

Travel Contract (extract)

The following is a translated extract of the original Japanese contract, and is provided only for clients' convenience. The original Japanese contract shall always prevail.

【Custom-made Package Tours】

Custom-made Package Tours shall refer to tours that are planned and operated by the Company at the request of a client.

Conclusion of the Contract

At the request of a client, the Company makes arrangements so that the Client can receive accommodation, transportation and other travel related services in accordance with the itinerary that the Company sets out.

- Upon a client's request, the Company presents a proposal document that includes a suggested itinerary, content of service, tour price and other conditions (Tour Proposal.) The Company may also specify a Tour Designing Fee in the Tour Proposal.
- Upon confirming his/her acceptance of the Tour Proposal, the client shall pay a deposit and submit an application form to the Company. The contract is concluded when the Company accepts the application and receives the deposit. The Company retains the rights to decline applications by any clients.
- Once the contract is concluded, the Company provides a confirmation document that includes an itinerary, content of service, tour price, and other conditions (Tour Contract).

Modification to the Contract

- The client may request changes of the itinerary, content of service and other components of the custom-made package tour, and the Company shall make best efforts to meet the requests. The resulted increase of tour cost (including cancellation fees, penalties and other charges) shall be borne by the client.
- To ensure safety, the Company may change the content of the contract in case of natural disaster, war, insurgence, suspension of services by transportation or accommodation facilities, government order, unexpected change of planned transportation service and other causes beyond the Company's control.
- In case there is a significant change in transportation cost, the Company may change the tour price and shall so notify the client by 16 days prior to the tour start date.

Cancellation Fees for Custom-made Package Tours

1. For domestic tours operated by the Company (within Japan only)
 - a) 22 or more days prior to the tour start date : Tour Designing Fee
 - b) 21 (11 for day-trip) to 9 days prior to the tour start date: 20% of the tour price
 - c) 8 to 2 days prior to the tour start date: 30% of the tour price
 - d) 1 day prior to the tour start date: 40% of the tour price
 - e) On the tour start date: 50% of the tour price
 - f) After the start of the tour or cancellation without notice: 100% of the tour price

Other rules may apply for tours using chartered ships/boats.

2. For overseas tours operated by the Company
 - (1) For tours using airplanes when leaving and entering Japan.
 - a) 32 or more days prior to the tour start date: Tour Designing Fee
 - b) 31 to 3 days prior to the tour start date: 20% of the tour price
 - c) Less than 3 days prior to the tour start date: 50% of the tour price
 - d) After the start of the tour or cancellation without notice: 100% of the tour price
 - (2) For tours using chartered flights
 - a) 91 or more days prior to the tour start date: Tour Designing Fee
 - b) 90 to 32 days prior to the tour start date: 20% of the tour price
 - c) 31 to 22 days prior to the tour start date: 50% of the tour price
 - d) 21 to 4 days prior to the tour start date: 80% of the tour price
 - e) After 3 days prior to the tour start date or cancellation without notice: 100% of the tour price

Other rules may apply for tours using ships/boats when leaving and entering Japan.

【Travel Arrangements (e.g. Free Individual Travel)】

Travel Arrangements shall refer to the arrangements the Company makes at the request of a client for transportation, accommodation and other travel related services.

- The Company may charge travel arrangement fees for making requested arrangements.
- The Company fulfills its obligation when it completes requested arrangements in good faith. If the client cannot receive the services of the transportation, accommodation or other facilities due to overbooking, operation suspension and other reasons that the Company is not responsible for, the client is obliged to pay the travel arrangement fees to the Company.

Conclusion of the Contract

- To request travel arrangements, a client shall submit an application form and pay a deposit to the Company. The travel arrangement contract is complete when the Company accepts the application and receives the deposit. The Company retains the rights to decline applications by any clients.
- For accommodation-only or transportation-only arrangements, the Company may accept an oral application. The contract is complete when the Company accepts the application.
- Once the contract is concluded, the Company provides a confirmation document that includes an itinerary, content of service, tour price, and other conditions (Travel Arrangement Contract). The Company may instead provide transportation tickets, hotel coupons or any other documents stating the rights of the Clients to get the travel related services.

Changes and Cancellation of the Contract

- The client may request changes of the itinerary, content of service and other components of the arrangements, and the Company shall make best efforts to meet the requests. The resulted increase of travel cost (including cancellation fees, penalties and other charges) shall be borne by the client.
- The client may cancel a part or all of the contract by paying the cost for the travel services that the clients has already received, cancellation fees, penalties and other charges related to travel services that the client has not yet received, and the Company's cancellation fees and travel arrangement fees.

【Travel Consultancy】

Travel Consultancy shall refer to the following services that the Company provides for fees at the request of a client:

- Advice and information to the client for making travel itineraries
- Making travel plans
- Quotation
- Providing information on destinations, transportation, lodging etc.
- Any other advice and information services

Conclusion of the Contract

- The travel consultancy contract is concluded when the Company accepts a client's application made in writing, by phone, postal mail, fax or any other communication methods. The Company retains the rights to decline applications from any clients.

Consultation Fees

- The client shall pay to the Company designated consultancy fees for the above services.