

Explanatory Document and Contract Document for Custom-Designed Package Tour Contracts (Domestic Travel)

Please be sure to read these Travel Terms and Conditions carefully before applying.

The Proposal Document and this document shall constitute parts of the Contract Documents when concluding a Travel Contract.

- Explanatory Document on Transaction Conditions pursuant to Article 12-4 of the Travel Agency Act
- Contract Document pursuant to Article 12-5 of the Travel Agency Act

1. Custom-Designed Package Tour Contract

(1) A "Custom-Designed Package Tour Contract" (hereinafter referred to as the "Travel Contract") means a travel contract under which Mitsukoshi Isetan Nikko Travel Co., Ltd. (1-2-4 Nihonbashi Muromachi, Chuo-ku, Tokyo; Registered Travel Agency No. 1987 of the Commissioner of the Japan Tourism Agency; hereinafter referred to as the "Company"), prepares a travel plan specifying the destination and itinerary, the contents of transportation, accommodation, other travel services to be provided to the customer as well as the amount of travel fees payable by the customer to the Company, at his own request. The Company is also to implement the travel based on such plan.

(2) In performing the Travel Contract, the Company may entrust all or part of the travel arrangements to other travel agencies, travel arrangement service providers, or other assistants located inside or outside Japan.

2. Application for the Contract

(1) When a customer requests to apply for a Travel Contract, the Company shall, unless business circumstances prevent it from doing so, provide a document describing a travel proposal (hereinafter referred to as the "Proposal Document"), including the travel itinerary, travel services, travel fees, and other travel conditions prepared in accordance with the customer's request.

(2) The Company may clearly indicate in the Proposal Document the amount of handling charges for preparation of the proposal (hereinafter referred to as the "Planning Fee") as part of the breakdown of the travel charges.

(3) A customer wishing to apply for a Travel Contract based on the contents of the Proposal Document provided by the Company shall complete the prescribed application form and submit it to the Company together with an application deposit which amount is to be separately specified by the Company.

(4) Notwithstanding the preceding paragraph, a customer who wishes to apply for a Communication Contract (meaning a travel contract concluded with a credit card member of a credit card company affiliated with the Company through telephone, mail, facsimile, or other communication means, whereby the customer agrees in advance that claims or obligations relating to travel charges under the Travel Contract shall be settled in accordance with the card membership rules of the affiliated company on or after the due date of such claims or obligations, and travel charges shall be paid in the manner provided in Section 7(2), the latter part of Section 10(1), and Section 11(2)) shall notify the Company of their membership number (credit card number and expiration date) and other necessary information.

(5) Where multiple customers participating in the same tour appoint a responsible representative (hereinafter referred to as the "Contract Representative") and apply for a Travel Contract, the Company shall deem that the Contract Representative has full authority to act on behalf of all participants in all matters relating to the conclusion and termination of the Travel Contract.

(6) The Contract Representative shall submit a list of all participants to the Company by the date specified by the Company.

(7) The Company shall bear no responsibility whatsoever for any obligations or liabilities currently owed or expected to be owed in the future by the Contract Representative to the participants.

(8) If the Contract Representative does not join the group during the trip, the Company shall regard the participant designated in advance by the Contract Representative as the Contract Representative after the commencement of the trip.

(9) People who: are in poor health, have physical disabilities, are pregnant, are in need of assisting dogs or require other special considerations must notify the Company accordingly. The Company will, when notified, accommodate such requests to a possible and reasonable extent. Any expenses incurred for special measures taken by the Company for the customer based on such request shall be borne by the customer.

3. Refusal to Conclude the Contract

The Company may refuse to conclude a Travel Contract in any of the following cases:

(1) When the Company's own business circumstances make it difficult to accept the application.

(2) When a Communication Contract is to be concluded and the customer's credit card is invalid or all or part of the travel charges cannot be settled in accordance with the affiliated company's card membership rules.

(3) When the customer is likely to cause inconvenience to other travelers or interfere with the smooth operation of any group travel.

(4) When it is determined that the customer is a member of an organized crime group, affiliated with an organized crime group, or otherwise associated with anti-social forces.

(5) When the customer engages in violent conduct, unreasonable demands, threatening behavior, or the use of violence in relation to transactions with the Company.

(6) When the customer spreads false rumors, uses fraudulent means or force to damage the Company's reputation, or when the customer is obstructing the Company's business operations.

4. Time of Conclusion of the Contract

(1) The Travel Contract shall come into effect when the Company accepts the application and receives the application deposit amount.

(2) When concluding a Travel Contract with a Contract Representative, the Company may, by special agreement in writing, accept the conclusion of the Travel Contract without receiving an application deposit. In such case, notwithstanding Paragraph (1), the Travel Contract is to come into effect when the Company delivers such written agreement to the Contract Representative.

(3) The application deposit shall be applied toward the travel charges, cancellation charges, or any other amounts payable by the customer to the Company.

(4) Notwithstanding Paragraph (1), a Communication Contract will come into effect when the Company dispatches notice of acceptance of the application.

However, where electronic acceptance notice is sent by e-mail, facsimile, answering machine, or other electronic means, the contract shall come into effect when such notice reaches the customer.

5. Delivery of Contract Documents

(1) Promptly after the conclusion of the Travel Contract, the Company shall provide the customer with a document describing the travel itinerary, travel services, charges, other travel conditions, and matters concerning the Company's responsibilities (hereinafter referred to as the "Contract Document").

The Contract Document shall consist of the Proposal Document, these Travel Terms and Conditions, as well as documents indicating the date of conclusion of the Travel Contract (except in the case of a Communication Contract under Section 2(4)).

(2) The scope of travel services for which the Company assumes arrangements responsibility and itinerary management under the Travel Contract shall be as specified in the Contract Document referred to in the preceding paragraph.

6. Final Itinerary Document

(1) If the confirmed travel itinerary or the names of transportation and/or accommodation providers cannot be specified in the

Contract Document, the Company shall list the scheduled accommodation facilities and major transportation providers relevant to the travel plan and provide a document setting forth the confirmed arrangements (hereinafter referred to as the "Final Itinerary Document"), no later than the day before the travel commencement date (or the travel commencement date itself if the contract application is made on or after the seventh day prior to the travel commencement date).

(2) In the above case, if a customer requests confirmation of the arrangement status, the Company shall respond promptly and appropriately, even before delivery of the Final Itinerary Document.

(3) Once the Final Itinerary Document has been delivered, the travel services scope for which the Company bears responsibility for arrangements and itinerary management pursuant to Section 5(2) shall be specifically determined by the Final Itinerary Document.

7. Payment and Revision of Travel Charges

(1) The amount of travel charges shall be specified in the Proposal Document. Travel charges must be paid by the deadline designated by the Company before the departure date.

(2) If a Communication Contract is concluded, the Company shall collect the travel charges specified in the Contract Document through the affiliated credit card company without requiring the customer's signature on a prescribed charge slip.

The card usage date (the date on which the customer or the Company is required to perform payment or refund obligations relating to travel charges under the Travel Contract) shall be the date on which the Travel Contract is concluded.

(3) If the fares or charges of transportation services used are significantly revised beyond the ordinarily foreseeable range due to major changes in economic conditions and such revised fares end up differing from the applicable published fares effective on the base date specified in the Proposal Document, the Company may increase or decrease these travel charges accordingly.

If the applicable fares are reduced, the Company shall reduce the travel charges by the same amount.

If the travel charges are to be increased, the customer shall be notified no later than the 15th day prior to the day immediately preceding the departure date.

(4) Where the Contract Document states that travel charges may vary according to the number of people using transportation or accommodation facilities, and the number of such participants changes after the conclusion of the contract for reasons not attributable to the Company, the Company may revise the travel charges in accordance with the provisions set forth in the Contract Document.

(5) If the travel expenses increase or decrease as a result of changes to the contract contents under Section 8(2) "Changes to Contract Contents," the Company may then revise the travel charges. Such travel expenses include cancellation fees and penalties related to travel services that are arising from the change.

However, if the increase in travel expenses results from a shortage of seats, rooms, or other facilities despite transportation or accommodation providers continuing to provide the relevant travel services (hereinafter referred to as "Overbooking"), the travel charges shall not be increased.

8. Changes to the Contract Contents

(1) If a customer requests a change to be made to the contents of the Travel Contract, the Company will endeavor to accommodate such requests to the most feasible extent. In such case, the Company may revise the Travel Charges.

(2) If any of the following events occur: natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders of government authorities, provision of transportation services not based on the original operating schedule, or any other circumstances beyond the Company's control, and if such changes are unavoidable in order to ensure the safe and smooth operation of the trip, the Company may change the travel itinerary, travel services, or other elements of the travel arrangements after promptly explaining in advance to the customer. They should detail the reasons why such circumstances are beyond the Company's control and the causal relationship between these circumstances and the necessity for amending the travel content.

However, in emergency situations where prior explanation is impracticable, the Company shall provide such explanation after the change has been made.

9. Contractor's Substitution [Transfer Fee]

(1) With the consent of the Company, a customer may transfer his or her contractual status to another person. In such case, the customer must complete the Company's prescribed form and submit it together with the following transfer fee.

Transfer Fee (including consumption tax)

Travel Type	Applicable Period	Transfer Fee
Travel including overnight accommodation	From the 20th day prior to the departure date up to departure	JPY 3,300
Day trip	From the 10th day prior to the departure date up to departure	JPY 1,100

(2) The transfer of contractual status under Paragraph (1) shall become effective when approved by the Company. Thereafter, the transferee shall take in all rights and obligations under the Travel Contract. However, the Company reserves the right to refuse such substitution.

10. Contract Termination

By the Customer

(1) The customer may terminate the Travel Contract by paying the cancellation charge or planning fee (hereinafter collectively referred to as the "Cancellation Charges, etc.") in accordance with the provisions stated in the Proposal Document.

In the case of a Communication Contract, the Company shall be entitled to receive payment of such Cancellation Charges, etc. without requiring the customer's signature.

(2) Cancellation due to reasons not attributable to the Company, including but not limited to loan arrangements or travel procedures, shall also be subject to the Cancellation Charges, etc. specified in the Proposal Document.

(3) The customer may terminate the Travel Contract without paying any Cancellation Charges, etc., in the following cases:

Before the Commencement of Travel

① When the Company has changed the contents of the contract, provided that such change is one listed in the left-hand column of the "Compensation for Changes" table or is concerning another substantial element of the contract.

② When the Travel Charges have been increased pursuant to Section 7(3) "Timing of Payment and Changes in Travel Charges."

③ When natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders of government authorities, or other circumstances make the safe and smooth implementation of the trip impossible or highly likely to become impossible.

④ When the Company fails to deliver the Final Itinerary Document by the deadline specified in Section 6(1).

⑤ When circumstances attributable to the Company make it impossible to conduct the trip in accordance with the itinerary stated in the Contract Document.

By the Company

(1) If the customer fails to pay the Travel Charges by the due date specified in Section 7, the Company may deem the Travel Contract to have been terminated by the customer on the day following such due date and may collect the applicable Cancellation Charges, etc. in accordance with the Proposal Document.

(2) The Company may terminate the Travel Contract after explaining the reasons to the customer in the following circumstances:

Before the Commencement of Travel

① When the customer is deemed unable to endure the trip because of illness, absence of a caregiver, or other reasons.

② When the customer is likely to inconvenience other travelers or interfere with the smooth operation of group travel.

③ When the customer requests a burden exceeding the reasonable scope relevant to the Travel Contract.

④ When it becomes highly likely that conditions expressly stated at the time of contract conclusion as prerequisites for the tour, such as sufficient snowfall for a ski trip, will not be fulfilled.

⑤ When natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders of government authorities, or other circumstances make the safe and smooth implementation of the trip impossible or highly likely to become impossible.

⑥ In the case of a Communication Contract: when payment by the customer's credit card becomes impossible.

⑦ When it is discovered that the customer falls under any of the categories described in Section 3(4) through (6).

After the Commencement of Travel

① When the customer becomes unable to continue the trip because of illness, absence of a necessary caregiver, or other reasons.

② When the customer disrupts the group discipline and interferes with the safe and smooth operation of the trip by not following instructions given by the tour conductor or other representatives of the Company, or through acts of violence, intimidation, or other similar negative conduct toward such persons and/or travelers.

③ When natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders of government authorities, or other circumstances beyond the Company's control make continuation of the trip impossible.

④ When it is discovered that the customer falls under any of the categories described in Section 3(4) through (6).

③ If the Company terminates the Travel Contract pursuant to Section 10, "Termination by the Company," Paragraph (2), Before the Commencement of Travel, the Company shall refund in full any Travel Charges or Application Deposit already received.

If the Company terminates the Travel Contract after the commencement of travel, the contract will cease to have effect only prospectively, and the Company's obligations relating to travel services already provided to the customer shall be deemed to have been duly performed.

In such case, the Company shall refund the amount relating to travel services not yet received by the customer after deducting cancellation charges, penalties, and any costs that have already been paid or must subsequently be paid in connection with such travel services.

11. Refunds

(1) If the Travel Charges are reduced pursuant to Section 7(3) or (4), or if the Travel Contract is terminated pursuant to Section 10 and a refund is due to be paid, the Company shall make the refund:

- within seven (7) days from the day following the date of termination, in the case of termination before the commencement of travel; or
- within thirty (30) days from the day following the travel completion date specified in the Proposal Document, in the case of a reduction in Travel Charges or termination after the commencement of travel.

(2) In the case of a Communication Contract, any refund resulting from a reduction in Travel Charges pursuant to Section 7(3) or (4), or from termination of the Travel Contract pursuant to Section 10, shall be made in accordance with the affiliated credit card company membership rules relevant to the card used.

In such case, the Company shall notify the customer of the refundable amount:

- within seven (7) days from the day following termination, in the case of termination before the commencement of travel; or
- within thirty (30) days from the day following the travel completion date specified in the Proposal Document, in the case of a reduction in Travel Charges or termination after the commencement of travel.

The date of such notification shall be considered as the card usage date.

12. Itinerary Management

The Company shall endeavor to ensure the customer's safe and smooth travel and shall perform the following services:

(1) If it is determined that the customer may be unable to receive travel services during the trip, the Company shall take necessary measures to ensure that travel services under the Travel Contract are provided as agreed.

(2) If, despite the measures described in Paragraph (1), changes to the Travel Contract become unavoidable, the Company shall arrange substitute services.

In doing so:

- When modifying the travel itinerary, the Company shall endeavor to ensure that the revised itinerary remains consistent with the original purpose of the trip.
- When modifying travel services, the Company shall endeavor to provide services equivalent to those originally arranged.

and shall make every effort to minimize any changes to the Travel Contract.

13. Liability of the Company

(1) If, the Company or its arrangement agent (meaning a person engaged by the Company to make arrangements pursuant to Section 1(2), hereinafter referred to as the "Arrangement Agent") intentionally or negligently causes damage to the customer while performing the Travel Contract, the Company shall compensate the customer for such damage.

However, such compensation shall be payable only if notice of the damage is given to the Company within two (2) years from the day following the occurrence of the damage.

(2) If the customer suffers damage due to natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders of government authorities, or any other circumstances beyond the control of the Company or its Arrangement Agent, the Company shall not be liable for such damage except as provided in Paragraph (1).

(3) With respect to damage to baggage referred to in Paragraph (1), notwithstanding the provisions of Paragraph (1), the Company shall compensate the customer, provided notice is given within fourteen (14) days from the day following the occurrence of the damage in the case of domestic travel (travel solely within Japan), up to a maximum amount of JPY 150,000 per customer, unless the damage was caused by the Company's intentional misconduct or gross negligence.

14. Protective Measures

If, during the trip, the Company determines that a customer requires protection because of illness, injury, or other circumstances, the Company may take necessary measures.

If such measures are not attributable to reasons for which the Company is responsible, the customer shall bear all costs incurred in connection with such measures and shall pay such costs by the date and manner designated by the Company.

15. Special Compensation

(1) Regardless of whether the Company incurs liability under Section 13(1) "Liability of the Company," the Company shall pay compensation and condolence benefits in accordance with the "Special Compensation Regulations" attached to the Standard Travel Agency Contract (Section for Custom-Designed Package Tour Contracts) (hereinafter referred to as the "Special Compensation Regulations") for certain losses suffered by customers during participation in the tour as a result of a sudden, accidental, and external event affecting their life or person, as follows:

- Death Compensation: JPY 15,000,000
- Permanent Disability Compensation: Up to JPY 15,000,000
- Hospitalization Consolation Benefit: JPY 20,000 to JPY 200,000
- Outpatient Treatment Consolation Benefit: JPY 10,000 to JPY 50,000

In addition, compensation for damage to baggage shall be paid as follows:

- Up to JPY 100,000 per item or pair of baggage
- Up to JPY 150,000 per customer per Custom-Designed Package Tour

Where an insurance contract exists under which insurance can be covering parts or totality of the same baggage damage, the Company may reduce the amount of compensation payable.

(2) Notwithstanding Paragraph (1), any day during which no travel services included in the Custom-Designed Package Tour is arranged by the Company shall be regarded as being excluded from the regular participation tour, provided that such fact is clearly stated in the Company's website, brochure, or similar materials.

(3) The Company shall not pay the compensation or consolation benefits referred to in Paragraph (1) if the loss suffered by the customer during participation in the tour arises from any of the following: the customer's intentional act, driving under the influence

of alcohol, illness or accidents occurring during the customer's free time, in mountain climbing involving the use of mountaineering equipment (including ice axes, crampons, ropes, hammers, and similar equipment), luge, bobsleigh, skydiving, hang gliding, flights in ultralight powered aircraft (including motorized hang gliders, microlight aircraft, ultralight aircraft, etc.), gyrocopters, or other similar hazardous activities.

However, this exclusion shall not apply where such activity is included in the itinerary of the Custom-Designed Package Tour.

(4) The Company shall not pay compensation for damage to the following items, which are excluded from coverage under the Company's terms and conditions: cash, securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, certificates of deposit or savings certificates (including passbooks and ATM cards), various forms of data and similar items or contact lenses and other articles specifically excluded under the Company's terms and conditions.

(5) Even if the Company is liable both for compensation under Paragraph (1) and for damages under Section 13, fulfillment of either obligation shall, to the extent of the amount paid, be deemed as sufficient for both the compensation obligation and the obligation to pay damages.

16. Itinerary Guarantee

(1) If any material change occurs to the contents of the Travel Contract as listed in the left-hand column of the "Change Compensation Table," the Company shall pay a Compensation to Amendment Amount calculated by multiplying the Travel Charges by the percentage set forth in the right-hand column of that table within thirty (30) days from the day following the completion date of the tour.

However:

- the amount payable to any one customer under a single Travel Contract shall not exceed 15% of the Travel Charges; and
- no Compensation for Amendment Amount shall be paid where the amount payable under a single Travel Contract is less than JPY 1,000.

(2) The Company shall not pay any Compensation for Amendment where it is clear that the substantial change listed in the Change Compensation Table was caused by any of the following circumstances, except where overbooking by transportation or accommodation providers has occurred: Natural disasters, war, riots, orders of government authorities, cancellation, suspension, closure, or other cessation of travel services by transportation or accommodation providers, delays, schedule changes, or other transportation services not operated in accordance with the original transportation schedule, measures necessary to ensure the safety of the life or person of the customer.

(3) If, after the Company has paid a Change Compensation Amount under Paragraph (1), it becomes apparent that the Company is also liable for damages relating to the same change under Section 13 "Liability of the Company," the customer shall return the Compensation for Amendment Amount to the Company. In such case, the Company shall pay the customer the remaining balance (after offsetting the returned Compensation for Amendment Amount against the damages payable by the Company).

Compensation for Amendment Amount

Amount of Compensation for Amendment = Applicable Travel Charges × Percentage Below (per occurrence)

Change Subject to Compensation	Notified Before the Day Prior to Departure	Notified On or After the Departure Date
① Change in the commencement or completion date of the trip stated in the brochure	1.5%	3.0%
② Change in the sightseeing destination, tourist facility (including restaurants), or other destination stated in the brochure	1.0%	2.0%
③ Change to a transportation class or facility of a lower fare than stated in the brochure (only where the total fare after the change is lower)	1.0%	2.0%
④ Change in the type of transportation provider or carrier name stated in the brochure	1.0%	2.0%
⑤ Change to a different departure airport within Japan or arrival airport within Japan than stated in the brochure	1.0%	2.0%
⑥ Change in the type or name of accommodation stated in the brochure	1.0%	2.0%
⑦ Change in room type, facilities, or view of accommodation stated in the brochure	1.0%	2.0%
⑧ Change relating to any item specified in the tour title appearing in the brochure among Items ①–⑦ above	2.5%	5.0%

Note 1: "Before commencement of travel" means that the customer was notified of the change no later than the day before the departure date. "After commencement of travel" means that the customer was notified on or after the departure date.

Note 2: If a Final Itinerary Document has been issued, references to the "Contract Document" shall be read as references to the "Final Itinerary Document." In such case, each discrepancy between the Contract Document and the Final Itinerary Document, or between the Final Itinerary Document and the travel services actually provided, shall be treated as a separate occurrence.

Note 3: Where a transportation service referred to in Item ③ or ④ includes overnight accommodation facilities, each overnight stay shall be treated as one occurrence.

Note 4: Changes in carrier's name referred to in Item ④ shall not apply where such change is accompanied by an upgrade in class or facilities.

Note 5: Even if multiple changes referred to in Item ④, ⑦, or ⑧ occur within a single transport segment or overnight stay, they shall be treated as a single occurrence for each transport segment or overnight stay.

17. Responsibilities of the Customer

(1) If the Company suffers loss as a result of the customer's intentional act, negligence, conduct contrary to laws or public order and morals, or failure to comply with the provisions of the Company's terms and conditions, the Company shall be entitled to claim compensation from the customer for such loss.

(2) The customer shall endeavor to make effective use of the information provided by the Company and to understand the contents of the Travel Contract, including the customer's rights and obligations as stated in the Contract Document.

(3) If, after commencement of the trip, the customer recognizes that any travel service differs from what is described in the Contract Document, the customer shall promptly notify the Company or the relevant travel service provider at the destination.

18. Reporting of Accidents and Incidents

Should an accident or any similar incident occur during the trip, the customer must immediately notify the contact person or office specified in the itinerary. If circumstances prevent such notification, the customer shall provide notice as soon as it becomes possible for him to do so.

19. Handling of Personal Information

(1) When accepting an application for travel, the Company requests that customers provide all personal information necessary for arranging the travel services applied for and for enabling the customer to receive such services, by completing the prescribed application form.

The personal information provided by customers (including, but not limited to, name, address, telephone number, date of birth, age, gender, e-mail address, and credit card number) will be used for communications with customers, within necessity scope, for arranging and providing the travel services applied for. In the same view, they may be provided electronically or by other means to

transportation providers, accommodation providers, insurance companies, and other relevant service providers. Such information may also be provided to the customer's credit card company or other relevant entities to the extent necessary for the detection and prevention of unauthorized use.

In addition, the Company may use customers' personal information for the following purposes: Providing information regarding products, services, and promotional campaigns offered by the Company and its affiliated business partners, requesting customers' opinions and feedback following participation in a trip), conducting surveys and questionnaires, providing benefits and services and preparing statistical materials.

The Company may also outsource certain operations, including travel arrangements and statistical processing, to third parties.

(2) The Company may jointly use with companies within its corporate group the minimum personal information necessary to communicate with customers, including name, address, telephone number, e-mail address, and travel details.

The Company shall be responsible for the management of such information.

Group companies may use such information for purposes including providing information regarding their businesses, products, services, and events, as well as shipping products purchased by customers.

For the names of group companies and their privacy policies, please refer to the Group's corporate website:

<https://www.imhds.co.jp/>

(3) For the convenience of customers when shopping at travel destinations, the Company may provide personal information held by the Company to souvenir shops. In such cases, personal information including the customer's name, flight date, and flight number may be transmitted in advance by electronic or other means.

By submitting their application, customers shall be deemed to have consented to such provision of personal data.

(4) Customers wishing to request disclosure, correction, deletion, or other handling of personal information provided in connection with a travel application should review the Company's Privacy Policy and contact the Company accordingly.

Personal Information Protection Officer: General Affairs Department Manager

20. Provision of Personal Information to Credit Card Companies (Including 3D Secure)

The Company may provide information including the customer's name, address, e-mail address, information regarding the customer's internet usage environment, travel application details, and credit card number to the customer's credit card company or other relevant entities for the purpose of detecting and preventing unauthorized use of payment cards.

Where the customer's credit card company or related entity is located outside Japan, such information may be transferred to the country in which such entity is located.

21. Tour Escort Services

(1) Upon the customer's request, the Company will, in principle, provide tour escort services upon payment of the following escort service fee.

(In addition to the escort service fee, the customer shall separately bear the actual transportation, accommodation, and other expenses necessary for the accompanying tour escort.)

Tour Escort Service Fee

JPY 33,000 per escort per day (including consumption tax)

(2) The duties of the tour escort shall, in principle, be performed between 8:00 a.m. and 8:00 p.m.

(3) If no tour escort accompanies the trip, customers may be required to complete procedures necessary for receiving travel services on their own.

22. Effective Date for Travel Conditions and Travel Amendments

The reference date for these Travel Conditions and for the Travel Amendments shall be the date specified in the Company's website, Proposal Document, or other relevant materials.

23. Miscellaneous

(1) Any expenses incurred following a customer's request for personal guidance, shopping assistance, or similar services from a tour escort, as well as expenses arising from injury, illness, recovery of lost or forgotten belongings due to the customer's negligence, or arrangements for independent activities, shall be borne by the customer.

(2) The Company may introduce customers to souvenir shops for their convenience; however, all purchases shall be made at the customer's own responsibility.

(3) Under no circumstances shall the Company reoperate or re-conduct a trip.

(4) Child fares apply to children who are at least two-year-old (2) but under twelve-year-old (12) at the time of travel commencement date.

Infant fares apply to children under two-year-old (2) at the time of travel commencement date and who do not occupy an airline seat.

(5) If a customer agrees to an airline's voluntary flight reassignment program (commonly known as a "Flex Traveler Program") and boards a flight other than the one arranged by the Company, the Company's obligations regarding travel arrangements and itinerary management shall be deemed fulfilled.

Furthermore, the Company shall be exempt from liability relating to itinerary guarantees and special compensation with respect to the changed portion of the travel arrangements.

(6) Customers participating in the Company's Custom-Designed Package Tours may be eligible to receive airline mileage benefits. However, inquiries, registration, and other procedures relating to such mileage programs must be handled directly by the customer with the relevant airline.

In addition, if the customer becomes unable to receive mileage benefits due to a change of airline, the Company shall bear no responsibility under Section 13(1) or Section 16(1), regardless of the reason.

(7) Customers who intend to carry medical devices, such as insulin injection equipment, onboard an aircraft may, depending on the airline used, be required to obtain an English-language medical certificate from a physician and/or complete application procedures before boarding.

Customers carrying medical narcotics may also be required to complete procedures beforehand with the Regional Bureau of Health and Welfare, Customs authorities, or other relevant government agencies.

Customers who fall within these categories should also contact and notice the Company at the earliest possible.

(8) The General Travel Services Manager is the person responsible for transactions conducted at the sales office and handling the customer's travel arrangements.

If the customer has any questions regarding explanations provided by the person in charge concerning this Travel Contract, the customer is encouraged to contact the General Travel Services Manager identified in the Proposal Document.

Note

Please note that if customers order additional alcoholic beverages, meals, or other services at ryokan, hotels, or similar establishments, consumption tax and other applicable taxes will generally be charged.

24. Governing Terms and Conditions

Any matters not specified in these Travel Conditions shall be governed by the Company's Standard Travel Agency Contract (Section for Custom-Designed Package Tour Contracts).