

## Travel conditions (domestic recruitment type planning trip)

\*Please read before applying.

<Significance of this travel conditions>

This travel conditions form part of the transaction conditions explanation document stipulated in Article 12-4 of the Travel Agency Law and the contract document stipulated in Article 12-5 of the same law.

### 1. Recruitment planning travel contract

- (1) This tour is a tour planned and implemented by Ampersand Japan Co., Ltd. (hereinafter referred to as "company"), and customers participating in this tour are required to enter into an agent-organized tour contract (hereinafter referred to as "contract") with us. In addition to the conditions stated for each course, the contents and conditions of the travel contract shall include this travel conditions document, the final document (final itinerary) handed out before departure, and any matters are in accordance with the company's travel agency condition section of recruitment type planning travel contract part (hereinafter referred to as "company condition"). If you wish to read our terms and conditions, please contact us. Our travel agency condition can also be viewed on our website (<https://kyoto.urauratour.com/>).
- (2) The company will make arrangements and manage itineraries so that customers can receive transportation, accommodation, and other travel-related services (hereinafter referred to as "travel services") provided by transportation and accommodation facilities according to the itinerary specified by the company.

### 2. Timing of travel application and contract conclusion

- (1) Fill out the prescribed items on the prescribed application form (hereinafter "application form") at our company or our entrusted sales office (hereinafter "our company"). In addition, each person must apply together with an application fee of the amount specified separately by the company. The application fee will be treated as part of the travel fee, cancellation fee, or penalty.
- (2) We accept applications by telephone, e-mail, and website. In this case, the contract is not concluded at the time of reservation, and after notifying the acceptance of the reservation, when the full amount of the tour fee is paid and received by the designated date according to the transfer instructions of our

company, The contract will be concluded. If the full payment of the travel fee is not made within this period, we will treat it as if the application was not made.

- (3) Notwithstanding (1) to (2) of this article, when the communication contract is established, the travel conditions under the communication contract in Article 19 shall apply, and the contract shall be concluded in accordance with the provisions of Article 19 (3).

### 3. Application conditions

- (1) At the start of the trip, those under the age of 12 must be accompanied by a guardian.
- (2) For trips with special conditions for participation, if the participant's gender, age, qualifications, skills and other conditions do not meet the conditions specified by our company, we may refuse to participate.
- (3) As a countermeasure against the new coronavirus, each customer is required to wear a mask and disinfect their hands. Please refrain from talking loudly as a measure to prevent splashes. On the day of your trip, you will be required to have your temperature taken before departure.
- (4) When entering some facilities, it may be necessary to measure the temperature, and if you have a temperature of 37.5 degrees or higher, you will not be able to enter. In addition, if you have a fever or other illness during the tour, you will be asked to leave the tour to prevent the spread of infection to other customers. In that case, we will not be able to respond to refunds, etc.
- (5) Those with health problems, those using wheelchairs or other equipment, those with physical or mental disabilities, those with food or animal allergies, those who are pregnant, those who may become pregnant, or those with physical disabilities assistance dog (guide dog, hearing dog, or service dog) or otherwise require special consideration, please notify us at the time of application that special consideration will be required for your participation. If you find yourself in any of these situations, please let us know immediately. We will inform you again, so please let us know specifically what measures will be necessary during your trip.
- (6) If we receive the request of the preceding item, we will respond to it to the extent possible and reasonable. In this case, we may ask you about your situation and necessary measures, or request them in writing.
- (7) In order to ensure the safe and smooth implementation of the tour, the company may require the traveler to be accompanied by a caregiver or companion, submit a medical certificate from a doctor, or change the contents of a part of the course. In addition, if we are unable to arrange the measures requested by the customer, we may refuse the application for the travel contract or cancel the travel contract. In

principle, the customer shall bear the costs required for special measures taken by the company for the customer based on the customer's request.

- (8) If the company determines that the customer has become in need of medical examination or treatment due to illness, injury or other reasons during the trip, the Company will take necessary measures to ensure the smooth implementation of the trip. Masu. Any costs associated with this will be borne by the customer.
- (9) As a general rule, it is not possible to take separate actions for the convenience of the customer. However, depending on the course, it may be accepted under different conditions.
- (10) We may refuse your participation if we determine that you may cause inconvenience to other customers or hinder the smooth implementation of the group tour.
- (11) If the customer falls under any of the following ① to ③, we may refuse to conclude a travel contract. In addition, even after the contract is concluded, the tour contract may be canceled.
  - ①When the customer is recognized as a member of an organized crime group, associate member of an organized crime group, affiliated with an organized crime group, a company affiliated with an organized crime group, or a corporate racketeer or other anti-social forces.
  - ②When the customer makes violent demands, makes unreasonable demands, makes threatening statements or acts of violence in relation to transactions, or acts equivalent to these.
  - ③When the customer spreads rumors, uses fraudulent means or intimidation to damage the credibility of our company, interferes with our business, or acts equivalent to these.
- (12) We may refuse your application for other business reasons.

#### 4. Delivery of contract document and final itinerary

- (1) After the travel contract is concluded, our company will promptly deliver to the customer a contract document that describes the itinerary, details of travel services, other travel conditions, and matters related to our company's responsibilities. The contract document consists of the website, pamphlet, this travel condition, etc.
- (2) As a document to supplement the contract document in this article (1), we will send the customer a final itinerary that includes confirmed information regarding the meeting time and place, transportation facilities used, accommodation facilities, etc., at least 3 days before the start date of the tour. If the application is made 3 days or more prior to the day before the trip start date, it may be handed over on the day of the trip start date.

## 5. Payment of travel expenses

- (1) The travel fee must be paid in advance by bank transfer or online credit card payment by the designated date. For those who pay in advance, after the reservation is confirmed, we will inform you of the bank account of the transfer destination by e-mail.
- (2) Even if the Company and the customer do not enter into a communication agreement as stipulated in Article 19, if the customer is a card member of an affiliated card company and with the customer's consent, the customer's signature from the affiliated company 's card If you lose it, you may be required to pay the travel fee (including the application fee and additional fees), the replacement fee described in Article 10, and the cancellation fee and penalty fee stipulated in Article 11 . In this case, unless otherwise requested by the customer, the date of use of the card shall be the date of acceptance by the customer.

## 6. What is included in the travel fee

- (1) Fares and charges of transportation facilities specified in the itinerary (grades differ depending on the course. Unless otherwise noted, ordinary seats will be charged.), accommodation fees, meal fees, entrance fees, admission fees, etc., and taxes such as consumption tax.
- (2) Expenses for tour conductors on courses accompanied by tour conductors, considerations required for group activities.
- (3) Other items that indicate that they are included in the travel fee on the website or pamphlet.

As a general rule, refunds will not be made for the above costs even if some of them are not used due to the customer's convenience.

## 7. Items not included in the travel fee

Expenses not listed in the preceding article and personal expenses are not included in the tour price.

## 8. Change of Travel Contract

Even after the conclusion of the tour contract, the company shall not be liable for natural disaster, wars, riots, suspension of the provision of travel services by transportation and accommodation facilities, orders from public offices, provision of transportation services not based on the original operation plan, or any other involvement of the company. In the event that an unavoidable reason arises and it is unavoidable to ensure the safe and smooth

implementation of the tour, we will promptly notify the customer in advance of the reason why the reason cannot be involved with the company and the explanation of the reason. We may change the itinerary or the contents of the travel service by explaining the causal relationship. However, if it is unavoidable in an emergency, we will explain it after the change.

#### 9. Change of Travel Fee Amount

After concluding the travel contract, the company will not change the amount of the travel fee, additional fee, or discount fee except in the following cases.

- (1) If the fares and charges of the transportation facility used are revised significantly beyond what is normally assumed due to significant changes in economic conditions, etc., the travel fee will be changed by the revision difference. However, when the travel fee is changed to increase, we will notify the customer before the day corresponding to the 15th day counting back from the day before the tour start date.
- (2) (1) of this article are significantly reduced, the company will reduce the travel fee by the amount of the reduction as stipulated in (1) of this article.
- (3) If the tour content is changed and the cost required to implement the tour is reduced, the company will reduce the tour fee by the change difference.
- (4) The company will change the tour price by the change difference described in Article 8, and the expenses required for the tour implementation (including cancellation fee, penalty fee, etc. for travel services that were not provided due to the change in the contract content, etc. expenses that have already been paid or must be paid in the future) has increased, except in the case of changes due to shortages of seats, rooms, and other facilities at transportation and accommodation facilities, etc., despite the provision of services.
- (5) If the company has stated in the contract document such as a pamphlet that the travel fee varies depending on the number of people using the transportation/accommodation facilities, etc., the number of people using such facilities has been changed after the conclusion of the tour contract for reasons not attributable to the company, the travel fee will be changed within the range stated in the contract document.

#### 10. Change of Customer

You may transfer your contractual status to a third party with our consent. In this case, the customer is required to fill in the prescribed items and submit it to the company. In this case, a prescribed amount may be charged as a fee for replacement. In addition, the transfer of the status under the contract will become effective when our company approves it, and the party who receives the transfer of the status under the tour contract will inherit all rights and obligations related to this tour contract. In addition, the company may refuse to change the traveler for reasons such as the transportation facility, accommodation facility, etc. used not responding to the change of the traveler.

## 11. Cancellation Fee

- (1) After the tour contract is concluded, if the tour is canceled due to personal reasons, the customer will be required to pay the following cancellation fee. In addition, in the case of trips that include overnight stays, participating guests will be charged the difference in the number of guests per room.

Date of cancellation/change Counting back from the day before the departure date	Cancellation/change fee	
	Stay trip	Day trips, etc.
1. Termination before the 21st day	Free	Free
2. Cancellation after the 20th day (excluding 3 to 7)	20 % of travel fee	Free
3. Cancellation after the 10th day (excluding 4 to 7)	20 % of travel fee	20 % of travel fee
4. Cancellation after the 7th day (excluding 5 to 7)	30 % of the travel fee	30 % of the travel fee
5. Cancellation on the day before the trip start date	40 % of travel fee	40 % of travel fee
6. Cancellation on the day of travel start	50 % of the travel fee	50 % of the travel fee
7. Cancellation after the start of the trip or non-participation without contact	100 % of travel fee	100 % of travel fee

- (2) If the travel fee is not paid by the due date, the company will deem that the customer has canceled the tour contract on the day following the due date, and will charge a cancellation fee equal to the cancellation fee.

## 12. Cancellation of the Travel Contract by the customer

- (1) Before starting the trip

- ① The customer may cancel the tour contract at any time by paying the cancellation fee stipulated in the preceding article. The cancellation date of the travel contract shall be based on the time when the request for cancellation is made within the business day and business hours of the day.
- ② The customer may cancel the travel contract without a cancellation fee in the following cases.
  - a. When the content of the travel contract is changed. However, that the change shall be limited to those listed in Article 16(1) or other material matters.
  - b. When the travel fee is revised upward based on Article 9.
  - c. In the event of natural disasters, wars, riots, suspension of travel services provided by transportation, accommodation facilities, etc., orders from public offices, or other causes, safe and smooth travel becomes impossible or may become impossible. when is extremely large.
  - d. When it becomes impossible to carry out the tour according to the itinerary described in the pamphlet, website, etc. due to reasons attributable to the company.
- ③ When the Tour Contract is canceled pursuant to (1)-(1) of this Article, the company shall refund the already received travel fee (or application fee) after deducting the prescribed cancellation fee. If the cancellation fee cannot be covered by the application fee, the difference will be charged. In addition, when the tour contract is canceled in accordance with (1) -② of this article, we will refund the full amount of the travel fee (or application fee) already received.

(2) After starting the trip

- ① If you leave the group for your convenience, we will consider you to have waived your rights and will not refund any money.
- ② If the travel services described in the pamphlet, website, etc. cannot be provided due to reasons not attributable to the customer, the customer may cancel the contract for the part of the tour service provision that has become impossible without paying a cancellation fee.
- ③ (2) -② of this Article, the company will refund to the traveler the amount of the travel fee for the part of the travel service that the traveler has become unable to receive. However, if the reason is not attributable to the company, the cancellation fee, penalty and other expenses already paid or to be paid in the future for the travel service will be deducted from the said amount. We will refund the deducted amount to the customer.

### 13. Cancellation of Travel Contract by the company

(1) Before starting the trip

- ① When the customer does not pay the travel fee by the date specified in Article 5, we may cancel the tour contract. In this case, you will be required to pay a cancellation fee equal to the cancellation fee stipulated in Article 11.
- ② Our company may cancel the travel contract in the following cases.
  - a. When it becomes clear that the customer does not meet the gender, age, qualifications, skills and other conditions for participation in the tour specified in advance by the company.
  - b. When it is found that the customer falls under any of Article 3 (11) - ① to ③.
  - c. When it is recognized that the customer is unable to endure the trip due to illness, absence of necessary caregiver or other reasons.
  - d. When it is recognized that the customer may cause trouble to other customers or hinder the smooth implementation of the group tour.
  - e. When the customer requests a burden that exceeds the reasonable range regarding the content of the contract.
  - f. When the number of customers is less than the minimum number of participants listed on the website or pamphlet. In this case, we will notify you of the tour cancellation before the 13th day counting back from the day before the tour start date (before the 3rd day for day trips).
  - g. When conditions specified in advance by the company for the implementation of the trip, such as insufficient snowfall during a trip for skiing, are not fulfilled, or when there is an extremely high risk of such failure.
  - h. In the event of a natural disaster, war, riot, suspension of travel services provided by transportation/accommodation facilities, etc., orders from public offices, or any other reason beyond our control, we will comply with the itinerary described on our website or pamphlet. When it becomes impossible to safely and smoothly implement the trip, or there is an extremely high risk that it will become impossible.
- ③ When the Company cancels the tour contract pursuant to (1)-(1) of this Article, the Company shall refund the travel fee (or application fee) that has already been received after deducting the penalty. In addition, when canceling the tour contract in accordance with (1) -② of this article, we will refund the full amount of the travel fee (or application fee) already received.

(2) After starting the trip

- ① In the following cases, the company may cancel part of the Tour Contract by explaining the reason to the customer in advance.



- a. When it is deemed that the customer is unable to continue the tour due to illness, absence of necessary caregivers, or other reasons.
- b. When it is found that the customer falls under any of Article 3 (11) - ① to ③.
- c. When the customer disrupting the rules of group tours by violating the company's instructions by tour conductors or other persons for the safe and smooth implementation of tours, or by assaulting or intimidating these persons or other accompanying travelers, etc. When it interferes with the safe and smooth implementation of the relevant travel.
- d. When it becomes impossible to continue the tour due to natural disasters, wars, riots, or any other reasons beyond our control and suspension of travel services such as transportation and accommodation periods, orders from public offices, etc.

## ② Effects of Termination and Refunds

In the event that the company cancels the Tour Contract due to the reasons stated in (2)-① of this article, the cancellation fee, penalties, or other pretexts shall be paid to the provider of the travel service that was not provided due to the cancellation of the contract. If there are expenses that have already been paid or must be paid, the customer will be responsible for them. In this case, out of the travel fee, the company shall pay, or pay in the future, cancellation fees, penalties, and other nominal expenses to the travel service provider from the portion of the travel fee related to the travel service that the customer has not yet received will be deducted from the refund.

- ③ When the company cancels the Tour Contract due to a and d of (2)-① of this article, we will make the necessary arrangements for returning to the departure point at the customer's expense at the customer's request.
- ④ The company cancels the Tour Contract based on the provisions of (2)-① of this article, the contractual relationship between the company and the customer shall be extinguished only in the future. In other words, the company's obligations related to the travel services already provided to the customer shall be deemed to have been effectively repaid.

## 14. Tour Conductor

- (1) We will clearly indicate whether a tour conductor will accompany or not in the pamphlet, website, etc.
- (2) During the period from the start of the tour to the end of the tour, when acting as a group, the customer must follow the instructions of the tour conductor, etc., in order to carry out the tour safely and

smoothly. If a customer does not follow the instructions of the tour conductor, etc., disturbs the discipline of group behavior, and interferes with the safe and smooth implementation of the tour, the customer's future tour contract will be canceled even during the tour.

- (3) In principle, tour conductors work from 8:00 to 20:00.
- (4) For some courses, we may accompany you from the time you arrive at the site to the time you depart from the site. In this case, the tour conductor will not accompany you on the journey to the meeting place and from the dissolution place, so you will have to carry out the procedures for receiving the travel service yourself. (For some courses, the reception staff will guide you.)
- (5) (4) of this article, if there is a reason to change the service contents due to bad weather, etc., the customer will arrange for alternative services and perform the necessary procedures by themselves.

## 15. Our Responsibility

- (1) In the performance of the Agent-Organized Package Tour Contract, if the Company or a person to whom the company entrusts arrangements on behalf of the company causes damage to the customer intentionally or negligently, the company will compensate for the damage suffered by the customer. However, this is limited to cases where the company is notified within two years from the day following the occurrence of the damage.
- (2) Regardless of the provisions of the same paragraph, regarding the damage caused to the baggage of this article (1), only if the company is notified within 14 days from the day after the damage occurred, per traveler we will compensate you up to a maximum of 150,000 yen.
- (3) We shall not be liable for the damages set forth in (1) of this article if the customer suffers damage due to the following reasons.
  - ① Natural disasters, wars, riots, or changes in itineraries or cancellations of trips caused by these
  - ② Accidents at transportation/accommodation facilities, etc., damage caused by fire
  - ③ Discontinuation of services provided by transportation/accommodation facilities, etc., or changes in itineraries or cancellations of trips resulting from these
  - ④ Government order, quarantine due to contagious disease, change of itinerary caused by these, cancellation of travel
  - ⑤ Accident during free movement
  - ⑥ Food poisoning
  - ⑦ Theft

- ⑧ Delays, interruptions, schedule changes, route changes, etc. of transportation facilities, or changes in itineraries and shortened stays at destinations caused by these

## 16. Guaranteed Itinerary

- (1) In the event that there is a material change in the contract details listed in the left column of the table below (excluding changes stipulated in ① to ③ below), the company will multiply the travel fee by the rate listed in the right column of the same table. We will pay the change compensation amount obtained to the customer within 30 days from the day after the tour ends. However, if it is clear that our company will be held liable under the provisions of Article 15 (1) for the change, we will pay it as all or part of the compensation for damages, not as compensation for change.
- ① In the case of changes due to the following reasons, we will not pay change compensation.  
(However, if the change is due to a shortage of seats, rooms, or other facilities (so-called overbooking) at transportation/accommodation facilities, etc. despite the provision of services, we will pay a change compensation fee.)
- A) Bad weather and natural disasters that interfere with the itinerary
  - B) War
  - C) Riot
  - D) Government order
  - E) Suspension of provision of travel services such as transportation/accommodation facilities such as flight cancellations, interruptions, and closures
  - F) Provision of transportation services that are not based on the original operation plan, such as delays and changes in transportation schedules.
- ② When the Tour Contract is canceled in accordance with the provisions of Articles 12 and 13, in the case of changes related to the canceled part, the company will not pay any change compensation.
- ③ Even if there is a change in the order in which the travel services provided on the website or pamphlet are provided, the company will not pay any change compensation if the travel services can be provided during the trip.
- (2) The upper limit of compensation for changes to be paid by the company shall be the amount obtained by multiplying by 15%. In addition, if the amount of compensation for change to be paid per customer for one recruitment type planning tour is less than 1,000 yen, the company will not pay compensation for change.

- (3) With the consent of the customer, the company may compensate by providing goods and services corresponding to the payment of compensation for changes and damages in lieu of monetary payment.

Amount of compensation for change = Per case, the following rate x travel fee

Changes that require payment of a change compensation fee	Before starting the trip	After starting the trip
1. Change of the tour start date or tour end date stated in the contract document	1.5%	3.0%
2. Change of tourist destinations or tourist facilities (including restaurants) or other travel destinations stated in the contract document	1.0%	2.0%
3. Changing the class of transport facility or equipment described in the contract document to one with a lower fee (if the total price of the class and equipment after the change is lower than that of the class and equipment described in the contract document) limited.)	1.0%	2.0%
4.Changes in the type of transport agency or company name stated in the contract document	1.0%	2.0%
5. Change to a different flight at the airport that is the starting point of the trip or the airport that is the ending point of the trip in Japan stated in the contract document	1.0%	2.0%
6. Change in the type or name of the accommodation facility stated in the contract document	1.0%	2.0%
7.Changes to the type of guest room, facilities, scenery, and other room conditions of the accommodation facility stated in the contract document	1.0%	2.0%
8. Among the changes listed in the preceding items, changes in the matters described in the tour title of the contract document	2.5%	5.0%

Note 1: "Before the start of the trip" means the case where the traveler is notified of the change by the day before the start date of the trip. "After the start of the trip" means the case where the traveler is notified of the change on or after the day of the start of the trip.

Note 2: When a final document is delivered, this table applies after replacing the term "contract document" with "final document". In this case, if there is a change between the content of the contract document and the content of the final document, or between the content of the final document and the content of the travel services actually provided, 1 for each change treated as a matter.

Note 3: If the transportation facility related to the change listed in item 3 or item 4 involves the use of accommodation facilities, it will be treated as one case per night.

Note 4: Regarding the change of the company name of the transportation company listed in item 4, it does not apply when the grade or equipment is changed to a higher one.

Note 5: Even if multiple changes listed in item 4, item 6, or item 7 occur within one boarding ship, etc. or one night stay, it will be treated as one change per boarding ship, etc. or one night stay.

Note 6: For the changes listed in Item 8, the rates from item 1 to item 7 will not be applied, and item 8 will be applied.

## 17. Special Compensation

- (1) Regardless of whether or not our liability in Article 15 (1) arises, we will not be responsible for the life or body of the customer due to an accidental and sudden external accident while participating in the recruitment type planning tour according to our company's contract special compensation regulations. We will pay a predetermined amount of compensation and condolence money for certain damage suffered by. In the event that the company assumes the company's responsibility under Article 15 (1), this compensation will be applied to part or all of the damages that the company should bear. In addition, if there is an insurance contract that requires insurance claims to be paid for damage to baggage, the company may reduce the amount of damage compensation that the company should pay.
- (2) Notwithstanding (1) of this article, for days on which travel services included in the recruitment type planning tour arranged by the company are not provided at all, only when it is clearly stated on the website or pamphlet, the participation in the recruitment type planning trip concerned I don't want to go inside.
- (3) If the customer suffers damage while participating in the recruitment type planning trip, other than the customer's willfulness, drunk driving, illness, etc., and if it is not included in the recruitment type planning trip, mountain climbing (ice ax, climbing equipment such as crampons, ropes, and hammers), luge, bobsled, in the event of an accident during skydiving, hang gliding, ultralight plane (motor hang glider, microlight plane, ultralight plane, etc.), gyroplane or other similar dangerous exercise, the

company shall not pay (1) compensation and condolence money. However, this does not apply when the relevant exercise is included in the recruitment type planning travel itinerary.

- (4) The company shall handle cash, marketable securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, certificates of deposit/savings certificates (including passbooks and cash dispenser cards), various data, and other similar items. Contact lenses, etc., which are excluded from compensation as stipulated in our terms and conditions, will not be compensated for damage.
- (5) The company has an obligation to pay compensation based on (1) of this article and an obligation to compensate for damages under the preceding paragraph, if one of the obligations is fulfilled, the obligation to pay compensation or compensate for damages will be limited to the amount of that obligation. We will assume that both have been fulfilled.

## 18. Customer Responsibility

- (1) In the event that the company suffers damages due to the customer's willful misconduct, negligence, acts contrary to laws and public order and morals, or the customer's failure to comply with the provisions of the company's terms and conditions, the company will receive compensation for damages from the customer.
- (2) When concluding an Agent-Organized Tour Contract, the customer must use the information provided by the company and endeavor to understand the rights and obligations of the customer and other details of the Agent-Organized Tour Contract.
- (3) In order for the customer to smoothly receive the travel services described in the contract document after the start of the tour, in the unlikely event that the customer recognizes that the tour service different from the contract document has been provided, promptly notify the tour conductor at the travel destination You must notify the agent, local guide, relevant travel service provider or sales office.
- (4) If we recognize that a customer is in need of protection due to illness, injury, etc., we may take necessary measures. In this case, if this is not due to reasons attributable to our company, the cost required for such measures shall be borne by the customer, and the customer must pay the cost by the date specified by our company by the method specified by our company.
- (5) In the event that coupons are lost, the customer will be responsible for the shipping charges and fees associated with the reissuance of the coupons. In this case, the fare and charge shall be the amount determined by the transport agency.

## 19. Travel Conditions by Communication Contract

The company shall not accept payment of travel fees, cancellation fees, etc. without the member's signature from a card member (hereinafter referred to as "member") of a credit card company (hereinafter referred to as "affiliated company") affiliated with the Company or an entrusted travel agency (hereafter referred to as the "Communication Contract"). Travel conditions for communication contracts differ from normal travel conditions in the following points. (This service may not be available depending on the contracted travel agency. Also, the types of cards that can be handled differ depending on the contracted travel agency.)

- (1) "Card usage date" as referred to in this article means the date on which the member and the company should pay the travel fee, etc., or fulfill the refund obligation based on the travel contract.
- (2) When applying, please notify us of your "membership number (credit card number)", "card expiration date", etc.
- (3) A travel contract based on a communication contract shall be deemed to have been concluded when the customer receives a notice of acceptance of the conclusion of the travel contract by our company.
- (4) Our company will receive payment of "the travel fee of the amount described in the website or pamphlet" or "cancellation fee stipulated in Article 11" without the member's signature on the prescribed slip using the card of the affiliated company. In this case, the date the card is used for the travel fee shall be the date the contract is concluded.
- (5) In the event that a request is made to cancel the contract, the company shall deduct the cancellation fee from the tour price within 7 days counting from the day following the day on which the request for cancellation was made (within 30 days in the case of a reduction or cancellation after the start of the tour) will be refunded as the card usage date.
- (6) If payment by the credit card requested by the member cannot be made due to credit reasons, etc., the company shall cancel the communication contract and pay the travel fee in cash by the date separately designated by the company. If payment is not made by the due date, a penalty fee equal to the cancellation fee stipulated in Article 11 (1) will be charged.

## 20. Handling of personal information

- (1) In addition to using the personal information submitted at the time of travel application for contact with customers, we will use it for arranging and receiving services provided by transportation facilities, etc. for the travel you have applied for. We will use it within the range necessary for the procedure. In addition, we may use your personal information to provide information on products, services, and campaigns of

our affiliated companies, to provide opinions and impressions about travel, and to request questionnaires.

- (2) In order to make arrangements for the tour you have applied for, we will provide information such as your name, address, and telephone number to the extent necessary to transportation, accommodation facilities, souvenir shops, etc., and to the arrangement agent. When applying, the customer agrees to the provision of such personal data.

## 21. Others

- (1) Expenses associated with personal guidance, shopping, etc., when a tour conductor is requested by the customer, expenses associated with the occurrence of injury, illness, etc., of the customer, miscellaneous expenses associated with the loss of luggage due to carelessness of the customer, or the recovery of items left behind If there are any expenses or other expenses required for arrangements for separate activities, those expenses will be borne by the customer.
- (2) We may guide you to a souvenir shop for your convenience, but you are responsible for any purchases you make. We are unable to assist with product exchanges or returns.
- (3) Please strictly observe the meeting time. We will not take any responsibility if you are late for the meeting time and can not participate.
- (4) On Saturdays, Sundays, public holidays, Golden Week, summer vacation, etc., it may not be possible to operate on schedule due to traffic congestion.
- (5) In addition to the case of (4) of this article, in the unlikely event that the return is delayed due to an accident, road conditions due to bad weather, or other unavoidable reasons, even if a situation arises in which it is necessary to use a taxi or stay overnight, the company will not cover the costs involved. We cannot respond to requests. In addition, we cannot accept compensation for shortening the time spent at the destination.
- (6) Under no circumstances will we reschedule the trip.

This travel condition is based on June 2021 standards.

(Updated: June 24, 2021)