

Tour Condition (Domestic・Agent-Organized Tour)

Valid from 1st Dec 2015

A Member of the Japan Association of Travel Agents (JATA)
Licensed Travel Agent under the Japan Tourism Agency License No.1857



This contract for agency-arranged tour (the document of the term and the conditions thereof) comprises part of “the statement explaining trade terms” and “the contract document stipulated in Article 12-4, and Article 12-5 of the Travel Agency Law.

1. Agent-Organized Tour Contracts

- (1) This tour is planned and operated by Meitetsu Kanko Bus Co., Ltd. (3-6-34, Jingu, Atsuta-ku, Nagoya City, Aichi / Travel agency No.1857 registered by the Commissioner of the Japan Tourism Agency, hereinafter referred to as the “Company”) and a customer who participates in this tour will conclude a Agent-Organized Tour Contract (hereinafter referred to as “Tour Contract”) with the Company.
- (2) The terms and conditions of the Tour Contract are comprised of, the Brochure, these tour conditions, the final documents called as the final itinerary handed over before departure (hereinafter referred to as the “Final Tour Itinerary”) and the section of the agent-organized tour contract in the standard terms and conditions of tour contracts of the Company (hereinafter referred to as the “Company Terms and Conditions”).
- (3) The Company undertakes to provide tour arrangements and itinerary management so that clients can have travel services including transportation/accommodation provided by transportation/accommodation providers (hereinafter referred to as “Tour Services”) in accordance with the tour itinerary determined by the Company.

2. Application for Tour and Time of Entry into Effect of Contract

- (1) When applying, it is required to provide the necessary information together with the below (5) application fee provided in the Brochure to the Company or our tour sales agents described in the “tour sales agent offices” section (hereinafter collectively referred to as the “Companies”). For our operational reasons, it may be required to fill the necessary information in our special form or the dedicated window.
 - (2) The Company may accept an application for the Tour Contract via telephone, mail, facsimile, internet and other communication method(s). In this case, a contract will not be concluded at the time of the application, and the customer will be required to submit an application form and to pay the application fee within 3 days commencing on the date following the day when the Company gives notice of accepting conclusion of contract to the customer. However, other conditions stipulated in the brochure will apply to specific periods or specific courses.
- The contract is to be concluded after our company accepts the customer’s reservation, and receives the application form and application fee.

- (4) If the customer fail to pay the application fee within the above (2) period, the Company may deem there was no application.

- (5) The client will pay the following application fee per client.. The application fee will be treated as a part of whole the “tour fee payable”, “cancellation fee”, or “penalty charge”.

Tour fee amount	Application fee (per one person)
60,000 yen or higher	From 20,000 yen or higher to the tour fee
30,000 yen or higher and less than 60,000 yen	From 10,000 yen or higher to the tour fee
Less than 30,000 yen	From 5,000 yen or higher to the tour fee

The tour fee in the above table mean “tour fee targeted for payment”. Other conditions stipulated in the brochure will apply to specific periods or specific courses.

- (6) In cases such as full capacity of the plane, our company may ask the customer to wait before concluding the contract. In that case, we will register the client on the waiting list considering the customer’s time limit, and make effort to accept the client’s reservation. Still the payment of the application fee will be necessary. The fee will be returned when the customer cancels the register on the waiting list or when our company was not able to reserve the transportation.
- (7) In the above case mentioned in (6), the date of the contract will be the date when our company informs that we are able to complete the reservation.
- (8) When we are not able to contact the customer until the time limit, the reservation may be cancelled even if the reservation is available. In this case, the application fee will be returned to the customer.
- (9) When a person responsible for the contract as a representative of an organization or group applies for a tour, the Companies shall regard the representative as having all authorization to conclude or cancel the contract.

A person responsible for the contracts shall provide the Companies with lists of the names of members by the date specified by the Companies. The Companies shall not assume any obligations or responsibilities which arose in the past or will arise in the future and are owed by the person responsible for the contracts to group members. In case the person responsible for the contract does not accompany the group, the Companies will regard one of the members appointed by such person in advance as the person responsible for the contract after the tour departure.

3. Requirements for Application

- (1) A client who is below the age of 20 years is required to present written consent from a parent or guardian when booking.
- (2) Persons who are under the age of 15 at the time of departure must be accompanied by his/her guardian.
- (3) In the event a travel is aimed at specific group of customers or a travel has a specific purpose, if an applicant’s sex, age, qualification, skill and/or other conditions do not satisfy the requirements designated by the Company, the Company may reject the application.
- (4) For customers who is over 70 years old, who is pregnant, those with physical disabilities, or those who are in need of assistance dog, please notify at the time of application. We will make effort to fulfill the client’s needs. Additional fee might be requested when any special actions are needed. According to the trip plans or the conditions of the location, the client might be requested to hand in the health certificate, or ask for a companion of another person. Please note that there will possibilities of change in the trip plan, or the reservation might be refused.
- (5) If the Company determines that an examination or medical treatment by a doctor is necessary for a customer due to disease, injury, or any other reason during travel, the Company will take necessary measures in order to secure smooth implementation of travel. Any and expenses required for such measures will be borne by the customer.
- (6) Customers are not able to take separate activities or course. However, customers will be allowed to take separate activities depending on the trip course.
- (7) If a customer leaves the tour schedule for his/her own reason, he/she will be required to give notice on the leave, including whether or when he/she will return to the schedule, etc.
- (8) If the Company determines that a customer is likely to cause nuisance to other customers or to impede smooth implementation of Agent-Organized tour, his/her application maybe rejected.
- (9) For customers who are related to any antisocial forces, the application may be refused.
- (10) The Company may refuse application if the client make a demand with violence or an unreasonable demand or uses intimidating words or actions in relation to transactions with the Company.
- (11) The Company may refuse application if the client defames the reputation or interferes with the business of the Companies by spreading rumors, using fraudulent means or resorting to force.
- (12) Aside from the above, the Company may decline to accept booking for business related reasons.

4. Delivery of Contract Documents and Determinate Document (Final Tour Itinerary)

- (1) After the contract, we will issue the contract document, which the date of the trip plan, the schedule and other matters concerning our responsibilities are stated, to the customer. The trip pamphlet, and receipt will also be a part of the contract documents which we hand over to the customer.
 - (2) We will hand over the document which states the trip schedule, the flight plan, and the name of the hotel, etc., to the customer no later than the day before the departure. We seek to hand it over within 7 to 10 days before the departure, but please note that trips taking place during new year’s holiday and golden week, the documents maybe handed over the day before departure.
- For reservations made within 7 days before departure, the documents are to be handed over until the day before departure. Please feel free to ask us for information on your reservation if you do not have your determinate document with you.

5. Travel Charge

- (1) The tour fee to be paid will be the total of the tour fee indicated in the Brochures plus extra fees, deducting any applicable discount(s). this total amount will be the basis for calculating the application fee, cancellation fee, penalty charge, and compensation for change.
- (2) The additional fee and discount is of the below.
 - (A) Additional fees
 - a. Extra fee when the customer requests a room for single person.
 - b. Extra fee in the case when “upgrade” is required for hotel or room type.
 - c. Extra fee to upgrade the seats for train, flight and other transfer.
 - d. Difference in prices in the case when a course “without meal plan” is changed to a course “with meal plan”, when a course “without sightseeing plan” is changed to a course “with sightseeing plan” and the like.
 - e. Extra fee for extended stays.
 - f. Other items indicated in the Brochures as “extra fee for ○○”, “○○ plan”.
 - (B) Discounts
 - a. When more than 3 people stay in one room. (“Triple Discount”).
 - b. discount considering the age, such as child’s discount.
 - c. Other items indicated in the Brochures as “discount for ○○”.

6. Payment of Tour Fee

After conclusion of the Tour Contract, when an application is made on and after such 21st day, the tour fee must be paid on the application date specified by the Company before the departure date. However, other conditions stipulated in the brochure will apply to specific periods or specific courses.

7. Included in the Tour Price indicated in the Brochures.

- (1) The items below will be included in the tour fee
 - a. The fee for the trip flight, ship, train and any other transfers.
 - b. Sightseeing fees (Bus fares, expenses for guide, entrance fees, etc)
 - c. Expenses for accommodation fees and taxes and service fees.
 - d. Expenses for meals and taxes and service fees.
 - e. The tip needed during Agent-Organized tour.
 - f. Expenses for tour conductor, in the case of conducted course.
 - g. Other amounts expressly stated in the Brochure as included in the tour price.
- (2) The above costs will not be reimbursed even if customer partially does not use the relevant services.

8. Not Included in the Tour Price indicated in the Brochures.

- Any expenses other than those set out in Section 7 will not be included in the tour fee. The following costs are selected examples.
- a. The fee used for transfer from the customer’s home to the designated place.
 - b. Excess baggage charge (for weight, volume, or quantity exceeding the limit set by each transportation facility)
 - c. Personal expenses and incidental taxes and service fees, including, but not limited to cleaning fee, telephone charge, tips, and other extra beverages.
 - d. Medical expenses for bodily injury or disease.
 - e. Tour price for an “optional tour” taken by only the applicant (a small excursion for an extra charge)
 - f. Other items indicated in the Brochures as “extra fee for ○○”, “○○ plan”.

9. Change of Tour Contract

If the following occur: natural disasters, wars, riots, suspension of Tour Services rendered by transport/accommodation providers, governmental orders, provision of transportation services not based on the original operational plan, or other circumstances beyond the Company’s control, the Company may, even after conclusion of the Tour Contract, revise its itinerary and Tour Services when it is avoidable in order to conduct safe and smooth tour operation after the Company promptly explains to clients the reasons why such events are beyond the Company’s control and the causal connection with the event. However, said explanation may be made after revisions in emergency circumstances.

10. Change of Tour Fee

The Company will not change the tour fee, additional charges or discount prices after the conclusion of the Tour Contracts except in the following cases:

- (1) If the tariff and charges of the transportation providers used for the tour are revised considerably out of the range of those ordinary expected due to drastic changes in the economic conditions, the Company may revise its tour price in accordance with increases or reductions in transportation tariff and charges for the tour accordingly. If the tour price is increased, the Company shall notify clients on no later than the 15th day counting back from the day before the tour departure.
- (2) If the tour content is changed and if expanded required for implementation of tour decrease, the Company will reduce the tour fee to the extent of the difference arising out of such a change
- (3) In the event the itinerary changes in accordance with Article 9 and the travel costs for tour operation (including cancellation fees, penalty charges or other charges which have already been paid or need to be paid later for Tour Services which have not been provided due to a change in the contract) increase, except for cases where the services are provided but the contract has changed because of a shortage of seats, rooms or other facilities relating to the transportation or accommodation facilities, the Company shall change the tour price accordingly.
- (4) In the case when the brochures describe that tour fee may differ depending on the number of persons using the transportation or accommodation facilities, etc., if the number of persons changes after the conclusion of the Tour Contract due to any reason not attributable to the responsibility of the Company, the Company will adjust the tour fee to the extent described in the contract document.

11. Change of Tour Participant

- (1) A client who has entered into a Tour Contract may, with the Company’s consent, transfer its status in the contract to a third party. In this case, the clients shall fill in the required information in the form provided by the Company and submit it to the Company. At the time, the clients shall pay a handling

charge for the change of participant determined by the Company.
This transfer of the position under the Tour Contract will become effective when the Company approves such charge and receives the payment of change, and thereafter the third party to whom the position under the Tour Contract is transferred will succeed all rights and obligations pertaining to the Tour Contract.

12. Cancellation by Client – Before Departure

- (1) The client may cancel his or her reservation after the contract is established by paying the cancellation fee. For cancellation, please coming during the business hours.
 - (a) Courses other than the trip reservation(b)

Cancellation Date (In advance of the departure date)	Cancellation Fee (per one person)
From 20th day (if the tour is one day tour : From 10th day) to 8th day	20% of tour fee
From 7th day to 2nd day	30% of tour fee
From the day before	40% of tour fee
The day of tour	50% of tour fee
After starting tour or in the case of nonparticipation without notice	100% of tour fee

(b) To charter a ship.

- The cancellation fee will differ in the ship which is chartered The fee will be written on the pamphlet.
- (2) In any of the following cases, the clients may cancel the Tour Contract without paying a cancellation fee.
 - a. When the contents of the Tour Contract have been changed. However, such changes shall be limited to the cases listed in the left side of the table in Article 23 and other material cases:
 - b. When the tour price is increased in accordance with Article 10(1).
 - c. Safe and smooth tour operation becomes or is most likely to become impossible due to natural disaster, war, riot, suspension of Tour Services rendered by transportation/accommodation providers, governmental orders or other causes.
 - d. When we did not deliver the determinate document within the time limit as written on article 4(b). However, for reservations made within 7days before the departure, the document will be delivered until the day of departure.
 - e. When the implementation of the tour in accordance with the tour schedule described in a contract document becomes impossible due to any reason attributable to the Company.

- (3) The Company shall refund the remaining amount of the received tour price (or application deposit) after deducting the cancellation fees specified by the Company when the Tour Contract is cancelled in accordance with Paragraph (1). If the application fee is not enough to cover the cancellation fee, the Company will charge the difference separately. When the Tour Contract is cancelled in accordance with Paragraph (2), the Company shall refund a full amount of the received tour fee (or application fee).
- (4) When the client wishes to change the trip plan or the day of departure, the reservation will be cancelled for the moment, and make a new reservation. Please note that for these terms there will be a cancellation fee as written above in paragraph (1).

13. Cancellation by Client – After Departure

- (1) If the customer cancels or temporarily leaves the Tour Contract on his/her own reason, the customer will be deemed to have waived his/her rights and the Company will not reimburse any payment.
- (2) If any Tour Service as stated in the contract document becomes unavailable, due to any reason not attributable to the customer, the customer may cancel a part of the Tour Contract relating to the unavailable Tour Service, without paying the cancellation fee. In this case, the Company will reimburse to the customer, out of the tour fee, the amount equivalent to the unavailable Tour Service.

14. Cancellation by The Company – Before Departure

- (1) If the client has not paid the tour price by the due date provided in Article 6, the Company may cancel the Tour Contract. In such case, the client shall pay the Company a penalty charge of the same amount as the cancellation fee described in Article 12.
- (2) Should any of following items apply, the Company may cancel the Tour Contract after providing explanation to the client.
 - a. When it becomes apparent that the client does not satisfy the gender, age, qualification, skill or other requirements specified by the Company in advance for participation in the tour;
 - b. When the client is recognized as unfit to participate in the tour due to illness, absence of a necessary helper or for other reasons;
 - c. When the Company considers that the client may cause trouble for the other participants, or might otherwise interfere with the smooth operation of the group activities;
 - d. When the client makes demands beyond the reasonable scope of the details in the contract;
 - e. When the minimum number of participants as stipulated by the Company in the Brochure has not been reached. In such cases, the Company shall notify the clients of tour cancellation on no later than the 13th day (3rd day for oneday tours) prior to the day preceding the tour departure date.
 - f. When the necessary conditions as clearly specified by the Company in advance cannot be met or it is highly likely that such conditions will not be met, such as in the case of insufficient snowfall for ski tours.
 - g. Safe and smooth tour operation of the tour itinerary as specified in the Brochure becomes or is most likely to become impossible due to natural disaster, war, riot, suspension of Tour Services rendered by transportation and accommodation providers, governmental orders or other causes
 - h. For customers who are members of antisocial forces, or is related to any kinds of those groups.
 - i. The client make a demand with violence or an unreasonable demand or uses intimidating words or actions in relation to transactions with the Companies.
 - j. The client defames the reputation or interferes with the business of the Companies by spreading rumors, using fraudulent means or resorting to force.

- (3) When the Company cancels the Tour Contract in accordance with Paragraph (1), it shall refund the tour price (or application fee) already received after deducting the applicable penalty charges. When the Company cancels a Tour Contract in accordance with Paragraph (2), the Company shall refund a full amount of the tour price (or application fee) already received from the client.

15. Cancellation by The Company – After Departure

- (1) Even if it is after departure, the Company may cancel a part of the Tour Contract in the following cases.
 - a. When the Company considers that the client is unable to continue the tour owing to illness, absence of a necessary helper or other reasons;
 - b. When the client disobeys the instructions of the Company through the tour conductor or other person to conduct safe and smooth tour operation, or disturbs the order of group activities of tour participants by violence or menace towards these people or those accompanying them or jeopardizes the safe and smooth operation of the tour.
 - c. For customers who are members of antisocial forces, or is related to any kinds of those groups.
 - d. The client make a demand with violence or an unreasonable demand or uses intimidating words or

actions in relation to transactions with the Companies.

e. the client defames the reputation or interferes with the business of the Companies by spreading rumors, using fraudulent means or resorting to force.

f. When the tour cannot continue due to war, riot, suspension of Tour Services rendered by transportation and accommodation providers, governmental orders or other causes beyond the Company's control.

(2) Effect of cancellation and reimbursement

a. For services that are already done before the cancellation, the fee will not be reimbursed.

b. The Company shall refund the expenses for Tour Services which have not been rendered to the client after deducting the cancellation fee or penalty charges or other charges which have already been paid or will be paid to Tour Service providers.

16. Refund of Travel Cost

(1) According to articles 10, 12, 13(2), 14, and 15, we will reimburse the corresponded fee within 7 days after the cancellation is made if the cancellation is made before departure. For cancellations made after departure, the reimbursement will be made within 30 days after the returning date which is stated on the determinate document.

(2) Paragraph (1) shall not prevent clients or the Company from claiming compensation for damages in accordance with Article 20 or Article 24.

17. The return trip after the cancellation of contract.

According to article 15(1a) and (1f), for cancellation made after the departure we will make the arrangement for the return trip. However, the fee will be charged to the client.

18. Managing the itinerary and Tour Conductors etc.

(1) The Company will make efforts to secure safe and smooth implementation of tour and will provide the following services to the customer provided. However, that if the Company and the customer conclude a special contract having different terms, this clause will not apply.

a. In the case when there is a fear that the Tour Service will not be provided to the customer during the tour, the Company will take necessary measures to secure the provision of Tour Service in accordance with the Tour Contract.

b. In the case when the contract content must be changed regardless of taking the measures stipulated in paragraph (a) of this section, the Company will arrange the substitute service. In this case, if the tour schedule is changed, the Company will make efforts so that the changed tour schedule will be consistent with the purpose of the original tour schedule. In addition, if the content of Tour Service is changed, the Company will be minimum and the changed Tour Service will have the same content as the original Tour Service.

(2) The Company may take necessary measures in the case when it is recognized that the client needs protection due to disease, bodily injury, etc. during tour. In this case, if the reason for such necessity is not attributable to the Company's fault, the expenses required for the measures will be borne by the client and the client will be required to pay the expenses no later than the date designed by the Company through a method designated by the Company.

(3) The tour conductor or the local staff or the staff arranged by the company (for trip without a tour conductor) will be responsible for the terms written in (1).

(4) For trips without the attendance of a tour conductor, we will list the contact number of the local staff or the staff arranged by the company.

(5) The availability of a tour conductor will be expressly indicated in the brochures.

(6) The tour conductor shall provide services, in principle, from 8:00 a.m. to 8:00 p.m.

19. Directions of the Company

When participating in a group tour, please follow the orders of the tour conductor for smooth and safe operation of the trip. Exception are made at times of free activities.

For those who cannot follow the orders, and disturb the smooth operation of the trip, we may cancel your trip at any times.

20. Liability of the Company

(1) In performing its obligations under the terms of its Tour Contract for an agent-organized tour, if the Company causes damage to clients through willful misconduct or negligence of the Company or the Company's agent, the Company shall be liable for such damage. However, this only applies if the notification is made to the Company within 2 years counting from the day following the occurrence of the damage. Notwithstanding the notification period of the damage as provided in this Paragraph, the Company shall compensate for damage to baggage as provided in this Paragraph only when said damage is reported within 14 days counting from the day after the occurrence of such damage. The compensation shall be, regardless of the amount of the damage, up to a maximum of 150,000 yen per person (except for cases where the Company committed willful misconduct or gross negligence).

(2) If the client suffers damage due to any event that is beyond the control of the Company or the business agent of the Company, such as those listed below as examples, the Company will not be obligated to the liability under paragraph(1) of this Section.

a. Natural disaster, war, civil riot and alteration or cancellation of a tour itinerary due to such events

b. Suspension of services rendered by transportation or accommodation providers, and alteration or cancellation of tour itinerary due to such events

c. Orders of governments, isolation resulting from infectious diseases, immigration control regulations, and alteration or cancellation of tour itinerary due to such events

d. Accidents during the clients' free activities

e. Food poisoning f. Theft

g. delays, stoppages, changes of schedule and route by transportation providers, and alterations of tour itineraries and/or shortened stays at destinations due to such events

21. Special Indemnification

(1) When the customer gets injured in a sudden accident during the group tour arrange by our company, we will compensate the customer or his or her legal heir the insurance for death, after effect of the injury, and ambulatory according to the provision of insurance matters. The fee of the insurance is as below: Ambulatory: 10000 yen to 50000 yen according to the days of ambulatory. Hospitalization: 20000 yen to 200000 yen according to the days of hospitalization. Death: 1500000yen For items damaged or lost in an accident, the insurance fee will be paid (the fee will be up to 100000yen per item, 150000yen per person). Items listed on article 16(b) of the provision such as cash, credit card, valuable items, and used camera film may not be compensated.

(2) The Company shall not pay compensation or cost as stipulated in Paragraph (1) when damage suffered by clients during an agent-organized tour results from the client's willful misconduct, driving while intoxicated and/or ill, or dangerous sports and activities such as mountain climbing (using mountain-climbing equipment such as ice axes, crampons, climbing rope hammers), luge, bobsledding, skydiving, hang-gliding, ultra-light plane flying (motor-driven hang-gliding, microlight planes, ultra-light planes), gyro-plane flying which are not included in the agent-organized tour and are engaged in during the client's free time. Provided, however, that this is not applicable when these activities are included in the itinerary of the agent-organized tour.

(3) Notwithstanding Paragraph (1), a day when no Tour Services included in an agent-organized tour organized by the Company are provided shall not be considered as a day during an agent-organized tour

unless otherwise mentioned in the relevant Brochure.

(4) The insurance fee for the damage or injury listed in paragraph (1) will be paid as the compensation for damages.

(5) In cases where the Company is liable for compensation as stipulated in Paragraph (1) and compensation for damage as stipulated in the preceding Article, when any one of the liabilities is met, both liabilities shall be regarded as met to the extent of the amount paid.

22. Optional Tour and Provision of Information

(1) In relation to the application of Article 20 (Special Indemnification) to a separate agent-organized tour arranged and operated by the Company with a separate participation fee targeted at clients who are participating in an agent-organized tour of the Company (hereinafter referred to as a "Local Option"), the Company shall treat it as part of the main agent-organized tour contract. We specify in the Brochures relating to Local Options that "the organizer is "the Company" or Meitetsu Kanko Bus".

(2) Please note that there are optional tours which the arrangements are made by other companies.

(a) The application and the payment of the local options is to be done at the local area.

(b) The contract will be made between the customer and the company responsible for the arrangement of the local tour, and the regulation will be based on the local company.

(c) The contract is to be established after the local company approves the application.

(d) For cancellations, please contact the local company, or the company responsible for the arrangement.

(e) We will not guarantee the tour schedule during the optional local tour.

(3) We will pay the insurance for any loss or damage during the local tour, according to the regulation of paragraph 21.

(4) If there is any description of available sports, etc. in the Brochures as "only as a provision of information", the Company will expressly indicate that effect. In this case, the provision of Article 21 will apply to the damage sustained be the client while participating in such available sports, etc. and the Company will not be responsible for any other damage.

23. Guarantee of Tour Schedule

(1) There will be a compensation for major change of the tour schedule as listed on the left side of the next list. The compensation will be made within 30 days after the trip. However, the compensation may not be made for the following terms from (A) to (D)

(A) In the case of change caused by any of the reasons set out below, our company will not pay the compensation for change(except for the case where such changes are due to insufficiencies (overbooking) in seats, rooms or other transportation or accommodation facilities that are in service).

a. Bad weather or natural disaster causing disturbance in the tour schedule.

b. War c. Riot d. Order of government authority

e. Suspension of service of transportation or accommodation facilities, etc. such as cancellation, service interruption and suspension of operation.

f. Provision of transportation service which is inconsistent with original schedule, such as delay and change of transportation schedule.

g. Other measures necessary to secure safety of life or body of participant of the tour.

(B) When the responsibility of our company is clarified according to article 20.

(C) The change made was the subject about cancellation concerned to articles 12, 13, 14 and 15.

(D) If the customer was able to receive the service which is included in the plan, even if there was a change in the schedule.

(2) Regardless of the provisions in paragraph (1), the compensation made for the change of the trip plan will be up to the trip fee plus 15% of the trip fee (per contract). The compensation will not be paid when the amount of the compensation is 1000 yen per person in one contract.

(3) Upon consent of the client, the Company will provide at least equivalent goods or services instead of monetary payment of compensation for change.

(4) After our company pays the compensation for change under the provisions of paragraph (1) of this section, in the case when it becomes clear that the Company bears liability under section 20 (our company's Liability) for such change, the client will be required to refund to our company the compensation for change associated with such change. In this case, our company will set off the amount of damage payable by the Company under the said Section against the amount of compensation for change refundable by the client, after our company will pay the remaining amount.

Change for which the Company shall pay compensation for changes	Amount of compensation for changes = Following rate per one change × Tour fee to which the compensation for change is payable.	
	If clients are notified by a date prior to tour departure	If clients are notified after tour departure
① Change in tour departure or end date specified in the Brochure or the Final Tour Itinerary	1. 5%	3. 0%
② Changes in destination or entry to tourist spots and/or facilities (including restaurants) stated in the Brochure or the Final Tour Itinerary	1. 0%	2. 0%
③ Changes in equipment of transportation facilities or down grade of the facilities as stated in the Brochure or the Final Tour Itinerary to those of lower cost (only when the total price of the grade and equipment of the facilities after change become less than those stated in the Brochure or the Final Tour Itinerary)	1. 0%	2. 0%
④ Changes in types of the transportation facilities or the transportation company as stated in the Brochure or the Final Tour Itinerary	1. 0%	2. 0%
⑤ Change to other flight involving a change of domestic airports for departure or arrival of the tour stated in the Brochure or the Final Tour Itinerary	1. 0%	2. 0%
⑥ Change in the international flights stated in the Brochure or the Final Tour Itinerary from direct flight to connecting flight or flight with stops	1. 0%	2. 0%
⑦ Change in accommodation facilities or the name of the accommodation providers as stated in the Brochure or the Final Tour Itinerary	1. 0%	2. 0%
⑧ Change in type of rooms, facilities, views of accommodation as stated in the Brochure or the Final Tour Itinerary	1. 0%	2. 0%
⑨ Among the changes in items (1) through (8) above, the matters included in the tour title as stated in the Brochure or the Final Tour Itinerary.	2. 5%	5. 0%
Note 1) "Before the trip" will mean by the change which is notified to the customer before the day of departure.		

and "After the departure" will mean by the change which is notified to the customer after the day of departure.

Note 2) When the determined document is issued, please note that the determined document applies to the meaning of the contract document. In that case, the change made between the contract document and determined document, and the change made between the determined document and the actual service during the trip will be considered as 2 different changes.

Note 3) In the case when the transportation facilities, which are associated with the change described in ③ or ④ of the above table, include the use of accommodation facilities, one night will be treated as one change.

Note 4) The change of cooperate name of the transportation facilities as indicated in ④ above will not apply to the case when the price of class or equipment is changed to a higher price.

Note 5) In the case when more than one of the changes as indicated ④, ⑦ or ⑧ exist for one boarding, etc. or one night, such changes in one boarding, etc. or one night will be treated as one change.

Note 6) The rate as indicated in ① to ⑧ above will not apply to the change indicated in ⑨ above.

24. Liability of Clients

(1) The client shall be liable to the Company for damage suffered arising from the client's willful misconduct, negligence, illegal conduct or conduct against public order and good manners, or breach of the Company Terms and Conditions.

(2) Clients are required to make every effort to utilize information provided by the Company and to understand the details of the Tour Contract of the agent-organized tour including the rights and obligations of clients to conclude the agent-organized tour contract.

(3) After the departure of the tour, if a client finds that the Tour Services provided are different from that specified in the contract documents, in order for the client to receive Tour Services smoothly as provided in the contract documents, clients are required to report the discrepancy promptly at the local destination to the tour conductor, English-speaking guide, conciliator, local assistant guide, providers of Tour Services or the tour sales store where the application was made.

25. Correspondence Contract

(1) Application via phone, mail, fax, and other correspondence device are available in terms of using a credit card. The customer may use his or her credit card if the card company is in cooperation with our company without signing the contract document. In this case, the payment of the contract will be fully done by credit card. There are cases when we are not able to approve the customer's contract via card at certain circumstances, such as the credit card company is not in cooperation with our company, for other job-related reasons.

When the customer concludes the reservation by signing the contract, the contract will not apply to the correspondence contract.

(2) The trip condition may differ from regular tour contract when the contract is made by correspondence. Please note the following.

a. When making the application, please specify the name of the tour, the date of departure, the name of the credit card, card number, and the valid date of the card.

b. A Tour contract requested not in person is put into effect, in the case of telephone booking, when the Company agrees to the client's booking. In the case of booking by postal mail, facsimile, or the other such means, the contract is put into effect when the Company sends to the client a notification stating that the Company accepts the Tour Contract.

c. The date of card use will be the date when our company fulfill the payment of the application fee which will be after the contract is concluded. For cancellations, the date of use will be when our company fulfills the repayment, which will be after the cancellation is made.

26. Others

(1) The client shall bear the expenses incurred when he/she asks a tour conductor for the personal accompaniment or shopping, costs arising from his/her injury or illness, expenses incurred from the collection of lost baggage or articles left behind owing to personal negligence, as well as charges incurred by independent activity.

(2) The client shall accept all responsibility for decisions regarding individual purchases at souvenir shops even when said shops are introduced by the Company. The Company will not accept any exchange or return of products.

(3) Under no circumstances the Company shall re-conduct a tour.

(4) Our company holds responsibility within the bounds of the departure from the designated area to the arrival to the disperse area. The area will be as listed on the contract document. The way to the designated area from home and vice versa will not be included in our responsibility. If the customer needs a special transfer or place to stay in order to go to the designated area, we will be able to make the arrangement, however, this will be another trip contract.

(5) The customer will be able to receive the mileage service of the airline company when joining our tour. For information on the mileage service, please ask the airline company directly. Please note that we will not take responsibility when the customer is not able to receive the mileage service due to the change of the airline. (According to article 20 paragraph 1).

(6) In case of accidents or any kind of emergency, please contact the address written on the determined document of the trip immediately.

27. Trip conditions, and the standard of the trip fee.

The trip conditions and the trip fee will be stated on the pamphlet.

28. Repayment Duties

Our company is a member of JATA (Japan Association of Travel Agents). Customers who have made a contract with our company holds claim to receive compensation for any credit which is not fulfilled.

29. Dealing of personal information

(1) We will use the customer's personal information only for the arrangement of the tour and service, and to contact the customer directly. By these circumstances, please note that the customer's personal information may be handed over to other organizations.

(2) Our company will provide information about our services and products.

(3) The customer's personal information may be handed over to businesses such as duty free shops for the customer's convenience. In such cases, the customer's name, zip code, and the scheduled flight may be handed over by electronic devices such as email. If you do not wish for your personal information to be handed over to such businesses, please notify the staff at the time of application.

(4) For more information on handling personal information, please check our website (<http://www.meitetsu-kankobus.co.jp>) or at the store.

This document is a translation of the Japanese original and provided only for your information. If there is any discrepancy between this translation and the Japanese original, the Japanese original shall prevail.