

## Domestic package tour terms and conditions

This document is a part of the "Transaction Terms and Conditions Explanation Sheet" stipulated in Article 12-4 of the Travel Agency Act and the "Contract Document" stipulated in Article 12-5 of the same Act.

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### 1. Package Travel Contract

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1. This trip is planned, advertised and implemented by TRAPOL LLC (hereinafter referred to as "our company"), and guests participating in this trip will enter into a package tour contract (hereinafter referred to as "travel contract") with our company.

2. The contents and conditions of the travel contract vary for each plan below. Please check the recruitment advertisement, brochure, travel conditions document, the confirmation document (final travel itinerary) shown before the departure of this trip, and the section on recruitment package travel contracts in the Standard Travel Agency Terms and Conditions before using the plan.

(1) Flat-rate Plan: A flat-rate plan where you pay a fixed amount depending on the distance traveled.

(2) One-day unlimited plan: This plan allows unlimited use for one business day, regardless of travel distance or number of times used, and you pay a fixed fee. However, please note that there are restrictions on the operating area for travel distance.

(3) 2-day unlimited plan: This plan allows unlimited use for 2 business days, regardless of travel distance or number of times used, and you pay a fixed fee. However, please note that there are restrictions on the operating area for travel distance.

3. We undertake to make arrangements and manage the itinerary so that our customers can receive transportation and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation companies, etc. in accordance with the itinerary determined by our company.

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### 2. Travel application

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1. To use the travel service, you will need to apply for membership through the application

form, agree to these terms and conditions, and then apply for membership. Once the application has been accepted by the Company, the member will apply for a travel product through the Company's designated travel reservation form. After that, the Company will notify the applicant that the travel arrangements have been completed (notification of acceptance).

2. Payment for the trip will be made at the end of the trip by cash, credit card (VISA, MasterCard, JCB, Amex), or any other payment method displayed locally by our company or the company to which our company entrusts transportation services .

3. Unless the customer indicates otherwise by the end of the trip, this travel contract will in principle be considered a " fixed price plan " contract.

4. When a travel application is received from a contracting person acting as a representative of a group or organization of customers, we will deem that the contracting person has full authority to enter into and terminate the travel contract.

5. The Company shall not be liable for any debts or obligations that the Contracting Person currently owes or is expected to owe in the future to any member of the organization or group.

6. If the Contracting Person does not accompany the party or group, after the commencement of the trip, our company will deem a member of the party or group selected in advance by the Contracting Person to be the Contracting Person.

7. If you are in poor health, use a wheelchair or other device, have a physical or mental disability, have food or animal allergies, are pregnant, or may be pregnant, or are accompanied by an assistance dog for the physically disabled (guide dog, hearing dog, or service dog), or require other special consideration, please inform us at the time of application that you require special consideration for participation. (If you become ill after the travel contract is concluded, please inform us immediately.) We will comply with your request to the extent possible and reasonable. In principle, the cost of any special measures taken by us for you based on your request will be borne by you.

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3. Time when the travel contract is concluded

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In principle, a travel contract is concluded when a customer applies for a travel product using our designated travel reservation form and our company receives the customer's application and issues a notice of acceptance of the application.

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#### 4. Timing of payment of travel fare

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You will pay the tour fare at the end of the trip (when you get off the bus). The amount of the tour fare will vary depending on the plan you choose.

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#### 5. Refusal to enter into a contract

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We may refuse to enter into a package tour contract in any of the following cases:

1. When we determine that it is not appropriate or possible to enter into an agreement due to business reasons.
  2. When the customer is likely to cause inconvenience to other customers or hinder the smooth conduct of group activities.
  3. If the customer is deemed to be a member of an organized crime group, a quasi-member of an organized crime group, a person related to an organized crime group, a company related to an organized crime group, a corporate racketeer, or other anti-social forces.
  4. If the customer makes violent demands or unreasonable demands to the company, or uses threatening language or violence in relation to a transaction, or any other similar conduct.
  5. If the customer spreads rumors, uses fraudulent means or intimidates in order to damage the company's credibility or interfere with the company's business, or engages in any other act equivalent thereto.
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#### 6. Delivery of contract documents

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the Travel Contract is concluded, we will present to the client a written contract which includes the travel itinerary, content of Travel Services, travel price, other travel conditions, and matters concerning our responsibilities.

2. When a Contract Document has been issued, the scope of Travel Services for which we are obligated to make arrangements and manage the itinerary under the Travel Contract shall be as set forth in the Contract Document in the preceding paragraph.

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## 7. Final document

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1. If it is not possible to state the confirmed travel itinerary or the names of the transportation means to be used in the Contract Document, the Contract Document will list only the names of the transportation means to be used, and after the Contract Document is delivered, a Confirmation Document will be delivered to you indicating the confirmed status of these matters before the start of the trip.
2. In the case of the preceding paragraph, when a customer who wishes to confirm the status of arrangements makes an inquiry, we will respond promptly and appropriately even before the issuance of the Confirmation Document.
3. When a Confirmation Document has been issued, the scope of travel services for which we are obliged to arrange and manage the itinerary will be specified in that Confirmation Document.

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## 8. Changes to the contract

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1. If a customer who has started a trip with a flat-rate plan requests to change to a 1-day unlimited ride plan or a 2-day unlimited ride plan at the end of the trip, the change will be accommodated if the driver of our company or the company we have commissioned for transportation agrees. In this case, the travel fee will be the amount stated in each brochure. Please note that we cannot accommodate plan changes or cancellations for customers who have used the 1-day unlimited ride plan or the 2-day unlimited ride plan.
2. In the event of a natural disaster, war, riot, suspension of travel services by transportation agencies, orders from government offices, provision of transportation services not in accordance with the original operation plan, or any other event beyond our control, if it is unavoidable in order to ensure the safe and smooth implementation of the trip, we may change the itinerary, the contents of travel services, and other contents of the package tour, by promptly explaining to the traveler in advance the reason why the event is beyond our control and the causal relationship between the event and the traveler. However, in the case of an emergency and if it is unavoidable, we will explain the change after it has been made.

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## 9. Replacement of Customers

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Once you have entered into a travel contract with us, you cannot transfer your contractual status to a third party.

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## 10. Cancellation of the Travel Contract by the Customer

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1. A client may cancel a packaged travel contract before the start of the trip without paying the cancellation fee in any of the following cases:

(1) When a significant change is made to the contents of the travel contract, such as those listed below.

a. Changes to the start or end date of the trip (due to the nature of the service, the time may change depending on road traffic conditions, etc., so this does not include changes to the time.)

b. Change of travel destination

c. Change in type of transportation company or company name

(2) When a natural disaster, war, riot, suspension of travel services by transportation companies, orders from government agencies, or other reasons occur and the safe and smooth operation of the trip becomes impossible or there is a very high possibility that this will become impossible.

(3) When we have not provided the client with a confirmation document before the start of the trip.

(4) When a reason attributable to our company arises that makes it impossible to carry out the trip according to the travel schedule stated in the contract document.

2. If, after the start of the trip, the customer is unable to receive the travel services described in the contract document due to reasons not attributable to the customer, or if the Company notifies the customer to that effect, the customer may cancel the contract for the part of the travel services that the customer is unable to receive without paying the cancellation fee, notwithstanding the provisions of paragraph 1 of this Article. In this case, the Company will refund the amount of the travel fee for the part of the travel services that the customer is unable to receive.

3. We will refund to the client the amount of the travel fee for the part of the travel services that can no longer be received minus the cancellation fee and other amounts already paid or

to be paid in the future for the travel services (only when the cancellation is due to reasons not attributable to our company).

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## 11. Cancellation of the Travel Contract by us

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### [1] Before the trip begins

In any of the following cases, we may cancel the Travel Contract before the commencement of the trip, explaining the reasons to the customer.

a. When the client is deemed unable to undergo the trip due to illness, absence of necessary caregiver or other reasons.

b. When it is deemed that the client may cause inconvenience to other travelers or hinder the smooth operation of the group tour.

c. When the customer requests an unreasonable burden in relation to the contents of the contract.

d . When a natural disaster, war, riot, suspension of travel services by transportation companies, orders from government agencies, or other events beyond our control occur, and it becomes impossible or there is a very high possibility that the safe and smooth operation of the trip according to the itinerary stated in the contract document will become impossible.

When the customer's credit card becomes invalid or the customer is unable to settle all or part of the debt related to the travel fee, etc. in accordance with the card membership terms and conditions of the affiliated company.

f . When it is discovered that the customer falls under any of Article 5, Paragraphs 4 to 6 .

### [2] After the trip begins

1. In the following cases, we may cancel the Travel Contract even after the start of the trip. In such cases, we will refund the cost of the portion of the travel fee related to the travel services that have not yet been provided to the customer, minus the cancellation fee, penalty fee, and other costs that have already been paid or will have to be paid in the future for those travel services.

a. When the passenger is unable to continue the trip due to illness, absence of necessary assistance or other reasons.

crew members or other personnel for the safe and smooth operation of the trip , or when a client disrupts group discipline by assaulting or threatening such personnel or other accompanying clients, thereby hindering the safe and smooth operation of the trip.

c. When it becomes impossible to continue the trip due to a natural disaster, war, riot, suspension of travel services by transportation companies, orders from government agencies, or other events beyond our control.

When it is found that the customer falls under any of the provisions of Article 5, Paragraphs 4 to 6

2. If we cancel the Travel Contract in accordance with paragraph a or c of the preceding paragraph, we will, at your request, make the necessary arrangements for your return to the place of departure, at your expense.

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## 1 2. Travel fare refund

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If the Travel Contract is terminated pursuant to the provisions of Articles 10 and 11 and an amount is due to be refunded to the customer, we will refund that amount to the customer within 7 days from the day following the cancellation in the case of a refund due to cancellation before the start of the travel , and within 30 days from the day following the end of the travel date stated in the contract in the case of a refund due to a reduction in the amount or cancellation after the start of the travel .

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## 1 3. Itinerary Management

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1. In order to ensure the safe and smooth operation of your trip, we will carry out the following services for you. This does not apply if we have entered into a different special agreement with you.

If it is deemed that there is a risk that a client will not be able to receive travel services during the trip, we will take the necessary measures to ensure that the client receives the travel services in accordance with the Travel Contract.

acting as a group from the start to the end of the trip , customers shall follow our instructions to ensure the safe and smooth operation of the trip.

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## 14. Our Liability and Disclaimer

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1. If, in the course of performing the Travel Contract, the Company causes damage to a customer intentionally or through negligence, the Company shall be liable to compensate for such damage, provided, however, that such compensation is notified to the Company within two years counting from the day following the occurrence of the damage.
2. The Company shall not be liable under paragraph 1 of this Article even if the customer incurs damages due to any of the following reasons , except in cases where the damages are due to the Company's willful misconduct or negligence.
  - a. Natural disasters, wars, riots, or changes to the trip schedule or cancellation of the trip due to these reasons
  - b. Damage caused by accidents or fires on transport facilities, etc.
  - c. Suspension of services provided by transportation companies, etc. , or changes to travel dates or cancellation of travel resulting from such suspension
  - d. Changes in travel schedule or cancellation of travel due to orders from government agencies, etc.
  - e. Theft
  - f . Delays, interruptions, schedule changes, route changes, etc. of transportation facilities, or changes in travel dates caused by these
3. Notwithstanding the provisions of paragraph 1 of this Article, with respect to damage caused to baggage under the same paragraph, we will compensate up to a maximum of 150,000 yen per passenger (except in cases where the damage is due to our willful misconduct or gross negligence) , only if we are notified within 21 days from the day following the day on which the damage occurred.

15. Customer Responsibilities 1. If other customers, third parties or our company suffer damage due to a customer's intentional or negligent act, the customer must compensate for the damage.

2. You must use the information provided by the Company to endeavor to understand your rights and obligations as set forth in the contract documents and other contract contents.

3. If, after the commencement of the trip, the client realizes that the travel services provided differ from those described in the contract document, the client must promptly notify us or the travel service provider to that effect at the travel destination.

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16. Special Compensation

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1. In accordance with the provisions of the Special Compensation Regulations of the Standard Travel Agency Contract, we will pay the following amount of compensation or solatium for certain damages suffered by a customer to life, body, or baggage due to a sudden, unexpected, external accident while participating in a trip. However, in the case of a cause under Chapter 2 of the Special Compensation Regulations, compensation, etc. will not be paid.

Death compensation: Domestic travel: 15 million yen

Hospitalization allowance: Domestic travel 200,000 to 200,000 yen

Medical treatment allowance: Domestic travel allowance of 10,000 to 50,000 yen

Personal effects damage compensation: Up to 150,000 yen per customer

(However, the maximum compensation amount is 100,000 yen per item.)

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## 16. Itinerary Guarantee

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change in the travel itinerary as listed in the table below occurs due to a shortage of facilities or other reasons, even though the transportation company etc. is providing the travel services, we will pay a change compensation of the amount calculated by multiplying the travel price by the rate set out in the table below according to the content of the change, in accordance with the provisions of the Standard Travel Agency Terms and Conditions (Part of Package Tour Contracts). However, the amount of change compensation paid for one travel contract will be limited to 15% of the travel price. Furthermore, if the change compensation amount for one travel contract is less than 1,000 yen, change compensation will not be paid.

We will not pay compensation for changes if the changes to the contract contents listed in the left column of the table below are caused by any of the following:

- ① Natural disaster
- ② War
- ③ Riot
- ④ Government order
- ⑤ Suspension of travel services provided by transportation companies, etc. due to flight cancellations, interruptions to services, closures, etc.
- ⑥ Provision of transportation services not based on the original flight plan due to delays, changes in transportation schedule, etc.
- ⑦ Measures necessary to ensure the safety of your life or body

Changes that require payment of compensation	Rate per item (%)
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	Before the trip begins	After the trip begins
[1] Changes to the start or end date of the trip as stated in the contract document	1.3	3.0

Note 1. "Before the start of the trip" refers to cases where the customer is notified of the change before the start of the trip, and "after the start of the trip" refers to cases where the customer is notified of the change after the start of the trip (start of boarding) .

Note 2. If a Final Document has been issued, this table shall apply, replacing "Contract Document" with "Final Document." In this case, if any changes occur 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 actually provided, each such change shall be treated as one change.

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## 17. Handling of Personal Information

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1. We will use the personal information you provide to us in the following ways:

- (1) Communications with you
- (2) Arranging and providing transportation and other services related to travel
- (3) Travel Procedures
- (4) Procedures for insurance to cover expenses in the event of an accident as stipulated in our travel contract
- (5) our company and affiliated companies , and providing travel-related information
- (6) Requesting your opinions and feedback after your trip
- (7) Please fill out the survey
- (8) Special service offer
- (9) Statistical data compilation

We will use it for the following purposes.

2. The preceding paragraph In order to achieve the purposes of items 2 and 3 , we may provide your name, address, telephone number, etc. to the transportation company in the form of documents or electronic data.

3. Of the personal information provided to us in writing by customers , we will use the contact information such as name, address, telephone number, and email address to send you information about our business, campaigns, etc.

4. We will manage all personal information used responsibly.
5. We may outsource the handling of personal information .
6. Customers may request the disclosure, correction, deletion, or suspension of use of personal data held by the Company . Inquiries should be directed to the head office consultation desk.

Personal Information Protection Manager Inquiry Desk: Head Office Consultation Desk

Email : [ope@trapol.co.jp](mailto:ope@trapol.co.jp)

Business hours: Monday to Friday 10:00 to 18:00 (closed on Saturdays, Sundays, public holidays , and the New Year holidays)