

Setouchi City Tourism Association (General Incorporated Association)

Registered Travel Agency by the Governor of Okayama Prefecture, License No. 3-416

Full Member of the All Nippon Travel Agents Association (ANTA)

Terms and Conditions for Domestic Package Tours

This document, together with the tour pamphlet, constitutes a part of the “Explanatory Document of Terms and Conditions” as stipulated in Article 12-4 of the Travel Agency Act of Japan, and the “Contract Document” as stipulated in Article 12-5 of the same law.

Please be sure to carefully read and understand this document **before applying** for the tour.

1. Organized Tour Contract

(1) This tour is planned and operated by the Setouchi City Tourism Association (hereinafter referred to as "the Association"), and customers participating in this tour will enter into an Organized Tour Contract (hereinafter referred to as "the Contract") with the Association.

(2) The content and conditions of the Contract are governed by this document, the pamphlet, the finalized itinerary document (hereinafter referred to as "Itinerary") which will be provided prior to departure, and the Association's Standard Terms and Conditions for Organized Tour Contracts (hereinafter referred to as "the Association's Terms").

(3) The Association undertakes to make arrangements and manage the itinerary so that the customer can receive transportation, accommodation, and other travel services (hereinafter referred to as "Travel Services") provided by transportation and accommodation providers, etc., in accordance with the travel schedule set by the Association.

2-1. How to Apply for the Tour

1. To apply, please fill out the prescribed Tour Application Form (hereinafter referred to as "Application Form") with the required information and submit it together with the prescribed application deposit. The deposit will be treated as part of the total tour fee, or as part or all of any cancellation fee or penalty, if applicable.

Tour Price	Application Deposit
Less than ¥29,999	¥6,000 or more, up to the total tour price
¥30,000 to less than ¥59,999	¥12,000 or more, up to the total tour price
¥60,000 to less than ¥89,999	¥18,000 or more, up to the total tour price
¥90,000 or more	20% or more of the total tour price, up to the full amount

(2) Our association accepts travel reservations made by telephone, mail, fax, internet, email, and other means of communication. However, the contract is not deemed concluded at the time of reservation. Customers must submit an application form and deposit within 3 days from the day after our association accepts the reservation (only during business hours; communications received after hours are treated as received the next business day).

If the deposit is not received within the specified period, the reservation will be deemed void.

(3) The Association may, upon the prior consent of cardholders (hereinafter referred to as “Members”) of credit card companies affiliated with the Association (hereinafter referred to as “Partner Companies”), enter into a contract based on an application for travel made via telephone, facsimile, internet, email, or other means of communication, whereby the

settlement of claims or obligations related to travel fees, etc., arising from a contract with the Association shall be made on the prescribed settlement date in accordance with the cardholder agreement of the Partner Company, and whereby the Association shall receive payment of travel fees or cancellation charges, etc., without the Member's signature on the prescribed payment slip.

Such contract may be concluded with the customer upon the above consent, and when special provisions are applied, the contract shall be referred to as a "Communication Contract."

The travel conditions for customers who wish to conclude a Communication Contract shall be specially stipulated in the following items ① through ③, as well as in Paragraph (2) of Item 3 concerning the timing of contract formation, Paragraph (1) of Item 13 concerning cancellation by the customer, and Paragraph (2) of Item 18 concerning the refund of travel fees.

① When applying for a Communication Contract, Members are requested to provide the Association with the "Name of the Organized Tour," "Travel Start Date," as well as the "Credit Card Name," "Card Number," "Credit Card Expiration Date," and other relevant information.

② In a Communication Contract, the "Credit Card Use Date" shall mean the date on which either the customer or the Association must perform the obligation to pay or refund the travel fees, etc., under the contract.

③ If, due to reasons such as credit authorization, payment cannot be made using the credit card provided by the customer, the Association shall cancel the Communication Contract. However, this shall not apply if the customer pays the travel fee in cash by the date separately designated by the Association.

Article 2-2: Special Provision on Waitlist Handling (Excluding Communication Contracts)

(1) If the trip is full at the time of application and the customer wishes to remain on the waitlist, we may accept their registration with a confirmed expiration date for waiting (hereinafter "waiting period").

(2) In this case, we will collect a deposit equivalent to the application fee. If availability arises, we will send an "acceptance notice" and apply the deposit as the application fee.

(3) If the customer cancels before our acceptance or if we cannot send the acceptance notice by the deadline, we will refund the entire deposit.

(4) Please note: registering on the waitlist and submitting a deposit does not constitute a contract, and we do not guarantee the contract will be concluded.

Article 3: Timing of Contract Formation

(1) The travel contract is formed when our association accepts the application and receives the application fee or full payment.

① For in-person or agent visits: When we accept the application and receive the deposit.

② For telephone/online reservations: When we receive the deposit within 3 days after notifying acceptance.

③ For waitlisted customers: When we send an acceptance notice and apply the deposit as an application fee (only if the customer has not withdrawn from the waitlist).

(2) A communication contract is concluded when we issue a notice of acceptance.

For notices sent via voicemail, fax, email, etc., the contract is deemed formed when the customer receives the notification (when it becomes accessible to the customer, not necessarily when they read it).

4. Application Conditions

1. In principle, when a minor applies to participate, submission of a letter of consent from their legal guardian (such as a parent) is required.

2. If the applicant is a junior high school student or younger and will not be accompanied by an adult, we may decline the application.

3. For trips with specific participation requirements, we may refuse applications from individuals whose

gender, age, qualifications, skills, or other attributes do not meet the conditions designated by our association.

4. If you are in poor health, use a wheelchair or other assistive devices, have mental or physical disabilities, have food or animal allergies, are pregnant or possibly pregnant, or are accompanied by a certified service dog (guide dog, hearing dog, or assistance dog), or otherwise require special considerations, please notify us of your need for such considerations at the time of application. (If such conditions arise after the travel contract is concluded, please notify us immediately.) We will provide you with guidance and ask that you inform us in detail of any specific arrangements necessary for your participation in the trip.

5. Upon receiving such a request as described in the preceding paragraph, we will respond within a reasonable and feasible scope. To do so, we may ask you to explain your condition and the required measures, either verbally or in writing.

6. When responding to such a request as described above, we may, for the purpose of ensuring the safe and smooth operation of the tour, set conditions such as requiring the accompaniment of a caregiver or companion, submission of a medical certificate, or modification of part of the travel itinerary. If we are unable to make the necessary arrangements based on your request, we may decline your application or cancel the travel contract. In principle, any costs incurred for special arrangements made based on your request shall be borne by you.

7. Separate activities or deviations from the group itinerary due to personal reasons are, in principle, not permitted.

8. If, due to personal reasons, you must leave the group itinerary (detachment from the group), please inform the tour conductor or staff of your intention and the expected date and time of rejoining. If you leave the group without prior notice, we shall bear no special compensation liability for any damages incurred during the detachment period.

9. If we determine that you may cause inconvenience to other participants or hinder the smooth operation of the group tour, we may refuse your application.

10. We may also refuse your application if you fall under any of the following categories:

① If you are deemed to be a member of an organized crime group, a quasi-member, a related person, a company affiliated with such groups, or any other antisocial force.

② If you engage in violent or unjust demands, make threatening statements or use violence in connection with transactions with our association, or perform acts equivalent to the above.

③ If you spread rumors, use deceptive or forceful means to damage our association's credibility or obstruct its business, or perform acts equivalent to the above.

11. We may also decline your application due to other operational reasons on our part.

5. Application by a Responsible Representative

1. When a representative of a group or organization of customers (hereinafter referred to as the "Responsible Representative") submits a travel application, our association will deem that the Responsible Representative possesses full authority to act on behalf of all group members in concluding or canceling the travel contract and performing all other related actions. Accordingly, we will conduct all transactions related to the travel services with the Responsible Representative.

2. The Responsible Representative must submit a list of all group members to our association by the deadline specified by us.

3. Our association shall bear no responsibility whatsoever for any obligations or liabilities that the Responsible Representative currently owes or is expected to owe in the future to the group members.

4. If the Responsible Representative does not accompany the group on the trip, our association will, after the commencement of the trip, regard a group member previously designated by the Responsible Representative as the new Responsible Representative.

6. Delivery of the "Itinerary Sheet" (Final Document)

If the Association is unable to describe the finalized travel details, such as the travel schedule and the main transportation and accommodation facilities to be used, in the contract document, we will provide the customer with an "Itinerary Sheet" that outlines the confirmed arrangements no later than the day before the start of the trip.

However, if the application for the contract is made on or after the 7th day counting backward from the day before the trip starts, the Itinerary Sheet will be delivered by the day the trip begins.

Additionally, even before the delivery date, we will explain the arrangement status upon your inquiry.

7. Travel Price and Payment Deadline

(1) Unless otherwise specified, the "Travel Price" is determined based on the traveler's age as of the start date of the trip: individuals aged 12 years or older are subject to the adult travel price, and those aged between 3 and 11 years are subject to the child travel price.

(2) In cases where there is no distinction between adult and child pricing in the travel price, the stated travel price will apply to all individuals aged 3 years and older.

(3) The "Travel Price" serves as the basis for calculating the "Application Fee" as mentioned in Article 2-1(1), the "Penalty Fee" in Article 14(1), the "Cancellation Fee" in Article 15, and the "Change Compensation" in Article 24.

(4) The remaining balance of the travel price (after subtracting the application fee) must be paid in full no later than 21 days prior to the start date of the trip (or 11 days prior in the case of a day trip). However, if the application is made on or after the 20th day prior to the trip start date (or the 10th day in the case of a day trip), the full amount must be paid at the time of application.

8. Items Included in the Travel Price

(1) The following items explicitly stated in the travel itinerary of the brochure or website are included in the travel price:

① Transportation fares and charges (unless otherwise noted, airfare is based on economy class and train travel is based on standard class seats)

② Accommodation and meal charges, as well as service charges and taxes

③ Admission fees and guide fees associated with sightseeing activities that are explicitly stated to be included in the travel price

④ Expenses related to a tour conductor for tours accompanied by a tour conductor

⑤ Other expenses explicitly stated as "included in the travel price"

(2) The above costs in item (1) are non-refundable even if not used in part due to the customer's personal circumstances.

9. Major Items Not Included in the Travel Price

Aside from the items listed in Paragraph 8, the following costs are not included in the travel price. Some examples are as follows:

① Airport facility usage fees (if required by the airport)

② Excess baggage fees (for weight, size, or number exceeding the prescribed limits)

- ③ Transportation fees, meal expenses, and other incidental costs not included in the travel itinerary, as well as personal expenses such as laundry fees, telephone charges, and related service charges and taxes
 - ④ Admission fees for sightseeing activities explicitly stated as “customer’s responsibility” or otherwise not included in the travel price
 - ⑤ Fees for optional tours or activities participated in only by those who wish to join
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10. Changes to the Contract Contents

- (1) Even after the contract has been concluded, the Association may change the travel itinerary, the content of travel services, or other contract details when it is unavoidable for ensuring the safe and smooth implementation of the trip due to reasons beyond the Association’s control. Such reasons include but are not limited to natural disasters, suspension of travel services by transportation or accommodation providers, orders from government authorities, or the provision of transportation services not based on the original operation schedule.
 - (2) In such cases, the Association will promptly provide the customer with an explanation in advance regarding the reason why the relevant circumstances are beyond the Association’s control and the causal relationship between those circumstances and the necessary changes. However, in urgent situations where prior explanation is not possible, the explanation will be provided after the changes have been made.
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11. Changes to the Amount of the Travel Price

- (1) If the fares or charges of the transportation services to be used are revised significantly beyond the normally anticipated range due to substantial changes in economic conditions or other factors, the travel price will be adjusted by the amount of the revision. However, in cases where the travel price is increased, the customer will be notified no later than the 15th day counting backward from the day before the trip starts.
 - (2) If, as a result of a change to the contract details described in the preceding paragraph (1), the actual cost of operating the tour increases, the Association may adjust the travel price within the scope of the cost difference resulting from such changes. This does not apply in cases where the change is due to a shortage of seats, rooms, or other facilities by transportation or accommodation providers, despite the services being offered—commonly referred to as “overbooking.”
 - (3) In cases where the travel price is decreased under paragraph (1), the amount will be reduced by the same amount as the decrease in fares or charges. Notwithstanding the preceding clause, the customer shall bear any cancellation fees, penalty charges, or other costs already paid or to be paid in relation to travel services not received due to such contract changes.
 - (4) If the travel price varies depending on the number of users of transportation or accommodation services, and such conditions are stated in the contract document, and if that number changes after the conclusion of the contract for reasons not attributable to the Association, the travel price may be revised accordingly.
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12. Substitution of the Customer

- (1) The customer may transfer their contractual status to a third party, provided that prior approval is obtained from the Association.
- (2) In such cases, a prescribed handling fee must be paid. The transfer of contractual status becomes effective only upon the Association’s approval. However, the Association may refuse the substitution if reservations or name changes cannot be made due to factors such as the availability of seats or rooms with transportation or accommodation providers, applicable regulations, or other unavoidable circumstances.

13. Cancellation of the Contract by the Customer (Before the Start of the Trip)

(1) The customer may cancel the contract at any time by paying the cancellation fee specified in Clause 15 to the Association. However, the request for cancellation will only be accepted during the Association's business hours at the branch where the application was made (faxes, emails, etc. received after business hours will be treated as received on the next business day). In the case of canceling a telecommunications contract, the Association shall collect the cancellation fee via the affiliated company's credit card without requiring the member's signature on the designated voucher.

(2) Notwithstanding the provisions of paragraph (1) above, the customer may cancel the contract without paying a cancellation fee before the start of the trip in any of the following cases:

(i) When the content of the contract has been changed by the Association, provided that the change is significant, such as those listed in the left column of the table in Clause 24 or other important changes.

(ii) When natural disasters, wars, civil unrest, suspension of travel services such as transportation or accommodation facilities, orders from public authorities, or other reasons occur, making it impossible or highly likely to be impossible to safely and smoothly carry out the trip.

(iii) When the Association fails to provide the "Itinerary Sheet" to the customer by the deadline specified in Clause 6.

(iv) When it becomes impossible to carry out the trip according to the travel schedule stated in the contract document due to reasons attributable to the Association.

(v) When the travel fee has been increased based on Clause 11, paragraph (1).

14. Cancellation of the Contract by the Association (Before the Start of the Trip)

(1) If the customer does not pay the travel fee by the deadline specified in Clause 7, paragraph (4), the Association shall consider the contract to have been cancelled by the customer on the following day, and in such case, the customer shall pay a "penalty fee" equal to the cancellation fee.

(2) The Association may cancel the contract by providing an explanation to the customer in any of the following cases:

(i) It becomes clear that the customer does not meet the participation conditions (such as gender, age, qualifications, or skills) that were clearly specified in advance by the Association.

(ii) The customer is deemed unfit to participate in the trip due to illness, absence of a necessary caregiver, or other reasons.

(iii) The customer is deemed likely to cause inconvenience to other participants or interfere with the smooth conduct of group activities.

(iv) The customer demands a burden beyond what is considered reasonable in relation to the contract contents.

(v) The number of participants falls below the minimum number required for the tour, as stated in the contract document. In this case, the Association will notify the customer of the tour cancellation no later than the 13th day before the start of the tour (or the 3rd day before in the case of a one-day trip).

(vi) When a condition for the execution of the tour that was clearly stated in advance by the Association is not fulfilled or is highly unlikely to be fulfilled — for example, insufficient snowfall for a ski tour.

(vii) When natural disasters, wars, civil unrest, suspension of travel services such as transportation or accommodation, orders from government agencies, or other reasons beyond the Association's control occur, making it impossible or highly likely to be impossible to safely and smoothly carry out the trip as scheduled in the contract document.

(viii) It becomes clear that the customer falls under any of the items (i) to (iii) in Clause 4, paragraph (10).
(3) If the Association cancels the contract under paragraph (2) above, it will refund the full amount of the travel fee (or application fee) already received from the customer. However, if the cancellation causes any damage to the Association, the Association may seek compensation from the customer.

15. Cancellation Fees (Cancellation of the Contract by the Customer)

If the customer cancels the contract for personal reasons after the contract has been concluded, a cancellation fee will be charged per person, based on the travel fee, as specified below.

Cancellation Date (Date of Contract Cancellation)		Cancellation Fee (Per Person)
counting backward from the day before the tour starts	〔1〕 From 20 to 8 days before the tour (Note 1: From 10 to 8 days before for certain tours)	20% of the tour price
	〔2〕 From 7 to 2 days before the tour	30% of the tour price
	〔3〕 1 day before the tour starts	40% of the tour price
〔4〕 On the day of the tour (excluding 〔5〕)		50% of the tour price
〔5〕 After the tour starts or no-show without notice (Note 2)		100% of the tour price

The date of cancellation shall be based on the time when the customer submits the cancellation request during the Association's business days and business hours.

(Note 1) For day trips only, the cancellation fee specified in [1] shall apply to cancellations made from 10 to 8 days prior to the start of the trip.

(Note 2) "After the start of the trip" refers to the point in time when the customer has begun to receive the services, as defined in Article 2, Paragraph 3 of the Special Compensation Rules, Appendix to the Association's General Terms and Conditions of Travel Services.

"Non-notified no-show" refers to a situation where the customer fails to receive the first travel service specified in the "Itinerary Sheet" without prior notice to the Association by the scheduled time.

16. Cancellation of Contract by Customer (After the Start of the Trip)

(1) If the customer cancels the contract or withdraws (leaves the group) midway due to personal reasons, it will be regarded as a waiver of the customer's rights, and no refund will be provided under any circumstances.

(2) If the customer is unable to receive the travel services specified in the contract documents for reasons not attributable to the customer, or if our association informs the customer of such circumstances, the customer may cancel the portion of the contract corresponding to the part of the services they are unable to receive without paying any cancellation fees, notwithstanding the provisions of Paragraph 13 (1).

(3) In the case mentioned in the preceding paragraph, our association will refund the customer an amount calculated by deducting from the travel fee the costs related to the portion of the travel services that could not be received, including cancellation fees, penalties, and other expenses already paid or to be paid in the future (provided that these are not due to reasons attributable to our association).

17. Cancellation of Contract by the Association (After the Start of the Trip)

(1) Even after the start of the trip, the Association may cancel part of the contract by explaining the reasons to the customer in the following cases:

- (i) When the customer is unable to continue the trip due to illness, absence of necessary caregivers, or other reasons.
 - (ii) When the customer violates the Association's instructions given by the tour conductor, local staff, or others necessary for the safe and smooth execution of the trip, or disturbs the group's order by assaulting or threatening these persons or other travelers accompanying the group, thereby hindering the safe and smooth execution of the trip.
 - (iii) When natural disasters, war, riots, suspension of transportation or accommodation services, orders from public authorities, or other reasons beyond the Association's control occur, making continuation of the trip impossible.
 - (iv) When it is confirmed that the customer falls under any of the cases described in Paragraph 4, , Items (i) to (iii).
- (2) When the Association cancels the contract based on the preceding paragraph, the contractual relationship between the customer and the Association shall be terminated only from that point forward. In this case, the Association's obligations regarding the travel services already provided to the customer shall be considered fulfilled.
- (3) In the case described in the preceding paragraph, the Association shall refund the customer an amount calculated by deducting from the travel fee the costs related to the portion of travel services not yet provided to the customer, including cancellation fees, penalties, and other expenses already paid or to be paid in the future.
- (4) When the Association cancels the contract based on the provisions of Paragraph (1), Items (i) and (iii), the Association shall, upon the customer's request, make the necessary arrangements for the customer to return to the place of departure. In such cases, all expenses required for the return shall be borne by the customer.

18. Refund of Travel Charges

- (1) If a refund is due to the customer as a result of a reduction in the travel price in accordance with the provisions of Paragraph 11, or due to cancellation of the contract in accordance with the provisions of Paragraphs 13 through 17, the Association shall refund the applicable amount to the customer within seven (7) days from the day following the cancellation in the case of a cancellation before the start of the trip, or within thirty (30) days from the day following the scheduled end date of the trip as stated in the contract documents in the case of a reduction or cancellation after the start of the trip.
- (2) If a refund is due to a customer who entered into a communication contract, the Association shall process the refund in accordance with the membership terms and conditions of the affiliated credit card company. In such cases, the Association shall notify the customer of the refund amount within seven (7) days from the day following the cancellation in the case of a cancellation before the start of the trip, or within thirty (30) days from the day following the scheduled end date of the trip as stated in the contract documents in the case of a reduction or cancellation after the start of the trip. The date on which the Association notifies the customer of the refund amount shall be deemed the date of credit card usage.

19. Itinerary Management

- (1) The Association shall make every effort to ensure the safe and smooth execution of the customer's travel, and shall perform the following duties for the customer:
1. In the event that it is recognized that there is a possibility the customer may not be able to receive

travel services during the trip, the Association shall take necessary measures to ensure the provision of travel services in accordance with the contract.

2. If, despite the measures taken in the preceding item, it becomes unavoidable to change the content of the contract, the Association shall arrange alternative services. In doing so, efforts shall be made to ensure that any revised travel itinerary aligns with the original purpose of the itinerary, and that any revised travel services are similar in nature to the original services, thereby minimizing changes to the contract content as much as possible.

(2) In cases where the Association has provided the necessary coupons, etc., in advance and has clearly indicated that itinerary management will not be conducted, arrangements for alternative services and necessary procedures in the event that changes to the service content become necessary due to reasons such as inclement weather shall be carried out by the customer themselves.

(3) Regarding paragraph (1) above, for tours described as "Accompanied by Tour Conductor" or "Accompanied by Local Tour Conductor" (hereinafter referred to as "Tour Conductor, etc."), the provisions of the following Article 20. Tour Conductor, etc., paragraphs (1) through (2) shall apply.

20. Tour Conductors, etc.

(1) For courses labeled as "Accompanied by Tour Conductor," a tour conductor will accompany the entire itinerary and perform all or part of the duties listed in the preceding article, as well as other necessary duties recognized by the Association as related to the tour. As a general rule, the working hours of the tour conductor shall be from 8:00 a.m. to 8:00 p.m.

(2) For courses labeled as "Accompanied by Local Tour Conductor," a local tour conductor will, as a general rule, accompany the tour only within the designated section between arrival at and departure from the travel destination. The scope of duties of the local tour conductor shall be in accordance with those described in the preceding item.

(3) For courses that state "Local Staff Will Provide Assistance," no tour conductor will accompany the tour; however, local staff will perform the necessary duties as recognized by the Association.

21. Protective Measures

(1) If the Association determines that the customer requires protection during the trip due to illness, injury, or other reasons, it may take the necessary measures.

(2) In the case where such circumstances are not attributable to reasons for which the Association is responsible, the expenses incurred for such measures shall be borne by the customer. The customer shall pay said expenses by the date and using the method specified by the Association.

22. The Association's Liability for Damages

(1) If the Association or its agents cause damage to the customer through willful or negligent acts in performing the contract, the Association will compensate for the damage only if notified within 2 years from the day following the damage occurrence. However, for damage to baggage, notification must be made within 14 days and compensation is limited to 150,000 yen per customer unless there is willful or gross negligence by the Association.

(2) The Association is not liable for damages caused by natural disasters, war, riots, suspension of services by transport/accommodation agencies, official orders, or other causes beyond its control, except as stated in the previous paragraph.

23. Special Compensation Liability

(1) Regardless of the Association's liability under the previous Article, under the "Special Compensation Regulations" attached to the Association's terms, the customer is entitled to compensation for death, injury, or certain damages caused by sudden and accidental external incidents during the organized tour participation, with death compensation up to 15 million yen per person, hospitalization allowance from 20,000 to 200,000 yen depending on days, outpatient allowance from 10,000 to 50,000 yen if outpatient treatment exceeds 3 days, and compensation for damaged personal effects up to 150,000 yen per person (with limits of 100,000 yen per item or set).

(2) Compensation does not cover valuables such as cash, securities, jewelry, airline tickets, coupons, passports, credit cards, licenses, bankbooks, important documents, data on electronic media (SD cards, DVDs, USB, etc.), contact lenses, dentures, prosthetics, or other items listed in Article 18, 2 of the Special Compensation Regulations.

(3) To claim compensation, the customer must submit the documents prescribed in Paragraph 21 of the Special Compensation Regulations. Third parties do not include travel companions.

(4) If the Association is liable for damages under Paragraph 22(1), the compensation under this Article shall be deemed part of the damages payable within the compensation limits.

(5) No compensation or condolence payments will be made for damages caused by:

① The customer's willful acts, illness, drunk driving, willful violation of laws, or accidents involving illegal service reception.

② Dangerous sports such as mountain climbing (using climbing gear), skydiving, hang-gliding, or others listed in Appendix 1 of the Special Compensation Regulations, when outside the travel itinerary and during free time.

③ Other cases specified in Articles 3, 4, and 5 of the Special Compensation Regulations.

(6) Optional tours organized by the Association for additional fees during the main organized tour are treated as part of the main contract (clearly stated as planned and operated by IBS Co., Ltd. in the contract).

(7) Days on which no travel services arranged by the Association are provided (non-arranged days), if specified in the contract, are not considered part of the organized tour for compensation purposes.

24. Itinerary Guarantee Liability

(1) When significant changes to the contract content listed in the table below occur, the Association shall pay a "change compensation fee" calculated by multiplying the travel fee by the percentage listed in the table, within 30 days from the day following the travel end date. Alternatively, the customer's consent may be obtained to provide goods or services of equivalent or greater value instead.

(2) Notwithstanding the above, no change compensation fee will be paid in the following cases (except when caused by overbooking):

① Changes due to natural disasters, war, riots, official orders, suspension of services by transport/accommodation agencies, unavailable transport services under the original plan, or changes necessary to secure the life or safety of travelers.

② Changes related to the canceled parts of the contract under Paragraph 13 to 17.

(3) The maximum change compensation payable by the Association for one contract is limited to 15% of the travel fee. Also, if the compensation amount per person is less than 1,000 yen, no payment will be made.

(4) If, after paying change compensation, the Association is found liable for damages under Paragraph 22, it will pay damages minus the amount already paid as change compensation.

Changes Requiring Payment of Compensation for Modification	rate per case (%)	
	before the trip begins	after the trip begins
① Changes to the travel start date or travel end date specified in the contract document.	1.5	3.0
② Changes to the sightseeing spots or tourist facilities (including restaurants) or other travel destinations specified in the contract document.	1.0	2.0
③ Changes to a lower class or lower-priced transportation facility than that specified in the contract document (only when the total fare of the changed class and equipment is lower than that specified in the contract document).	1.0	2.0
④ Changes to the type or company name of the transportation facility specified in the contract document.	1.0	2.0
⑤ Changes to a different flight for the departure airport (travel start location) or arrival airport (travel end location) within Japan as specified in the contract document.	1.0	2.0
⑥ Changes to the type or name of the accommodation facility specified in the contract document.	1.0	2.0
⑦ Changes to the room type, facilities, view, or other room conditions of the accommodation specified in the contract document.	1.0	2.0
⑧ Changes to any of the above items listed in the tour title as specified in the contract document.	2.5	5.0

Note 1: “Before the start of the trip” means the case where the customer is notified of the relevant change by the day before the trip starts; “after the start of the trip” means the case where the customer is notified of the relevant change on or after the trip start date.

Note 2: When a “Final Itinerary” (confirmed document) is issued, replace “contract document” with “final itinerary” and apply this table accordingly. In this case, if changes occur between the contents of the contract document and the final itinerary, or between the final itinerary and the actual travel services provided, each change shall be treated as a separate case.

Note 3: If the transportation concerned in items ③ or ④ involves the use of accommodation facilities, it shall be treated as one case per night.

Note 4: Changes to the name of the transportation company under item ④ shall not apply when accompanied by a change to a higher class or better facilities.

Note 5: Even if multiple changes listed under items ④, ⑥, or ⑦ occur within a single ride, ship, or one night’s accommodation, they shall be treated as one case per ride, ship, or night.

Note 6: For changes listed under item ⑧, the rates from items ① to ⑦ do not apply; the rates under item ⑧ shall apply instead.

Note 7: Changes in the date and order of receiving travel services are not considered “changes.”

25. Customer Responsibility

1. If the association incurs damages due to the customer's intentional or negligent acts, the association shall claim compensation for damages from the customer.
 2. The customer must make efforts to understand their rights, obligations, and other travel contract details by utilizing the information provided by the association.
 3. After the trip has started, if the customer recognizes that the travel services differ from those described in the contract document, the customer must promptly report this to the association, the association's agent, or the relevant service provider at the travel destination.
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26. Enrollment in Domestic Travel Accident Insurance

In case of illness or injury, high medical and transportation expenses may occur. Also, in case of accidents, it is often very difficult to claim or collect compensation from the liable party. To cover these medical, transportation expenses, as well as death or disability, it is recommended that customers purchase adequate domestic travel accident insurance by themselves. For details, please contact the staff at the application counter or sales representative.

27. Reporting Accidents, etc.

If an accident or similar event occurs during the trip, please contact the "Contact Information" provided in the "Final Itinerary" immediately (if you cannot contact due to circumstances, please contact as soon as possible once the situation permits).

28. Handling of Personal Information

1. The association and contracted travel agencies will use personal information submitted at the time of application to contact customers and arrange transportation, accommodations, etc., and provide the information to relevant organizations within the necessary scope for insurance procedures that cover the association's travel contract responsibilities and accident-related expenses.
 2. For the convenience of customers' shopping at travel destinations, customers' names and flight information may be electronically provided to souvenir shops and similar businesses. Customers will be asked to consent to the provision of such personal information at the time of application.
 3. The association will jointly use customers' personal information (such as name, address, phone number, and email) with group companies and sales outlets for product development, marketing, customer contact, and support. For details on the association's privacy policy and group companies, please contact the association (TEL: 03-6811-6886).
 4. The personal information collected by the association shall be limited to the minimum necessary for conducting the trip, including name, address, phone number, email, etc. Additional personal information may be collected when special considerations (e.g., accompanying caregivers, wheelchair arrangements) are required, limited to what is necessary for arrangements or responses.
 5. If the customer does not consent to the collection of personal information described in (4), the association may decline to enter into the contract. Also, if consent is not obtained, the requested arrangements may not be possible.
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29. Others

1. Any costs arising from customers' personal requests to tour guides for guidance or shopping, medical expenses due to injury or illness, costs incurred from loss or recovery of baggage caused by customer negligence, or costs related to separate arrangements will be borne by the customer.
 2. For customers' convenience, visits to souvenir shops may be arranged. Purchases are at the customer's responsibility. The association does not assist with product exchanges or returns.
 3. Please be punctual for meeting times. The association assumes no responsibility for customers who miss the meeting time and cannot participate.
 4. During busy periods such as weekends, holidays, Golden Week, and summer vacation, traffic congestion may prevent travel according to schedule.
 5. In the case of (4) above, or due to accidents, bad weather, or other unavoidable reasons, if return is delayed, and taxi or accommodation costs are necessary, the association will not cover these expenses. The association also does not compensate for shortened stays at destinations.
 6. The association will not re-conduct the trip under any circumstances.
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30. Reference Dates for Travel Conditions and Travel Prices

The reference dates for these travel conditions and travel prices shall be those clearly stated in the travel brochure or other materials. Matters not stipulated in these conditions are governed by the association's travel business terms and conditions (for organized package travel contracts). Those wishing to obtain the association's travel terms and conditions may request them from the association. Unless otherwise notified by the association, the final travel itinerary shall be deemed to be as described in the brochure or website.