

# Tour Conditions (Summary)

This outline of tour conditions represents part of the terms of transaction stipulated in Article 12-4 of the Travel Agency Law, and the contract specifying services rendered for travel and other matters as stated in Article 12-5 of the law.

## 1. Contract for Agent-Organized Tours

1) Responsibility rests with the company operating Agent-Organized Tours (here in after referred to as Japanism inc.) whose name in full appears below and in its tour pamphlets or website. Clients joining such tours shall conclude an Agent-Organized Tour Contract (here in after referred to as the Travel Contract) with Japanism inc.

2) Japanism inc. shall provide tour arrangements and itinerary management so that the client receives tour services including transport/accommodations (here in after referred to as "tour services") provided by transportation/accommodation operators during the tour itinerary set by Japanism inc...

3) The content and conditions of the contract shall conform to those specified for each tour itinerary, conditions as specified hereunder, the final itinerary handed to clients before departure (here in after referred to as the "Final Tour Itinerary"), and Agent-Organized Tours as described in Japanism inc's general terms and conditions as based on the Travel Agency Law (here in after referred to as "General Terms and Conditions of Agent Organized Tours").

## 2. Application for Agent-Organized Tour Contracts and their Conclusion

1) The client shall provide information on Japanism inc. application form as required by Japanism inc. and submit the form together with the necessary reservation deposit. Paid deposit shall be applied to the tour fare, cancellation charges or penalties.

2) Japanism inc. may accept applications for travel contracts by telephone, mail, facsimile and other means of communication. In such cases, the client shall submit the application form and reservation deposit to Japanism inc. within 3 days counting from the day when acceptance of application is confirmed. If the client fails to supply the required application form and deposit within 3 days, the reservation shall be voided.

3) The Travel Contract shall become valid upon Japanism inc.'s consent to the conclusion of the contract and receipt of the reservation deposit. If tour arrangements are made by phone, the Tour Contract shall become valid upon Japanism inc.'s acceptance of the tour deposit as specified in the Clause 2. When clients request tour arrangements by mail, facsimile or other communication methods, the tour contract shall become valid upon payment of the Tour Deposit and Japanism inc.'s notification of acceptance of the tour contract. The contract for any tour request by any communication including telephone, mail, facsimile or other shall become valid as specified in Article 23-2.

4) When applying for group tour arrangements (more than 2 people), the tour contract including conclusion and cancellation of the contract shall be exchanged between Japanism inc. and the group representative.

5) The group representative responsible for the contract shall provide Japanism inc. with the name list of members by the date specified by Japanism inc..

6) Japanism inc. shall not be responsible for any responsibilities or obligations the group representative holds in the past or in the future.

7) In case the group representative does not accompany the group, we shall consider one of the members who have been selected by the representative as the group representative who is responsible for the contract after tour starting day.

8) If the tour contract cannot be finalized due to full occupancy in seats or rooms or other reasons at booking, Japanism inc. may ask the client to wait until the specified date with his/her consent.

(This booking status shall be referred as "waiting" here in after.) In this case, the client shall be registered as "waiting client" and Japanism inc. shall make an effort to make it bookable. Even in this case, Japanism inc. shall charge the client the reservation deposit ("Waiting" does not guarantee confirmation of booking). However, if the client requests Japanism inc. to release the waiting, or if the booking is not confirmed until the specified day, Japanism inc. shall return a full of the reservation deposit.

9) Even in case of the Clause 8, the tour contract shall be finalized at the day when Japanism inc. informs the guest of the confirmation.

10) Deposit (per person) The reservation deposit shall be 10 percent of the tour fare.

11) The client shall notify Japanism inc. when submitting application if requiring special consideration during the tour period, Japanism inc. shall comply with such requests when feasible.

## 4. Payment of Tour Fare

The Tour Fare shall be paid no later than the 14th day prior to the eve of the departure date. When application is made on or after the 14th day prior to the eve of the day the tour starts, the tour fare shall be paid before departure by a date designated by Japanism inc..

Even when the client and Japanism inc. do not enter into the correspondence contract stipulated in Article 23, if the client is a member of Japanism inc.'s affiliated credit company and consents to pay for the itinerary by credit card, Japanism inc. shall charge the client's credit card for tour fares (inclusive of tour deposits and additional charges), any cancellation charge or non-fulfillment fee stipulated in Article 12, and additional charges and handling fees stipulated in Article 7 even without a signature. In the absence of any request from the client, the card will be charged on the date the client accepts the itinerary.

## 6. Included in the Tour Fare

The following may eventually include items unrelated to the tours you choose. Please note that the items included in the tour fare are only those as specified in the itinerary.

Meals: Only the meals specified in each itinerary.

Railways: When operated by subway or local trains, no reserved seats are provided.

Sightseeing & Excursions: By sedan, van, taxi, motorcoach and/or sightseeing boat on a seat-sharing basis, plus admission fees to temples, shrines, museums, etc. mentioned in each itinerary. A minibus, sedan or taxi may be used when the total number of participants is limited. Seat-sharing sightseeing tours for Japanese tourists are used for some tours.

Transfers: By motorcoach on a seat-sharing basis. A sedan, van or taxi may be used when the total number of participants is small.

Guide Services: English-speaking guide Service is listed under the "Guide Service" column for each tour.

Gratuities: Gratuities to hotel workers, porters and chauffeurs.

Tax: Consumption Tax.

Note: In principle, Japanism inc. will not make refunds for the above fare even if clients choose not to use the relevant services.

## 7. Not Included in the Tour Fare

Charges and expenses other than those specified in the preceding article 6, such as:

1. Laundry, telephone, additional meals and drinks, and any other expenses of personal nature.

2. International and domestic air fares.

3. Airport departure taxes.

4. Excess baggage. Heavy baggage.

5. Medical expenses for injuries and illness.

6. Traveling and accommodation costs between arrival/departure and the start and end points of the itinerary.

## 8. Additional Fares

The additional fares are required for following arrangements

1. Additional charges for "Upgrade Plans" to upgraded hotels or class of room.

2. Additional charges for changing from a "Plan Without Meals" to a "Plan With Meals"

3. Additional charges for "Hotel Extension Plan" to extend the staying period

4. Surcharges to upgrade airline classes

5. Other additional charges as specified in pamphlets and other material.

## 9. Revision of Travel Service Content

Japanism inc. may, after conclusion of the Travel Contract, revise its contents and services for any of the following reasons: natural calamity or disaster, weather conditions, civil unrest, suspension of services rendered by transport/accommodation facilities, provision of transportation not based on the original operational plan, governmental orders, or other circumstances beyond Japanism inc.'s control. Japanism inc. reserves the right to take necessary measures when safe, smooth tour operation in accordance with the itinerary is deemed impossible, or when there is valid reason to believe that the tour cannot continue. In such cases, Japanism inc. must explain in a timely manner its inability to function according to the Travel Contract under the circumstances. However, said explanation may be made after revisions are made when conditions demand.

## 10. Change of Tour Fare

1. Japanism inc. may revise its schedule of fees in accordance with increases or reductions of transport fares and/or charges for Agent-Organized Tour owing to unusual or unforeseen economic developments. In such cases, Japanism inc. shall notify the client no later than the 15th day prior to the eve of departure.

2. Japanism inc. may, when tour operational costs have risen owing to factors as stipulated in Clause 10 or above, revise the tour fare accordingly, except when substitutions are required because of a shortage of such facilities, as transport seats, hotel rooms, etc

3. In the event travel costs decrease, Japanism inc. shall reduce the tour fare accordingly.

4. If Japanism inc. specifies that tour fares are dependent on the number of participants and there is a change in the number of the participants due to reasons beyond Japanism inc.'s control, Japanism inc. shall change

the tour fare within the allowable range specified in the tour contract.

## 11. Change of Tour Participants

A client who has entered into a Travel Contract may, with Japanism inc.'s consent, transfer the status in the contract to a third party. In this case, the clients shall enter the required information in the form provided by Japanism inc. and submit it together with the specified handling fee. The transfer of status in the contract to a third party as stipulated in Item 1 of this Article shall become valid by the consent of Japanism inc.. Japanism inc. may reject a change in the name of travellers if transportation or accommodation operator does not accept the change or for any other reason.

## 12. Cancellation of Travel Contract by the Client

1 The client is at all times entitled to cancel the Travel Contract, but must pay Japanism inc. a cancellation charge as stipulated in Article 14 below.

2. If the client changes the departure day or any transportation, accommodations, tours, tour participants for his or her convenience, Japanism inc. shall consider it the cancellation of the entire tour and the specified cancellation charges will be levied on the client.

3. Japanism inc. shall accept the cancellation requests during the office hours of the office where the client originally requested the tour.

4. In any of the following cases, the client may cancel the Travel Contract without paying a cancellation charge.

1) When the contents of the Travel Contract have been substantially revised. However, changes shall be limited to the cases listed in the left side of the table in Article 22 and other important circumstances.

2) When the tour fare is increased in accordance with Article 10-1.

3) In cases where natural calamity or disaster, weather conditions, civil unrest, suspension of services related to transportation, accommodation and other facilities, governmental orders, or other causes make safe, smooth tour operation impossible, or when there is a valid reason to believe the tour cannot continue.

4) When Japanism inc. has not delivered the Final Tour Itinerary to the client by the prescribed date.

5) When tour operation becomes impossible owing to factors for which Japanism inc. is liable.

5. Japanism inc. shall refund the remaining amount of the received tour fare (deposit) after deducting cancellation charges. If the tour deposit is not enough to cover the cancellation charge, Japanism inc. shall charge the difference separately. When the tour contract is cancelled due to the reasons specified in Clause 4, Japanism inc. shall make the full refund of the received tour fare (deposit).

## 13. Cancellation of Travel Contract and Tour Operation by Japanism inc.

1. If the client has not paid the tour fare by the prescribed date, Japanism inc. may cancel the Travel Contract. In such cases, the clients shall pay Japanism inc. the applicable cancellation charge.

2. In any of the following cases, Japanism inc. may cancel the Travel Contract.

1) When it becomes evident that the client does not satisfy the gender, age, qualification, skill or other requirements specified by Japanism inc. for participation in the tour.

2) When the client is recognized as unfit to join the tour owing to illness or for other reasons.

3) When there is evidence that the client threatens to cause other participants embarrassment or inconvenience or might otherwise interfere with the smooth performance of the collective activities of the tour.

4) When the minimum number of participants as stipulated by Japanism inc. in the Travel Contract has not been met. In such cases, Japanism inc. shall notify the client of tour cancellation no later than 13th day (3rd day for a one-day tour) prior to the eve of departure.

5) When the necessary conditions as clearly stated at the conclusion of the Travel Contract cannot materialize, such as insufficient snowfall for ski tours, or when there is valid reason to believe that the required conditions cannot be met.

6) In the event of a natural calamity or disaster, poor weather conditions, civil disturbance, suspension of services related to transportation, accommodations, etc., governmental orders, or other circumstances beyond Japanism inc.'s control, and when safe, and smooth tour operation according to the itinerary specified in the Travel Contract has become impossible, or there is a valid reason to believe that the tour cannot continue.

7) When the client demands things that are beyond the reasonable scope of the details in the contract.

8) Even after the correspondence contract has been concluded, if Japanism inc. cannot receive the amount specified for the tour fare due to invalidity of the client's credit card or in accordance with the credit company's agreement.

3. When Japanism inc. cancels the Travel Contract in accordance with Clause 1. Here in above, it shall refund payment after deducting the specified penalties from said payment or from the deposit received from the client. When Japanism inc. cancels a tour in conformity with Clause 2, here in above, it shall refund the full amount of the tour fare (or deposit) received from the client.

## 14. Cancellation Rates

1) If a client cancels the tour for personal reasons after the conclusion of the Tour Contract, the client shall pay cancellation fees described below unless otherwise stated 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.

- No less than 21 days prior to the departure date of the tour N/A

- 8 - 20 days prior to the departure date of the tour 20% of the tour price

- 2 - 7 days prior to the departure date of the tour 30% of the tour price

- On the day immediately before the departure date of the tour 50% of the tour price

- Departure time or no cancellation notice is received 100% of the tour price

2) If a client fails to pay the tour fare by the designated date, Japanism inc. will assume the client has canceled as of the following day, and the cancellation charges specified above will apply.

Timing of notice of cancellation is based on Japan local time.

## 15. Cancellation after Departure

1. Cancellation by Client

1) When the client leaves the tour group for personal reasons, Japanism inc. will consider it a forfeiture of contracted rights and claims to any refund.

2) If certain services cannot be provided as promised in the Travel Contract for reasons beyond client responsibility, relevant portions of the contract may be canceled, with the appropriate refund deducted from the total tour fare.

2. Cancellation by Japanism inc.

1. The Company may cancel the Travel Contract for tours after the departure date in the following cases:

1) When the client is unable to continue the tour owing to illness or other factors.

2) When the client seem to disturb the order of collective activities of tour participants by negligence of instruction from tour conductor or violent deeds or menace towards these people or those accompanying them, which otherwise jeopardizes safety, smooth tour operation.

3) When the tour cannot continue owing to natural disaster, weather conditions, civil unrest, labor disputes, suspension of services by transportation or accommodation facilities, governmental orders, or other causes beyond Japanism inc.'s control.

2. Cancellations and Refunds

If Japanism inc. cancels the Travel Contract in accordance with the Clause 2-1) here in above, travel services rendered to the client shall be deemed as having been completed, and a refund from the tour fare shall be paid for services not yet rendered. In cases where travel services are not rendered owing to tour cessation, or services for which Japanism inc. has paid, (or will pay) expenses, cancellation charge, penalty, or etc., Japanism inc. will refund only the balance thereof.

3. When Japanism inc. cancels the Travel Contract for tours in accordance with the Clause 2-1-1) and 3) here in above, Japanism inc. shall, at the client's expense, make necessary arrangements as requested for return to point of departure.

## 16. Refund of Tour Costs

1. Should Japanism inc. incur any liability to make a refund to a client in case such as the tour fare reduction in accordance with Article 10, and if either the client or Japanism inc. has canceled the Travel Contract in accordance with Article 12 through 15, Japanism inc. shall make said refund within the 7th day from the next day of cancellation, when effecting refund before tour departure, and within 30 days counting from the day after the tour ends, as stipulated in the contract in case of reduction or cancellation after tour departure. However, should there be any expenses as cancellation charges, penalties, etc. which Japanism inc. has already paid or will have to pay for services not provided because of tour cancellation, said expenses shall be borne by the client.

2. The client shall be required to request a refund at the sales office where the client bought the tour within one month of the planned tour departure day.

3. The client shall be required to return all tour coupons when requesting a refund for said tour coupons. Otherwise, Japanism inc. may not be able to make a refund.

## 17. Tour Conductors

1. Tour Conductor

A Tour Conductor shall accompany the tour course throughout the duration of the tour itinerary. The conductor shall, in principle, provide the services necessary for smooth tour operation in order to maintain the flow of the itinerary prescribed in the contract document. Clients must follow the instructions of the conductor in order to maintain the safe and smooth operation of the itinerary. The conductor shall provide

services, in principle, from 8:00a.m. to 8:00p.m.

## 2. English-Speaking Guide

An English-Speaking Guide shall accompany the tour course stipulated in the pamphlet's Guide Service column. An English-Speaking Guide shall hold a license as a tour guide as authorized by the Guide Business Act and provide guiding to sightseeing locations. An English-Speaking Guide shall perform the same services as a Tour Conductor for courses with Tour Codes (Tour No.) beginning with the letters JO or JC. An English-Speaking Guide shall only provide guiding to sightseeing locations and the services necessary for smooth tour operation with Tour Codes (Tour No.) beginning with the letters BO or BC.

3. Neither a Tour Conductor nor an English-speaking guide shall accompany clients on individualized tours. Clients joining such tours will be responsible for procurement of desired services after being provided with travel coupons and/or tickets by Japanism inc. In the event of the suspension of service by transportation facilities or sudden cancellation of travel for the client's own personal reasons, the client shall be responsible for the correspondence with the travel agency in charge. Furthermore, in the case that the client is unable to contact the travel agency as a result of the correspondence timing being outside of regular business hours, the client shall be responsible for the cancellation of remaining services in reserved facilities (hotels, transportation facilities, etc.) on their own behalf. Failure to attend to the cancellation of the remaining services will result in the waiver of the client's right to a refund.

4. In cases where travel services must be altered owing to inclement weather or other conditions during unaccompanied portions of the tour, clients shall be responsible for arranging the required services on their own behalf.

## 18. Liability of Japanism inc. and Exemptions

1. In performing its obligations under the terms of its Tour Contract, should Japanism inc. cause damage to the client through willful negligence or fault, the Company shall be liable for such damages. However, this only applies if the damage report is made within 2 years reckoned from the day following the occurrence of the damage.

2. Japanism inc. shall compensate for damage to baggage as stated above, provided that said damage is reported within 14 days counting from the day after the occurrence, up to a maximum of 150,000 yen per person. Not applicable when damage is caused intentionally by Japanism inc. or through serious negligence.

3. Japanism inc. shall not be liable for damages incurred by clients as stipulated in Clause 1 here in above if any of the following reasons apply:

- 1) Natural disaster, war, civil unrest, and alteration or cancellation of tour itinerary due to such causes.
- 2) Accidents during transportation or accommodations, damage by fire.
- 3) Cessation of services related to transportation or accommodation facilities, and tour itinerary alteration or cancellation owing to such causes.
- 4) Orders of either Japanese or foreign governments, immigration regulations, isolation resulting from infectious diseases, and tour itinerary alteration or cancellation owing to such causes.
- 5) Accidents occurring during the client's free activities.
- 6) Food poisoning.
- 7) Theft.
- 8) Delays, stoppages, changes of schedule and route in relation to transportation facilities, and tour itinerary alterations and/or shortened stays at destinations owing to such causes.

## 19. Special Indemnifications

1. In accordance with Japanism inc.'s Organized Tour Contract, Japanism inc. shall pay compensation, or provide condolence money to the client in the event of death or significant bodily harm and/or pay compensation money for damage to baggage, which is either coincidental with or due to extenuating circumstances encountered during the Organized Tour, regardless of Japanism inc.'s responsibility as stipulated in Article 18-1. Regardless of whether or not Japanism inc.'s responsibilities set forth in Article 18 (1) should arise, pursuant to Japanism inc.'s Provisions on Special Compensation, for certain damages to life or body which may arise from unexpected or sudden external events during the customer's participation in an agent-organized tour, Japanism inc. will pay compensation for death in the amount of fifteen million yen (JPY 15,000,000); for residual disabilities, in an amount of no more than fifteen million yen (JPY 15,000,000); for condolence money for hospitalization, in an amount of no less than twenty thousand yen (JPY 20,000) and no more than two-hundred thousand yen (JPY 200,000); and for condolence money for hospital commutes, in an amount of no less than ten thousand yen (JPY 10,000) and no more than fifty thousand yen (JPY 50,000). In case of damages incurred to personal effects and baggage, for each item or each set of items Japanism inc. will pay compensation of no more than one-hundred thousand yen (JPY 100,000), and for each agent-organized tour, no more than one-hundred fifty thousand yen (JPY 150,000) per customer.

2. Japanism inc. shall not pay compensation or provide condolence money as stipulated in Clause 1 when damages result from the client's willful negligence, driving while intoxicated and/or illness. The same restriction applies should the client engage in such dangerous sports and activities as skydiving, bobsledding, hang-gliding (motor driven or otherwise), gyroplane flying, mountain climbing (using such specialized tools as picks), and others not included in the Organized Tour and engaged in during a client's free time.

3. Except for articles listed as exempted from Japanism inc. responsibility as specified in Japanism inc.'s terms and conditions, the following items are also exempted from Japanism inc.'s responsibility. Jewelry/precious metals (excluding those used for practical every day use such as wrist watches and glasses), personal computers/word processors and accessories, data and similar items, drivers licenses, visas, deposit receipts (including bankbooks and bank cards) and similar articles, and equipment for windsurfing, scuba diving, surfing or similar sports.

4. In case Japanism inc. incurs both the duty to pay compensation as stipulated in Clause 1 and to indemnify client for damages in accordance with Article 18, both shall be regarded as "already executed" within their amount limits when any one of the above duties is satisfied.

## 20. Liability of Client

Japanism inc. shall require the client to indemnify Japanism inc. for losses sustained owing to a client's willful negligence, fault, conduct against public order and good manners, or breach of provisions in Japanism inc.'s Organized Tour Contract.

1. The client is required to make every effort to utilize information acquired from Japanism inc. and to understand the details of his/her rights/responsibilities as well as the details of tour conditions.

2. After the start of the tour, if a client should find that the tour service provided is different from that specified in the tour contract, the client is required to report the discrepancy to Japanism inc. or Arrangement Agents for Japanism inc. or Tour Service Providers immediately.

3. Japanism inc. may take necessary measures if a client needs treatment during the duration of the tour due to illness, injuries, etc. In the case Japanism inc. is not responsible for the cause of the illness, injury, etc., the client shall bear all costs for said measures and must make the payments by the means and date designated by Japanism inc.

4. If the client loses the travel coupons provided by Japanism inc. the client shall bear the cost and charges of all shipping facilities used to reissue said coupons. The fares and charges shall correspond with the rates set by the shipping facilities.

## 22. Itinerary Booking Guarantee

1. Should major changes occur in Travel Contract contents as stated in the left-hand column of the following table (except for changes mentioned in the 1) through 3) below, Japanism inc. shall calculate the change compensation money by multiplying tour fares by the rate indicated in the right-hand column of the table, and make refund to the client within 30 days counting from the day when the tour ends. However, if it is evident that liability as set forth in Article 17-1 occurs owing to said changes, Japanism inc. shall pay the amount not as compensation for changes but as either a portion or total amount of indemnification for damages.

1) Japanism inc. shall not pay compensation for changes when they occur for the following reasons (however, compensation shall be paid in the event of shortage, even when services are provided, such as for seats, rooms and other facilities)

- a. Bad weather and natural disasters which hinder the tour itinerary.
  - b. War.
  - c. Civil unrest.
  - d. Governmental orders.
  - e. Suspension of services involving transportation, accommodations, etc., such as cancellation, interruption, cessation, etc.
  - f. Provision of transport services different from the original schedule, owing to delays or changes in operation schedules.
  - g. Necessary measures to prevent tour participant death or bodily harm.
- 2) Should cancellation in the Tour Contract be made in accordance with Articles 11 through 13, and should changes occur in such canceled portions, Japanism inc. shall not pay compensation.
- 3) Even if major changes occur in Tour Contract contents, as stated in the left-hand column of the following table, Japanism inc. shall not pay compensation if they are changes in the Final Tour Itinerary, and the

changes are within the scope of services stated in tour brochures.

h. Theft.

2. Regardless of Clause 1 hereinabove, the maximum amount of compensation for changes paid by Japanism inc. under one organized Tour Contract shall be the tour fare multiplied by 15%. This money will not be paid, however, if the total amount is less than 1,000 yen.

3. When the situation warrants, Japanism inc. shall indemnify the client by offering economic benefits equivalent to compensation money, or damage indemnification instead of cash payment, if the client so agrees.

4. If, after Japanism inc. has compensated for changes made in accordance with Clause 1 here in above, it becomes evident that Japanism inc. is responsible for the changes as stated in Article 17-1, Japanism inc. shall pay the client for the damages mentioned in Article 17 after deducting the sum already paid under the terms of Clause 1 here in above.

5. Japanism inc. shall not provide compensation when the order in which tour services are provided change from those originally stipulated when all services are provided during the tour.

## CHANGES FOR WHICH JAPANISM INC. SHALL PAY COMPENSATION

1) Change in tour departure or termination date specified in tour brochures:

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour. 1.5%

If the client is notified after start of tour. 3.0%

2) Changes in destination or entry to tourist spots and/or facilities (including restaurants) stated in tour brochures.

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour. 1.0%

If the client is notified after start of tour. 2.0%

3) Changes in grade or equipment of transport facilities as stated in tour brochures to those of lower cost (only when the total price after change becomes less than stated in the Tour Contract.)\*

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour. 1.0%

If the client is notified after start of tour. 2.0%

4) Changes in transport vehicles or of the company operating them as stated in Tour brochures

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour. 1.0%

If the client is notified after start of tour. 2.0%

5) Change in accommodation facilities or the name of the company operating them as stated in tour brochures:

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour. 1.0%

If the client is notified after start of tour. 2.0%

6) Change in type of rooms at hotels, etc., their facilities, or view as stated in tour brochures

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour. 1.0%

If the client is notified after start of tour. 2.0%

7) Regarding changes in items 1) through 6), above as relating to the tour title in brochures, these rates shall apply instead of those for the above items

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour. 2.5%

If the client is notified after start of tour. 5.0%

Note 1: In the event that changes should occur between the details set forth in the brochure and those in the final schedule, or between the details set forth in the final schedule and the actual travel services provided, each change shall be respectively handled as one change.

Note 2: With regard to changes set forth in 7) above, compensation rates set forth in 1) through 6) shall not apply, and the compensation rate set forth in 7) shall apply.

Note 3: For transportation facilities, one change shall be deemed as one change per ship or automobile boarded; for accommodation facilities, one change per overnight stay; and for other travel services, one change per one item.

Note 4: In the event that multiple instances of the changes set forth in 4), 5), and 6) should occur per one ship or automobile boarded or per overnight stay, such changes shall nevertheless be deemed as one change per one ship or automobile boarded, or as one change per overnight stay.

Note 5: In the event that transportation facilities set forth in 3) and 4) accompany usage of accommodation facilities, changes shall be deemed as one change per overnight stay.

Note 6: For company name changes in transportation facilities as set forth in 4) and name changes in accommodation facilities as set forth in 5), these shall be deemed as changes if the facilities themselves have been changed.

Note 7: With regard to company name changes made to transportation facilities, changes including raises to a higher grade or facility shall not apply.

## 23. Correspondence Contract

When we receive an application from a credit cardholder (here in after referred to as a "member") of a credit company we deal with, based on the conditions of "receiving payment of travel charges, cancellation fees, etc., without the signature of the member" (here in after referred to as a correspondence contract), the travel conditions are different from the ordinary travel conditions in the following points: (Some travel agencies may not be able to handle this type of application. The types of cards that are handled vary among travel agencies.)

1. A contract shall be based on "travel business-related stipulations that are used for conclusion of a travel contract by Correspondence means contract."

2. A contract shall be concluded at the time when we consent in the case of application by telephone, and when we issue a notification of our consent in the case of other communications means. At the time of application, information of the "member number, card expiration date," etc., shall be provided.

3. A "card usage date" shall be the day of payment or repayment of travel charge, etc. The card usage date for travel charges shall be the "date when a contract is concluded." The card usage date for cancellations fees shall be "the day cancellation of a contract is requested (when a request for cancellation is made on or after the card usage date for travel charges, repayment shall be made within seven days from the day after the request."

4. When payment cannot be made using the credit card a member applies with due to a credit reason, etc., we shall cancel the Correspondence Contract, and be entitled to the same amount as the cancellation fees mentioned in the above, as payment for damage caused by a breach of contract. However, this shall not apply if travel charges are paid in cash by a date we designate separately.

## 24. Recommendation for Domestic Travel Insurance

During travel, injuries may incur large sums of treatment costs or transportation costs. Accidents may also result in claims for damages and compensations in amounts which are difficult to collect from the offender. In order to secure oneself against such cases, we recommend that the customer take out domestic travel insurance of a sufficient amount. For information regarding domestic travel insurance, please consult the sales staff of the shop at which you applied to the tour.

## 25. Privacy Policies

Japanism inc. and its entrusted travel agencies listed in the Sale Office column will use the personal information provided in the tour application forms only for communicating with clients and for arranging transportation and accommodations to provide the services request by the client.

## 26. Standard of Tour Conditions and Fares

The tour conditions and tour fares specified in this pamphlet are valid as of April 10, 2016.

## 27. Others

1. The client shall pay the expenses incurred when he or she asks for the personal accompaniment of a tour conductor for such purposes as guiding shopping, etc., costs arising from client injury or illness, the return of lost baggage or articles left behind owing to personal negligence, as well as changes 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 Japanism inc. or its local tour operators.

3. Other matters are subject to the Japanism inc.'s Travel Contracts, including related tour documents presented separately.

4. These terms and conditions are subject to change to Japanism inc. Travel Contract and governed and construed by the laws of Japan.

5. The Tokyo District of Japan shall handle all controversies arising from the interpretation and performance of these Terms and Conditions.

6. Japanism inc. does not re-conduct a tour under any circumstance.

## Japanism Inc.

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