

Domestic package tour terms and conditions

These terms and conditions are part of the explanatory document for transaction conditions stipulated in Article 12-4 of the Travel Agency Act and the contract document stipulated in Article 12-5 of the same Act.

1. Packaged Travel Contract

- (1) This trip is planned and booked by Nankai International Travel Co., Ltd. (hereinafter referred to as "our company"), and guests participating in this trip will enter into a package tour contract (hereinafter referred to as "the travel contract") with our company.
- (2) The contents and conditions of the travel contract are based on the conditions stated in the recruitment advertisements, brochures, etc., as well as the conditions below, the final document (final travel itinerary) given to you before departure, and the section on package tour contracts in our travel agency terms and conditions.
- (3) We undertake to make arrangements and manage the itinerary so that our clients can receive transportation, accommodation and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation and accommodation providers, etc. in accordance with the travel itinerary determined by our company.

2. Travel application

- (1) Please fill out the required information on our designated travel application form and submit it along with the application fee below. The application fee will be treated as part or all of the "tour price," "cancellation fee," and "penalty fee." If you require special consideration when participating in the trip, please let us know at the time of application. We will accommodate your request to the extent possible.
- (2) We accept reservations for travel contracts via telephone, mail, facsimile, or other means of communication. In this case, the contract is not concluded at the time of reservation, and you must submit an application form and application fee within three days from the day following the day on which we notify you that your reservation has been accepted. If you do not submit the application fee within this period, we will treat your application as if it had not been made.
- (3) Application fee (per person)

travel fee	Application fee
Less than 30,000 yen	6,000 yen
30,000 yen or more but less than 60,000 yen	12,000 yen
60,000 yen or more but less than 100,000 yen	20,000 yen
100,000 yen or more but less than 150,000 yen	30,000 yen
150,000 yen or more	20% of the travel fee

However, for specific periods and specific courses, the fees will be as specified in a separate pamphlet.

3. Conclusion of contract and delivery of contract document

- (1) A package tour contract will be deemed to have been concluded when our company agrees to the conclusion of the contract and receives the application fee set forth in the preceding paragraph.
- (2) Once the contract is concluded, we will promptly provide you with a document (hereinafter referred to as the "Contract Document") that describes the travel itinerary, the contents of the travel services, other travel conditions, and matters concerning our responsibilities. The Contract Document consists of the brochure and these Tour Conditions.

- (3)The scope of travel services for which we are obligated to arrange and manage the itinerary under the travel contract shall be as set forth in the contract document in this paragraph (2).

4. Application conditions

- (1)Those under the age of 18 must have a parental consent form. In addition, those under the age of 15 at the start of the trip may be required to be accompanied by a parent or guardian.
- (2)If you are 75 years of age or older, please submit a health certificate. In order to ensure a safe and smooth trip, we may refuse your participation or require you to be accompanied by a companion.
- (3)For trips targeted at specific customer groups or trips with specific purposes, we may refuse your application if the age, qualifications, skills, or other conditions do not meet the conditions specified by our company.
- (4)If you require special consideration due to a disability, chronic illness, pregnancy, or current health problems, please inform us at the time of your travel reservation. We will accommodate your request to the extent possible and reasonable. In this case, we may ask you to submit a medical certificate from a doctor. In this case, in order to ensure a safe and smooth trip, we may require you to be accompanied by a companion/assistant, recommend an alternative trip with less burden, or refuse to allow you to participate.
- (5)If we determine that a client has become ill, disabled, or otherwise in need of medical treatment from a doctor during the trip, we will take the necessary measures to ensure the smooth operation of the trip. All costs incurred will be borne by the client.
- (6)As a general rule, we do not allow customers to go on their own for personal reasons. However, we may accept requests for separate tours under separate conditions depending on the course.
- (7)If you decide to leave the tour for personal reasons, you must notify us of this, whether you will be returning, and the expected date and time of your return.
- (8)If we determine that you may cause inconvenience to other customers or interfere with the smooth running of group activities, we may refuse your application.
- (9)We may also decline your application if there are other business reasons for which we are unable to provide the service.

5. Confirmation document (final travel itinerary)

- (1)If the travel itinerary or the names of important transportation and accommodation facilities are not confirmed in the contract document under Section 3 (2), we will list the names of the accommodation facilities you plan to use and the names of important transportation facilities to be displayed, and after providing you with the contract document, we will provide you with a final document (hereinafter referred to as the ``final travel itinerary") stating the confirmed status of these details by the day before the start of the trip (or by the start of the trip for applications made on or after the seventh day counting back from the day before the start of the trip).
- (2)In accordance with paragraph 3, if you make an inquiry requesting confirmation of the status of your arrangements, we will explain the status of your arrangements even before providing you with the final document.
- (3)The scope of travel services for which we are obliged to arrange and manage the itinerary is specified in this Confirmation.

6. Payment of travel fare

- (1)The travel fee must be paid before the 14th day counting back from the day before the start of the trip (hereinafter referred to as the "Base Date").
- (2)If you apply after the base date, you must pay at the time of application or by the due date specified by our company.

7. Travel fees eligible for payment

"Tour price payable" means the "amount displayed as the tour price" in the recruitment advertisement or brochure plus the "amount displayed as the additional charge" minus the "amount displayed as the discounted charge." This total amount will be used as the basis for calculating the amounts of the "application fee" in Article 2, the "cancellation fee" in Article 13 (1), the "penalty charge" in Article 14 (2), and the "change compensation" in Article 21.

8. What is included in the travel price

- (1)Fares and charges for transportation facilities specified in the travel itinerary (economy class unless otherwise noted), accommodation fees, meal fees, travel handling fees, and consumption tax and other taxes.
- (2)For tours accompanied by a tour conductor, the tour conductor's expenses and gratuities necessary for group activities are also included.
The above expenses will not be refunded even if part of the tour is not used due to customer circumstances.

9. Items not included in the tour price

Items other than those listed in the previous paragraph 8 are not included in the tour price. Some examples are as follows:

- (1)Transportation costs and other expenses for sections of the itinerary marked as "free time," "free activity," "on your own," or "customer's responsibility"
- (2)Excess baggage charges (for baggage exceeding the specified weight, volume, or number)
- (3)Personal expenses such as cleaning fees, telegram and telephone charges, additional food and beverage expenses, and associated taxes and service charges
- (4)Transportation costs between your home and the departure and return points, accommodation costs, etc.

10. Changes to the contents of the travel contract

Even after the conclusion of the travel contract, if there is an event beyond our control, such as a natural disaster, war, riot, suspension of services provided by transportation or accommodation facilities, orders from government agencies, provision of transportation services that do not conform to the original operation plan, or other circumstances that make it unavoidable to ensure the safe and smooth operation of the trip, we may change the travel itinerary or the contents of the travel services, explaining the reasons to customers in advance. However, in the case of an emergency where it is unavoidable, we will explain the reasons after the change.

11. Changes to travel prices

Even after the travel contract has been concluded, we may change the travel price in the following cases:

- (1)If the fares and charges of the transportation companies used are revised beyond what would normally be expected due to significant changes in economic conditions, etc., the tour price may be changed within that range. However, if the tour price is increased, the customer will be notified of this fact no later than 15 days prior to the day before the departure date of the tour.
- (2)If the contents of the trip are changed in accordance with Article 10 and the costs required to carry out the trip increase or decrease, we may change the trip price within that range, except in cases where the change is due to a shortage of seats, rooms, or other facilities at transportation or accommodation facilities, etc., even though the accommodation or transportation facilities, etc. are providing the relevant services.

12. Customer Change

- (1)With our consent, you may transfer your status under the Travel Contract to a third party. In this case, you must fill out the required information on a form provided by our company and submit it to us. In this case, we may charge you a fee for the transfer.

- (2) The transfer of status under the Travel Contract shall take effect upon the consent of our company, and the person who has transferred status under the Travel Contract thereafter shall inherit all of the customer's rights and obligations relating to the Travel Contract. However, our company may refuse to change the status.

13. Cancellation of the Travel Contract by the Customer

(1) Domestic travel cancellation fees

classification	Cancellation fee
(1) Package tour contracts other than those in the following paragraph, paragraphs 3 and 4	
(a) In the case of cancellation on or after the 20th day (10th day in the case of a day trip) counting back from the day before the start of the trip (excluding the cases listed in (b) to (e)).	Up to 20% of the travel cost
(b) In the case of cancellation on or after the seventh day counting back from the day before the start of the trip (excluding the cases listed in (c) to (e)).	Up to 30% of the travel cost
(c) If you cancel the tour the day before the start date	Up to 40% of the travel cost
(d) When the contract is cancelled on the day the trip begins (excluding the cases listed in (e)).	Up to 50% of the travel cost
E. Cancellation after the start of the trip or non-participation without notice	Up to 100% of the travel cost
(2) A package tour contract that uses an air ticket under the same terms and conditions as those sold by an airline to consumers on a wide scale via a website, etc., and that clearly specifies in the contract document that the air ticket will be used, the name of the airline, and the conditions (hereinafter referred to as "air ticket cancellation conditions") and amounts of cancellation fees, penalty fees, refund fees, and other costs required to cancel an air transportation contract that the airline has set for the air ticket (hereinafter collectively referred to as "air ticket cancellation fees, etc.")).	
(a) When cancelling after the conclusion of the travel contract (excluding the cases listed in (b) to (f)).	Within the amount of ticket cancellation fees, etc. that would be incurred if the ticket cancellation conditions were applied at the time the travel contract was cancelled (hereinafter referred to as "ticket cancellation fees, etc. when the travel contract is cancelled").
(b) In the case of cancellation on or after the 20th day (10th day in the case of a day trip) counting back from the day before the start of the trip (excluding the cases listed in (c) to (f)).	Up to 20% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater

(c) In the case of cancellation on or after the seventh day counting back from the day before the start of the trip (excluding the cases listed in (d) through (f)).	Up to 30% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater
D. If you cancel the trip the day before the start date	Up to 40% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater
(e) When the contract is cancelled on the day the trip begins (excluding the cases listed in (f)).	Up to 50% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater
F. Cancellation after the start of the trip or non-participation without notice	Up to 100% of the travel cost
(3) An agent-packaged tour contract using an airline ticket (an airline ticket that can only display the total travel price, including accommodation and other expenses at the travel destination, for agent-packaged tours, and cannot display the fare or fee separately (limited to "individual inclusive tour fares" available for one person)), in which the contract document clearly states that the airline ticket will be used, the name of the airline, and the conditions (hereinafter collectively referred to as "air ticket cancellation conditions") and amounts of cancellation fees, penalty fees, refund fees, and other costs required to cancel the air transportation contract set by the airline for the airline ticket (hereinafter collectively referred to as "air ticket cancellation fees, etc.") (hereinafter referred to as "air ticket cancellation conditions," which can be confirmed on the airline's website, etc.).	
(a) In the case of cancellation after the conclusion of the Travel Contract (excluding the cases listed in (b) to (f)).	Within the amount of air ticket cancellation fees when canceling the travel contract
(b) In the case of cancellation on or after the twentieth day counting back from the day before the start of the trip (excluding the cases listed in (c) through (f)).	Up to 20% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater
(c) In the case of cancellation on or after the seventh day counting back from the day before the start of the trip (excluding the cases listed in (d) through (f)).	Up to 30% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater
D. If you cancel the trip the day before the start date	Up to 40% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater
(e) When the contract is cancelled on the day the trip begins (excluding the cases listed in (f)).	Up to 50% of the travel cost or the airfare cancellation fee when canceling the travel contract, whichever is greater

F. Cancellation after the start of the trip or non-participation without notice	Up to 100% of the travel cost
(4) Package tour contracts using chartered ships	The cancellation fee will depend on the regulations for the vessel in question.
<p>Notes:</p> <p>(1) The amount of the cancellation fee will be clearly stated in the contract document. (2) In applying this table, "after the start of the trip" means "from the time when the provision of services begins" as defined in Article 2, Paragraph 3 of the Special Compensation Regulations. (3) In the cases of Paragraphs 2 and 3, if no ticket cancellation fees, etc. payable by our company to the airline have occurred in relation to the ticket, the amount of the ticket cancellation fees, etc. at the time of cancellation of the travel contract will be treated as free of charge, and if the ticket cancellation fees, etc. have been reduced by the airline, the amount of the reduced ticket cancellation fees, etc. will be treated as the amount of the ticket cancellation fees, etc. at the time of cancellation of the travel contract.</p>	

- (2) The customer may cancel the travel contract without paying the cancellation fee in any of the following cases:
 - 1. When the contents of the Travel Contract are changed in accordance with Article 10. However, this applies only if the change is one of those listed in the left column of the table in Article 23 or other important changes.
 - 2. When the travel price is increased pursuant to Article 11(1).
 - 3. When the safe and smooth operation of the trip has become impossible or there is a very real risk that it will become impossible due to natural disasters, war, riots, the suspension of travel services provided by transportation and accommodation providers, orders from government agencies, or other reasons.
 - 4. When the Company does not provide the Customer with a final written confirmation (final schedule) by the deadline specified in Paragraph 5 (1).
 - 5. When it becomes impossible to carry out the trip according to the travel itinerary stated in the contract document due to reasons attributable to our company.
- (3) If the Travel Contract is terminated pursuant to paragraph (1) of this Article, we will refund the remaining amount after deducting the prescribed cancellation fee from the travel price (or application fee) already received. If the application fee does not cover the cancellation fee, we will charge you the difference. In addition, if there is a difference in price due to a change in the number of people using one room, we will charge each participating guest the difference in price.
- (4) If the Travel Contract is terminated pursuant to paragraph (2) of this Article, we will refund the full amount of the travel fee (or application fee) already received.
- (5) If you cancel or withdraw from the travel contract for personal reasons after the start of the trip, this will be considered a waiver of your rights and no refunds will be given.
- (6) If, even after the start of the trip, you are unable to receive the travel services described in the contract document due to reasons not attributable to you, you may cancel the contract for the part of the travel services that are no longer available without paying a cancellation fee. In this case, we will refund the amount of the travel fee for the part that you are unable to receive.

14. Cancellation of the travel contract and suspension of the tour by our company

- (1) We may cancel the Travel Contract before the start of the trip in any of the following cases:
 - 1. When it becomes clear that the client does not meet the gender, age, qualifications, skills or other conditions for participating in the tour that have been clearly stated by the Company in advance.
 - 2. When the client is deemed unable to continue the trip due to illness or other reasons.
 - 3. When it is deemed that the customer may cause inconvenience to other customers or interfere with the smooth implementation of group activities.
 - 4. When the number of customers is less than the minimum number of participants specified for each tour, we will notify you of the cancellation of the tour no later than the 13th day (or the 3rd day for day trips) counting back from the day before the tour start date.
 - 5. When the conditions for carrying out the trip that we have specified in advance are not met, or when there is a very high possibility that this will happen, such as a lack of snowfall in the case of a skiing trip.
 - 6. When it becomes impossible or there is a very real risk that the safe and smooth operation of the trip according to the itinerary stated in the contract document will become impossible due to natural disasters, war, riots, the suspension of services provided by transportation and accommodation providers, orders from government agencies, or other reasons beyond our control.
- (2) If the client fails to pay the tour fee by the due date specified in Article 6, the Company will consider the client to have cancelled the tour contract on the day following the due date. In this case, the client will be required to pay to the Company a penalty fee equivalent to the cancellation fee specified in Article 13 (1) above.
- (3) In the following cases, we may cancel part of the Travel Contract even after the start of the trip.
 - 1. When the client is unable to continue the trip due to illness or other reasons.
 - 2. When a client disrupts the discipline of group activities, such as by not following the instructions of a tour conductor or other person required for the safe and smooth operation of the trip, thereby interfering with the smooth operation of the trip.
 - 3. When it becomes impossible to continue the trip due to natural disasters, war, riots, suspension of services provided by transportation or accommodation providers, orders from government agencies, or other reasons beyond our control.
- (4) If we cancel the Tour Contract pursuant to the provisions of this paragraph (3), the contractual relationship between us and the client will be terminated prospectively. In other words, our obligations regarding the Tour Services already provided to the client will be deemed to have been effectively repaid. In this case, we will refund to the client the portion of the Tour Price relating to the Tour Services not yet provided to the client.

15. Travel Refunds

If the tour fare is reduced pursuant to the provisions of Article 11 or the Tour Contract is terminated pursuant to the provisions of Articles 13 and 14, and if any amount owing to the client is incurred, we will refund that amount to the client within seven days from the day following the date of termination in the case of a refund due to a cancellation before the start of the tour, or within 30 days from the day following the end of the tour as stated in the Tour Contract Document in the case of a refund due to a reduction in the tour fare or a cancellation after the start of the tour. However, if the Tour Contract is terminated pursuant to the preceding Article 14(3) (except in the case of Article 13(1)), the client shall be responsible for any cancellation fees, penalties, and other costs already paid or to be paid in the future for the provision of Tour Services not provided due to the cancellation of the tour. In this case, we will refund the tour fare for the portion

of the Tour Services not yet provided to the client, less the cancellation fees, penalties, and other costs payable or to be paid in the future by us to the Travel Service Providers.

16. Return arrangements after contract termination

If we cancel the Travel Contract after the commencement of the trip in accordance with the provisions of Article 14 (3) 1 or 3, we will, at your request, undertake to arrange the travel services necessary for your return to the place of departure at your expense.

17. Tour conductors, etc.

- (1) If the tour name indicates "tour conductor accompany" then the tour will be accompanied by a tour conductor. In principle, the services provided by the tour conductor will be those necessary to ensure the safe and smooth implementation of the itinerary specified in the contract document. During the trip, you will be required to follow the tour conductor's instructions to ensure the smooth implementation and safety of the itinerary. In principle, the tour conductor's work hours are from 8:00 to 20:00.
- (2) Local staff guided tours that have "local staff guided" in the tour name will not be accompanied by a tour conductor, but local staff will carry out the necessary tasks to ensure the smooth running of the trip.
- (3) Individual Travel Plans
Individual travel plans are not accompanied by a tour conductor. Customers will be provided with the coupons necessary to receive travel services, and will be responsible for completing the procedures to receive travel services themselves.

18. Our Instructions

From the start of the trip until its end, when you act as a participant in a package tour, you must follow our instructions to ensure the trip is carried out safely and smoothly, except during free time.

19. Company Liability and Disclaimer

- (1) In the course of fulfilling the travel contract, if damage is caused to a customer due to the willful misconduct or negligence of our company or a person we have appointed to make arrangements on our behalf (hereinafter referred to as the "arrangement agent"), we will be liable to compensate for that damage, provided that notice is given to our company within two years from the day following the occurrence of the damage.
- (2) In principle, we will not be liable under paragraph (1) if a customer suffers damage due to any of the following reasons, except in cases where the intentional or negligent act of our company or our agent is proven.
 - (a) Natural disasters, wars, riots, or changes to the travel itinerary or cancellation of the trip due to these.
 - (b) Damage caused by accidents or fires at transportation or accommodation facilities
 - (c) Suspension of services provided by transportation or accommodation facilities, or changes to travel itineraries or cancellation of travel resulting from such suspension
 - (d) Government orders, foreign immigration restrictions, quarantine due to infectious diseases, or changes to the travel itinerary or cancellation of the trip resulting from these.
 - (e) Accidents during free time
 - (f) food poisoning

- (g)theft
- (h)Delays, disruptions, schedule changes, route changes, etc. of transportation facilities, or changes to travel itineraries or shortened stays at destinations resulting from these.
- (3)Notwithstanding the provisions of this paragraph (1), with regard to damage to baggage as described in the same paragraph, we will compensate up to 150,000 yen per passenger (except in cases where the damage is due to our willful misconduct or gross negligence), provided that we are notified within 14 days from the day following the occurrence of the damage.

20.Special compensation

- (1)Regardless of whether or not our company is liable pursuant to the provisions of the preceding paragraph 19, in accordance with the special compensation provisions of our travel agency terms and conditions (section on package tour contracts), we will pay compensation and solatium in amounts specified in advance for certain damage suffered by a client to their life, body, or baggage due to a sudden, unexpected, extraneous accident while participating in a package tour.
- (2)If the Company is found liable under the preceding paragraph 19(1), this compensation shall be used to cover part or all of the damages owed by the Company.
- (3)Short trips (optional tours) that are conducted for customers participating in our package tours and for which a separate fee is charged, and that are planned and offered by our company, will be treated as part of the main travel contract.
- (4)If the damage suffered by a client while participating in an agent-packaged tour is due to the client's willful misconduct, driving without a license or while intoxicated, illness, etc., or an accident occurring during free time activities not included in the agent-packaged tour, such as skydiving, mountain climbing, hang gliding, ultralight aircraft (motor hang gliders, microlight aircraft, ultralight aircraft, etc.), gyroplane flying, or similar dangerous activities, we will not pay the compensation or solatium set forth in this paragraph (1). However, this does not apply if the activity in question is included in the agent-packaged tour itinerary.

21. Itinerary Guarantee

- (1)In the course of fulfilling the travel contract, if damage is caused to a customer due to the willful misconduct or negligence of our company or a person we have appointed to make arrangements on our behalf (hereinafter referred to as the "arrangement agent"), we will be liable to compensate for that damage, provided that notice is given to our company within two years from the day following the occurrence of the damage.
 - (1)In the case of changes due to the following reasons, we will not pay compensation for changes (however, we will pay compensation for changes due to a shortage of seats, rooms, or other facilities at transportation or accommodation facilities, even though the service is still being provided).
 - (a)Bad weather or natural disasters that disrupt travel plans
 - (stomach)war
 - (cormorant)riot
 - (workman)Government orders
 - (E)Cancellation of services such as flight cancellations, road disruptions, and closures of transportation and accommodation facilities
 - (mosquito)Provision of transportation services that are not based on the original operation plan, such as delays or changes to the transportation schedule

- (tree) Measures necessary to ensure the safety of the lives and bodies of travel participants
- (2) When the Tour Contract is terminated in accordance with the provisions of Articles 13 and 14, even if there is a significant change in the contents of the contract as listed in the left column of the following table, we will not pay compensation for the change if "the change is from the schedule stated in the Final Tour Itinerary and is within the scope of the travel services stated in the brochure."
- (3) Even if the order in which the travel services are provided is changed from that stated in the brochure, we will not pay compensation for the change if the travel services are provided during the trip.
- (2) The amount of compensation for changes to be paid by our company shall be limited to 15% of the tour price per customer per package tour. If the amount of compensation for changes to be paid by our company per customer per package tour is less than 1,000 yen, we will not pay compensation for changes.
- (3) If, after we have paid the compensation for changes pursuant to the provisions of this paragraph (1), it becomes clear that we will incur liability pursuant to the provisions of paragraph 19 (1) as a result of the change, the customer must return the compensation for changes to us. In this case, we will pay the amount remaining after offsetting the amount of damages that we should pay pursuant to the provisions of the same paragraph with the amount of compensation for changes that you should return.
- (4) If you agree, we may provide goods or services of equal or greater value in lieu of payment of monetary compensation for the change.

<Table of compensation for changes>

	Rate per item (%)	
	Before the trip starts	After the trip begins
Changes that require payment of compensation for changes		
1. Changes to the departure or end date of the trip as stated in the contract document	1.5	3.0
2. Changes to the tourist attractions or tourist facilities (including restaurants) to be visited or other travel destinations stated in the contract documents	1.0	2.0
3. Changing the class or facilities of the transportation facility stated in the contract document to one with a lower fee (only if the total fee for the changed class and facilities is the class stated in the contract document or lower).	1.0	2.0
4. Changes to the type of transportation facility or company name stated in the contract document	1.0	2.0
5. Changes to the type or name of the accommodation facility stated in the contract document	1.0	2.0
6. Changes to the type of accommodation facility, facilities, or scenery described in the contract	1.0	2.0
7. Any changes to the items listed above that are stated in the tour title of the contract document	2.5	5.0
(Note 1) "Before the start of the trip" means that the customer is notified of the change by the day before the start of the trip, and "after the start of the trip" means that the traveler is notified of the change on or after the start of the trip. (Note 2) Even if multiple changes as specified in items 4 or 6 occur within one boarding trip, ship, etc. or one overnight stay, they will be treated as one change per boarding trip, ship, etc. or one overnight stay. (Note 3) For changes as specified in item 7, items 1 to 6 do not apply, and item 7 shall apply.		

22. Customer Responsibilities

If the Company incurs damage due to the customer's willful or negligent acts, acts that violate laws and regulations or public order and good morals, or the customer's failure to comply with the provisions of the Company's terms and conditions, the Company will request compensation for such damage from the customer.

23. Travel conditions for customers who wish to enter into a "communications contract"

We may accept travel applications by telephone, mail, facsimile, or other means of communication from card members (hereinafter referred to as "Members") of our affiliated credit card companies (hereinafter referred to as "Affiliated Companies"), on the condition that we accept payment of the travel fee, cancellation fee, etc. without the Member's signature on the designated slip.

- (1) Communications contracts will also comply with our "Travel Agency Terms and Conditions - Package Tour Contract Section."
- (2) The "Card Use Date" referred to in this paragraph means the date on which the Member and the Company must pay or refund the travel fare, etc., under the Travel Contract.
- (3) When applying for a communications contract, members will provide the Company with the name of the package tour for which they wish to apply, the departure date, their membership number, card expiration date, etc.
- (4) A travel contract concluded by correspondence is established when the travel agent issues a notice of acceptance of the application. In the case of an application made by telephone, the contract is established when the application is accepted by our company. In the case of an application made by mail, facsimile, or other means of communication, the contract is established when the company issues a notice of acceptance of the conclusion of the contract.
- (5) When attempting to enter into a communications contract, if a member's credit card is invalid or if the member is unable to settle part or all of the debt relating to the travel fee, etc. in accordance with the affiliated company's card membership terms and conditions, the company may refuse to enter into the travel contract.
- (6) The Company will receive payment of the travel fare in the amount stated in the contract document by card of an affiliated company without the member's signature on the designated slip. In this case, the card use date will be the date the travel contract was concluded.
- (7) When accepting travel applications using IT-related information and communication technology such as mobile information terminals (i-mode, etc.) and the Internet, if the information to be included in the documents containing the travel itinerary, contents of travel services, other travel conditions, and matters related to our company's responsibilities is provided by using information and communication technology instead of issuing a contract document or a final document, we will confirm that the information has been recorded in a file on the communication device used by the member.
- (8) If the member's communication device does not have a file for recording the information described in the preceding paragraph (7), the company will record the information in a file stored in the communication device used by the company and confirm that the member has viewed the information.

24. Other

- (1) If a customer requests a tour conductor or other person to provide personal guidance or shopping, or if an injury or illness occurs to the customer, or if a customer loses or leaves behind luggage due to carelessness, or if an expense is incurred to arrange for independent activities, the customer will be responsible for such expenses.
- (2) We may direct you to souvenir shops for your convenience, but you are responsible for any purchases you make.
- (3) Optional tours conducted by local travel agencies, etc. are not covered by the itinerary guarantee.

- (4) We will not re-operate the trip under any circumstances.
- (5) The child fare applies to children aged 6 to 12 (elementary school students) as of the start date of the trip. Infants may be required to pay facility usage fees on-site. Fees vary by facility, so please refer to the brochure for details.
- (6) The transportation of baggage will be carried out by the relevant transportation company, and our company will handle the transportation entrustment procedures with the transportation company.

25. Other

These travel conditions are valid as of April 1, 2022.

*Translated by Google Translate

*Original text https://www.nanka-e-tabi.com/yakkan/domes_contract/