

Tour Conditions

1. Purpose of Tour Conditions

These tour conditions shall become a part of the explanatory documents of the terms and conditions stipulated in Article 12-4 and the contract documents stipulated in Article 12-5 of the Travel Agency Act.

2. Agent-Organized Tour, Contracts

- (1) This is a tour planned and carried out by JTB Japan Travel Corp. (2-3-11, Higashi-Shinagawa, Shinagawa-ku, Tokyo, Commissioner of Japan Tourism Agency Registered Travel Agency No. 1995, hereinafter referred to as the "Company") and the clients who participate in this tour are required to conclude an agent-organized tour contract (hereinafter referred to as "Tour Contract") with the Company.
- (2) The Company undertakes to provide tour arrangements and itinerary management so that clients can have travel services including transportation provided by transportation providers (hereinafter referred to as "Tour Services") in accordance with the tour itinerary determined by the Company.
- (3) 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. 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 application deposit 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. At the time of the payment of the tour price, the application deposit will be used towards such payment. The Tour Contract comes into effect when the Companies agree to the conclusion of the contract and receives the application deposit.
- (2) (a) The Companies may accept reservation applications for Tour Contracts by telephone, mail, facsimile and other means of communication. In such cases, the contract does not come into effect at the time of the reservation. Clients are required to confirm the contents of the application and pay the application deposit within 3 days counting from the day after the day when the Companies notify the client of acceptance of the reservation. If the client does not pay the application deposit within this period, the Companies treat such application as void.
- (b) In the case of reservations made over the internet and payment at a tour sales office, it is required to confirm the contents of the application and pay the application deposit within 2 days counting from the day after the day when the Companies notify the client of acceptance of the reservation. If the client does not pay the application deposit within this period, the Companies treat such application as void.

4. Conditions for Application

- (1) Clients under 20 years of age must provide the Company with the written consent of their guardian. Clients under 15 years of age must be accompanied by a guardian.
- (2) The Company may refuse participation if the client's age, qualifications, skills or other conditions which the Companies specify do not conform to those designated for tours aimed at specific client categories or purposes.

5. Payment of Tour Price

The tour price shall be paid no later than on the 13th day counting back from the day before the departure date of the tour. If an application is made on or after the 13th day counting back from the day before the departure date of the tour, the tour price shall be paid before departure and by the date designated by the Company. Even when a client and the Company do not enter into the Correspondence Contract stipulated in Article 16, if a client is a credit card holder of the Company's affiliated credit card company and gives consent, the Company may charge the client's credit card for the tour price without the signature of the client, any cancellation fee or penalty charge stipulated in Article 10, and handling charges stipulated in Article 9. In the absence of any request from the client, the Card Use Day (defined below) shall be the acceptance date of the client.

6. Tour Price

- (1) Unless otherwise specified, clients 12 years of age or over shall be charged the adult price and those aged 6 to 11 shall be charged the child price. If a client accompanies two or more children 5 years of age or under, the child price shall be added from the second of children respectively. Additional facility charges or meal expenses may be required at local destinations. Provided, however, that these 2 sentences shall not be applicable to a tour for which the infant price is set for children aged 5 or under.
- (2) Any age mentioned in Paragraph (1) above shall be the age as of the tour departure date.
- (3) The tour price is indicated for each tour package. Clients are asked to confirm the tour price based on the departure date and the number of participants.

7. Included in the Tour Price

- (1) The tariff and charge of the transportation providers expressly stated in the tour itinerary (economy class, unless indicated otherwise), accommodation costs, meal expenses, admission fees, entrance fees and consumption tax and other taxes.
- (2) The cost of the tour conductor in tours accompanied by a tour conductor and gratuities required for activities of a group tour.
- (3) Other amounts as included in the tour price in the brochure. Even when these expenses are not fully incurred due to the client's personal preferences, those amounts shall not be refunded in principle.

8. Revision 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.

9. Change of Tour Participant

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. The Company may reject such change if transportation or accommodation providers would not accept the change or for any other reason.

10. Cancellation Fees

- (1) If a client cancels the tour for personal reasons after the conclusion of the Tour Contract, the client shall pay the cancellation fees described in the brochure and clients remaining in the tour shall pay the balance of additional per room costs associated with the change in number of participants.

Timing of Cancellation (* Timing of cancellation is based on Japan time)		Cancellation Fee
(1)	If cancellation notice arrives at JTB on less than 8 days prior to the departure date of the tour	N/A
(2)	If cancellation notice arrives at JTB within 2-7 days prior to the departure date of the tour	30% of the tour price
(3)	If cancellation notice arrives at JTB on the day immediately the departure date of the tour	40% of the tour price
(4)	If cancellation notice arrives at JTB before the departure time on the departure date of the tour	50% of the tour price
(5)	If cancellation notice arrives at JTB on the check-in date or no cancellation notice is received	100% of the tour price

- (2) In case of cancellation due to a credit financing issues beyond the Company's control, the client shall pay the cancellation fees specified by the Company.
- (3) If a client fails to pay the tour price by the due date, the Company will consider that the client has cancelled the Tour Contract as of the day following the due date, and the client shall pay a penalty charges equal to the amount of the cancellation fees.
- (4) If a client changes the departure day or a part of the itinerary such as the tour package or any transportation or accommodation due to his/her personal preferences, the Company shall consider this a cancellation of the entire tour and the Company shall charge the cancellation fees specified by the Company.

11. Cancellation by Company

- (1) If the client has not paid the tour price by the due date provided in Article 5, 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 10.
- (2) In any of the following cases, the Company may cancel the Tour Contract:
 1. 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;
 2. When the client is recognized as unfit to participate in the tour due to illness, absence of a necessary helper or for other reasons;
 3. 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;
 4. When the client makes demands beyond the reasonable scope of the details in the contract;
 5. 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 one-day tours) prior to the day preceding the tour departure date;
 6. 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.

12. Tour Guides and Tour Assistants

- (1) Tour guides shall accompany certain parts in tour packages that are specified in the brochures. In principle, they will provide necessary services to avoid troubles and secure safety during the itinerary described in contract documents or brochures. During the tours, all participants are required to follow the instructions provided by tour guides in order to maintain the itineraries safe, punctual and enjoyable for everyone. Tour guides shall hold a license authorized by Guide Business Act and provide guiding to/at sightseeing locations.
- (2) Tour assistants shall provide language support during sections specified in the brochures for tours to be more comprehensive for every participant. They are not eligible to provide guiding services under the laws and regulations in Japan, as they do not hold a license as a tour guide.
- (3) When events arise which require a change in the services because of the bad weather or other reasons during the sections where the tour guide or tour assistant does not accompany, clients shall make arrangements for substitute services and the necessary procedures incidental to them.

13. 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.
- (2) In principle, the Company shall not be liable for damage incurred by clients as stipulated in Paragraph (1) above caused by the following events: (a) natural disaster, war, civil riot and alteration or cancellation of a tour itinerary due to such events; (b) accidents during transportation or accommodation, damage by fire; (c) cessation of services rendered by transportation or accommodation providers, and alteration or cancellation of tour itinerary due to such events; (d) orders of governments, isolation resulting from infectious diseases, and alteration or cancellation of tour itinerary due to such events; (e) accidents during the clients' free activities; (f) food poisoning; (g) theft; or (h) delays, stoppages, changes of schedule and route by transportation providers, and alteration of tour itineraries and/or shortened stays at destinations due to such events.
- (3) Notwithstanding the notification period of the damage as provided in Paragraph (1), the Company shall compensate for damage to baggage as provided in Paragraph (1) 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).

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14. Special Indemnification

- (1) Regardless of whether or not the Company is liable as mentioned in the preceding Article (1), in accordance with the Company's Special Rules for Compensation of the Company Terms and Conditions, the Company shall pay compensation for death (15 million yen), compensation for permanent physical injuries (up to 15 million yen), cost of hospitalization (20,000 - 200,000 yen), cost of hospital visit (10,000 - 50,000 yen) and compensation for damage to baggage (up to 100,000 yen per item of baggage or pair of items and up to 150,000 yen per person for one agent-organized tour), for specific damage incurred by the clients' body, life or baggage, arising from sudden and accidental occurrence during an agent-organized tour.
- (2) 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.
- (3) 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.
- (4) The Company shall not pay compensation for damage for exempted items listed in the Company Terms and Conditions such as cash, securities, credit cards, coupons, airplane tickets, passport, driver's licenses, visas, deposit receipts (including handbooks and bank cards), other data and similar items, contact lenses.
- (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.

15. 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, conciliator, local assistant guide, providers of Tour Services or the tour sales store where the application was made.
- (4) The Company may take necessary measures if the Company considers that a client during the tour needs treatment due to illness or injuries or being in a condition requiring protection. In this case, if the Company is not responsible for such causes, the client shall bear all costs for such treatment and shall pay for such costs by the means and date designated by the Company.
- (5) If the client loses the travel coupons provided by the Company, the client shall bear the cost and charges of transportation service providers to reissue said coupons. The tariffs and charges shall be the amount decided by such transportation service providers.

16. Correspondence Contract

The Companies may accept an application for the tour from a card holder (hereinafter referred to as a "Card Holder") of a credit card issued by the Company or credit card companies with which the Company have an alliance (hereinafter referred to as "Affiliated Companies") under the condition that the tour price and cancellation fee may be paid without the Card Holder's signature ("Communications Contract"). The terms and conditions of the Communications Contract are different from the usual terms and conditions of the tour in the points below. (Some travel sales agents may not be able to deal with such applications. Also, the type of cards acceptable will depend on the relevant travel sales agent.)

- (1) "Card Use Day" means, in this Article, the date when the Card Holder or the Company pays the tour price or other amount or refunds debts in accordance with the Tour Contract.
- (2) When applying, the credit card number and card expiration date and other matters will be notified to the Companies.
- (3) Tour Contracts by way of Communications Contracts are concluded, in the case that the acceptance notice of conclusion of the Tour Contract from the Companies is sent by mail, when the Companies send such notice and, in the case that the Companies provide notice of acceptance by electronic means such as telephone or e-mail, when such notice reaches the client.

- (4) The Companies shall receive the payment of the "tour prices described in the brochure" and the "cancellation fee as provided in Article 10" by a credit card issued by the Affiliated Companies without a signature of the Card Holder on the prescribed slip. In this case, the Card Use Day for the tour price shall be the day when the contract enters into effect.
- (5) When a client cancels a contract, the Companies shall refund the amount of the tour price less the amount of the cancellation fee within 7 days (30 days in the case of a reduction or cancellation after tour departure) counting from the day after the cancellation request date, which shall be the Card Use Day.
- (6) If payment by the credit card presented by the Card Holder cannot be made due to credit reasons, the Companies shall terminate the Communications Contract and the Client must pay to the Companies the tour price in cash by a date which the Companies separately specifies. If the client is not able to pay by the due date, the client shall be charged a penalty charges equivalent to the cancellation fee described in Article 10(1).

17. Handling of Personal Information

- (1) When clients apply for tours, the Companies obtain the clients' personal information described in the Companies' application form. Clients may choose which personal information to provide to the Companies at their own discretion but the Companies may not be able to accept an application or request of a client if all or part of the personal information is not provided and the Companies cannot contact the client or carry out the necessary procedures to arrange and provide the Tour Services. The (general) tour handling officer described in the column of "tour sales agent offices" handles the personal information provided on behalf of the personal information handling officer.
- (2) The Companies use the personal information obtained in accordance with the preceding Paragraph to contact clients and use such information to the extent necessary for the process of arranging the Tour Services and receiving such services for the tour applied to by the client and provide such information to the transportation and accommodation providers described in the brochure and insurance companies and arrangement agent by electronic means. In addition, the Companies may use the clients' personal information (1) for news in relation to the Companies or Affiliated Companies' products or services or campaigns, (2) to request opinions and impressions after tour participation, (3) to request the completion of a questionnaire, (4) to offer VIP services and (5) to formulate statistical documents.
- (3) The Company may entrust part or the entire handling of the personal information provided in accordance with Paragraph (1) to other companies in relation to the tour conductor services or reference services at the airport. In this case, the Company shall choose such companies to entrust based on the Company's criteria and only entrust the personal information after first concluding a non-disclosure agreement.
- (4) The Company may jointly use with its group companies the minimum information necessary for contacting clients such as names, addresses, phone numbers, e-mail addresses from the clients' personal information held by the Company. Such group company may use the personal information for the marketing of each company, simplification of the application system for clients, guidance with regard to matters such as entertainment and shipment of products purchased. Please refer to the website of JTB Corp. (<http://www.jtbcorp.jp/jp/privacy/>) in relation to the contact point for disclosure, correction or disposal of personal information of clients, the company name of the affiliated group company which shares the personal information of the clients and the group companies which handle personal information.

18. Reference Date of Tour Conditions and Prices

The reference date of the tour conditions and tour prices are February 1, 2017.

When clients order alcoholic beverages, meals, and other services at inns or hotels, clients shall be liable for the relevant taxes including consumption taxes as a general rule.

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.

JTB Japan Travel Corp.

Commissioner of Japan Tourism Agency Registered
Travel Agency No.1955

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