the Traveler is not fit for the continuance of the travel for reasons of illness, or other reasons.
 - b) If the Traveler corrupts the discipline of group activities and disturbs the safe and smooth operation of the travel through violation of the instructions of the Company conveyed by the tour conductor or any other person for the safe and smooth operation of travel.
 - c) If a natural disaster, a war, a riot, the suspension of the provision of Travel Services of transportation and accommodation facilities, etc., an order of a government or other public offices, or any other event in which the Company is unable to intervene has occurred, and it has become impossible to continue the travel.
 - d) If it has become clear that the Traveler is applicable to any of the items listed in Article 4 Item (8) ① through ③.
- B) If a Travel Contract is cancelled by the Company due to “(2) ② A)” of this Article, the contractual relationship between the Company and the customer will only cease to exist for any future services at the time of cancellation. In this case, for the obligations of the Company regarding the Travel Services which

have already been received by the Traveler shall be deemed as having been validly performed and payment shall be made appropriately.

- C) In the case referred to “(2) ② B)” of this Article, the Company shall refund the Traveler, out of the travel fee, the amount for that part of the Travel Services which have not yet been received by the Traveler less the amount of the cancellation fee, any penalty, and any other cost which have already been paid or must be paid in future in respect to the Travel Services concerned.
- D) If the Company has cancelled a Travel Contract in accordance with “(2) ② A, a) and c)” of this Article, it will undertake arrangements for the Travel Services necessary for the Traveler’s return to the place of departure at the Traveler’s request. The costs required for the trip to return to the place of departure must be borne by the Traveler.

15. Timing of the Travel Fee Refund

- (1) If the travel fee has been reduced due to “the regulations stipulated in Article 12 (2) (3) (5), resulting in a reduction of the Travel Fee” or “the regulations stipulated in Article 14, whereby the customer or the Company has cancelled the Travel Contract,” resulting in an amount which should be refunded to the Traveler, the Company shall refund the said amount to the Traveler within 7 days of the day following the date of the cancellation in case of a refund due to cancellation before the commencement of the travel, or within 30 days of the day following the date of completion of the travel indicated in the pamphlet and/or website, in case of a refund due to reduction of the amount or cancellation after the commencement of travel.
- (2) The provisions of (1) of this Article do not prevent a Traveler or the Company from exercising the right to seek damages in accordance with the provisions of Article 18 (Responsibility of the Company) or Article 20 (Responsibility of the Customer).
- (3) In a case where the Company has concluded a Communications Contract with a Traveler, if the travel fee has been reduced due to “the regulations stipulated in Article 12 (2) (3) (5), resulting in a reduction of the Travel Fee” or “the regulations stipulated in Article 14, whereby the customer or the Company has cancelled the Travel Contract,” resulting in an amount which should be refunded to the Traveler, it shall refund the said amount to the Traveler in accordance with the card membership rules of the Affiliated Company. In this case, the Company shall inform the Traveler of the amount to be refunded within 30 days of the day following the date of completion of the travel mentioned in the Contract Document in case of a refund due to cancellation after the commencement of travel, and the day on which the Company thus informed the Traveler shall be deemed to be the Card Use Day.

16. Instructions by the Company

A Traveler must follow instructions of the Company for the safe and smooth operation of travel when acting in a group during the period between the commencement of travel and the completion of travel.

17. Businesses of the Tour Conductor

- (1) The accompaniment of a tour conductor will be indicated on the website and/or pamphlet.
- (2) Tours where there is tour conductor accompaniment, or separate staff at the destination where there is no tour conductor accompaniment, will perform necessary business for the safe and smooth operation of travel, or all business that the Company approves as necessary, or part of that business.
- (3) For tours where there is no tour conductor accompaniment, the Final Itinerary will indicate the contact information for the destination.
- (4) The period during which the tour conductor or any other staff engages in the businesses referred to in Item (2) of this Article is from 8:00 to 20:00 as a general rule. In addition, due to the Labor Standards Act, a fixed break will be taken while on duty. We kindly ask for the customer's understanding.

18. Responsibility of the Company

- (1) In performing an Agent-Organized Tour Contract, if the Company, or the person whom the Company has had make arrangements as an agent in accordance with the provisions of Article 4 (hereinafter referred to as "Arrangements Agent"), has caused damage to a Traveler intentionally or by negligence, the Company shall bear the responsibility for compensating for the damage, provided that the Company has been informed within 2 years of the day following the date of occurrence of the damage.
- (2) If a Traveler has incurred damage due to a natural disaster, a war, a riot, the suspension of the provision of Travel Services of transportation and accommodation facilities, etc., an order of a government or other public offices, or any other event in which the Company or the Company's Arrangements Agent is unable to intervene, the Company shall not be responsible for compensating for the damage except in a case referred to in the preceding Item.
- (3) Notwithstanding the provisions of Item (1), the Company shall compensate for the damage referred to in the same Paragraph caused to baggage within the limits of 150,000 yen per Traveler (except in a case where the damage has been caused by the Company intentionally or by gross negligence) if the Company has been informed within 21 days of the day following the date of occurrence of the damage.

19. Special Compensation

- (1) Whether or not liability arises to the Company based on Article 18, Item (1), as designated

by the provisions of the Special Compensation in the Agent-Organized Tour Contract annex, if the customer experiences a sudden and unexpected external event, where their body, life, or luggage suffers certain damage, a death insurance amount of 25,000,000 yen, a hospitalization fee of 40,000 ~ 400,000 yen depending on the days of hospitalization, outpatient fee of 20,000 ~ 100,000 yen depending on the days of hospital visits will be paid by the Company. For luggage, compensation for damages will be limited up to 150,000 yen (except for 1 item or a pair, the limit is 100,000 yen).

- (2) Of the damages prescribed in Article 27, Item 1 of the Agent-Organized Tour Contract, if the Company bears responsibility, the compensation which it should pay shall be appropriated to be a part of or all of the compensation for the damage concerned within the limits of the amount of the damage which it should pay.
- (3) If the customer incurs an injury whilst travelling intentionally, drunk driving, an illness or others, where not included in the Agent-Organized Tour Contract, during actions on their own accord such as skydiving, hang gliding, riding an ultralight plane, riding a gyroplane, or any other type of dangerous activity and has an accident, the Company will not pay the compensation listed in Item (1).
- (4) For customers that are part of an Agent-Organized Tour Contract, for optional tours that are booked with a separate Travel Fee, it will be handled under the main Travel Contract. However, based on the itinerary, if the specified date does not fall on a date that the Company is providing any travel services, if it is explicitly stated that for any injuries incurred then that Special Compensation will not be paid, then the optional tour will not fall under the "Agent-Organized Tour Contract period."

20. Responsibility of the Customer

- (1) If the Company has incurred any damage caused by a Traveler intentionally or by negligence, the Traveler shall compensate the Company for such damage.
- (2) The customer must endeavor to understand the rights and obligations of the Traveler, as well as other contents of the Contract Document, making good use of the information supplied by the Company.
- (3) Should a customer have realized that Travel Services are different from those mentioned in the Contract Document have been provided after the commencement of the travel, he/she must promptly notify the Company, the Arrangements Agent, or the provider of the Travel Services concerned to that effect at the place of travel.

21. Optional Tour or Provision of Information

- (1) For customers that are part of an Agent-Organized Tour Contract, for planned trips that the Company operates (hereinafter referred to as "Optional Tours Operated by the Company") that are booked with a separate Travel Fee, they will be handled in part under

the main Travel Contract and Article 19 (Special Compensation) will be applied. Optional Tours Operated by the Company will be indicated on the pamphlet, etc.

- (2) Based on Article 19, if an incident has occurred where Special Compensation applies, the Company will pay the Special Compensation based on said Article, when the customer incurs the incident while participating in an Optional Tour that is operated by a company other than the Company at the destination, and is listed on the website and/or pamphlet. However, the responsibilities of the relevant Optional Tour operator and the responsibilities of the customer will be entirely regulated by the operating destination company of the relevant Optional Tour and the relevant planned trip. (It will not be subject to the Travel Insurance for the Agent-Organized Tour Contract)
- (3) On the pamphlet, etc. the Company will sometimes list possible sports, etc. that can be joined as "purely provision of information." In this case, if the customer incurs an injury while participating in the relevant sport, the Company will apply the regulations of Article 19, but will not bear any other responsibility.

22. Travel Insurance

- (1) If changes listed in the following table occur to the Travel Itinerary, based on the regulations of the Standard Terms and Conditions of Travel Contracts (section of the Agent-Organized Tour Contract), the change compensation will be determined based on the ratio listed in the table of the designated Travel Fee in Article 7, Item (4), and will be paid to the customer within 30 days of the day following the date of completion of the travel. However, for one Travel Contract, the highest amount that will be paid in change compensation is 15% of the Travel Fee. If it is clear that the Company will bear the responsibility in accordance with the provisions of Article 18, Item (1) (Responsibility of the Company), payment will not be made under change compensation, but partly or entirely as compensation of damages.
 - ① The Company will not pay a change compensation for changes made by the following reasons. (However, even though services are being provided, but changes made due to insufficient seats or rooms or other utilities of transportation and accommodation facilities will be paid a change compensation.)
 - A) Natural disaster;
 - B) War;
 - C) Riot;
 - D) Order of a government or other public offices;
 - E) Suspension of the provisions of Travel Services of transportation and accommodation facilities, etc.;
 - F) Provision of transportation services not according to the original service plan;

- G) Measures necessary for securing the safety or a travel participant's life or person.
- ② Based on the regulations of Article 14, when a Travel Contract has been cancelled, and the relevant cancelled portions are changed, the Company will not pay the change compensation.
- ③ When the changes are significant changes listed in the following table, "in cases where the changes were made to the Final Travel Itinerary, and the Travel Service changes are within what are listed on the pamphlet and/or website" the Company will not pay the change compensation.
- ④ In cases where the Travel Service is provided out of order from what is indicated in the pamphlet and/or website, and all Travel Services were received during travel, the Company will not pay the change compensation.
- (2) Regardless of the provisions of the previous Item, the amount of a change compensation which the Company should pay per Travel Contract shall not exceed the amount arrived at by multiplying "the applicable Travel Fee" by the ratio of 15% or higher specified by the Company. Furthermore, if the amount of the change compensation which should be paid per Traveler per Agent-Organized Tour is less than 1,000 yen, the Company shall not pay the change compensation.
- (3) After the Company has paid a change compensation in accordance with the provisions of Item (1) of this Article, if it has become clear that the Company is liable under the provisions of Article 18, Item (1) for the change concerned, the customer must return to the Company the change compensation for the change concerned. In this case, the Company shall pay the balance between the amount of the compensation for the damage which the Company should pay in accordance with the provisions of the said Article and the amount of the change compensation which the customer should return.
- (4) In agreement with the customer, the Company may pay the change compensation or compensation of damages in equal value or more in goods or services.

Changes that are required to pay change compensation	Ratio for each case (%)	
	Before commencement of travel	After commencement of travel
1. Change in travel commencement date or end date from what is indicated in the Contract Document.	1.5	3.0
2. Change in sightseeing location or facility (including restaurant) or other travel destination from what is indicated in the Contract Document.	1.0	2.0
3. Change to a lower class or cheaper facility of	1.0	2.0

transportation from what is indicated in the Contract Document (only when after the change, the total price of the change is lower than what is indicated in the Contract Document).		
4. Change to the type of transportation facility or the company of said service from what is indicated in the Contract Document.	1.0	2.0
5. Change of flight where the airport from which the travel commences or from which the travel ends changes from what is indicated in the Contract Document.	1.0	2.0
6. Change from a direct flight to an indirect or connecting flight for the travel between Japan and the intended international destination from what is indicated in the Contract Document.	1.0	2.0
7. Change in accommodation facility where the type of room, facilities, view, etc. is different from what is indicated in the Contract Document.	1.0	2.0
8. Change in the type or name of accommodation facility from what is indicated in the Contract Document (this is in the case the Company has designated a class for the accommodation facility, and will exclude cases where the accommodation facility class is higher from what is indicated in the Contract Document).	1.0	2.0
9. For all changes listed previously, change in any part of the tour and/or title from what is indicated in the Contract Document.	2.5	5.0

Note 1) “Before Commencement of Travel” is when the Traveler is notified of the relevant change at the latest the day before the travel start date, “After Commencement of Travel” is when the Traveler is notified of the relevant change on the day or after the travel start date.

Note 2) In the case where a Final Document is delivered, the table is valid by replacing “Contract Document” with “Final Document.” For this situation, in cases where there was a change between the contents of the Contract Document and the contents of the Final Document, or between the contents of the Final Document and the contents of the Travel

Services that were actually delivered, each change will be handled as one case.

Note 3) For #3 and #4 in the table, where the change in transportation facility requires lodging, each night spent will be handled as one case.

Note 4) For #4 in the table, where the change in company name of the transportation facility results in a higher class or facilities, the change compensation will not apply.

Note 5) For #7 in the table, for the class of accommodation facility, it will be referred to the list on the Contract Document at the time of concluding a Travel Contract, or at the Sales Office of the Company, or on the website.

Note 6) For #4 or #7 or #8 in the table, where the change involves a ship and/or multiple changes occur in one night, each night will be handled as one case.

Note 7) For #9 in the table, the ratio rates listed for #1 ~ #8 will not be applied, only the ratio rate for #9 will be applied.

23. Guided Shopping

For the convenience of the customer, the tour may stop at a souvenir shop while sightseeing and/or during transfers. The Company takes all possible measures in selecting these shops, but customers will be purchasing at their own risk. The Company does not assist in product exchange or returns, so make sure to receive a receipt and check the goods at the time of purchase to avoid any troubles. For goods that are eligible for tax exemption refund, make sure to have the goods in a carry-on luggage, note the required procedures for the souvenir shop and for the airport, and proceed at the customer's own risk. Be careful when purchasing goods, as based on CITES and Japanese Domestic Laws and Regulations, there are goods that cannot be brought into Japan.

24. Reporting Accidents, etc.

If an accident occurs during travel, immediately report it to the contact information on the Final Itinerary. If, for some reason the accident cannot be reported immediately, report it as soon as the reason is dissipated.

25. Handling of Personal Information

Apart from utilizing it for contacting the customer, the personal information that is indicated on the application form submitted to apply for travel will be used to process the travel applied by the customer including transportation and accommodation facilities (main ones will be listed per tour course), services, any others within the needs to provide these services, and within the needs to apply for insurance and securities for costs in the event of an accident and travel contractual responsibilities of the Company, transportation and accommodation services, insurance companies, and souvenir shops. The customer's name and passport number will be shared electronically to these necessary entities. In addition, the Company will possibly utilize the personal information to:

- ① Send information on products, services, and campaigns the Company and affiliated companies have to offer;
- ② Arrange transportation and accommodation services for travel;
- ③ Send a survey after travel for opinions and comments;
- ④ Provide beneficial services;
- ⑤ Create data sheets

Upon application, it will be deemed that the customer agrees to the above for providing personal information.

26. Recommendation of Applying for (Optional) Travel Insurance

If an injury or illness is incurred during travel, there is a possibility of expensive medical costs and transportation fees. In the event of an accident, it is likely that it will be extremely difficult to claim an assailant for any compensation and collect compensation fees. In order to secure payment for these medical costs, transportation fees, death or physical impediment, it is recommended to apply for a travel insurance plan that will be enough to cover such costs by the customer. For more information on travel insurance, please contact the Company's staff.

27. Standard Travel Terms / Travel Fee

The reference date for these Travel Terms and for the Travel Fee are indicated on the pamphlet, etc.

28. Other Information

- (1) When a customer asks extra information or shopping guidance to a tour conductor or a staff at the destination, any expenses incurred due to injuries or illnesses, loss of luggage or items forgotten due to the customer's negligence and expenses required to retrieve them, and expenses due to the acting separately from the tour will be the customer's responsibility.
- (2) The Company will not reinstate the travel under any circumstances.
- (3) Participating in the Company's Agent-Organized Tour may allow the Traveler to obtain mileage services from the airline company used. Any questions and/or registration for the mileage services will be done by the customer. If the airline is changed, the Company will not bear responsibilities listed in provisions Article 18, Item (1) and Article 22, Item (1).
- (4) Upon filling out the Application Form, the customer must fill out their name as it appears on their passport. If it is incorrectly filled out, the plane tickets must be reissued, and transportation and accommodation facilities will need to be contacted to correct the name. Worst case scenario, these facilities may not accept any changes and the Travel Contract may need to be cancelled. In this case, the Company will charge the designated cancellation fee.

29. Agent-Organized Tour Contract

Anything not listed in these Travel Transaction Terms, please refer to the Company's Standard Terms and Conditions of Travel Contracts (Agent-Organized Tour Contract section).

This document is a translation of the Japanese original and provided only for your information. Should there be any discrepancy between this document and the Japanese original, the Japanese original shall prevail.