

TERMS AND CONDITIONS EXPLANATION DOCUMENT (Travel Arrangements Contract)

1. Meaning of This Terms and Conditions Explanation Document (Arranged Travel)

Please read these Travel Conditions carefully before submitting your application.

This Transaction Conditions Explanatory constitutes a document explaining transaction conditions in compliance with Article 12-4 of the Travel Agency Act of Japan. In the event of the conclusion of a travel contract, this document shall be deemed as part of the contractual documentation.

2. Travel Arrangement Contract

(1) A "Travel Arrangement Contract" (hereinafter referred to simply as the "Travel Contract") means a contract under which Mitsukoshi Isetan Nikko Travel Co., Ltd. (1-2-4 Nihonbashi Muromachi, Chuo-ku, Tokyo; Registered Travel Agency No. 1987 issued by the Japan Tourism Agency; hereinafter referred to as the "Company") undertakes the responsibility to arrange transportation, whether it is operated by a carrier or directly by the Company, accommodations, and other travel services (hereinafter collectively referred to as "Travel Services") in correspondence to the customer request by acting as an agent, intermediary, or broker on behalf of the traveler.

(2) For the purposes of this document, "Domestic Travel" means travel conducted solely within Japan, and "Overseas Travel" means any travel other than Domestic Travel.

(3) The term "Travel Price" means the transportation fares, accommodation charges, and other costs payable to transportation carriers, accommodation providers, and other travel service suppliers, as well as prescribed travel service handling charges related to the arrangements of Travel Services but excluding amendment and cancellation handling fees.

3. Application for Travel and Formation of Contract

(1) When placing an order for travel arrangement, the customer shall complete the Company's prescribed application form and submit the related application deposit equal to not less than 20% of the Travel Price and up to the full Travel Price. The deposit shall be handled later as part of the Travel Price, cancellation charges, or other amounts payable by the customer to the Company.

(2) Customers wishing to apply for a Communication Contract (a travel contract concluded through telephone, mail, facsimile, internet, or other communication methods involving memberships from credit card companies affiliated with the Company), should once again consent beforehand that the payment of claims or obligations in view of the travel contract, including travel charges payable to or by the Company are to be settled in accordance with the card membership agreement prescribed by the affiliated credit card company on or after the due date of such claims or obligations. Under these obligations, the Customer has to pay related travel charges and other applicable amounts in the manners prescribed in Article 5 (travel price), Article 7 (Changes to the travel contract) and Article 8 (Termination of the travel contract) and should in this view notify the Company of their membership number (credit card number and expiration date) as well as other required information, independently to the provisions previously stipulated in the preceding paragraph.

(3) The Travel Contract shall come into effect when the Company accepts the application and receives the corresponding deposit. However, in the case of a single arrangement such as transportation tickets or accommodation vouchers, oral applications (including telephone applications) may be accepted. In such case, the contract shall be deemed concluded when the Company accepts the application.

(4) Notwithstanding the provisions of Paragraph (3), the contract shall be deemed concluded without payment of an application deposit in the following cases:

(a) If a written notice stating that the contract is concluded without requiring payment of an application deposit is emitted. The contract is then deemed concluded when said notice is delivered to the customer.

(b) When a document expressing the right to receive Travel Services is provided in exchange for the Travel Price prior to departure. In this case, the contract shall be concluded when the Company accepts the application.

4. Application conditions:

(1) Customers who are in poor health, need to use wheelchairs or similar equipment, have physical or mental disabilities, have food or animal allergies, are pregnant or might be pregnant, are accompanied by assisting-dogs (guide dogs, hearing dogs, or service dogs), or otherwise require special consideration must notify the Company at the time of application. If such circumstances arise after the Travel Contract has been concluded, the customer must immediately notify the Company. The customer shall provide specific details of the type of assistance or arrangements that are required during the trip.

(2) Upon receiving such notice, the Company shall make reasonable efforts to accommodate the customer's needs to the extent possible and practicable. The Company may request information regarding the customer's condition and required additional application measures, including submission of such information in writing.

(3) The Company may refuse an application if it is made clear that the customer is a member of any organized crime group, is affiliated with any organized crime group or belongs to anti-social force group. Application may also be declined in cases where the customer engages in violent conduct, unreasonable demands, threatening behavior, acts of intimidation, dissemination of false rumors, fraudulent conduct, or actions that damage the Company's reputation or obstruct its business operations.

(4) Applicants under twenty (20) years of age must obtain the consent of a parent or legal guardian. Applicants under fifteen (15) years of age must be accompanied by a guardian. For the safe and smooth operation of the travel arrangements, the Company may refuse an application, require the support or accompaniment of another person, or modify part of the requested itinerary.

(5) The Company may refuse an application for other operational reasons.

5. Travel Price

(1) The Travel Price must be paid by the date specified by the Company prior to the commencement of travel.

(2) The Company may revise the Travel Price even after conclusion of the Travel Contract in the event of changes in transportation fares, accommodation charges, foreign exchange rates, or other circumstances impacting the travel costs.

6. Travel Service Handling Charges

(1) In addition to charges related to transportation, accommodation and other travel services - also called Travel costs- the Company will also collect travel service handling charges - as described in the "Charges" Appendix.

(2) Even if transportation carriers, accommodation providers, or other suppliers requested by the customer cannot be arranged due to full booking or other reasons, the customer shall pay the prescribed travel service handling charges.

7. Changes to the Travel Contract

(1) If the Customer requests a change to the contents of the travel contract, the Company will accommodate such request to the extent reasonably possible. In doing so, the Company may also revise travel costs, in addition to which the following charges shall also apply:

1. Cancellation charges or penalties stipulated by and payable to transportation providers, accommodation facilities, or other service providers as a result of the change (including refund handling fees where airline tickets have already been issued).
2. The Company's prescribed amendment handling fee.

Please refer to the attached "Charges" Appendix for details.

8. Termination of the Travel Contract

(1) If the Customer cancels the travel contract, the following charges shall apply:

1. The travel service handling fees set forth in the Charges Appendix
2. Costs for travel services already received by the Customer
3. Cancellation charges, penalties, and any other costs payable to travel service providers for travel services that are yet to be received by the Customer
4. Cancellation processing fees related to the cancellation of arrangements for the travel services described in item (3) above.

(2) The Company may terminate the travel contract if it is determined that the Customer is a member of an organized crime group, associated with an organized crime group, or otherwise affiliated with antisocial forces; or if the Customer engages in violent or unreasonable demands against the Company, threatening behavior, acts of violence, the dissemination of false rumors, fraudulent conduct, use of force to damage the Company's credibility, obstruction of the Company's business operations, or similar conduct. In such cases, the charges specified in Article 8(1) shall apply.

(3) If payment by the credit card designated by the Member cannot be processed due to credit authorization issues or other reasons, the Company may terminate the correspondence contract and charge the cancellation fees set forth in the "Charges" Appendix, as well as the cancellation processing fees specified below. However, this shall not apply if the Customer pays the travel price in cash by the date separately designated by the Company.

9. Group-Travel Arrangements

(1) For travel contracts for which multiple travelers apply to a similar contract, (hereinafter referred to as the "Participants") traveling on the same itinerary at the same time and represented by a designated responsible representative, the following provisions shall apply:

1. The Company shall deem the representative designated by the Customer (hereinafter referred to as the "Contract Representative") to have full authority to act on behalf of all Participants regarding the conclusion of the travel contract, and all transactions relating to such travel contract shall be conducted with the Contract Representative.
2. The Company shall bear no responsibility whatsoever for any obligations or liabilities that the Contract Representative currently owes or may in the future owe to the Participants.
3. The Contract Representative shall submit a list of Participants by the date specified by the Company after the conclusion of the contract. In doing so, the Contract Representative shall do so obtain the consent of each Participant regarding the provision of personal information to third parties pursuant to Article 14.
4. If the Contract Representative does not accompany the group or party on the trip, a Participant designated in advance by the Contract Representative shall be deemed the Contract Representative after the commencement of travel.
5. If the Contract Representative requests a change in Participants, the Company will accommodate such request to the extent reasonably possible. Any increase or decrease in travel costs arising from such change shall be borne by the participants concerned.
6. The operation and management of the trip shall be carried out by the Customers themselves, however if the Contract Representative requests it, the Company can provide designated escort and shall then charge related fees as described in Article 10.

10. Tour Escort Services

(1) The duties performed by a tour escort shall, in principle, be limited to those considered necessary for facilitating the group's activities in accordance with the predetermined travel itinerary.

(2) The hours during which a tour escort provides escort services shall, in principle, be from 8:00 a.m. to 8:00 p.m.

(3) When the Company provides tour escort services, the Contract Representative shall pay the prescribed tour escort service fees to the Company.

Tour Escort Service Fees

(Per Tour Escort, Per Day)

Travel Type	Fee
Domestic Travel	JPY 33,000 (tax included)
Overseas Travel	JPY 66,000 (tax included)

For overseas travel that both commences and concludes locally (outside Japan), the fee shall be JPY 60,000 (not subject to Japanese consumption tax).

11. Company's Liability, Compensation for Damages, and Disclaimer

[Arranged Travel]

(1) Company's Liability and Compensation

The Company shall compensate the Customer for any damage due to the intentional or negligent acts of the Company or its subcontracted travel arrangement agents in the performance of the travel contract. However, compensation shall only be payable if a claim is submitted within two (2) years from the day following the occurrence of the damage.

With respect to damage to baggage, compensation shall be payable only if the Company is notified within fourteen (14) days from the day following the occurrence of the damage. Compensation shall be limited to JPY 150,000 per traveler, except where the damage was caused by the intentional misconduct or clear acts of negligence of the Company.

(2) Disclaimer

The Company shall not be liable for damages suffered by the Customer due to any of the following causes:

1. Natural disasters, war, riots, orders issued by public authorities, fire, or suspension of services by transportation providers, accommodation facilities, or other service providers.
2. Damage caused by the intentional acts or negligence of transportation providers or their employees (in such cases, the terms and conditions established by the relevant transportation provider shall apply).
3. Loss, theft, or misappropriation of cash, valuables, exposed photographic film, or similar items
4. Food poisoning
5. Damage caused by the Customer's own intentional acts or negligence.
6. Any other cause out of the control or without involvement of the Company or its travel arrangement agents.

(3) Customer's Liability

If the Company suffers damage resulting from the Customer's intentional acts or negligence, the Customer shall be liable to compensate the Company for such damage.

12. Health and Hygiene Information

Information regarding health and sanitary conditions at travel destinations are available to read from the Ministry of Health, Labour and Welfare's Quarantine and Infectious Disease Information website:

<https://www.forth.go.jp/>

13. Travel Insurance

Illness or injuries occurring during travel may result in substantial medical expenses, transportation costs, and other related expenses. Even in the event of an accident where a third party is involved, it may be extremely difficult to pursue claims for damages or other compensation.

To avoid such situations, Customers are strongly advised to apply for a travel insurance providing sufficient coverage at their own

expense.

For further information regarding travel insurance, please consult the staff at the office where you inquired about your travel arrangements.

14. Handling of Personal Information

(1) When accepting application for travel arrangements, the Company will ask the Customer to provide personal information relating to the prescribed items. While the provision of personal information by the Customer is voluntary and the Customer may choose which items of personal information to provide, if all or part of the required personal information is not provided ending in the impossibility for the to Company to contact the Customer, complete necessary procedures for arranging travel services or enabling reception of such services, the Company may be unable to accept the Customer's application or request. The personal information acquired shall be handled by the General Travel Services Manager acting on behalf of the Personal Information Administrator.

(2) In addition to the use of the personal information obtained pursuant to the preceding paragraph to contact the Customer, the Company may use such personal information, to the extent necessary, for arranging travel services applied for by the Customer and procedures related to the reception of such services, fraud detection and prevention, as well as facilitating the Customer's shopping at souvenir stores and other establishments at the travel destination. For these purposes, the Company may provide in advance the obtained personal information pursuant to the preceding paragraph, as well as personal data related to the Customer's flight number(s), to transportation providers, accommodation facilities, the Customer's credit card company(ies), souvenir stores, and other relevant parties by electronic means or other methods.

In addition, the Company may use the Customer's personal information for the following purposes: Providing information regarding products, services, and promotional campaigns operated by the Company and its affiliated business partners, requesting opinions and comments following participation to a trip, conducting surveys and questionnaires, providing special benefits and services and preparing statistical data and analyses.

By submitting an application, the Customer shall be deemed to have consented to the provision and use of personal information as described above.

(3) The Company may request the personal information of a contact person, designated by the Customer, in case for potential illness, accidents, or other emergencies during travel. Such personal information shall be used only where the Company determines that it is necessary to contact the designated person in the event of occurrence of any illness, accident, or similar circumstance involving the Customer.

(4) The Company may outsource all or part of the handling of personal information obtained pursuant to Paragraph (1) of this Article to third parties in connection with travel arrangement services, tour escort services, airport assistance services, and similar operations. In such cases, the Company shall select contractors in accordance with its own standards and shall entrust personal information only after entering into confidentiality agreements with such contractors.

(5) Among the personal data held by the Company, the Company may jointly use the minimum necessary amount of personal data with its group companies in order to contact Customers, including names, addresses, telephone numbers, and email addresses. Such group companies may use this information for purposes including providing information regarding their products and services, simplifying application procedures, notifying Customers of events and promotions, and shipping purchased products.

For information regarding: Disclosure, correction, or deletion request of personal data, the names of the Company's group companies with which personal data is jointly used and the Group's Privacy Policy, please refer to the Group holding company's website:

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

(6) For request concerning disclosure or any other exercise of your rights regarding the personal information submitted in connection with travel application, please review the Company's Privacy Policy and contact us accordingly.

Personal Information Protection Manager:

General Affairs Department Manager

15. Provision of Personal Information to Credit Card Companies, etc. (3-D Secure and Related Measures)

The Company may provide information including the Customer's name, address, email address and other information regarding the Customer's internet usage environment, travel application information, and credit card number to the credit card company or other payment service provider used by the Customer for the purpose of detecting and preventing fraudulent transactions, Where the credit card company or other payment service provider used by the Customer is located outside Japan, such information may be transferred to the country in which the relevant credit card company or payment service provider is located.

16. Reference Date for Travel Conditions and Travel Prices

The reference date for these Travel Conditions and the reference date for the Travel Price shall be the date specified in the quotation or other relevant document (or, in the case of transportation tickets, the date of issuance).

17. Governing Terms and Conditions

Any matters not stipulated in these Travel Conditions shall be governed by the Company's Standard Terms and Conditions for Travel Contracts (Section on Arranged Travel Contracts), applicable laws and regulations, or generally established customs and practices.

Customers wishing to obtain a copy of the Company's Terms and Conditions may request one directly from the Company. The Company's Terms and Conditions are also available on the Company's website:

[Mitsukoshi Isetan Nikko Travel Website](#)

Charges - Appendix

Travel Service Handling Fees

Arrangement Category	Unit	Handling Fee	Amendment Fee	Cancellation Processing Fee
Combined arrangements involving transportation providers, accommodation facilities, etc.	Per person / per booking	Up to 20% of total travel cost	Up to 20% of total travel cost	Up to 20% of total travel cost
Hotels, Ryokan, and other accommodation facilities	Per arrangement	Up to 20% of total travel cost(minimum JPY 1,100)	Up to 20% of travel cost (minimum JPY 1,100)	Up to 20% of travel cost (minimum JPY 1,100)
Transportation providers (railways, buses, vessels, domestic airline tickets, etc.)	Per person / per booking	Up to 20% of travel cost (minimum JPY 1,100)	Up to 20% of travel cost (minimum JPY 1,100)	Up to 20% of travel cost (minimum JPY 1,100)
Rental cars	Per arrangement	Up to 20% of travel cost (minimum JPY 2,200)	Up to 20% of travel cost (minimum JPY 2,200)	Up to 20% of travel cost (minimum JPY 2,200)
Local tours, transfers, and guide services	Per arrangement	Up to 20% of travel cost (minimum JPY 1,100)	Up to 20% of travel cost (minimum JPY 1,100)	Up to 20% of travel cost (minimum JPY 1,100)

Chartered vessels, chartered buses, restaurants, and other services*	Per arrangement	Up to 20% of travel cost (minimum JPY 5,500)	Up to 20% of travel costs (minimum JPY 5,500)	Up to 20% of travel cost (minimum JPY 5,500)
International airline tickets and locally-issued airline tickets	Per person / per booking	Up to 20% of travel cost (minimum JPY 6,600)	Up to 20% of travel cost (minimum JPY 6,600)	Up to 20% of travel cost (minimum JPY 6,600)

* Changes to or refunds of admission tickets are not permitted.

Any matters not set forth in this Explanation of Transaction Conditions shall be governed by the Company's Standard Terms and Conditions of Travel Business (Section on Arranged Travel Contracts).

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