

Ministry of Land, Infrastructure, Transport and Tourism Notification No. 1593

Travel Agency Law (Law No. 239 of 1952) Article 12-3 Standard Travel Agency Terms and Conditions (December 1995)

The Ministry of Transport has amended its Notification No. 790 of the 19th to state the following, which we hereby announce.

December 16, 2004

Minister of Land, Infrastructure, Transport and Tourism Kazuo Kitagawa

Last revised: March 2, 2020, Japan Tourism Agency/Consumer Affairs Agency Notification No. 1 (effective from April 1, 2020)

Standard travel agency terms and conditions

[Original text written vertically]

## Package tour contract section

### Chapter 1 General Provisions

#### (Scope of Application)

Article 1 The contract for an Agent-Organized Tour that we conclude with a traveler (hereinafter referred to as the "Agent-Organized Tour Contract") shall be governed by these General Conditions. Any matters not provided for in these General Conditions shall be governed by laws, regulations or generally accepted practices.

2. When we have concluded a special agreement in writing within the scope of the law and regulations and not to the traveler's disadvantage, Regardless of the regulations, the special provisions take precedence.

#### (Definition of terms)

Article 2 In these General Conditions, "Substitute-Packaged Tour" means a tour that is implemented by our company, which prepares a travel plan in advance for the purpose of recruiting travelers, which specifies the destination and itinerary of the tour, the contents of the transportation or accommodation services that the travelers can receive, and the amount of the tour fee that the travelers should pay to our company. 2 In these General Conditions, "Domestic Travel" means a trip that is solely within Japan, and "Overseas Travel" means a trip other than a Domestic Travel.

Says.

- 3 In this section, "Communications Contract" means a contract between us and a company that sells our package tours on our behalf.

This is an agent-packaged tour contract concluded between our company and a card member of a credit card company (hereinafter referred to as the "Affiliated Company") affiliated with us upon receipt of an application by telephone, mail, facsimile, the Internet or any other means of communication, and it means that we will settle the claims or debts we have against the traveler regarding the travel fare, etc. based on the agent-packaged tour contract in accordance with the separately specified card member terms and conditions of the Affiliated Company on or after the date on which such claims or debts should be settled.

"An agent-packaged travel contract" refers to an agent-packaged travel contract in which the traveler agrees in advance to the above and pays the travel fee, etc. for the agent-packaged travel contract in accordance with the methods specified in Article 12, Paragraph 2, the latter part of Article 16, Paragraph 1, and Article 19, Paragraph 2.

4. In these General Terms and Conditions, "the day the Card is used" means the day on which the Traveler or our company makes payment of the travel fare, etc. based on the package tour contract. Or the date on which a repayment obligation must be fulfilled.

#### (Contents of the Travel Contract)

Article 3 In an Agent-Organized Tour Contract, we undertake to make arrangements and manage the itinerary so that the traveler can receive transportation, accommodations, and other travel services provided by transportation, accommodation facilities, etc. (hereinafter referred to as the "Travel Services") in accordance with the itinerary determined by our company.

(Arrangement Agent)

Article 4 In fulfilling the Agent-Organized Tour Contract, we may make arrangements in whole or in part at other locations within Japan or outside Japan. We may use a travel agent, professional travel arranger, or other assistant to act on your behalf.

## Chapter 2 Conclusion of a Contract

(Application for a Contract)

Article 5 A Traveler who wishes to apply for an Agent-Organized Tour Contract with our company must fill out an application form specified by our company (hereinafter referred to as the "Application Form").

After filling out the required information in the Application Form, submit it to us together with the application fee, which will be separately determined by us. It has to be.

2. Notwithstanding the provisions of the preceding paragraph, a Traveler who wishes to apply for a Communications Contract with us

You must notify us of the name of the package tour, the start date of the trip, your membership number and other particulars (hereinafter referred to in the next article as the "Membership Number, etc.>").

3. The application fee under Paragraph 1 shall be treated as part of the travel price or the cancellation fee or penalty fee. 4. If a

traveler requires special consideration when participating in an agent-packaged tour, he/she should notify us at the time of application for the contract. In this case, we will accommodate this request to the extent possible. 5. The

traveler shall bear the expenses required for any special measures taken by us for the traveler based on the request under the preceding Paragraph.

(Reservations by phone, etc.)

Article 6 We accept reservations for package tour contracts by telephone, mail, facsimile, the Internet, or other means of communication. In this case, the contract is not concluded at the time of the reservation, and the traveler must submit an application form and application fee or notify us of the membership number, etc., in accordance with the provisions of the first or second paragraph of the preceding Article, within the period specified by our company after we have notified him/her of our acceptance of the reservation. 2 When an application form and

application fee have been submitted or a membership number, etc., has been notified in accordance with the provisions of the preceding paragraph,

The order of conclusion of packaged travel contracts will be determined by the order in which the reservations are received.

3 If the Traveler fails to submit the application fee or fails to notify the Membership Number, etc. within the period referred to in Paragraph 1,

The contract will be treated as if it had never been made.

(Refusal to enter into a contract)

Article 7 We may refuse to enter into a Package Tour Contract in the following cases:

(1) If the person does not meet the conditions for participating travelers, such as sex, age, qualifications, skills, etc., specified by our company in advance tree.

2. When the number of applicants has reached the planned number.

3. When there is a risk that the traveler will cause trouble to other travelers or hinder the smooth implementation of group activities. 4. When a communications contract is to be concluded and there is any other reason not to accept the traveler, such as the traveler's credit card being invalid.

When the traveller is unable to settle all or part of his/her debts relating to travel fees, etc. in accordance with the terms and conditions of the affiliated company's card membership.

5. The traveler is a member of an organized crime group, a semi-regular member of an organized crime group, a person related to an organized crime group, a company related to an organized crime group, or a corporate racketeer or other anti-social group.

When it is recognized as a social force.

(6) If the Traveler makes violent demands or unreasonable demands against us, or uses threatening words or actions in relation to the transaction,

When violence or similar acts are committed.

(7) If the traveler spreads false rumours, uses fraudulent means or uses force to damage our reputation or to impair our business

When an act of obstructing business or an act equivalent thereto is committed.

8. When there are other business reasons for our company.

(Time of Formation of Contract)

Article 8 An Agent-Organized Tour Contract comes into effect when our company agrees to the conclusion of the contract and accepts the application fee under Article 5, Paragraph 1.

We will do so.

2. Notwithstanding the provisions of the preceding paragraph, a Communications Contract will be concluded when our notice of acceptance of the conclusion of the contract reaches the traveler.

(Delivery of the contract document)

Article 9 Promptly after the contract specified in the preceding Article has been concluded, we will deliver to the traveler a document (hereinafter referred to as the "Contract Document") which states the itinerary, content of the Travel Services, the Travel Price, other conditions for the travel, and matters concerning our responsibility.

2. The scope of the travel services for which we are obligated to make arrangements and manage the itinerary under the packaged travel contract shall be as set forth in the preceding paragraph.

It depends on what is stated in the contract.

(Definitive document)

Article 10 If it is not possible to state the confirmed itinerary or the names of the transportation or accommodation facilities in the Contract Document referred to in the preceding Article, Paragraph 1, the Contract Document will list only the names of the accommodation facilities to be used and the transportation facilities that are important in terms of description, and after the Contract Document is delivered, a document stating the confirmed status of these (hereinafter referred to as the "Confirmed Document") will be delivered by the date specified in the Contract Document but not later than the day before the start of the travel (or the start of the travel in cases where the application for the Agent-Organized Tour Contract was made on or after the seventh day counting back from the day before the start of the travel).

2 In the case of the preceding paragraph, when an inquiry is made from a traveler wishing to confirm the status of arrangements,

Even before delivery, we will respond promptly and appropriately.

3 When we have issued the Final Document referred to in Paragraph 1, the scope of the Travel Services for which we are obligated to make arrangements and manage the itinerary pursuant to the provisions of Paragraph 2 of the preceding Article will be specified as set forth in that Final Document.

(Method of using information and communication technology)

Article 11 When, with the traveler's prior consent, instead of providing the traveler with a document, Contract Document or Final Document containing the itinerary, content of Travel Services, travel price, other conditions for the travel, and matters concerning our responsibility which is to be given to the traveler when concluding a Subscription Type Organized Travel Contract, we have provided the traveler with the matters which should be mentioned in said documents (hereinafter in this Article referred to as "Matters to Be Mentioned") by means of information and communications technology, we will confirm that the Matters to Be Mentioned have been recorded in a file kept in the communications equipment used by the traveler.

2 In the case of the preceding paragraph, a file for recording the matters to be recorded shall be provided in the communications device used by the traveller.

If the Traveler is not present at the time of the flight, the files stored in the communications equipment used by the Company (which are intended to be used exclusively for the Traveler's use) (limited to travellers) and confirm that the traveller has read the information.

(Travel cost)

Article 12 The traveler must pay to us the travel fare, the amount of which is stated in the Contract Document, by the date stated in the Contract Document, which is not later than the date of commencement of the trip. 2 When a

correspondence contract is concluded, we will receive payment of the travel fare, the amount of which is stated in the Contract Document, by a card of an affiliated company without the traveler's signature on the designated slip. The card use date will be the date of conclusion of the travel contract.

### Chapter 3 Changes to the Contract

#### (Changes to contract contents)

Article 13 In the event of a natural disaster, war, riot, suspension of the provision of Travel Services by transportation and accommodation facilities, etc., 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 the Travel Services, and other contents of the Subscription Type Package Tour Contract (hereinafter referred to as the "Contract Contents"), by explaining to the traveler promptly in advance the reasons why the event in question is beyond our control and the causal relationship between the event and the event. However, in the case of an emergency and if it is unavoidable, we will explain the changes after they have been made.

#### (Changes in the Amount of Travel Price)

Article 14 If the fares and charges applicable to the transportation facilities used in carrying out the Organized Tour (hereinafter in this Article referred to as the "Applicable Fares and Charges") are increased or decreased by a level significantly exceeding that normally expected due to a significant change in economic conditions or other factors compared to the Applicable Fares and Charges published as valid at the time of soliciting the Organized Tour, we may increase or decrease the amount of the travel price within the amount of the increase or decrease.

2 When we increase the travel price in accordance with the preceding paragraph, we will notify the traveler to that effect prior to the 15th day counting back from the day immediately preceding the commencement of the travel.

3 When the applicable fares and charges as provided for in Paragraph 1 are reduced, we will

The travel price will be reduced by the amount of the reduction.

4 If a change in the Contract Contents pursuant to the provisions of the preceding Article results in a decrease or increase in the costs required for the implementation of the trip (including cancellation fees, penalty charges and other costs already paid or to be paid in the future for Travel Services not received due to the change in the Contract Contents) (except when the increase in costs is due to a shortage of seats, rooms or other facilities at the transportation/accommodation facilities, etc. despite the transportation/accommodation facilities, etc. providing the Travel Services), we may change the amount of the travel price within the scope of the change in the Contract Contents. 5 If we have specified in the Contract Document that the travel price varies depending on the number of people using the transportation/accommodation facilities, etc., and if the number of people using the transportation/accommodation facilities, etc. changes after the conclusion of the Agent-Organized Tour Contract for reasons not attributable to us, we may change the amount of the travel price as specified in the Contract Document.

#### (Change of Travelers)

Article 15 A traveler who has entered into an Agent-Organized Tour Contract with us may, with our consent, transfer his/her contractual status to a third party.

It can be handed down.

2 When a traveler wishes to request our consent as provided for in the preceding paragraph, he/she must fill in the required items on the form designated by our company.

You must submit the above to us together with the prescribed fee.

3 The transfer of the contractual status under Paragraph 1 shall take effect at the time of our consent, and thereafter, the third party who has taken over the status under the Travel Contract shall succeed to all of the traveler's rights and obligations concerning the said package tour contract.

You and shall.

### Chapter 4 Termination of Contract

#### (Traveler's Right to Cancel)

Article 16 The Traveler may cancel the Subscription Type Organized Tour Contract at any time by paying to our company the cancellation fee specified in Schedule 1.

In the event of cancellation of the Communications Contract, the Company will receive payment of the cancellation fee by card of the Partner Company without the traveler's signature on the designated slip.

- 2 Notwithstanding the provisions of the preceding paragraph, a traveler may cancel an Organized Tour Contract before the commencement of the trip without paying the cancellation fee in any of the following cases: (1) When the contents of the contract have been changed by our company. However, if the change is one of those listed in the upper column of Schedule 2 or other changes, Only if it's important.
2. When the tour price has been increased in accordance with the provisions of Article 14, Paragraph 1. 3. When a natural disaster, war, riot, suspension of the provision of travel services by transportation and accommodation facilities, orders from public offices, or other events have occurred, making it impossible or highly likely that the safe and smooth operation of the tour will become impossible. When they are big.
4. When we have not delivered the Final Document to the traveler by the date specified in Article 10, Paragraph 1. 5. When it has become impossible to carry out the trip according to the itinerary mentioned in the Contract Document due to reasons attributable to our company.

When that happened.

- 3 If, after the commencement of the travel, a traveler is unable to receive the Travel Services mentioned in the Contract Document due to reasons not attributable to the traveler, or if we inform him/her to that effect, he/she may, notwithstanding the provisions of Paragraph 1, cancel the contract for that part of the Travel Services that he/she is unable to receive, without paying the cancellation fee.
- 4 In the case of the preceding paragraph, our company will refund to the traveler the amount of the travel fee relating to the part of the travel services that could not be received, provided, however, that the case of the preceding paragraph is not due to reasons attributable to our company. In the case of a cancellation, penalty or other payment already made for the Travel Service, We will refund to the traveller the amount of the refund minus any expenses that must be paid.

(Our right of cancellation, etc. - cancellation before the start of the trip)

Article 17 In any of the following cases, we will explain the reasons to the traveler and cancel the Subscription Type Organized Travel Contract prior to the commencement of the travel:

- (1) If the Traveler does not meet the conditions for participating Travelers, such as sex, age, qualifications, skills, etc., specified by our company in advance, When it turns out there isn't.
- (2) If the traveler is deemed unable to undergo the trip due to illness, absence of a necessary attendant, or other reasons. tree.
- (3) The traveler is deemed to be likely to cause inconvenience to other travelers or to hinder the smooth operation of the group tour. When.
4. When the traveler requests an unreasonable burden in relation to the contents of the contract. 5. When the number of travelers does not reach the minimum number of participants mentioned in the contract document. 6. When the travel conditions, such as the necessary amount of snowfall in the case of a skiing trip, which were not clearly stated at the time of concluding the contract, When there is an extremely high risk that the intended outcome will not be achieved.
7. When a natural disaster, war, riot, suspension of the provision of travel services by transportation and accommodation providers, orders from government agencies, or other events beyond our control occur, and the safe and smooth operation of the travel according to the itinerary mentioned in the Contract Document becomes impossible or there is a very high possibility that this will become impossible.
- (8) In the case where a communications contract has been concluded, when the traveler's credit card becomes invalid or the traveler is unable to settle all or part of his/her debts relating to the travel fare, etc. in accordance with the card membership terms and conditions of the affiliated company.
9. When it is discovered that the traveler falls under any of items 5 to 7 of Article 7.
2. If the Traveler fails to pay the Travel Fee by the date mentioned in the Contract Document referred to in Article 12, Paragraph 1,

The Traveler will be deemed to have cancelled the Organised Tour Contract on the following day. In this case, the Traveler must pay to our company a penalty charge equivalent to the cancellation fee specified in Paragraph 1 of the preceding Article.

3 If we intend to cancel an Agent-Organized Tour Contract for the reasons mentioned in Item 5 of Paragraph 1, we will notify the traveler of our intention to cancel the trip prior to the thirteenth day in the case of a domestic trip (the third day in the case of a day trip), or the twenty-third day in the case of an overseas trip (the thirty-third day in the case of a trip commencing during the peak hours specified in Schedule 1), counting backward from the day preceding the commencement of the trip.

(Our right to cancel – cancellation after the start of the trip)

Article 18 In the following cases, we may cancel part of the Agent-Organized Tour Contract, even after the commencement of the trip, by explaining the reasons to the traveler. (1) When the traveler is unable to continue the trip due to illness, the absence of a necessary caregiver, or other reasons. (2) When the traveler disrupts the discipline of group activities by disobeying the instructions of our tour conductor or other persons intended to ensure the safe and smooth operation of the trip, or by committing assault or intimidation against such persons or other accompanying travelers, thereby hindering the safe and smooth operation of the trip.

3. When it is found that the Traveler falls under any of the items 5 to 7 of Article 7. 4. When it is found that the Traveler falls under any of the items 5 to 7 of Article 7.

When an event beyond the control of arises that makes it impossible to continue the trip.

2 When we cancel an Agent-Organized Tour Contract in accordance with the provisions of the preceding paragraph, the contractual relationship between us and the traveler will be extinguished with effect from now on. In this case, our obligations regarding the Travel Services already provided to the traveler will be deemed to have been validly satisfied.

3 In the case of the preceding Paragraph, we will notify the Traveler of any refund for the Travel Services which have not yet been provided to the Traveler out of the Travel Fee. The Company will refund to the traveler the amount relating to the portion of the refund less any cancellation charges, penalty charges and other costs already paid or to be paid in the future for the Travel Services in question.

(Refund of travel fare)

Article 19 If the travel price is reduced in accordance with the provisions of Article 14, Paragraphs 3 to 5, or if

When an agent-packaged travel contract has been cancelled in accordance with the provisions and an amount due to be refunded to the traveler has arisen, said amount will be refunded to the traveler within seven days counting from the day following the cancellation in the case of a refund due to cancellation before the start of the travel, or within thirty days counting from the day following the last day of the travel stated in the contract document in the case of a refund due to a reduction in the amount or cancellation after the start of the travel.

2 If we have concluded a Communications Contract with the Traveler and the travel fare has been reduced in accordance with the provisions of Paragraphs 3 to 5, Article 14, or the Communications Contract has been terminated in accordance with the provisions of the preceding three Articles, resulting in an amount to be refunded to the Traveler, we will refund said amount to the Traveler in accordance with the card membership rules of the Affiliated Company. In this case, we will notify the Traveler of the amount to be refunded within seven days from the day following the cancellation in the case of a refund due to cancellation before the start of the travel, or within thirty days from the day following the last day of the travel as stated in the Contract Document in the case of a refund due to a reduction or cancellation after the start of the travel, and after giving said notice to the Traveler, The day on which the Card is used shall be

considered the Card Use Date. 3 The provisions of the preceding two paragraphs shall not prevent the Traveler or our company from exercising the right to claim damages in accordance with the provisions of Article 27 or Article 30, paragraph 1. (Return

Arrangements after Cancellation of the Contract)

Article 20 If we cancel an Agent-Organized Tour Contract after the commencement of the travel in accordance with the provisions of Article 18, Paragraph 1, Items 1 or 4, we will, at the traveler's request, undertake to make arrangements for the Travel Services necessary for the traveler to return to the place of departure of the travel.

2. In the case of the preceding paragraph, all expenses required for the trip back to the place of departure shall be borne by the traveler.

Chapter 5 Party/Group Contracts (Party/Group

Contracts) Article 21 We will agree to

accept the services of the responsible representative (hereinafter referred to as the "Contract Responsible Representative") of multiple travelers traveling on the same itinerary at the same time.

The provisions of this chapter shall apply to the conclusion of an agent-packaged travel contract for which the applicant has specified the name and address of the travel agent (hereinafter referred to as the "Party") and applied for the contract.

vinegar.

(Contract Responsible Party)

Article 22 Except when a special agreement has been concluded, we will deem the Contract Representative to have full authority to represent the travelers constituting the party/group in question (hereinafter referred to as the "Members") in concluding the Agent-Organized Tour Contract, and will conduct transactions concerning the travel business for that party/group with the Contract Representative.

2. The Contracting Party must submit a list of the Members to our company by the date specified by our company. 3. Our company will notify the Contracting Party of any debts or obligations that the Contracting Party currently owes or is expected to owe in the future to the Members. does not assume any responsibility for any

4. If the Contract Representative does not accompany the party/group, after the commencement of the travel, we will deem a member selected in advance by the Contract Representative to be the Contract Representative.

Chapter 6 Itinerary Management

(Itinerary Management)

Article 23 We shall endeavor to ensure that the traveler has a safe and smooth trip, and shall perform the following services for the traveler. However, this shall not apply if we have concluded a different special agreement with the traveler. (1) When it is deemed that the traveler is in danger of not being able to receive

the travel services during the trip, we shall take the necessary measures to ensure that the travel services are provided in accordance with the package

tour contract. (2) When the measures in the preceding paragraph have been taken, but it is unavoidable to change the contents of the contract, we shall make arrangements for alternative services. In this case, we shall endeavor to minimize the changes to the contents of the contract, such as by endeavoring, when changing the itinerary, to ensure that the changed itinerary conforms to the purpose of the original itinerary, and, when changing the contents of the travel services, to ensure that the changed travel services are similar to the original travel services.

Make an effort to do so.

(Our instructions)

Article 24 When travellers act in a group, from the start to the end of the trip, they shall ensure that the trip is safe and

You must follow our instructions to ensure smooth implementation.

(Duties of tour conductors, etc.)

Article 25 Depending on the content of the travel, we may have a tour conductor or other persons accompany the travel and perform all or part of the services

listed in each item of Article 23 and other services that we deem necessary incidental to the said packaged travel. 2 The hours during which the tour conductor or other persons in the preceding paragraph will be engaged in the services in the same paragraph shall, in principle, be from 8:00 to 20:00.

(Protective Measures)

Article 26 If we deem that a traveler is in need of protection due to illness, injury, etc., during the trip,

In such a case, if the reason is not attributable to our company, the expenses incurred in taking such measures shall be borne by the traveler, and the traveler shall bear such expenses until the date designated by our company.

You must pay by the method specified by us.

#### Chapter 7 Responsibility

##### (Our Responsibility)

Article 27 If, in the course of performing an Agent-Organized Tour Contract, we or a person whom we have appointed to make arrangements on our behalf in accordance with the provisions of Article 4 (hereinafter referred to as the "Arrangements Agent") has caused damage to a traveler through intent or negligence, we will be liable to compensate for such damage. However, if we receive a refund to us within two years counting from the day following the occurrence of the damage, This applies only when notified in advance.

2 If a Traveler suffers damage due to a natural disaster, war, riot, suspension of the provision of Travel Services by transportation and accommodation facilities, etc., orders from a government agency, or other causes beyond the control of our company or our travel agent, we will not be liable for compensation for such damage, except in the case described in the preceding paragraph.

3 Notwithstanding the provisions of Paragraph 1, with regard to damage caused to baggage as provided for in the same Paragraph, we will compensate up to a maximum of 150,000 yen per Traveler (except in cases where the damage is caused intentionally or by gross negligence on the part of us), only if notice of the damage is given to us within 14 days in the case of Domestic Travel, or within 21 days in the case of Overseas Travel, counting from the day following the day on which the damage occurred.

##### (Special compensation)

Article 28 Regardless of whether or not our liability under the provisions of the preceding Article, Paragraph 1 arises, we will pay compensation and a solatium in the amounts specified in advance for certain damage suffered by a traveler to his/her life, person, or baggage while participating in an agent-organized tour, in accordance with the Special Compensation Rules in the attached document.

2. If the Company is liable for the damages referred to in the preceding paragraph pursuant to the provisions of the preceding Article, Paragraph 1, it shall pay in accordance with that liability. Up to the amount of the damages payable by us under the preceding paragraph, the compensation payable by us shall be deemed to be such damages.

3 In the case provided for in the preceding paragraph, the obligation of the Company to pay compensation under the provisions of Paragraph 1 shall be waived if the Company The amount of compensation for damages payable pursuant to the provisions of the preceding paragraph (including the compensation deemed to be compensation for damages pursuant to the provisions of the preceding

paragraph) shall be reduced by an amount equivalent to the amount of compensation for damages payable pursuant to the provisions of the preceding paragraph.

In the case of package tours, they will be treated as part of the contents of the main package tour contract.

##### (Itinerary Guarantee)

Article 29 In the event of a significant change to the Contract Contents specified in the upper column of Schedule II (excluding any of the changes specified in the following items (excluding changes caused by a shortage of seats, rooms or other facilities in the transportation and accommodation facilities, etc. despite the transportation and accommodation facilities, etc. providing the Travel Services in question)), we will pay a change compensation of at least an amount equal to the travel price multiplied by the rate specified in the lower column of the same Schedule within thirty days counting from the day following the last day of the travel. However, this does not apply if it is clear that the Company will be held responsible for the change in accordance with the provisions of Article 27, Paragraph 1. 1. Changes due to the following reasons: A. Natural disasters B. War

#### C Riot

(d) Orders from public offices;

(e) Suspension of travel services provided by transportation and accommodation

agencies, etc.; (f) Provision of transportation services not based on the original operation plan.



(g) Measures necessary to ensure the safety of the lives or bodies of travel participants

(2) When a package tour contract is cancelled in accordance with the provisions of Articles 16 to 18,

Changes in the parts

2 The amount of change compensation to be paid by our company shall be limited to an amount equal to or greater than 15% of the travel price per traveler for one package tour.

If the amount of the change compensation to be paid for the change is less than one thousand yen, we will not pay the change compensation. 3

If, after we have paid the change compensation in accordance with the provisions of Paragraph 1, it becomes clear that we will incur liability in accordance with the provisions of Paragraph 1, Article 27, for the change, the traveler must return the change compensation for that change to us. In this case, we will pay the amount remaining after offsetting the amount of the damages to be paid by us in accordance with the provisions of the same Paragraph against the amount of the change compensation to be returned by the traveler.

(Responsibility of Travelers)

Article 30 If our company has suffered damage due to the intention or negligence of a traveler, the traveler must compensate for the damage.

It must be.

2. When entering into a package tour contract, the traveler shall use the information provided by our company and

You must endeavour to understand the rights, obligations and other contents of the package tour contract.

3. In order to smoothly receive the Travel Services described in the Contract Document after the commencement of the travel, the Traveler

If you become aware that travel services provided differ from those in the contract document, you must notify us, our travel agent or the travel service provider promptly at the travel destination.

#### Chapter 8 Business Deposits (If You Are Not a Guarantor Member of a Travel Industry Association)

(Business Deposit)

Article 31 Travelers or Members who have entered into an Agent-Organized Tour Contract with us shall be liable for any claims arising from that transaction.

Regarding the above, we may receive compensation from the business security deposit that we have posted pursuant to the provisions of Article 7, Paragraph 1 of the Travel Agency Law.

2. The names and addresses of the depositories to which the Company has deposited its business guarantee deposits are as follows:

1. Name 2.

Location

#### Chapter 8 Payment Guarantee Bonds (In Case of Being a Guarantor Member of a Travel Industry Association)

(Payment Guarantee Bond)

Article 31 Our company is a guarantor member of the Japan Association of Travel Agents Ward town Chome

No. (Tokyo, Japan Travel Agency).

2. Any traveler or member who has entered into an agent-packaged travel contract with our company may receive payment in respect of claims arising from such transaction up to the amount of the payment guarantee bond deposited by the Japan Association of Travel Agents under the preceding paragraph.

You can do it.

3. As the Company has paid its share of the reimbursement guarantee fund to the Japan Association of Travel Agents in accordance with the provisions of Article 49, Paragraph 1 of the Travel Agency Act, it has not made any business guarantee deposit pursuant to Article 7, Paragraph 1 of the same Act.

Schedule 1 Cancellation Fee (related to Article 16, Paragraph 1)

Cancellation fees for domestic travel

Ward	Minutes	Cancellation fee
(1) Package tour contracts other than those listed in the following paragraph		
(a) The twentieth day prior to the day before the start of the trip (or ten days for a day trip)  In the case of cancellation on or after the date of the first day of the month (excluding the cases listed in (b) to (e)), within 20%		
(b) In case of cancellation on or after the seventh day counting back from the day before the start of the trip,  (Except for the cases listed in C to E.)		Within 30%
If you cancel the trip on the day before the trip start date		Travel expenses Within 40%
(d) When the contract is cancelled on the day the trip begins (excluding the cases listed in (e)).		Travel expenses Within 50%
E. Cancellation after the start of the trip or non-participation without notice		Travel expenses Within 100%
(2) Package tour contracts using chartered ships		Regarding the vessel  Cancellation fee policy  Depends on the regulations  vinegar.
<p>Note (1) The amount of the cancellation fee will be clearly stated in the contract.</p> <p>(2) In applying this table, "after the start of the trip" means "after the start of the trip" as defined in Article 2, Paragraph 3 of the Special Compensation Regulations.  This refers to the period from the time when you start receiving the service.</p>		

2. Cancellation fees for overseas travel

Ward	Minutes	Cancellation fee
(1) Packaged travel contracts that use aircraft when leaving or returning to Japan (excluding the travel contracts listed in the next paragraph)  Ku.)		
If the start date of the trip is during the peak season, the travel fare is calculated from the day before the start date.  When the contract is terminated on or after the 40th day retroactively (within 10% of the contract except for the cases listed in (b) to (d))  Ku.)		
(b) In the case of cancellation on or after the 30th day counting back from the day before the start of the trip,  (Excluding the cases listed in (c) and (d)) (c) In the case		Within 20%
of cancellation on or after the day before the start of the trip (except for the case listed in (d)).		Travel expenses Within 50%
(D) Cancellation after the start of the trip or non-participation without notice		Travel expenses Within 100%
(2) Package tour contracts using chartered aircraft		
(a) In the case of cancellation on or after the 90th day counting back from the day before the start of the trip,		

(excluding the cases listed in B to D)	Within 20%
(b) In the case of cancellation on or after the 30th day counting back from the day before the start of the trip, All (excluding the cases listed in items c and d) Within 50%	
(c) In the case of cancellation on or after the twentieth day counting back from the day before the start of the trip, (excluding the cases listed in d)	Within 80%
(d) Cancellation or non-refundable travel fee on or after the third day prior to the day before the start of the trip. In case of non-participation, up to 100%	
(iii) A package tour contract for using a ship when leaving Japan and when returning to Japan	Regarding the vessel Cancellation fee policy Depends on the regulations vinegar.
<p>Note: "Peak periods" are December 20th to January 7th, April 27th to May 6th, and July 20th.</p> <p>This period runs from the first day of the month to August 31st.</p>	
<p>Note (1) The amount of the cancellation fee will be clearly stated in the contract.</p> <p>(2) In applying this table, "after the start of the trip" means "after the start of the trip" as defined in Article 2, Paragraph 3 of the Special Compensation Regulations. This refers to the period from the time when you start receiving the service.</p>	

Schedule 2: Compensation for amendment (related to Article 29, paragraph 1)

Changes that require payment of change compensation	Rate per item (%)	
	Before the trip	After the trip
1. A change to the start or end date of the trip as stated in the contract document. 2. A change to the tourist attractions or tourist facilities (including restaurants) to be visited or other trip destinations as stated in the contract document.	1.5	3.0
3. A change to a lower class or equipment of the transportation facility stated in the contract document: 1.0 (if the total amount of the charges for the changed class and equipment is less than the amount stated in the contract document) Only if the grade and facilities are below that.)		2.0
4. Change in the type of transportation facility or company name stated in the contract document. 5. Change in the airport in Japan where the trip begins or where the trip ends stated in the contract document. 1.0 Change to a different flight at a different airport	1.0	2.0
6. Change of a direct flight between Japan and other countries as described in the contract document to a connecting flight or a flight with a stopover		2.0
7. Change in the type or name of the accommodation facility described in the contract document 8. Change in the type of guest rooms, facilities, scenery and other guest features of the accommodation facility described in the contract document 1.0 Changes to room conditions	1.0	2.0
9) Changes to any of the items listed in the preceding paragraphs that are described in the four title of the contract document.		5.0
<p>Note 1: "Before the start of the trip" means that the traveler is notified of the change by the day before the start of the trip.</p>		

and "after the start of the trip" means a case where the traveler is notified of the change on or after the day of the start of the trip. Note 2: When the Final Document has been delivered, this table shall apply, with "contract document" read as "final document". In this case, if there is 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 actually provided, each change shall be treated as one change. Note 3: If the means of transport concerned in the changes specified in item 3 or 4 involves the use of accommodation facilities, each overnight stay shall be treated as one change. Note 4: This does not apply to a change in the name of the transport company specified in item 4, if it involves a change to one with a higher class or facilities. Note 5: Even if multiple changes specified in item 4, 7 or 8 occur within one ride, ship, etc., or overnight stay, each ride, ship, etc., or overnight stay shall be treated as one change. Note 6: In the case of the changes set forth in item 9, the rates in items 1 to 8 shall not apply and item 9 shall ap

Custom-made package tour contract section

Chapter 1 General Provisions

(Scope of Application)

Article 1 The contract for a Custom-Ordered Tour that our company concludes with a traveler (hereinafter referred to as the "Custom-Ordered Tour Contract") shall be governed by these General Conditions. Any matters not provided for in these General Conditions shall be governed by law, regulations, or other rules.

Generally, this is according to established practice.

2. When we have concluded a special agreement in writing within the scope of the law and regulations and not to the traveler's disadvantage,

Regardless of the regulations, the special provisions take precedence.

(Definition of terms)

Article 2 In these General Terms and Conditions, the term "Custom-Ordered Tour" means a travel plan prepared by us at the request of a traveler, which specifies the destination and itinerary of the travel, the contents of the transportation and/or accommodation services which the traveler can receive, and the amount of the travel fee to be paid by the traveler to us, and which is implemented in accordance with such a plan.

2 In these terms and conditions, "domestic travel" refers to travel solely within Japan, and "overseas travel" refers to travel other than domestic travel.

Says.

3 In this section, "communications contract" refers to the contract with the credit card company with which our company is affiliated (hereinafter referred to as "affiliated company").

"Custom-Ordered Tour Contract" refers to a Custom-Ordered Tour Contract concluded with a card member of an Affiliated Company (whose name is the Affiliated Company's name) upon receipt of an application by telephone, mail, facsimile, the Internet or any other means of communication, with the traveler agreeing in advance to settle the claims or debts that our company has against the traveler regarding the travel fee, etc. based on the Custom-Ordered Tour Contract in accordance with the card member rules of the Affiliated Company separately specified on or after the date on which such claims or debts should be fulfilled, and with which the travel fee, etc. for the Custom-Ordered Tour Contract will be paid in the manner specified in Article 12, Paragraph 2, the latter part of Article 16, Paragraph 1 and Article 19, Paragraph 2.

4. In these General Terms and Conditions, "the day of card use" means the day on which the Traveler or our company makes payment of the travel fare, etc. based on the Custom-Ordered Tour Contract.

The date on which the refund obligation must be fulfilled.

(Contents of the Travel Contract)

Article 3 In a Custom-Ordered Tour Contract, we will provide transportation, accommodations, and other necessary information to the Traveler in accordance with the itinerary determined by us.

Provision of transportation, accommodation and other travel-related services provided by the Company and other travel agencies (hereinafter referred to as "Travel Services").

We will take care of the arrangements and managing the travel so that you can receive your food.

(Arrangement Agent)

Article 4 In fulfilling the Custom-Ordered Tour Contract, we may make arrangements in whole or in part at other locations within Japan or outside Japan.

We may use a travel agent, professional travel arranger, or other assistant to act on your behalf.

Chapter 2 Conclusion of Contracts

(Submission of the proposed document)

Article 5 When we receive a request from a traveler who wishes to apply to us for a Custom-Ordered Tour Contract,

Except when it is necessary for our business purposes, we will provide you with a document (hereinafter referred to as the "Plan Document") that describes the contents of the plan related to the travel itinerary, content of travel services, travel price and other travel conditions prepared in accordance with the content of the request.

2 In the Plan Document referred to in the preceding paragraph, the Company shall include a handling fee for the plan (hereinafter referred to as the "Plan Fee") as a breakdown of the travel price.

(This is called "payment amount").

(Application for a contract)

Article 6 A traveler who wishes to apply to our company for a Custom-Ordered Tour Contract regarding the contents of the plan described in the Plan Document referred to in the preceding Article, Paragraph 1, must fill in the required particulars on an application form designated by our company (hereinafter referred to as the "Application Form") and submit it to our company together with an application fee, the amount of which will be determined separately by our company.

2. Travel for which an application for a Communications Contract is to be made to our company regarding the content of the plan described in the Plan Document in the preceding Article 1. Notwithstanding the provisions of the preceding paragraph, any Member must notify the Company of his/her Membership number and other particulars.

3 The application fee referred to in Paragraph 1 shall not include the travel price (including the planning fee, the amount of which is clearly stated as a breakdown of the same) or the cancellation fee. Or it will be treated as part of the penalty.

4. If a Traveler requires special consideration when participating in a Custom-Ordered Tour, he/she should notify the Traveler at the time of application for the Contract.

In this case, we will comply with the request to the extent possible. 5 The expenses required for the special measures taken by our company for the traveler based on the request in the preceding paragraph shall be borne by the traveler.

(Refusal to enter into a contract)

Article 7 Our company may refuse to conclude a Custom-Ordered Tour Contract in the following cases: 1. When there is concern that the traveler will cause inconvenience to other travellers or hinder the smooth conduct of group activities. 2. In the case of a communications contract being concluded, when the traveller's credit card is invalid or the traveller is unable to settle all or part of the debts relating to the travel fare, etc. in accordance with the card membership rules of the Affiliated company. 3. When the traveller is a member of a criminal organization, an associate member of a criminal organization, a person related to a criminal organization, a company related to a criminal organization, or a corporate racketeer or other anti-social group.

When it is recognized as a social force.

(4) If the Traveler has made violent demands or unreasonable demands against us, or used threatening words or actions in relation to the transaction,

When violence or similar acts are committed.

5. If the traveler spreads false rumours, uses fraudulent means or uses force to damage our reputation or to impair our business

When an act of obstructing business or an act equivalent thereto is committed.

6. When there are other business reasons for our company.

(Time of Formation of Contract)

Article 8 A Custom-Ordered Tour Contract comes into effect when our company agrees to the conclusion of the contract and accepts the application fee under Article 6, Paragraph 1.

We will do so.

2. Notwithstanding the provisions of the preceding paragraph, a Communications Contract will be concluded when our notice of acceptance of the conclusion of the contract reaches the traveler.

This shall be deemed to be the case.

(Delivery of written contract)

Article 9 Promptly after the contract specified in the preceding Article has been concluded, we will deliver to the traveler a document (hereinafter referred to as the "Contract Document") which states the itinerary, content of the Travel Services, the Travel Price, other conditions for the travel, and matters concerning our responsibility.

2. In the event that the Company specifies the amount of the Plan Fee in the Plan Document referred to in Article 5, Paragraph 1, the Company shall determine such amount as the amount of the Plan Fee in the contract referred to in the preceding Paragraph.

This will be clearly stated in writing.

3 The scope of the Travel Services for which we are obliged to make arrangements and manage the itinerary under a Custom-Ordered Tour Contract shall be as set forth in Paragraph 1.

It is as stated in the contract document. (Definitive document)

Article 10 The contract document referred to in the preceding Article, Paragraph 1 may state the confirmed travel schedule and the names of transportation or accommodation facilities.

If there is no such document, the names of the accommodation facilities and transportation facilities important to the travel plan to be used will be listed in the contract document, and the documents will be sent to the travel destination on the day before the start of the trip (counting back from the day before the start of the trip).

In the case where an application for a Custom-Ordered Tour Contract is made on or after the seventh day after the date of arrival of the Tour, a document stating these final statuses (hereinafter referred to as the "Confirmation Document") will be delivered to you by the date specified in the Contract Document but not later than the start date of the trip.

2 In the case of the preceding paragraph, when an inquiry is made from a traveler wishing to confirm the status of arrangements, Even before delivery, we will respond promptly and appropriately.

3 When we have issued the Final Document referred to in Paragraph 1, the scope of the Travel Services for which we are obligated to make arrangements and manage the itinerary pursuant to the provisions of Paragraph 3 of the preceding Article will be specified as set forth in that Final Document.

(Method of using information and communication technology)

Article 11 When, with the traveler's prior consent, instead of delivering a Plan Document, a document mentioning the itinerary, the content of Travel Services, the travel price and other conditions for the travel, and matters concerning our responsibility, a Contract Document or a Final Document to be delivered to the traveler when concluding a Custom-Ordered Tour Contract, we have provided the traveler with the matters which should be mentioned in such documents (hereinafter in this Article referred to as "Matters to Be Mentioned") by means of information and communications technology, we will confirm that the Matters to Be Mentioned have been recorded in a file kept in the communications equipment used by the traveler.

2 In the case of the preceding paragraph, a file for recording the matters to be recorded shall be provided in the communications device used by the traveller.

If the Traveler is not present at the time of the flight, the files stored in the communications equipment used by the Company (which are intended to be used exclusively for the Traveler's use) (limited to travellers) and confirm that the traveller has read the information.

(Travel cost)

Article 12 The traveler must pay to us the travel fee, the amount of which is stated in the Contract Document, by the due date stated in the Contract Document, which is no later than the starting date of the travel.

2 When a correspondence contract is concluded, our company will receive payment of the travel fare in the amount stated in the contract document by the card of the affiliated company without the traveler's signature on the designated slip. The card usage date will be the date on which the travel contract is concluded.

### Chapter 3 Changes to the Contract

(Changes to contract contents)

Article 13 The Traveler shall inform Us of the itinerary, the contents of the Travel Services and other contents of the Custom-Ordered Tour Contract.

(hereinafter referred to as the "Contract Contents") may be requested to be changed. In this case,

We will respond to traveller requests as much as possible.

2 In the event of the occurrence of a natural disaster, war, riot, suspension of the provision of Travel Services by transportation and accommodation facilities etc., orders from a government or public agency, the provision of transportation services not in accordance with the original operation plan, or any other event beyond our control, when this is unavoidable in order to ensure the safe and smooth implementation of the trip, we may modify the Contents of the Contract, explaining to the traveler promptly in advance the reasons why the event in question is beyond our control and the causal relationship between the event in question and the Traveler. However, in emergency cases where it is unavoidable, we will explain the changes after they are made.

(Changes in the Amount of Travel Price)

Article 14 If the fares and charges applicable to the transportation facilities used in carrying out a Custom-Ordered Tour (hereinafter in this Article referred to as the "Applicable Fares and Charges") change due to a significant change in the economic situation, etc.

In comparison with the applicable fares and charges published as valid at the time of issuance of the plan document of the

In the event that the price is increased or decreased by a significant amount that exceeds the amount normally expected, we may increase or decrease the amount of the tour price within the amount of the increase or decrease.

2 When we increase the travel price in accordance with the provisions of the preceding paragraph, we will

Travelers will be notified of this prior to the 15th day counting back.

3 When the applicable fares and charges as provided for in Paragraph 1 are reduced, we will

The travel price will be reduced by the amount of the reduction.

4 If a change in the Contract Contents pursuant to the provisions of the preceding Article results in a decrease or increase in the costs required for the implementation of the trip (including cancellation fees, penalty charges and other costs already paid or to be paid in the future for travel services not provided due to the change in the Contract Contents) (except when the increase in costs is due to a shortage of seats, rooms or other facilities at the transportation/accommodation facilities, etc. despite the transportation/accommodation facilities, etc. providing the travel services), we may change the amount of the travel price within that range at the time of the change in the Contract Contents. 5 If we have stated in the Contract Document that the travel price varies depending on the number of people using the transportation/

accommodation facilities, etc.,

If, after the conclusion of a custom-made package tour contract, there is a change in the number of participants through reasons not attributable to our company, we may change the amount of the travel price as stated in the contract document.

(Change of Travelers)

Article 15 A traveler who has concluded a Custom-Ordered Tour Contract with us may, with our consent, transfer his/her contractual status to a third party.

It can be handed down.

2 When a traveler wishes to request our consent as provided for in the preceding paragraph, he/she must fill in the required items on the form designated by our company.

You must submit the above to us together with the prescribed fee.

3 The transfer of the contractual status under Paragraph 1 shall take effect at the time of our consent, and thereafter, the third party who has taken over the status under the Travel Contract shall succeed to all of the traveler's rights and obligations concerning the said Custom-Ordered Tour Contract.

You and shall.

#### Chapter 4 Termination of Contract

(Traveler's Right to Cancel)

Article 16 A traveler may cancel a Custom-Ordered Tour Contract at any time by paying to our company the cancellation fee specified in Schedule 1. In the case of canceling a Communications Contract, our company will receive payment of the cancellation fee by card of the Affiliated Company without the traveler's signature on the designated slip.

2 Notwithstanding the provisions of the preceding paragraph, in the following cases, the traveler may cancel the trip without paying the cancellation fee before the start of the trip:

1. When the contents of the contract have been changed by our company.

However, this shall be limited to cases where the changes are those listed in the upper column of Schedule 2 or other important changes.

2. When the tour price has been increased in accordance with the provisions of Article 14, Paragraph 1. 3.

When a natural disaster, war, riot, suspension of the provision of travel services by transportation and accommodation facilities, orders from public offices, or other reasons occur.

When such a situation arises that the safe and smooth operation of the trip becomes impossible or there is an extremely high possibility that this will become impossible.

4. When we have not delivered the Final Document to the traveler by the date specified in Article 10, Paragraph 1. 5. When it has become impossible to carry out the trip according to the itinerary mentioned in the Contract Document due to reasons attributable to our company.

When.

3 If, after the commencement of the travel, the traveler is unable to receive the Travel Services mentioned in the Contract Document due to reasons not attributable to the traveler, or if the Company informs him/her to that effect, the traveler may, notwithstanding the provisions of Paragraph 1, cancel the contract for that part of the Travel Services which he/she is unable to receive, without paying the cancellation fee.



can.

4 In the case of the preceding paragraph, we will refund to the traveler the amount of the travel fee for that part of the travel services which he/she was unable to receive, unless the cause of the preceding paragraph is not attributable to our company, in which case we will refund to the traveler the said amount minus the cancellation fee, penalty charge and other costs already paid or to be paid in future for the travel services.

(Our right of cancellation, etc. - cancellation before the start of the trip)

Article 17 In any of the following cases, we will explain the reasons to the traveler and cancel the Custom-Ordered Tour Contract prior to the start of the travel:

1. When it is deemed that the

traveler is unable to endure the trip due to illness, the absence of a necessary attendant, or other reasons. 2. When it is deemed that the traveler is likely to cause inconvenience to other travelers or to hinder the smooth running of the group tour.

When.

3. When the traveler has requested an unreasonable burden in relation to the contents of the contract. 4.

When the travel conditions, such as the amount of snowfall required in the case of a skiing trip, were not specified at the time of concluding the contract.

When there is an extremely high risk that something will not come to fruition.

5) Natural disasters, war, riots, suspension of travel services provided by transportation and accommodation facilities, orders from government agencies, or other reasons imposed by our company.

When an event beyond our control occurs that makes it impossible, or is likely to make it impossible, to carry out the trip safely and smoothly according to the itinerary stated in the contract document.

(6) In the case where a communications contract has been concluded, when the traveler's credit card becomes invalid or the traveler is unable to settle all or part of the debts relating to the travel fare, etc. in accordance with the card membership terms and conditions of the affiliated company.

7. When it is discovered that the traveler falls under any of Items 3 to 5 of Article 7.

2 If the Traveler fails to pay the Travel Price by the date mentioned in the Contract Document referred to in Article 12, Paragraph 1, the Traveler will be deemed to have cancelled the Custom-Ordered Tour Contract on the day following said date. In this case, the Traveler must pay to us a penalty charge in an amount equivalent to the cancellation fee specified in the preceding Article, Paragraph 1.

(Our right to cancel – cancellation after the start of the trip)

Article 18 In the following cases, we may cancel part of the Custom-Ordered Tour Contract, even after the commencement of the trip, by explaining the reasons to the traveler. (1) When the traveler is unable to

continue the trip due to illness, the absence of a necessary attendant, or for other reasons. (2) When the traveler has disrupted the discipline of group activities by disobeying the instructions of our company given by the tour conductor or other persons for the safe and smooth operation of the trip, or by assaulting or threatening such persons or other accompanying travelers, thereby threatening the safety of the trip.

And when it hinders smooth implementation.

3. When it is found that the traveler falls under any of Items 3 to 5 of Article 7. 4. When continuation of the travel has become impossible due to the occurrence of a natural disaster, war, riot, suspension of the provision of travel services by transportation and accommodation facilities, etc., orders from government or public offices, or other events beyond the control of our company.

2 When we cancel a Custom-Ordered Tour Contract in accordance with the provisions of the preceding paragraph, the contractual relationship between us and the traveler will be extinguished with effect from now on. In this case, our obligations regarding the Travel Services already received by the traveler will be deemed to have been validly satisfied.

3 In the case of the preceding paragraph, we will refund to the traveler the amount of the travel fee relating to that portion of the travel services which have not yet been received by the traveler, minus the cancellation fee, penalty charge and other costs already paid or to be paid in future for such travel services.

(Refund of travel fare)

Article 19 If the travel price is reduced in accordance with the provisions of Article 14, Paragraphs 3 to 5, or if

If a Custom-Ordered Tour Contract is cancelled in accordance with the Regulations and an amount due to be refunded to the traveler arises, said amount will be refunded to the traveler within seven days counting from the day following the cancellation in the case of a refund due to cancellation before the start of the travel, or within thirty days counting from the day following the last day of the travel stated in the Contract Document in the case of a refund due to a reduction in the amount or cancellation after the start of the travel.

2 If we have concluded a Communications Contract with the Traveler and the travel fare has been reduced in accordance with the provisions of Paragraphs 3 to 5, Article 14, or the Communications Contract has been terminated in accordance with the provisions of the preceding three Articles, resulting in an amount to be refunded to the Traveler, we will refund said amount to the Traveler in accordance with the card membership rules of the Affiliated Company. In this case, we will notify the Traveler of the amount to be refunded within seven days from the day following the cancellation in the case of a refund due to cancellation before the start of the travel, or within thirty days from the day following the last day of the travel as stated in the Contract Document in the case of a refund due to a reduction or cancellation after the start of the travel, and after giving said notice to the Traveler,

3 The provisions of the preceding two Paragraphs

shall not apply if the Traveler or our company is indemnified for damages pursuant to the provisions of Article 28 or Article 31 Paragraph 1.

This does not prevent you from exercising your right to claim. (Return arrangements after contract termination)

Article 20 If we cancel a Custom-Ordered Tour Contract after the commencement of the travel in accordance with the provisions of Article 18, Paragraph 1, Items 1 or 4, we will undertake, at the traveler's request, to make arrangements for the Travel Services necessary for the traveler to return to the place of departure of the travel. 2 In the case of the preceding paragraph, all expenses required for the travel to return to the place of departure shall be borne by the traveler.

#### Chapter 5 Party/Group Contracts (Party/Group

Contracts) Article 21 We will agree to

accept the services of the responsible representative (hereinafter referred to as the "Contract Responsible Representative") of multiple travelers traveling on the same itinerary at the same time.

The provisions of this chapter shall apply to the conclusion of a custom-order package tour contract for which a designated "Party Responsible" (hereinafter referred to as the "Party Responsible for the Contract") has been specified.

Article 22 Except when a special agreement has been concluded, we will deem the Contract Manager to have full authority to represent the travelers constituting the party/group in question (hereinafter referred to as the "Members") in concluding a Custom-Ordered Tour Contract, and will conduct all transactions concerning the travel business for that party/group and the business referred to in Article 26, Paragraph 1 between us and the Contract Manager.

2. The Contracting Party must submit a list of the Members to our company by the date specified by our company. 3. Our company will notify the Contracting Party of any debts or obligations that the Contracting Party currently owes or is expected to owe in the future to the Members. does not assume any responsibility for any

4. If the Contract Representative does not accompany the party/group, after the commencement of the travel, we will deem a member selected in advance by the Contract Representative to be the Contract Representative.

(Special Provisions on Formation of Contracts)

Article 23 When we conclude a Custom-Ordered Tour Contract with the Contract Person,

Regardless of this, we may accept the conclusion of a custom-order package tour contract without receiving the application fee.

2 When a Custom-Ordered Tour Contract is concluded without receiving the application fee in accordance with the provisions of the preceding paragraph, we will deliver a document to that effect to the person responsible for contract, and the Custom-Ordered Tour Contract will be deemed to have been concluded at the time when we deliver said document.

Chapter 6 Itinerary Management

(Itinerary management)

Article 24 We will endeavor to ensure the safe and smooth operation of the traveler's trip, and will perform the following services for the traveler. However, this shall not apply if we have concluded a different special agreement with the traveler.

1. When it

is deemed that there is a risk that the Traveler will not be able to receive Travel Services during the trip,

Take necessary measures to ensure that travel services are provided in accordance with the travel contract.

(ii) If, despite taking the measures in the preceding paragraph, it becomes necessary to change the contents of the contract, to make arrangements for alternative services. In this case, in order to minimize the changes to the contents of the contract, efforts shall be made to ensure that, when changing the travel itinerary, the changed travel itinerary conforms to the purpose of the original travel itinerary, and, when changing the contents of the travel services, the changed travel services are similar to the original travel services.

To make an effort.

(Our instructions)

Article 25 When travellers act in a group, from the start to the end of the trip, they shall ensure that the trip is safe and

You must follow our instructions to ensure smooth implementation.

(Duties of tour conductors, etc.)

Article 26 Depending on the content of the travel, we may have a tour conductor or other persons accompany the travel and perform all or part of the services listed in each item of Article 24 and other services that we deem necessary incidental to the said Custom-Ordered Tour. 2 The hours during which the tour conductor or other persons in the preceding paragraph will be engaged in the services in the same paragraph shall, in principle, be from 8:00 to 20:00.

(Protective Measures)

Article 27 If we deem that a traveler is in need of protection due to illness, injury, etc., during the trip,

In such case, if the cause is not attributable to our company, the expenses incurred in taking such measures shall be borne by the traveler, who must pay such expenses by the date and in the manner designated by our company.

Chapter 7 Liability (Our

Company's Liability)

Article 28 If, in the course of performing a Custom-Ordered Tour Contract, we or a person whom we have appointed to make arrangements on our behalf in accordance with the provisions of Article 4 (hereinafter referred to as the "Arrangements Agent") has caused damage to a traveler intentionally or negligently, we shall be liable to compensate for such damage. However, this shall apply only if notice is given to us within two years counting from the day following the occurrence of the damage. 2

If the traveler is unable to make arrangements due

to a natural disaster, war, riot, suspension of the provision of travel services by transportation or accommodation facilities, orders from government offices, or other reasons,

If damage is incurred due to a cause beyond the control of our company or our agent, except as provided for in the preceding paragraph,

However, we will not be liable for compensation for such damages.

3 Notwithstanding the provisions of Paragraph 1, with regard to damage caused to baggage as provided for in the same Paragraph, we shall be liable up to a maximum of 150,000 yen per Traveler (except in cases where the damage is caused intentionally or by gross negligence on the part of us) only if we are notified of the damage within 14 days in the case of Domestic Travel, or within 21 days in the case of Overseas Travel, counting from the day following the day on which the damage occurred.

(We will provide compensation.)

(Special compensation)

Article 29 Regardless of whether or not our liability under the provisions of the preceding Article, Paragraph 1 arises, we will pay compensation and a solatium in the amounts specified in advance for certain damage suffered by a traveler to his/her life, person, or baggage while participating in a Custom-Ordered Tour, in accordance with the Special Compensation Rules in the attached document.

2. If the Company is liable for the damages referred to in the preceding paragraph pursuant to the provisions of the preceding Article, Paragraph 1, it shall pay in accordance with that liability.

Up to the amount of the damages payable by us under the preceding paragraph, the compensation payable by us shall be deemed to be such damages.

3 In the case of the preceding paragraph, our obligation to pay compensation under the provisions of paragraph 1 shall be reduced by an amount equivalent to the damages (including the compensation deemed to be damages under the provisions of the preceding paragraph) that we should pay under the provisions of the preceding Article, paragraph 1. 4 In the case of a solicitation conducted

by our company for travelers participating in our custom-ordered package tours and for which a separate travel fee is received,

For custom-packaged tours, the details will be treated as part of the contents of the custom-packaged tour contract.

(Itinerary Guarantee)

Article 30 In the event of a significant change to the Contract Contents specified in the upper column of Schedule II (excluding any of the changes specified in the following items (excluding changes due to a shortage of seats, rooms or other facilities at the transportation and accommodation facilities, etc. despite the transportation and accommodation facilities, etc. providing the Travel Services in question)), we will pay a change compensation of an amount equal to or greater than the travel price multiplied by the rate specified in the lower column of the same Schedule, within 30 days counting from the day following the completion date of the travel. However, this does not apply if it is clear that the change will cause our company to bear responsibility pursuant to the provisions of Article 28, Paragraph

1. 1. Changes due to the following reasons: A. Natural disasters

B. War

C. Riot D.

Orders from public offices E.

Suspension of travel services provided by transportation and accommodation agencies

F. Providing transportation services that are not based on the original operation plan

(g) Measures necessary to ensure the safety of the lives or bodies of travel participants

(2) When a Custom-Ordered Tour Contract has been changed in accordance with the provisions of Article 13, Paragraph 1, the change concerns the part that has been changed, and when a Custom-Ordered Tour Contract has been canceled in accordance with the provisions of Articles 16 to 18, the change concerns the part that has been canceled.

2. The amount of the change compensation to be paid by us shall be 15% of the travel price for each Traveler in respect of one Custom-Ordered Tour.

The limit is the amount multiplied by the rate set by our company above. In addition, one custom-order package tour for one traveler

If the amount of the change compensation to be paid for the change is less than 1,000 yen, we will not pay the change compensation. 3 If, after we have paid the change compensation in accordance with the provisions of Paragraph 1, it becomes clear that the Company will incur liability in accordance with the provisions of Paragraph 1, Article 28, for the change, the Traveler shall not be required to pay the change compensation for the change.

In this case, the Company shall notify the Company of the damages payable under the provisions of the same paragraph.

We will pay the remaining amount after offsetting the amount of the change compensation that the traveler is required to return with the refund.

(Responsibility of Travelers)

Article 31 If our company has suffered damage due to the intention or negligence of a traveler, the traveler must compensate for the damage.

It must be.

2. When entering into a Custom-Ordered Travel Contract, the Traveler shall use the information provided by our company and

You must endeavour to understand the rights, obligations and other contents of the custom-order package tour contract.

3. In order to smoothly receive the Travel Services described in the Contract Document after the commencement of the travel, the Traveler

If you become aware that travel services provided differ from those in the contract document, you must notify us, our travel agent or the travel service provider promptly at the travel destination.

Chapter 8 Business Deposits (If You Are Not a Guarantor Member of a Travel Industry Association)

(Business Deposit)

Article 32 A traveler or a Member who has entered into a Custom-Ordered Tour Contract with us may receive payment for any claims arising from that transaction from the business guarantee bond deposited by us in accordance with the provisions of Article 7, Paragraph 1 of the Travel Agency Law. can.

2. The names and addresses of the depositories to which the Company has deposited its business guarantee deposits are as follows:

1. Name 2.

Location

Chapter 8 Payment Guarantee Bonds (In Case of Being a Guarantor Member of a Travel Industry Association)

(Payment Guarantee

Bond) Article 32 The Company is a guarantor member of the Japan Association of Travel Ward town Chome

No. Agents (Tokyo, Number: ).

2. Any traveler or member who has entered into a Custom-Ordered Tour Contract with our company shall receive payment in respect of claims arising from such transaction up to the amount of the payment guarantee bond deposited by the Japan Association of Travel Agents referred to in the preceding paragraph. You can do it.

You can do it.

3. As the Company has paid its share of the reimbursement guarantee fund to the Japan Association of Travel Agents in accordance with the provisions of Article 49, Paragraph 1 of the Travel Agency Act, it has not made any business guarantee deposit pursuant to Article 7, Paragraph 1 of the same Act.

Schedule 1 Cancellation Fee (related to Article 16, Paragraph 1)

Cancellation fees for domestic travel

(1) Minutes	Cancellation fee
Contracts for custom-made package tours other than those listed in the following paragraph	
<p>In cases other than those listed in (a) through (f) above (if the Company determines in the contract document that the amount of the planning fee is (Only when expressly stated.) Equivalent amount</p> <p>(b) The twentieth day prior to the day before the start of the trip (or ten days for a day trip)</p> <p>If the contract is terminated on or after the date that falls under any of the following items (except for the cases listed in items (c) through (f)):</p> <p>(c) In case of cancellation on or after the seventh day counting back from the day before the start of the trip, (Except for the cases listed in d to f.)</p> <p>D. If you cancel the contract the day before the start of the trip</p> <p>(e) In case of cancellation on the day of travel commencement (excluding the cases listed in (f)).</p> <p>F. Cancellation after the start of the trip or non-participation without notice</p>	<p>Within 20%</p> <p>Within 30%</p> <p>Travel expenses Within 40%</p> <p>Travel expenses Within 50%</p> <p>Travel expenses Within 100%</p>
(2) Contract for a custom-made package tour using a chartered ship	<p>Regarding the vessel Cancellation fee policy Depends on the regulations vinegar.</p>
<p>Note (1) The amount of the cancellation fee will be clearly stated in the contract.</p> <p>(2) In applying this table, "after the start of the trip" means "after the start of the trip" as defined in Article 2, Paragraph 3 of the Special Compensation Regulations. This refers to the period from the time when you start receiving the service.</p>	

2. Cancellation fees for overseas travel

Ward Minutes	Cancellation fee
(1) A custom-made package tour contract that uses an airplane when leaving or returning to Japan (excluding the travel contracts listed in the next paragraph Ku.)	
<p>In cases other than those listed in (a) to (d) above (if the Company determines in the contract document that the amount of the planning fee is Only when expressly stated.)</p> <p>(b) In the case of cancellation on or after the 30th day counting back from the day before the start of the trip, Total (excluding the cases listed in items c and d) Within 20%</p> <p>(c) In case of cancellation two days or more prior to the start date of the trip (excluding the cases listed in (d)).</p>	<p>Equivalent amount</p> <p>Travel expenses Within 50%</p>

(D) Cancellation after the start of the trip or non-participation without notice	Travel expenses Within 100%
<b>(2) Custom-packaged tour contracts using chartered aircraft</b>	
In cases other than those listed in (a) through (e) above (if the Company determines in the contract document that the amount of the planning fee is Only when expressly stated.)	Equivalent amount
(b) In the case of cancellation on or after the 90th day counting back from the day before the start of the trip, Total (excluding cases listed in items (c) to (e)): Within 20%	
(c) In the case of cancellation on or after the 30th day counting back from the day before the start of the trip, Total (excluding the cases listed in (d) and (e)): Within 50%	
(d) In the case of cancellation on or after the twentieth day counting back from the day before the start of the trip, Total (excluding the case listed in E) Within 80%	
(e) Cancellation or non-refundable travel fee on or after the third day prior to the day before the start of the trip In case of non-participation, up to 100%	
(3) A custom-packaged travel contract using a ship when leaving and returning to Japan	Regarding the vessel Cancellation fee policy Depends on the regulations vinegar.
Note (1) The amount of the cancellation fee will be clearly stated in the contract.	
(2) In applying this table, "after the start of the trip" means "after the start of the trip" as defined in Article 2, Paragraph 3 of the Special Compensation Regulations. This refers to the period from the time when you start receiving the service.	

Schedule 2: Compensation for amendment (related to Article 30, paragraph 1)

Changes that require payment of change compensation	Rate per item (%)	
	Before the trip	After the trip
1. A change to the start or end date of the trip as stated in the contract document. 2. A change to the tourist attractions or tourist facilities (including restaurants) to be visited or other trip destinations as stated in the contract document.	1.5	3.0
3. A change to a lower class or equipment of the transportation facility stated in the contract document: 1.0 (if the total amount of the charges for the changed class and equipment is less than the amount stated in the contract document) Only if the grade and facilities are below that.)		2.0
4. A change in the type of transportation facility or company name stated in the Contract Document. 5. A change to a flight at a different airport in Japan where the trip begins or ends as stated in the Contract Document.	1.0	2.0
6. Direct flights connecting Japan and other countries as specified in the contract document.	1.0	2.0

7. Change to the type or name of the accommodation facility described in the contract document.	1.0	2.0
8. Change to the type, facilities, scenery and other guest conditions of the accommodation facility described in the contract		2.0

document. Note 1: "Before the start of the trip" means that the traveler is notified of the change by the day before the start of the trip.

"After the start of the trip" means that the change is notified to the traveler on or after the day the trip begins.

Note 2: When the Final Document has been issued, this table shall apply with the term "Contract Document" read as "Final Document."

In this case, if there is 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 actually provided, each such change shall be treated as one case. Note 3: If the means of transportation

pertaining to the change specified in item 3 or 4 involves the use of accommodation facilities, each change shall be treated as one case.

Each night will be considered as one booking.

Note 4: The change in the name of the transportation facility specified in item 4 does not apply if it is accompanied by a change to a facility of a higher

class or facilities. Note 5: Even if multiple changes specified in items 4, 7, or 8 occur within one vehicle, ship, etc., or one overnight stay, each vehicle, ship, etc., or one overnight stay will be treated as one case.



Attachment

Special compensation provisions

## Chapter 1 Payment of Compensation, etc.

(Our liability for payment)

Article 1 If a traveler participating in an Organized Tour organized by our company suffers a bodily injury due to a sudden and fortuitous external accident (hereinafter referred to as an "Accident") during the course of said Organized Tour, we will pay to the traveler or his/her legal heir compensation for death, compensation for permanent disability, solatium for hospitalization and solatium for medical treatment (hereinafter referred to as "Compensation, etc.") in accordance with the provisions of this Chapter through Chapter IV.

2. The injury referred to in the preceding paragraph includes acute symptoms of poisoning caused by accidentally inhaling, absorbing or ingesting toxic gases or substances from outside the body all at once (excluding symptoms of poisoning caused by continuous inhalation, absorption or ingestion).

However, bacterial food poisoning is not included. (Definition of term)

Article 2 In these regulations, "Packaged Tour" means the following: Article 2, Paragraph 1 of the Standard Travel Agency Contract Section of the Package Tour Contract;

It refers to the term stipulated in Article 2, Paragraph 1 of the Custom-Ordered Travel Contract Section.

2 In these regulations, "during participation in an Organized Tour" means the period from when the Traveler begins to receive the first service of transportation, accommodation facilities, etc., specified in the Organized Tour itinerary, which is provided by the tickets, etc., arranged in advance by our company for the purpose of participating in the Organized Tour, to when the Traveler completes the provision of the last service of transportation, accommodation facilities, etc. However, if the Traveler leaves the predetermined itinerary of the Organized Tour and has notified our company in advance of the planned date and time of departure and return, the period from when the Traveler leaves to when the Traveler returns.

The traveler will be considered to be "participating in the package tour" until the scheduled time, and the traveler will be required to specify the planned date and time of departure and return in advance.

If a traveler leaves the package without notifying the Company or leaves without any plans to return, the period from the time of the departure to the time of return or after the time of the departure will not be considered as "participating in the packaged tour." In addition, if the packaged tour itinerary specifies a day (based on the standard time of the travel location) on which the traveler will not receive any services such as transportation or accommodation facilities arranged by the Company, and if the contract document clearly indicates this and that no compensation or solatium will be paid under these regulations for damages suffered by the traveler due to an accident occurring on that day, the period from the time of the departure to the time of return or after the time of the departure will not be considered as "participating in the packaged tour."

Those days will not be considered as "participating in a package tour."

3. The "time when you start receiving the provision of the services" in the preceding paragraph means any of the following times:

1. When the tour conductor, our employee or agent completes the reception. 2. When the reception described in the preceding paragraph

is not completed, the first transportation or accommodation facility, etc.

a) In the case of an aircraft, when the baggage inspection, etc., within the airport premises where only passengers can enter is completed; b) In the case of a ship, when the boarding procedure is completed; c) In the case of a train, when the

ticket gates are closed or when there are no ticket gates, when boarding the train; d) In the case of a vehicle, when boarding; e) In the

case of an accommodation facility, when entering the

facility.

(e) In the case of a facility other than an accommodation facility, the deadline shall be the completion of the usage procedure for that facility.

4. "When the provision of the services is completed" in paragraph 2 refers to any of the following times: 1. When the tour conductor, our employee or our agent gives notice of dissolution,

the time of such notice. 2. When the notice of dissolution as described in the preceding paragraph is not given, the time of the last

transportation or accommodation facility, etc.

- a) In the case of an aircraft, when exiting the airport premises which only passengers are allowed to enter;
- b) In the case of a ship, when disembarking;
- c) In the case of a train, when the ticket gates have closed or when getting off the train if there are no ticket gates;
- d) In the case of a vehicle, when getting off;
- e) In the case of an accommodation facility, when exiting the facility.
- f) In the case of a facility other than an accommodation facility, the departure time shall be at the time of leaving the facility.

Chapter 2 Cases where compensation, etc. is not paid

(Cases where compensation, etc. is not paid - 1)

Article 3 We will not pay Compensation, Etc. for injuries caused by any of the following reasons:

1. The traveler's intent. However, this does not apply to injuries suffered by a person other than the traveler.
2. The intent of the person who is to receive the death compensation. However, if that person is the recipient of part of the death compensation,

This does not apply to amounts that other persons are to receive.

- (3) Suicidal, criminal or combative acts by the Traveler. However, in the case of injuries sustained by a person other than the Traveler, This is not the case.

4. If the Traveler does not have a legally required driving license or is intoxicated and is likely to be unable to drive normally.

Accidents that occur while driving a car or motorcycle in a state where the driver is in a dangerous position.

This does not apply to injuries suffered by the Traveler.

5. Accidents which occurred while the Traveler was intentionally committing an illegal act or receiving illegal services. However, this does not apply to damage suffered by persons other than the Traveler.
6. Brain disease, illness or insanity of the Traveler. However, this does not apply to injuries suffered by persons other than the Traveler.

This is not the case.

- (7) The Traveler's pregnancy, childbirth, premature birth, miscarriage, surgery or other medical treatment, except in the case of treatment for an injury for which compensation is required by our company.

8. An accident occurring during the execution of a sentence, detention, or imprisonment

of a Traveler.

9. War, use of armed force by a foreign country, revolution, seizure of power, civil war, armed rebellion, or other similar incident or riot (in this Regulation, this refers to a situation that is deemed to be serious for the maintenance of public order, in which the peace is significantly disturbed throughout the country or in some areas due to the actions of a crowd or a large group of people).

- 10) Radioactive, explosive or other harmful properties of nuclear fuel material (including spent fuel; hereinafter the same) or material contaminated by nuclear fuel material (including atomic fission products), or an accident caused by these properties

11. Accidents occurring as a result of the causes set forth in the preceding two items or accidents occurring as a result of the disorder accompanying these.

12. Radiation exposure or radioactive contamination other than those set forth in item 10.

- 2 Regardless of the cause, the Company will not accept any claims for compensation for cervical syndrome (so-called "whiplash") or back pain without objective symptoms.

(Cases in which compensation will not be paid - 2)

Article 4 In the case of an Organized Tour for Domestic Travel, in addition to the provisions of the preceding Article, the Company shall

1. Earthquake, volcanic eruption or tsunami
2. Accidents caused by the events listed

in the previous paragraph or

accidents caused by the disorder accompanying these events

(Cases where compensation, etc. is not paid - Part 3)

Article 5 We will not pay Compensation, Etc. for injuries falling under any of the following Items unless the act in each Item is included in the itinerary of the Organized Tour determined in advance by us. However, if the act in each Item is included in the itinerary, we will also pay Compensation, Etc. for injuries caused by the same kind of act while participating in the Organized Tour outside the itinerary. 1. Injuries caused while the Traveler is engaging in the exercises specified in Schedule I 2. Injuries caused while the Traveler is engaging in a race, contest, or performance (all of which include practice) or a test run (meaning driving or operation for the purpose of a performance test) with an automobile, motorized bicycle, or motorboat. However, we will pay Compensation, Etc. for injuries caused while engaging in these activities on the road using an automobile or motorized bicycle, even if the activity is not included in the itinerary of the Organized Tour.

(iii) An aircraft operated by an air carrier on a set route (regardless of whether it is a scheduled or non-scheduled flight).

Injury caused while the traveler was operating an aircraft other than the one in question

(Cases in which compensation, etc., will not be paid - Part 4)

Article 5-2 If the Traveler or the person entitled to receive the death compensation falls under any of the following items, we may not pay the Compensation, etc. However, if such person does not receive a part of the death compensation, This does not apply to the amount to be received by another person if the person is a gangster, gang member, gang associate member, gang-related company, or other antisocial force (hereinafter referred to as "antisocial force").

(ii) It is deemed that a person is involved in providing funds, etc., or convenience, etc., to anti-social forces.

3. It is recognized that anti-social forces are being used in an inappropriate manner.

4. It is otherwise recognized that the person has a relationship with anti-social forces that can be socially criticized.

Chapter 3 Types and Amounts of Compensation, etc.

(Payment of Compensation for Death)

Article 6 If a Traveler suffers an injury as described in Article 1 and dies as a direct result of it within 180 days from the date of the Accident, we will pay to the legal heirs of the Traveler as compensation for death 25 million yen per Traveler in the case of an Organized Tour intended for Overseas Travel, or 15 million yen in the case of an Organized Tour intended for Domestic Travel (hereinafter referred to as the "Amount of Compensation"). However, if compensation for residual disability has already been paid in respect of the Traveler, we will pay the balance obtained by deducting the amount already paid from the Amount of Compensation.

(Payment of compensation for residual disability)

Article 7 If the Traveler suffers an injury as referred to in Article 1 and becomes a direct result thereof within 180 days after the date of the Accident, In the event of the occurrence of a permanent disability (meaning a serious impairment of a function or loss of a part of the body that remains in the body and cannot be recovered in the future, even after the injury that caused it has healed; the same applies hereinafter), compensation for a permanent disability will be paid to each Traveler in an amount calculated by multiplying the amount of compensation by the percentage specified in the respective items of Schedule II.

2. Notwithstanding the provisions of the preceding paragraph, if the Traveler is still in a condition requiring medical treatment more than 180 days after the date of the Accident.

In the case of a residual disability not listed in any of the Items of Schedule II, the Company will determine the degree of the residual disability based on the diagnosis of a doctor made 181 days after the date of the Accident and will

pay compensation for the residual disability. 3 In the case of a residual disability not listed in any of the Items of Schedule II, the amount of compensation for the residual disability to be paid will be determined according to the degree of the physical disability and in accordance with the classification of each Item of Schedule II, regardless of the Traveler's occupation, age, social status, etc.

However, no compensation for a residual disability will be paid for a disability that does not result in a functional disability as set forth in Schedule II, paragraphs 1(3), 1(4), 2(3), 4(4) and 5(2).

4. In the event that two or more types of residual disabilities are caused by the same accident, we shall apply the preceding three paragraphs to each of them and pay the total amount. However, for residual disabilities of the upper limbs (arms and hands) or lower limbs (legs and feet) as specified in Schedule 2, paragraphs 7, 8 and 9, the compensation for residual disabilities per limb shall be limited to 60% of the compensation amount.

5 The amount of compensation for permanent disability to be paid by us in accordance with each of the preceding paragraphs shall be limited to the Amount of Compensation for each Traveler per Organized Tour.

(Payment of hospitalization benefits)

Article 8 If a traveler has suffered an injury as referred to in Article 1 and, as a direct result of it, has become unable to engage in normal work or lead a normal life and has been hospitalized (meaning a case in which medical treatment by a doctor is required and, because treatment at home or elsewhere is difficult, the traveler is admitted to a hospital or clinic and must concentrate on treatment under the constant supervision of a doctor; the same applies hereinafter in this Article), we will pay to the traveler a solatium for hospitalization for the number of days (hereinafter referred to as "Days of Hospitalization") in accordance with the following classification: (1) In the case of an Organized Tour for the purpose of Overseas Travel

A) When the injury results in 180 days or more of hospitalization. B) When the injury results in 90 days or more but less than 180 days of hospitalization: 200,000 yen C) When the injury results in 7 days or more but less than 90 days of hospitalization: 100,000 yen D) When the injury results in less than 7 days of hospitalization. 40,000 yen

(ii) In the case of a package tour for domestic travel

a) When the Traveler has suffered an injury which requires hospitalization for 180 days or more. b) When the Traveler has suffered an injury which requires hospitalization for 90 days or more but less than 180 days: 100,000 yen. c) When the Traveler has suffered an injury which requires hospitalization for 7 days or more but less than 90 days: 50,000 yen. d) When the Traveler has suffered an injury which requires hospitalization for less than 7 days: 20,000 yen

which requires hospitalization for less than 7 days. 2 Even if the Traveler is not hospitalized, if he/she falls under any of the Items in Schedule 3 and has received medical treatment from a doctor, In such a case, the period during which the patient is in that state shall be deemed to be the number of days of hospitalization for the purposes of the provisions of the preceding paragraph.

3. If the Company pays both a solatium for hospitalization and a compensation for death or both a solatium for hospitalization and a compensation for residual disability for one Traveler, If so, we will pay the total amount.

(Payment of medical expenses)

Article 9 If the Traveler suffers an injury as referred to in Article 1 and, as a direct result of it, is unable to engage in normal business or

If the traveler's normal life is impaired and he or she has required outpatient treatment (meaning, in cases where medical treatment by a doctor is necessary, going to a hospital or clinic and receiving medical treatment from a doctor (including house calls); the same applies hereinafter in this Article), and the number of such days (hereinafter referred to as the "Number of Days of Medical Treatment") reaches three days or more, a medical solatium will be paid to the traveler in accordance with the following classification for those days:

In the case of packaged tours with the purpose of overseas travel

A) When the injury requires 90 days or more of outpatient care: 100,000 yen B) When the injury requires 7 days or more but less than 90 days of outpatient care: 50,000 yen C) When the injury requires 3 days or more but less than 7 days of outpatient care: 20,000 yen

(ii) In the case of a package tour for domestic travel

(a) When the injury requires medical treatment for 90 days or more. Fifty thousand yen  
(b) When the injury requires hospital treatment for 7 days or more but less than 90 days: 25,000 yen (c) When the injury requires hospital treatment for 3 days or more but less than 7 days: 10,000 yen

2. Even if the Traveler does not visit a hospital, he/she may be given medical treatment at the doctor's instruction to immobilize a part of the body that has sustained an injury, such as a fracture.

If the Company determines that the constant wearing of a cast or other appliance has caused significant impediment to the employee's ability to engage in normal work or lead a normal life, the period during which the employee is in that condition shall be deemed to be the number of days of outpatient treatment for the purposes of the application of the provisions of the preceding paragraph.

3. The Company shall not accept any further outpatient treatment after the employee's injury has healed to the extent that it does not impede the employee's ability to engage in normal work or lead a normal life.

In this case, we will not pay medical expenses.

4. In any case, the Company shall not provide any compensation for medical treatment for outpatient care after 180 days have passed since the date of the Accident.

I won't pay the money.

5. We may pay both a solatium for medical treatment and a compensation for death or both a solatium for medical treatment and a compensation for an aftereffect for one Traveler.

If so, we will pay the total amount.

(Special provisions regarding the payment of hospitalization and outpatient benefits)

Article 10 If, in respect of one Traveler, the Number of Days of Hospitalization and the Number of Days of Outpatient Treatment each exceeds one day, notwithstanding the provisions of the two preceding Articles, we will pay only the greater of the solatium amounts specified in the following Items (in the case of the same amount, the amount specified in Item 1): 1. The hospitalization solatium payable by

us for the number of days of hospitalization in question 2. The number of days of

outpatient treatment (excluding those during the period in which we should be paying the hospitalization solatium) plus the number of days of hospitalization in question

The number of days is deemed to be the number of days of outpatient treatment, and the amount of medical treatment compensation to be paid by the Company for such number of days

(Presumption of Death)

Article 11 If a Traveler has not been found within 30 days after the aircraft or ship he or she was on board went missing or was in distress, he or she will be presumed to have died on the day the aircraft or ship went missing or was in distress, as a result of the injury referred to in Article 1. (Influence of Other Physical Disability or Illness) Article

12 If the injury referred to in Article 1 has become serious due to the influence of a physical disability or

illness that was already present at the time the

Traveler suffered the injury, or due to the influence of an injury or illness which occurred after suffering the injury referred to in Article 1 and which was not related to the Accident which caused it, the amount equivalent to the amount that would have been paid had such influence not occurred will be determined and paid.

#### Chapter 4 Occurrence of an Accident and Procedures for Claiming Compensation,

etc. (Requests for Explanation of the Level of Injury, etc.)

Article 13 If a traveler has suffered an injury as referred to in Article 1, we may request the traveler or the person entitled to receive compensation for death to explain the extent of the injury and the outline of the Accident which caused it, etc., or request a medical examination of the traveler or an autopsy of the body. In this case, the traveler or the person entitled to receive compensation for death must cooperate with these requests.

2 If the Traveler or the person entitled to receive a compensation for death has suffered an injury as referred to in Article 1 due to causes beyond the knowledge of our company, he/she must report to us the extent of the injury, a summary of the Accident which caused it, etc. within 30 days from the date of the Accident.

3. If the Traveler or the person entitled to receive death compensation is found to have violated the provisions of the preceding two Paragraphs without a justifiable reason recognized by our Company, or fails to disclose facts known to him or her in connection with the explanation or report, or discloses false information,

The company will not pay any compensation.

(Claims for compensation, etc.)

Article 14 When the Traveler or the person entitled to receive compensation for death wishes to receive payment of Compensation, Etc.,

In the case of a claim for compensation for death, you must submit the following documents to the insurance company:

A. A copy of the traveler's family register and a copy of the legal heir's family register and a seal certificate

B. An accident certificate issued by a public institution (or, in unavoidable cases, a third party) C.

The traveler's death certificate or postmortem examination report

2. In the case of claiming compensation for residual

disability: a. Traveler's personal seal

certificate b. Accident certificate issued by a public institution (or, in unavoidable circumstances, a third

party); c. Doctor's certificate certifying the degree of residual disability 3. In

the case of claiming compensation for hospitalization

A) An accident certificate issued by a public institution (or a third party in unavoidable circumstances)

B) A doctor's certificate certifying the extent of the injury C) A

certificate from a hospital or clinic indicating the number of days of hospitalization or outpatient treatment

4. In the case of claiming medical treatment ex-gratia

A) An accident certificate issued by a public institution (or, in unavoidable circumstances, a third party) B)

A doctor's certificate certifying the extent of the injury C) A certificate

from a hospital or clinic indicating the number of days of hospitalization or outpatient treatment 2. We may

request the submission of documents other than those in the preceding paragraph or permit the omission of some of the documents to be submitted in the preceding paragraph.

vinegar.

3. When the traveler or the person entitled to receive the death compensation has violated the provisions of Paragraph 1 or has no knowledge of the documents to be submitted.

If you fail to disclose facts or disclose false information, we will not pay any compensation.

(Subrogation)

Article 15 Even if we have paid Compensation, etc., the Traveler or his/her heirs shall not be liable for the injury suffered by the Traveler.

Any right to claim damages against any of the three parties will not be transferred to our company.

## Chapter 5 Personal Effects

### Compensation (Our Liability)

Article 16 When a traveler participating in an Organized Tour organized by our company suffers damage to his/her personal belongings (hereinafter referred to as "Goods for Compensation") due to an accident occurring during the participation in the Organized Tour, our company will pay compensation for personal effects damage (hereinafter referred to as "Compensation for Damage") in accordance with the provisions of this Chapter.

(Cases in which Compensation for Damage is not Paid - Case 1)

Article 17 We will not pay Compensation for Damage for damage caused by any of the following reasons: 1. The Traveler's intentional act. However, this does not apply to damage suffered by a person other than the Traveler. 2. The intentional act of a relative living in the same household as the Traveler. However, if the intention was not for the purpose of causing the Traveler to receive Compensation for Damage.

This is not the case.

(3) Suicidal, criminal or combative acts by the traveler. However, in the case of damage suffered by a person other than the traveler,

This is not the case.

4. An accident which occurred while the traveler was driving an automobile or a motorcycle without the legally required driving qualifications or while he/she was intoxicated and in a state where he/she was likely unable to drive normally. However, this does not apply to damages suffered by persons other than the traveler in question.

5. If the traveler intentionally commits an act that violates laws and regulations, or suffers injury while receiving services that violate laws and regulations.

However, this does not apply to damages suffered by persons other than the traveler. 6. The exercise of public authority by the state or a public organization, such as seizure, requisition, confiscation, or destruction. However, in the case of fire, firefighting, or evacuation, except when made as a substitute.

(7) Defects in the goods covered by the Compensation. However, if the traveler or the person in charge of the goods covered by the Compensation exercised reasonable care, This excludes defects that could not be discovered even if we had done so.

8. Natural wear and tear, rust, mold, discoloration, rodent infestation, insect infestation, etc. of the Goods covered by the Compensation; 9. Damage to the mere appearance of the Goods covered by the Compensation, which does not impair their functionality; 10. Leakage of liquid that is a Goods covered by the Compensation. However, damage caused to other Goods covered by the Compensation as a result of such leakage shall not be covered b

This is not necessarily the case.

11. Leaving behind or losing an item covered by compensation. 12. Any of the reasons listed in Article 3, Paragraph 1, Items 9 to 12.

2. In the case of an Organized Tour for Domestic Travel, in addition to the matters set forth in the preceding Paragraph, the Company shall

In addition, the Company will not pay compensation for damages caused by the following: 1.

Earthquakes, eruptions, or tsunamis

2. Accidents caused by the events listed in the previous paragraph or accidents caused by the disorder accompanying these events

(Cases where compensation for damages is not paid - 2)

Article 17-2 If the Traveler falls under any of the following items, the Company will pay Compensation for Damage:

may not pay.

1. The person is recognized as belonging to an anti-social force.

2. It is deemed that the person is involved in providing funds, etc., or convenience to antisocial forces. 3. It is deemed that the person is making inappropriate use of antisocial forces. 4. In the case of a corporation, antisocial forces control the corporation or are substantially involved in the management of the corporation.

It is recognized that

5. It is deemed that the person has other relationships with anti-social forces that can be socially criticized.

(Products covered and scope of compensation)

Article 18 The goods covered by compensation are limited to the personal belongings of the Traveler carried by him/her during the participation in the

Organized Tour. 2 Notwithstanding the provisions of the preceding paragraph, the following items are not included in the goods covered

by compensation: 1. Cash, checks, other securities, revenue stamps, postage stamps, and other items equivalent thereto.

2. Credit cards, coupons, airline tickets, passports, and other similar items

3) Manuscripts, designs, drawings, ledgers, and other similar items (including those recorded on recording media that can be directly processed by information devices (computers and their terminal devices and other peripheral devices) such as magnetic tapes, magnetic disks, CD-ROMs, and optical disks).

4. Vessels (including yachts, motorboats and boats), automobiles, motorized bicycles and their accessories

5. Mountain climbing equipment, exploration equipment, and similar items; 6.

Dentures, artificial limbs, contact lenses, and similar items; 7. Animals and plants.

8. Any other information designated by the Company in advance.

(Amount of damages and compensation for damages paid)

Article 19 The amount of damage for which we should pay Compensation for Damage (hereinafter referred to as "Amount of Damage") shall be

The compensation amount shall be determined based on the lower of the value of the Compensated Goods at the time and place where the damage occurred, or the total amount of the repair costs necessary to restore the Compensated Goods to their condition immediately before the damage occurred and the costs set forth in the third paragraph of the following article. 2 If the amount of damage to one or a pair of Compensated Goods exceeds 100,000 yen, our company shall notify the Company of the amount of damage to the Compensated Goods themselves. shall be deemed to be 100,000 yen and the provisions of the preceding paragraph shall apply.

3 The amount of Compensation for Damage to be paid by us shall be limited to 150,000 yen per Traveler per Organized Tour.

However, if the amount of damages does not exceed 3,000 yen per traveler per accident, we will not pay compensation for damages. (Prevention of Damages, etc.)

Article 20 When a traveler becomes aware that damage provided for in Article 16 has occurred to Goods for Compensation, he/she shall

The matters must be fulfilled.

(1) To endeavor to prevent and mitigate damage. (2) To

inform the Traveler of the extent of the damage, a summary of the Accident which caused it, and the existence of an insurance contract for the goods covered by the damage.

You must notify us without delay of such non-compliance.

(3) If the traveler is entitled to receive compensation for damage from another person, to take the necessary procedures for exercising that right.

To do so.

2 If the Traveler has violated Item 1 of the preceding Paragraph without a justifiable reason, we will deem the amount of damages to be the amount remaining after deducting the amount which it is considered that the Traveler could have prevented or reduced; if the Traveler has violated Item 2 of the same Paragraph, we will not pay any Compensation for Damage; and if the Traveler has violated Item 3 of the same Paragraph, we will deem the amount of damages to be the amount remaining after deducting the amount which it is considered that the Traveler could have received by exercising the right which he or she should have acquired.

3. We will pay the following expenses:

Expenses incurred in preventing or mitigating the damages set forth in Paragraph 1, Item 1, which the Company considers to be necessary or beneficial.

(ii) Expenses

necessary for the procedures prescribed in paragraph (1), item (iii)

(Claims for compensation for damages)

Article 21 If a Traveler wishes to receive Compensation for Damage, he/she must provide us with the Compensation for Damage specified by our company.

You must submit a claim form and the following documents: 1. Accident certificate issued by the

police station or a third party that can act in lieu of such a certificate 2. Documents

certifying the extent of damage to the items covered by the compensation

(iii) Other documents requested by the Company

2 If the Traveler has violated the provisions of the preceding Paragraph or has intentionally made a false statement in a document submitted, or has forged or altered such document (the same applies if he has had a third party do so), we will not pay any Compensation for Damage.

(If you have an insurance contract)

Article 22 If there is an insurance contract under which insurance benefits should be paid for the damage referred to in Article 16, we may reduce the amount of compensation for damages we are to pay.

(Subrogation)

Article 23 If the Traveler has a right to claim compensation for damages against a third party for damage for which we should pay a Compensation for Damage, that right to claim compensation for damages will be transferred to us up to the limit of the amount of the Compensation for Damage paid by us to the Traveler.

To do.



## Schedule 1 (related to Article 5, item 1)

Mountain climbing (using climbing equipment such as ice axes, crampons, ropes, hammers, etc.) Luge  
 Bobsleigh Skydiving Hang glider ride Ultralight aircraft (motor hang glider)  
 Flying in a gyroplane or other similar dangerous aircraft

Strenuous exercise

## Schedule 2 (related to Article 7, paragraphs 1, 3 and 4)

<b>Eye disorders</b>	
(1) When both eyes have become blind. (2) When one eye has become blind. (3) When the corrected visual acuity of one eye is 0.6 or less. (4) When the visual field of one eye is constricted (when the total angle of the normal visual field is 60% or less).	100%
When I became deaf	5%
(1) When there is complete loss of hearing in both ears.	80%
(2) When there is complete loss of hearing in one ear. (3) When the hearing in one ear is such that a normal speaking voice cannot be heard at a distance of 50 centimeters or more.	30%
3. Nasal disorders	5%
When significant impairment of nasal function remains. 4. Chewing or speech disorders	20%
(1) When the function of chewing or speech is completely lost. (2) When significant impairment of the function of chewing or speech remains. (3) When impairment of the function of chewing or speech remains. (4) When five or more teeth are missing. (5) When disfigurement of the external appearance (referring to the face, head, and neck) occurs.	100%
(1) When serious disfigurement is left on the face. (2) When serious disfigurement is left on the face (scar with a diameter of 2 cm, length of 3 cm, etc.).	35%
(6) When the damage to the spine is linear or linear.	15%
(1) When a serious deformity or serious movement disorder remains in the spine.	5%
(2) When movement disorders remain in the spine.	40%
(3) When it causes a deformity in the spine. (7) When it causes a disability in the arms (from the wrist joint onwards) or legs (from the ankle joint onwards).	30%
(1) When an arm or a leg has been lost. (2) When the function of two or three of the three major joints in an arm or a leg has been completely lost.	15%
(3) When the function of one of the three major joints in an arm or a leg has been completely lost. (4) When the function of an arm or a leg is impaired.	60%
	50%
	35%
	5%

8. Hand and finger disorders	
(1) When the thumb of one hand has been lost at or above the knuckle (interphalangeal joint).	20%
(2) When significant impairment remains in the function of the thumb of one hand.	15%
(3) When the second knuckle (distal interphalangeal joint) or above of a finger other than the thumb has been lost.	8%
(4) When significant impairment remains in the function of a finger other than the thumb.	5%
9. Toe Disorders	
(1) When the first toe of one foot has been lost at or above the toe joint (interphalangeal joint).	10%
(2) When significant impairment of the function of the first toe remains.	8%
(3) When the second toe joint (distal interphalangeal joint) or above has been lost of a toe other than the first toe.	5%
(4) When significant impairment of the function of a toe other than the first toe remains.	3%
10. When a person is unable to manage his/her own life due to a serious physical disability.	100%
Note: In the provisions of Nos. 7, 8 and 9, "above" refers to the part closer to the heart than the relevant joint.	

Schedule 3 (related to Article 8, paragraph 2)

1. The corrected visual acuity in both eyes is 0.06 or less.
  2. Loss of chewing or speech function.
  3. Loss of hearing in both ears.
  4. Loss of function of all joints in both upper limbs above the wrists.
  5. Loss of function of one lower limb.
  - 6) Due to a disorder of the thoracic and abdominal organs, physical freedom is limited mainly to daily activities such as eating, washing, etc.
  - 7) Due to a nervous system or mental disorder, physical freedom is limited mainly to daily activities such as eating, washing, etc.
  - 8) Due to other complications in the above-mentioned areas, the freedom of movement of the body is limited mainly to daily activities such as eating, washing, etc.
- (Note) In the provision of item 4, "above" refers to the part closer to the heart than the relevant joint.

## Travel contract section

### Chapter 1 General Provisions

#### (Scope of Application)

Article 1 The travel arrangement contract that our company concludes with the traveler shall be governed by these terms and conditions.

Any matters not provided for herein shall be governed by laws, regulations or generally accepted practices.

2. When we have concluded a special agreement in writing within the scope of the law and regulations and not to the traveler's disadvantage,

Regardless of the regulations, the special provisions take precedence.

#### (Definition of terms)

Article 2 In these General Terms and Conditions, "Arranged Travel Contract" means a contract whereby we, at the request of the traveler, undertake to make arrangements to enable the traveler to receive transportation, accommodation and other travel-related services offered by transportation and accommodation facilities, etc. (hereinafter referred to as "Travel Services") by acting as an agent, intermediary or middleman for the traveler.

2 In these terms and conditions, "domestic travel" refers to travel solely within Japan, and "overseas travel" refers to travel other than domestic travel.

Says.

3. In these terms and conditions, "Tour price" means the fare, accommodation fee and other transportation and other charges incurred by our company in arranging the Travel Services.

The term "Communication Contract" in this section refers to the expenses paid to accommodation facilities, etc. and the travel business handling fee specified by our company (excluding the change procedure fee and cancellation

procedure fee). 4. "Communication Contract" in this section refers to the contract with the credit card company with which our company is affiliated (hereinafter referred to as "Affiliated Company").

"Arranged Travel Contract" refers to an Arranged Travel Contract concluded with a card member of an Affiliated Company (whose name is the Affiliated Company's name) upon receipt of an application by telephone, mail, facsimile, the Internet or any other means of communication, in which the traveler agrees in advance to settle the claims or debts that our Company has against the traveler regarding the travel fare, etc. based on the Arranged Travel Contract in accordance with the card member terms and conditions of the Affiliated Company separately specified on or after the date on which such claims or debts should be settled, and in which the travel fare, etc. will be paid by the method specified in Article 16, Paragraph 2 or Paragraph 5.

5 In these General Terms and Conditions, the "Card Use Date" means the date on which the Traveler or our company makes or receives payment for the Travel Fee, etc. based on the Travel Arrangement Contract.

This refers to the date on which the repayment obligation must be repaid.

#### (Termination of Arrangement Obligations)

Article 3 When we have arranged the Travel Services with the care of a good manager, the performance of our obligations under the Arranged Travel Contract is completed.

Therefore, even if we are unable to conclude a contract to provide the Travel Services with the transportation and accommodation facilities, etc. due to reasons such as full occupancy, closure, inappropriate conditions, etc., if we have fulfilled our obligations, the traveler must pay to us the travel business handling fee (hereinafter referred to as the "Handling Fee") specified by our company. In the case of a communication contract being concluded, the Card Use Date shall be the date on which we notified the traveler that we were unable to conclude a contract to provide the Travel Services with the transportation and accommodation facilities, etc.

#### (Arrangement Agent)

Article 4 In fulfilling the Arranged Travel Contract, we may make arrangements in whole or in part through other travel agencies in Japan or outside Japan.

The person in charge may assign a third party, a person who makes arrangements professionally, or another assistant to act on their behalf.

### Chapter 2 Formation of a Contract

#### (Application for a Contract)

Article 5 A traveler who wishes to enter into an Arranged Travel Contract with our company should fill in the required items on the application form provided by our company,

2. Notwithstanding the provisions of the preceding paragraph, a traveler who wishes to enter into a communications contract with our company must submit to us his/her membership number and the

You must notify us of the details of the travel services you wish to provide.

3. The application fee referred to in Paragraph 1 shall be treated as part of the travel fare, cancellation fee and other monies to be paid by the Traveler to our Company.

Masu.

(Refusal to Conclude a Contract)

Article 6 We may refuse to enter into an Arranged Travel Contract in the following cases:

(1) When a communications contract is to be concluded, and there is any problem with the traveler, such as the traveler's credit card being invalid,

When the traveller is unable to settle all or part of his/her debts relating to travel fees, etc. in accordance with the terms and conditions of the affiliated company's card membership.

(2) The traveler is a member of an organized crime group, a semi-regular member of an organized crime group, a person related to an organized crime group, a company related to an organized crime group, or a corporate racketeer or other anti-social group.

When it is recognized as a social force.

(3) If the Traveler makes violent demands or unreasonable demands against us, or uses threatening words or actions in relation to the transaction,

When violence or similar acts are committed.

(4) If the traveler spreads false rumours, uses fraudulent means or uses force to damage our reputation or to impair our business

When an act of obstructing business or an act equivalent thereto is committed.

5. When there are other business reasons for our company.

(Time of Formation of Contract)

Article 7 The Arranged Travel Contract shall come into effect when our company agrees to the conclusion of the contract and accepts the application fee under Article 5, Paragraph 1.

It is assumed that.

2 Notwithstanding the provisions of the preceding paragraph, a Communications Contract shall commence when our notice of acceptance of the application under Article 5, Paragraph 2 is given to the traveler.

The contract will be concluded when it is reached. (Special

provisions on contract conclusion)

Article 8 Notwithstanding the provisions of Article 5, Paragraph 1, the Company may, if it so desires, receive the application fee pursuant to a special written agreement.

In some cases, a travel contract may be concluded simply by consenting to the conclusion of the contract, without any prior consent.

2. In the case of the preceding paragraph, the time when the travel arrangement contract is concluded will be clearly stated in the document referred to in the preceding paragraph.

(Special provisions for train tickets and accommodation vouchers, etc.)

Article 9 Notwithstanding the provisions of Article 5, Paragraph 1 and the preceding Article, Paragraph 1, in cases where the Arranged Travel Contract is for the sole purpose of arranging transportation or accommodation services, the Company does not grant the right to receive such Travel Services in exchange for the travel fee.

For those for which a written document is to be provided as shown, verbal applications may also be accepted.

2. In the case of the preceding paragraph, the travel contract shall be deemed to have been established at the time when our company consents to the conclusion of the contract.

(Contract Document)

Article 10 Promptly after the conclusion of the Arranged Travel Contract, we will provide the Traveler with a document (hereinafter referred to as the "Contract Document") which contains the itinerary, content of Travel Services, travel price, other conditions for the travel, and matters concerning our responsibility.

However, for all travel services arranged by our company, tickets, accommodation vouchers and other travel services will be included.

When a document indicating the right to receive the service is delivered, the said contract document may not be delivered.

2. In the case where the contract document set forth in the main clause of the preceding paragraph has been issued, the Company shall assume the obligation to make arrangements under the Travel Arrangement Contract.

The scope of services will be as set forth in the contract document.

(Method of using information and communication technology)

Article 11 With the traveler's prior consent, in lieu of issuing a document or a contract document stating the itinerary, content of Travel Services, travel price, other conditions for the travel, and matters concerning our responsibility to the traveler at the time of concluding an Arranged Travel Contract, we will, by using information and communications technology, obtain the information that should be stated in such document.

When the Traveler provides the Traveler with the necessary information (hereinafter referred to in this Article as the "Information"), the Traveler will confirm that the Information has been recorded in a file on the Traveler's communications device.

2 In the case of the preceding paragraph, if a file for recording the Matters to Be Mentioned is not kept in the communications device used by the Traveler, we will record the Matters to Be Mentioned in a file (limited to one used exclusively for the Traveler) kept in the communications device used by our company and confirm that the Traveler has viewed the Matters to Be Mentioned.

#### Chapter 3: Amendments and Cancellation of Contract

(Changes to the Contents of the Contract)

Article 12 A traveler may request us to change the travel itinerary, the contents of the travel services, and other contents of the Arranged Travel Contract. In this case, we will comply with the traveler's request as far as possible. 2 When changing the contents of the Arranged Travel Contract at the traveler's request as described in the preceding paragraph, the traveler must bear the cancellation fee, penalty fee, and other costs required for the change of arrangements that would be payable to the transportation and accommodation facilities, etc. when canceling arrangements that have already been completed, and must pay to us the change procedure fee specified by our company. Furthermore, any increase or decrease in the travel price resulting from the change in the contents of the Arranged Travel Contract shall be borne by the traveler.

(Voluntary Termination by the

Traveler) Article 13 A traveler may at any time cancel the Arranged Travel Contract in whole or in part. 2 When an Arranged Travel Contract is canceled in accordance with the provisions of the preceding paragraph, the traveler must pay to us the cancellation procedure fee specified by our company and the handling fee that we would have received, in addition to bearing the cancellation fee, penalty fee, and other expenses already paid or to be paid to transportation and accommodation facilities, etc., as consideration for the Travel Services already received by the traveler, or for the Travel Services not yet received. (Termination due to reasons attributable to the traveler)

Article 14 We may cancel the Travel Arrangements Contract in the following cases:

(1) When the traveler fails to pay the travel fare by the specified due date (2) When

a communications contract has been concluded and the traveler's credit card has become invalid, or the traveler is unable to settle all or part of the debts relating to the travel fare, etc. in accordance with the card membership terms and conditions of the affiliated company.

3. When it is found that the traveler falls under any of Items 2 to 4 of Article 6.

2 When an Arranged Travel Contract is cancelled in accordance with the provisions of the preceding paragraph, the Traveler shall bear the cancellation fee, penalty charge and other expenses already paid or to be paid to transportation and accommodation facilities, etc., in respect of travel services not yet received, as well as pay to us the cancellation procedure fee specified by our company and the handling fee that we would have received. (Cancellation due to reasons attributable to our company)

Article 15 If it becomes impossible to arrange Travel Services due to reasons attributable to our company, the Traveler shall

You may cancel your travel contract.

2 When the Arranged Travel Contract is canceled in accordance with the provisions of the preceding paragraph, we will refund to the traveler the travel fee already received as consideration for the travel services already received by the traveler, excluding expenses already paid or to be paid in the future to transportation, accommodation, etc.

3. The provisions of the preceding paragraph shall not prevent the Traveler from claiming damages against us.

#### Chapter 4 Travel Fee

(Travel Fee)

Article 16 The traveler must pay the travel fee to us by the period specified by us prior to the commencement of the trip.

I don't think so.

2 When a Communications Contract has been concluded, we will receive payment of the travel fare by card of the Affiliated Company without the traveler's signature on the designated slip. In this case, the card use date will be the date on which we notify the traveler of the contents of the confirmed travel services.

3. Prior to the commencement of the trip, we may change the fares and charges of transportation and accommodation facilities, fluctuations in exchange rates, or other reasons.

In the case of the preceding paragraph, the increase or decrease in the travel price shall be attributable to the traveler.

5 In the case where our company has concluded a communications contract with the traveler and the travel expenses borne by

the traveler in accordance with the provisions of Chapter 3 or Chapter 4 have been reduced by 10% or more, we may change the travel price.

When expenses, etc., which should be paid by the traveler are incurred, we may use the card of the affiliated company without the traveler's signature on the designated slip.

We will receive payment of such Expenses, etc. In this case, the Card Use Date shall be the date on which we notify the traveler of the amount of the Expenses, etc. to be paid by the traveler to us or the amount to be refunded by us to the traveler. However, if we cancel the Arranged Travel Contract in accordance with the provisions of Article 14, Paragraph 1, Item 2, the traveler must pay the Expenses, etc. to be paid by us by the due date specified by us and by the payment method specified by us.

(Settlement of travel fare)

Article 17 If the expenses paid by us to the transportation and accommodation facilities, etc. in order to arrange the Travel Services which should be borne by the traveler, as well as the handling charges (hereinafter referred to as the "Adjusted Travel Price") do not match the amount already received as the Travel Price, we will adjust the Travel Price promptly after the completion of the travel in accordance with the following paragraphs and paragraph 3.

2. If the adjusted travel price exceeds the amount already received as the travel price, the Traveler shall pay to us the difference.

must be paid.

3 If the settled travel fee is less than the amount already received as the travel fee, we will pay the difference to the traveler.

I will return it.

#### Chapter 5 - Group Arrangements (Group

Arrangements) Article 18 We

shall apply the provisions of this chapter to the conclusion of an Arranged Travel Contract applied for by multiple travelers traveling the same itinerary at the same time who have designated a responsible representative (hereinafter referred to as the "Contract Representative").

(Contract Responsible Party)

Article 19 Except when a special agreement has been concluded, we will deem the Contract Representative to have full power of attorney for the conclusion of Arranged Travel Contracts for the Travelers constituting the party/group (hereinafter referred to as the "Members"), and the transactions concerning the travel business in relation to said party/group and the business referred to in Article 22, Paragraph 1 will be conducted between us and the Contract Representative.

2 The Contracting Person must submit a list of the members to our company or notify us of the number of members by the date specified by our company.

It must be.

3. The Company shall not be liable for any liabilities or obligations that the Contracting Party currently owes or is expected to owe in the future to the Members. does not assume any responsibility for any

4. If the Contract Representative does not accompany the party/group, after the commencement of the travel, we will deem a member selected in advance by the Contract Representative to be the Contract Representative.

(Special Provisions on Formation of Contracts)

Article 20 When we enter into an Arranged Travel Contract with the Contract Representative, notwithstanding the provisions of Article 5, Paragraph 1,

We may accept the conclusion of a travel arrangement contract without receiving any application fee.

2 When concluding an Arranged Travel Contract without receiving the application fee in accordance with the provisions of the preceding paragraph, we will deliver a document to that effect to the contract representative, and the Arranged Travel Contract will become effective at the time we deliver said document.

This shall be deemed to be the case.

(Changes in Members)

Article 21 When the person responsible for the contract requests a change to the members of the tour, we will accommodate such request to the extent possible. 2 Any

increase or decrease in the travel price resulting from the change in the preceding paragraph and any expenses required for such change shall belong to the members of the tour.

This is assumed.

(Tour escort service)

Article 22 At the request of the Contract Person, the Company may have a tour conductor accompany the party/group and provide tour conductor services.

may be provided.

2. The content of the tour conductor's tour services shall be, in principle, based on the travel schedule decided in advance and on the schedule of the group or organization.

This is deemed to be work necessary to carry out the Group's activities.

3. In principle, the hours during which the tour conductor provides tour conducting services shall be from 8:00 to 20:00.

4 When our company provides tour conductor services, the contract representative shall pay to our company the prescribed tour conductor service fee.

It has to be.

#### Chapter 6 Liability (Our

Company's Liability)

Article 23 If, in the performance of the Arranged Travel Contract, we or a person whom we have appointed to make arrangements on our behalf in

accordance with the provisions of Article 4 (hereinafter referred to as the "Arrangement Agent") has caused damage to a traveler intentionally or negligently, we will be liable to compensate for such damage, provided that notice is given to us within two years counting from the day following the occurrence of the damage.

2 If a Traveler suffers damage due to a natural disaster, war, riot, suspension of the provision of Travel Services by transportation and accommodation facilities, etc., orders from a government agency, or other causes beyond the control of our company or our travel agent, we will not be liable for compensation for such damage, except in the case described in the preceding paragraph.

3 Notwithstanding the provisions of Paragraph 1, with regard to damage caused to baggage as provided for in the same Paragraph, we will compensate up to a maximum of 150,000 yen per Traveler (except in cases where the damage is caused intentionally or by gross negligence on the part of us), only if notice of the damage is given to us within 14 days in the case of Domestic Travel, or within 21 days in the case of Overseas Travel, counting from the day following the day on which the damage occurred.

(Responsibility of Travelers)

Article 24 If our company has suffered damage due to the intention or negligence of a traveler, the traveler must compensate for the damage.

It must be.

2. When entering into a travel arrangement contract, the traveler shall use the information provided by our company and shall

You must make an effort to understand the contents of the travel contract and other related matters.

3. In order to smoothly receive the Travel Services described in the Contract Document after the commencement of the travel, the Traveler

If you become aware that travel services provided differ from those in the contract document, you must notify us, our travel agent or the travel service provider promptly at the travel destination.

Chapter 7 Business Deposits (If You Are Not a Guarantor Member of a Travel Industry Association)

(Business Deposit)

Article 25 Any traveler or member who has entered into a travel arrangement contract with our company shall, with respect to any claims arising from that transaction,

We may receive compensation from the business security deposit we have posted pursuant to the provisions of Article 7, Paragraph 1 of the Travel Agency Law.

2. The names and addresses of the depositories to which the Company has deposited its business guarantee deposits are as follows:

1. Name 2.

Location

Chapter 7 Payment Guarantee Bonds (In Case of Being a Guarantor Member of a Travel Industry Association)

Article 25 (Payment

Guarantee Bond) The Company is a guarantor member of the Japan Association of Travel Agents Ward town Chome

No. (Tokyo, Number: ).

2. Any traveler or member who has entered into a travel arrangement contract with our company may receive payment in respect of claims arising from such transaction up to the amount of the payment guarantee bond deposited by the Japan Association of Travel Agents under the preceding paragraph.

You can do this.

3. As the Company has paid its share of the reimbursement guarantee fund to the Japan Association of Travel Agents in accordance with the provisions of Article 49, Paragraph 1 of the Travel Agency Act, it has not made any business guarantee deposit pursuant to Article 7, Paragraph 1 of the same Act.



Travel Procedures Agency Contract Section

(Scope of application)

Article 1 The travel agency contract that we will enter into with the traveler shall be governed by these terms and conditions.

Matters not specified in the terms and conditions shall be governed by laws, regulations or generally established customs.

2. When we have concluded a special agreement in writing within the scope of the law and regulations and not to the traveler's disadvantage,

Regardless of the provisions, this special agreement takes precedence.

(Travelers who enter into a travel agency contract)

Article 2 A traveler with whom we will conclude a Travel Abroad Procedure Agency Contract shall be a traveler who has concluded an Agent-Organized Tour

Contract, a Custom-Ordered Tour Contract or an Arranged Tour Contract with us, or a traveler with whom we have concluded a contract on his/her behalf for an Agent-Organized Tour of another travel agent commissioned by us.

(Definition of Travel Agency Contract)

Article 3 In these General Conditions, "Travel Abroad Procedure Agency Contract" means a contract whereby we undertake to perform the following services

(hereinafter referred to as "Agent Services") at the request of the traveler, on the basis that we will receive a travel agency handling fee (hereinafter referred to as the "Travel Abroad Procedure Agency Fee") for the agency services provided by us:

1. Procedures for obtaining passports, visas, re-entry permits and various certificates
2. Preparation of immigration documents
3. Other duties related to the above items (Conclusion

of contract)

Article 4 A Traveler who wishes to enter into a Travel Abroad Procedure Agency Contract with us must fill in the required items on the application form provided by our company.

You must submit the above to us.

2. The contract for travel agency services will be concluded when our company agrees to enter into the contract and accepts the application form in the preceding paragraph.

vinegar.

3 Notwithstanding the provisions of the preceding two paragraphs, we may accept applications for a Travel Abroad Procedures Agency Contract by telephone, mail, facsimile, the Internet or other means of communication without the submission of an application form.

In this case, the contract for travel procedures will be deemed to have been concluded when our company accepts the conclusion of the contract.

4. We may refuse to enter into a Travel Abroad Procedure Agency Contract in the following cases:

1. The Traveler is a member of an organized crime group, a semi-regular member of an organized crime group, a person related to an organized crime group, a company related to an organized crime group, or a corporate racketeer or other anti-social group.

When it is recognized as a social force.

(2) If the Traveler makes violent demands or unreasonable demands against us, or uses threatening words or actions in relation to the transaction,

When violence or similar acts are committed.

(3) If the Traveler spreads false rumours, uses fraudulent means or uses force to damage our reputation or to impair our business

When an act of obstructing business or an act equivalent thereto is committed.

4. When there are other business reasons for our company.

5. Promptly after the conclusion of the Travel Abroad Agency Contract, we will provide the traveler with a document stating the content of the agency services undertaken under the Travel Abroad Agency Contract (hereinafter referred to as the "Commissioned Services"), the amount of the Travel Abroad Agency Fee, the method of collection thereof, our responsibilities, and other necessary

matters. 6. When, with the traveler's prior consent, instead of providing the document referred to in the preceding paragraph, we have provided the matters to be stated in the document (hereinafter referred to in this Article as "Matters to be Stated") by a method utilizing information and communications technology.

7 In the case of the preceding paragraph, if a file for recording the Matters to Be Mentioned is not kept in the communications device used by the Traveler, we will record the Matters to Be Mentioned in a file kept in the communications device used by our company (limited to one used exclusively for the Traveler) and will confirm that the Traveler has viewed the Matters to Be Mentioned.

(confidentiality)

Article 5 The Company will not disclose to any third party any information that it learns in the course of carrying out the Commissioned Business.

(Obligations of Travelers)

Article 6 The Traveler must pay the Travel Overseas Procedural Agency Fee by the date specified by our company. 2 The Traveler must prepare the documents, materials and other items (hereinafter referred to as "Travel Procedural Documents") necessary for the Commissioned Service by the date specified by our company. etc.") must be submitted to our company.

3 If, in performing the Commissioned Services, we are required to pay commission fees, visa fees, commission fees or other charges (hereinafter referred to as "Visa Fees, etc.") to government offices in Japan, foreign diplomatic missions in Japan or other persons, the traveler must pay such Visa Fees, etc. to us by the date specified by us.

4. If postage, transportation or other expenses are incurred in performing the Commissioned Services, the Traveler shall You must pay such fees to us by the due date.

(Termination of Contract)

Article 7 The Traveler may cancel the Travel Abroad Procedure Agency Contract in whole or in part at any time. 2 We may cancel the Travel Abroad Procedure Agency Contract in the following cases:

1. When the traveller fails to submit the travel formalities documents, etc. by the specified date. 2.

When we find that the travel formalities documents, etc. submitted by the traveller are incomplete. 3. When the traveller fails to pay the travel formalities agency fee, visa fee, etc. or the expenses referred to in the previous Article, Paragraph 4, by the specified date. 4. When it is found that the traveller falls under any of Items 1 to 3 of Article 4, Paragraph 4. 5. When we have undertaken the agency services referred to in Article 3, Paragraph 1, and the traveller fails to do so due to reasons not attributable to us,

There is a very high risk that you will not be able to obtain a passport, visa or re-entry permit (hereinafter referred to as "passport, etc.).

When approved by our company.

3 If the Travel Abroad Procedure Agency Contract is terminated in accordance with the provisions of the preceding two Paragraphs, the Traveler shall bear the Visa Fees, etc. already paid and the expenses referred to in Paragraph 4 of the preceding Article, as well as pay to us the Travel Abroad Procedure Agency Fees for the Commissioned Services already performed by us.

(Our Responsibility)

Article 8 If, in the course of performing the Travel Abroad Procedure Agency Contract, we cause damage to the traveler intentionally or through negligence, we will be liable to compensate for such damage, provided that we are notified of such damage within six months counting from the day following the occurrence of the damage.

2. Under the Travel Procedure Agency Contract, the Company will ensure that the Traveler can actually obtain a Passport, etc., and enter and leave the relevant country. Therefore, even if a traveler is unable to obtain a passport or is not permitted to enter or leave the country concerned due to reasons not attributable to our company, our company shall not be liable therefor.

Travel Consulting Contract Section

(Scope of application)

Article 1 The Travel Consulting Contract that our company concludes with the traveler shall be governed by these terms and conditions.

Any matters not provided for herein shall be governed by laws, regulations or generally accepted practices.

2. When we have concluded a special agreement in writing within the scope of the laws and regulations and not disadvantageous to the traveler, Regardless of the provisions, this special agreement takes precedence.

(Definition of Travel Consulting Contract)

Article 2 In these terms and conditions, "Travel Consulting Contract" means a contract whereby we undertake to carry out the following services at the request of the traveler, undertaking to receive a travel business handling fee for consultation (hereinafter referred to as "Consulting Fee"). 1.

Providing advice

necessary for the traveler to make a travel plan 2. Making a travel plan 3.

Estimating expenses necessary

for the travel 4. Providing information on

travel destinations and transportation/accommodation facilities, etc. 5.

Providing other advice and information necessary for the

travel. (Conclusion of Contract)

Article 3 A Traveler who wishes to enter into a Travel Consulting Contract with our company must submit to our company an application form with the required particulars filled in. It has to be.

2. The Travel Consulting Contract shall be established when our company agrees to enter into the contract and accepts the application form in the preceding paragraph. 3. Notwithstanding the provisions of the preceding two paragraphs, our company may accept applications for the Travel Consulting Contract by telephone, mail, facsimile, the Internet or other means of communication without the submission of an application form. In this case, In this case, the Travel Consulting Contract shall be established when our company agrees to the conclusion of the contract. 4. Our company may not agree to the conclusion of the Travel Consulting Contract in the following cases.

- (1) The content of the traveler's consultation is likely to be contrary to public order and morals or to violate the laws and regulations in force in the travel destination. When there is a problem.

- (2) The traveler is a member of an organized crime group, a semi-regular member of an organized crime group, a person related to an organized crime group, a company related to an organized crime group, or a corporate racketeer or other anti-social group. When it is recognized as a social force.

- (3) If the Traveler makes violent demands or unreasonable demands against us, or uses threatening words or actions in relation to the transaction, When violence or similar acts are committed.

- (4) If the traveler spreads false rumours, uses fraudulent means or uses force to damage our reputation or to impair our business When an act of obstructing business or an act equivalent thereto is committed.

5. When there are other business reasons for our company.

(Consultation fee)

Article 4 When we have performed the services listed in Article 2, the traveler must pay to us the consultation fee specified by our company by the date specified by our company.

(Termination of Contract)

Article 5 When we find that the Traveler falls under any of Items 2 to 4 of Paragraph 4, Article 3 may cancel the travel consultation contract. (Our responsibility)

Article 6 If, in the performance of the Travel Consulting Contract, we have caused damage to the traveler intentionally or through negligence, we will be liable to compensate for such damage, provided that we are notified of such damage within six months counting from the day following the occurrence of the damage.

2. We are able to actually make arrangements for the transportation, accommodations, etc. described in the travel plan prepared by us. Therefore, if the flight is fully booked or for any other reason, we cannot guarantee that the flight will be cancelled. We shall not be liable for any failure to enter into a contract for the provision of transportation, accommodation or other travel-related services offered by such agency.