

## Itoigawa City Tourism Association

# Domestic Package Tour Transaction Terms and Conditions Statement

This document constitutes part of the transaction terms explanation document stipulated under Article 12- 4 of the Travel Agency Act and the contract document stipulated under Article 12-5 of the same Act.

(Please be sure to read these terms and conditions before applying.)

### 1. Package Tour Contract

(1) This tour is planned, marketed, and operated by the Itoigawa City Tourism Association (hereinafter referred to as "the Company"). Customers participating in this tour will enter into a Package Tour Contract (hereinafter referred to as the "Tour Contract") with the Company.

(2) The content and conditions of the Travel Contract shall be governed by the recruitment advertisement, brochure, these Travel Conditions, the final confirmation document (final itinerary) provided prior to departure, and the section on Organized Package Tour Contracts in the Company's Travel Agency Terms and Conditions.

(3) The Company undertakes to arrange for the Customer to receive transportation, lodging, and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation and lodging providers, etc., in accordance with the travel itinerary specified by the Company, and to manage the itinerary.

### 2. How to Apply for Travel

(1) Applications must be submitted using our designated application form, completed with the required information, accompanied by the application fee or the full travel cost per person as specified below. The application fee shall be treated as a portion of the travel cost, cancellation fee, or penalty fee.

Travel Cost	Application Fee
Less than ¥30,000	¥6,000 Up to the full travel cost ( ~ )
¥30,000 or more but less than ¥60,000	¥12,000 to the full travel cost
¥60,000 or more but less than ¥100,000	~¥20 ,000 to travel cost
¥100,000 or more but less than ¥150,000	¥30,000 ~ Up to the full travel cost
¥150,000 or more	20% of the total cost up to the full travel cost

However, if a separate brochure specifies a deposit amount, that amount shall apply. When using a loan, a down payment of at least 10% of the travel cost is required; this amount will be applied directly to the deposit.

(2) We may accept applications for travel contract reservations via telephone, mail, facsimile, or other means of communication. In such cases, the contract is not formed at the time of the reservation application. You must submit the application form and the application fee within **three** days from the day following our notification of reservation acceptance. If the application fee is not submitted within this period, we will treat the reservation as void.

(3) When an application form and deposit are submitted, the order of travel contract conclusion shall be determined by the order in which the reservation was accepted.

(4) The application fee will be applied as part of the travel cost. In the event of voluntary cancellation by the customer, it will be treated as part of the prescribed cancellation fee. If the travel cost is not paid by the specified date, it will be treated as part of the prescribed penalty fee.

(5) If, at the time of application, the travel contract cannot be immediately concluded due to full occupancy, full seating, or other reasons, we will explain this situation to you. With your consent, we will confirm the deadline by which you can wait in a "cancellation waitlist" status and may endeavor to secure a reservation. (Hereinafter referred to as "Waiting List Registration.") At that time, we will request the submission of an "Application Form" and accept a deposit equal to the application fee as a "Deposit." The Company will promptly notify the customer upon completing the reservation. At this point, the contract is formed, and the "Deposit" will be treated as the "Application Fee." However, if the customer requests cancellation of the "Waiting Registration" before the Company's reservation confirmation notification, or if the reservation proves impossible by the agreed waiting period, the Company will refund the full "Deposit."

or if the reservation ultimately becomes unavailable by the agreed waiting period, we will refund the full "Deposit". Please note that

The "Waiting List Registration" does not guarantee the completion of a reservation.

### 3. Application Conditions

(1) Participation by persons under 15 s of age is conditional upon the accompaniment of a parent or legal guardian.

(Except for certain courses.) Participants aged 15 to under 20 require written consent from a parent or legal guardian.

(2) For tours with special participation requirements, we may refuse participation if the participant's gender, age, qualifications, skills, or other conditions do not meet our specified criteria.

(3) If you have health issues, use assistive devices such as wheelchairs, have physical or mental disabilities, suffer from food or animal allergies, are pregnant or may be pregnant, are accompanied by a service animal (guide dog, hearing dog, assistance dog), or require other special accommodations, please inform us at the time of booking that special arrangements are needed for your participation. (Please also notify us immediately if any of these conditions arise after the travel contract is established.) We will provide further guidance, so please specify the measures required during the trip. We will accommodate these requests to the extent possible and reasonable. In doing so, we may inquire about your situation and the required measures, or request you to submit this information in writing.

(4) For the safe and smooth execution of the trip, we may require conditions such as the accompaniment of an assistant or companion, the submission of a physician's certificate, or modifications to part of the itinerary. Furthermore, if we are unable to arrange measures requested by the customer, we may decline the application for the travel contract or cancel it. Please note that any costs incurred for special measures taken by us for the customer based on their request shall, in principle, be borne by the customer.

(5) Should the Company determine that a customer requires protection during the trip due to illness, injury, or similar circumstances, the Company may take necessary measures. In such cases, if the cause is not attributable to the Company, the costs incurred for these measures shall be borne by the customer. The customer must pay these costs by the date and using the method specified by the Company.

(6) Separate activities at the customer's request are generally not permitted. However, depending on the tour, we may accept such requests under separate conditions (e.g., package tour contracts).

(7) We may refuse your application if you fall under any of the following categories ① through ④:

① When the Company determines that the customer may cause inconvenience to other travelers or hinder the smooth operation of the group tour.

② When the customer is recognized as a member of an organized crime group, an associate member of such a group, a person connected to such a group, a company connected to such a group, a corporate extortionist, or any other antisocial force.

③ When the customer has made violent demands, unreasonable demands, used threatening language or violence in transactions, or engaged in similar acts against the Company.

④ When the customer spreads rumors, uses deceit or force to damage our company's reputation or obstruct our business operations, or engages in similar acts.

(8) We may refuse an application for other reasons related to our business operations.

### 4. Formation of the Contract and Delivery of Contract Documents and Confirmation Documents

(1) The travel contract shall be formed when the Company accepts the contract and receives the application fee.

(2) Upon the conclusion of a travel contract, the Company shall promptly provide the customer with a written document (hereinafter referred to as the "Contract Document") detailing the travel itinerary, the content of travel services, the travel price, other travel conditions, and matters concerning the Company's responsibilities.

(3) If the confirmed travel itinerary or the names of transportation or lodging providers cannot be stated in the contract document, a document detailing the confirmed status (final itinerary) (hereinafter referred to as the "Confirmation Document") shall be delivered by the day before the travel commencement date. However, if the travel contract application is made on or after the date falling 7 days prior to the travel start date, the Confirmation Document may be delivered on the travel start date itself. Furthermore, even before the delivery date, we will explain the arrangement status upon your inquiry.

## 5 Payment of Travel Costs

The remaining balance of the travel cost must be paid by the day corresponding to the 14th day prior to the travel start date (hereinafter referred to as the "Base Date"). However, if the application is made on or after the Base Date, payment must be made at the time of application or by the date specified by our company prior to the travel start date.

## 6 What is included in the travel cost

(1) Transportation fares and fees for carriers specified in the brochure (economy class unless otherwise noted), accommodation fees, meal costs, sightseeing fees (including admission, viewing, guides, etc.), and consumption tax and other applicable taxes (limited to those publicly announced as of the reference date stated in the brochure).

(2) For tours with a tour conductor, this also includes the tour conductor's expenses and expenses necessary for group activities. The above fees are non-refundable even if some services are not used due to the customer's circumstances.

## 7 Items Not Included in the Travel Price

Items other than those listed in Section 6 are not included in the travel price.

Examples of some of these items are as follows.

- (1) Transportation and other expenses incurred during segments of the itinerary labeled as "free time," "free activities," "on your own," or "at your own expense"
- (2) Excess baggage fees (for items exceeding the specified weight, volume, or number of pieces)
- (3) Personal expenses such as dry cleaning, telegram/telephone charges, additional food and beverage costs, and any associated taxes or service charges
- (4) Transportation and accommodation costs between your home and the departure/disbandment locations
- (5) Fees for optional tours (separately priced excursions) participated in only by those who wish to join
- (6) Airport facility usage fees and taxes in Japan announced after the reference date stated in the brochure
- (7) Medical expenses related to injury or illness

## 8. Changes to Travel Arrangements

The Company shall not be liable for any delays, cancellations, or changes to the itinerary caused by force majeure, war, riots, suspension of travel services by transportation or lodging providers, orders from government agencies, provision of transportation services not in accordance with the original operation plan, or other reasons beyond our control. In such cases, when it is unavoidable to ensure the safe and smooth execution of the trip, we may change the travel itinerary, the content of travel services, or other aspects of the travel contract (hereinafter referred to as the "Contract Details"). We will promptly explain to the customer the reason why the cause is beyond our control and the causal relationship with the cause. However, in urgent situations where unavoidable, we may explain after making the change.

## 9. Changes to Travel Fees

- (1) Should the applicable fares and charges of the transportation providers used by the Company be revised significantly beyond the level normally anticipated due to substantial changes in economic conditions or other factors occurring after the reference date stated in the brochure, the Company may adjust the travel price within the scope of such revision. In such cases, the Company shall notify the customer of this fact no later than the 15th day prior to the travel start date, counting backward from the day before the travel start date.
- (2) When reducing the travel price pursuant to the provisions of paragraph (1) above, the reduction shall be equal to the decrease in the transportation charges of the carriers used. If the travel price has already been paid, the refund shall be made within 30 days from the day following the travel end date stated in the contract document.

If the travel fee has already been paid, a refund will be made within 30 days from the day following the travel end date stated in the contract document.

- (3) In the event that a change to the contract terms based on the provisions of Paragraph 8 results in a decrease or increase in the costs required to implement the trip (including cancellation fees, penalties, or other expenses already paid or that must be paid for travel services not received due to such change to the contract terms), may result in a decrease or increase in the costs required to carry out the travel (excluding cases where the cost increase arises from a shortage of seats, rooms, or other facilities at transportation or lodging providers, despite such providers offering the relevant travel services). In such cases, the travel price may be adjusted within the scope of the change to the contract terms at the time of the change.
- (4) If the travel contract document states that the travel price varies based on the number of persons using transportation or lodging facilities, and if the number of persons changes after the travel contract is formed for reasons not attributable to us, we will adjust the travel price as stated in the contract document.

## 10 Customer Substitution

The customer may transfer their contractual status to a third party with our consent. In such cases, the customer must complete our designated form with the required information and submit it to us along with the actual costs incurred for the substitution.

## 11 Cancellation and Refund by the Customer (Before Travel Commences)

- (1) Customers may cancel the travel contract at any time by paying the cancellation fee specified in Section 15 to our company. The cancellation date of the travel contract shall be based on the time when the customer notifies us of the cancellation during the business hours of our company or the "authorized sales office" as defined by the Travel Agency Act (hereinafter referred to as "our company"). Requests for changes or cancellations made on non-business days or outside business hours cannot be processed and will be accepted on the next business day.
- (2) The customer may cancel the travel contract without paying a cancellation fee prior to the commencement of the trip in the following cases:
  - (i) When the contract details are changed. However, this applies only when the change is one listed in the left column of the table in Article 21 or is otherwise significant.
  - b. When the travel price is increased based on Clause 9(1).
  - c. When natural disasters, wars, riots, suspension of travel services by transportation or lodging providers, government orders, or other reasons occur, making the safe and smooth execution of the trip impossible or highly likely to become impossible.
  - (d) When the Company fails to provide the customer with the confirmation document by the date specified in Paragraph 4(3).
  - E. When the implementation of the travel itinerary as stated in the contract becomes impossible due to reasons attributable to our company.
- (3) When the travel contract is canceled pursuant to paragraph (1) of this section, we will refund the travel fare (or deposit) already received, minus the prescribed cancellation fee. If the cancellation fee exceeds the deposit amount, we will request payment of the difference. When the travel contract is canceled pursuant to paragraph (2) of this section, we will refund the full amount of the travel fare (or deposit) already received within 7 days from the day following the cancellation date.
- (4) If the customer changes the travel start date or itinerary for personal reasons, the customer must cancel the original travel contract and enter into a new travel contract. In this case, the Company will charge the cancellation fee based on the cancellation date specified in Section 15(1).

## 12 Cancellation and Refund by the Customer (After Travel Commencement)

- (1) If the customer leaves the group mid-trip for personal reasons, this shall be deemed a waiver of all rights, and no refunds will be issued.
- (2) If the customer is unable to receive travel services as specified in the confirmation document due to reasons not attributable to the customer, the customer may cancel the portion of the contract pertaining to the travel services that have become impossible to provide. In such cases, the Company shall refund the customer the portion of the travel fee pertaining to the travel services that have become impossible to provide, minus any cancellation fees, penalties, or other costs already paid or required to be paid

### 13 Cancellation of the Travel Contract by Us (Before Travel Commences)

- (1) If the customer fails to pay the travel fee by the date specified by our company, we may cancel the travel contract on the day following that date. In this case, the customer shall pay a penalty fee equivalent to the cancellation fee for the corresponding cancellation date as stipulated in Paragraph 15. In this case, you shall pay a penalty fee equivalent to the cancellation fee corresponding to the cancellation date specified in Section 15.
- (2) The Company may cancel the travel contract before the trip commences, explaining the reasons to the customer, in the following cases:
- a. When it becomes clear that the customer does not meet the conditions for participating travelers, such as gender, age, qualifications, skills, or other requirements, which the Company has specified in advance.
  - b. When the Company determines that the customer cannot endure the trip due to illness, absence of necessary caregivers, or other reasons.
  - c. When the customer demands a burden exceeding a reasonable scope regarding the contract details.
  - d. When the number of customers does not reach the minimum number of participants specified in the contract document. In this case, we will notify the customer of the trip cancellation no later than the 13th day prior to the trip start date (or the 3rd day prior for day trips). (for day trips, the 3rd day prior).
  - E. When there is a high risk that conditions necessary for the trip's execution, such as the required snowfall for a ski trip, which were explicitly stated at the time of contract conclusion, will not be met.
  - (f) When natural disasters, wars, riots, suspension of travel services by transportation or lodging providers, government orders, or other reasons beyond our control occur, making it impossible or highly likely to be impossible to safely and smoothly conduct the trip according to the itinerary stated in the contract document.
  - (h) When it is determined that the customer falls under any of the categories listed in Paragraph 3 (7) ① through ④.

### 14 Cancellation of the Travel Contract by Our Company (After the Start of the Trip)

- (1) The Company may cancel the travel contract in the following cases:
- a. When the Company determines that the customer cannot endure continuing the trip due to illness, absence of necessary caregivers, or other reasons.
  - b. When the customer disrupts group discipline by violating the Company's instructions given by tour guides or other personnel necessary for the safe and smooth conduct of the trip, or by assaulting or threatening such personnel or other fellow travelers, thereby hindering the safe and smooth conduct of the trip.
  - c. When natural disasters, wars, riots, suspension of travel services by transportation or lodging providers, government orders, or other circumstances beyond our control occur, making continuation of the trip impossible.
  - (d) When it is determined that the customer falls under any of items (7) ② through ④ of Paragraph 3.
- (2) Even if the travel contract is canceled pursuant to paragraph (1) of this section, the contract for travel services already provided to the customer shall be deemed to have been validly performed. The Company shall refund the portion of the travel fee corresponding to travel services not yet received by the customer, minus any cancellation fees, penalties, or other charges already paid or to be paid by the Company to the relevant travel service provider, within 30 days from the day following the travel end date stated in the contract document.
- (3) If we cancel the travel contract pursuant to this Section (1)(a), we will make necessary arrangements for your return to the departure point upon your request. All costs incurred in this case shall be borne by you.
- (4) If you fail to arrive at the meeting place by the designated meeting time, we may cancel the travel contract. In such cases, this shall be deemed a waiver of rights, and no refunds will be issued.

### 15 Cancellation Fees

- (1) If the customer cancels the trip after the travel contract is established due to personal circumstances, the customer shall pay the cancellation fee per person specified in the brochure based on the travel cost.
- (2) For travel contracts involving chartered vessels, the cancellation fee provisions applicable to the specific vessel shall apply.
- (3) If cancellation occurs due to reasons related to the handling of various loans for which our company is not responsible, the cancellation fee specified in the brochure shall also be paid.

Cancellation Date (Counting backward from the day before the travel start date)	Cancellation Fee
21 days prior	No charge
20 days prior to 11 days prior	No charge
10 days to 8 days prior	20%
7 days prior to 2 days prior	30%
Day before travel start date	40%
On the day (before the trip begins)	50%
No-show without notice	100%
After the trip begins	100%

### 16 Itinerary Management

- We will endeavor to ensure the safe and smooth execution of your trip by performing the following duties for you. However, this shall not apply if we have concluded a special agreement with you that differs from these terms.
- (1) When it is deemed likely that a customer may be unable to receive travel services during the trip, take necessary measures to ensure the customer can reliably receive travel services as stipulated in the contract.
- (2) If, despite taking the measures in (1) above, it becomes unavoidable to change the contract terms, arrange for substitute services. In such cases, when changing the travel itinerary, endeavor to ensure the revised itinerary aligns with the original itinerary's purpose. Furthermore, when changing the content of travel services, endeavor to ensure the revised services are equivalent to the original services, striving to minimize changes to the contract terms.

### 17 Tour Escorts, etc.

- (1) Depending on the nature of the tour, the Company may assign a tour conductor or other personnel (hereinafter referred to as "tour conductor, etc.") to accompany the tour and have them perform all or part of the duties listed in Section 16 and other duties deemed necessary by the Company in connection with the tour.
- (2) The presence or absence of tour guides and other personnel is clearly stated in the brochure.
- (3) During the period from the commencement to the conclusion of the tour, when traveling as a group, customers shall comply with the instructions of the tour conductor or other personnel given for the safe and smooth operation of the tour. Should a customer fail to comply with the instructions of the tour conductor or other personnel, disrupt the discipline of group activities, or hinder the safe and smooth operation of the tour, the Company may terminate that customer's travel contract, even during the tour.
- (4) Tour escorts' duties shall generally be from 8:00 AM to 8:00 PM.
- (5) For some tours, the tour conductor may accompany the group from arrival at the destination until departure from the destination. In such cases, the tour conductor will not accompany the group to the meeting point or from the disbandment point. Therefore, customers must personally handle any procedures required to receive travel services. (For some tours, staff will assist with check-in and departure guidance.)
- (6) For courses marked "Individual Travel" in the course name field, no tour conductor or similar personnel will accompany you. We will provide you with the necessary vouchers to receive travel services, and you must personally complete all required procedures to receive these services.

### 18 Responsibility to Customers

- (1) In performing the travel contract, if the Company causes damage to the customer through its intentional act or negligence, the Company shall compensate the customer for the damage incurred.

However, this applies only if notice is given to us within two years from the day following the occurrence of the damage.

(2) If the customer is unable to travel due to natural disasters, war, riots, suspension of travel services by transportation or lodging providers, government orders, or other circumstances beyond our control (including quarantine due to infectious disease, accidents during free time, food poisoning, theft, transportation delays or disruptions, or resulting changes to the travel itinerary or shortened stay at the destination), we shall not be liable for damages incurred, except as provided in paragraph (1) of this section.

(3) Regarding damage to luggage,

(1), we shall compensate for damage to baggage only if notice is given to us within 14 days from the day following the occurrence of the damage

, up to a maximum of ¥150,000 per person (except in cases of our intentional misconduct or gross negligence).

## 19 Customer Liability

(1) If the Company suffers damage due to the customer's intentional act or negligence, the customer shall compensate the Company for such damage.

(2) Customers must endeavor to understand their rights, obligations, and other terms of the travel contract by utilizing the information provided by our company.

(3) Should the customer recognize any discrepancy between the travel services described in the contract documents and the actual services provided after the commencement of the trip, the customer must promptly notify our company or the travel service provider at the destination location.

## 20 Special Compensation

(1) Regardless of whether our liability arises under Article 18(1), in accordance with the Special Compensation Regulations attached to our Package Tour Terms and Conditions, we shall pay compensation for certain damages sustained by the customer's body, life, or luggage due to a sudden and accidental external incident occurring during participation in the package tour. This includes: hospitalization allowance of ¥20,000 to ¥200,000 based on the number of hospitalization days, and outpatient allowance of ¥10,000 to ¥50,000 based on the number of outpatient visits. Compensation for damage to personal belongings shall be limited to ¥150,000 per traveler.

. However, compensation for any single item or pair of items is limited to ¥100,000. Please note that cash, valuables, important documents, exposed photographic film, and other fragile items are not covered.

(2) Should our company become liable under Article 27, Paragraph 1 of the Package Tour Contract Terms and Conditions, this compensation shall be applied toward all or part of the damages for which our company is liable.

(3) Damages incurred by the customer during participation in the trip due to the customer's intentional acts, drunk driving, intentional violation of laws or regulations, acceptance of services provided in violation of laws or regulations, mountain climbing (involving the use of climbing equipment such as ice axes, crampons, ropes, or hammers), luge, bobsledding, skydiving, hang gliding, riding ultralight aircraft (motorized hang gliders, microlights, etc.), gyroplane riding, or other similar dangerous activities, the Company shall not pay the compensation or condolence money described above.

(4) The Company shall not pay the above compensation or condolence money if the incident is caused by an earthquake, volcanic eruption, tsunami, or an accident arising from these causes, or an accident arising from the resulting disruption of public order.

(5) Optional tours, which are separately charged and conducted by the Company for customers participating in the Company's packaged tours, shall be treated as part of the main travel contract.

(6) However, days explicitly stated in the itinerary as having no travel services arranged by the Company shall not be considered part of the planned tour participation, provided that it is explicitly stated that compensation shall not be paid for damages incurred by the customer on such days.

## 21 Itinerary Guarantee

(1) If any significant change to the contract details listed in the left column of the following table occurs (excluding changes listed in the following items, except those arising from insufficient seats, rooms, or other facilities at transportation or lodging providers despite services being provided), the Company shall pay a change compensation amount calculated by multiplying the travel fee by the rate specified in the right column of the same table, starting from the day after the trip ends.

for 30 days starting from the day after the trip's end date.

We will pay within [number] days. However, if it is clear that our liability under Clause 18(1) arises from the change, payment shall be made as all or part of damages, not as change compensation.

(b) Changes due to the following causes: i. Natural disasters

(b) War or civil unrest

(c) Riots

(d) Orders from government agencies

e. Suspension of travel services by transportation, lodging, or other providers

(e) Provision of transportation services not in accordance with the original itinerary

(e) Measures necessary to ensure the safety of participants' lives or bodies

(b) Changes pertaining to the canceled portion when the travel contract is terminated based on the provisions of Items 11 through 14

(2) The amount of change compensation payable by the Company shall be limited to 15% of the travel price per customer per trip. Furthermore, if the amount of change compensation payable per customer per travel contract is less than one thousand yen, the Company shall not pay change compensation.

(3) With the customer's consent, the Company may provide compensation in the form of goods or travel services of equal or greater value instead of monetary change compensation.

Change Deposit Changes Requiring Payment of Change Deposit	Per Change Rate (%)	
	Before Travel Commences	After Travel Commences
1. Change of the travel start date or travel End Date	1.5	3.0
2. Change of tourist destination or tourist facility (including restaurants) to be visited, or other change of travel destination 3.0	1.0	2.0
3. Change to a lower fare for the class or facilities of the transportation means specified in the contract document (only if the total fare for the changed class and facilities is lower than that for the class and facilities specified in the contract document) )	1.0	2.0
4. Change to a different type of carrier or company name	1.0	2.0
5. Change to a different flight 1.0	1.0	2.0
6. Change to a connecting flight or transit flight between Japan and outside Japan from a direct flight specified in the contract document Change	1.0	2.0
7. Change in the type or name of the lodging facility specified in the contract document (excluding cases where the Company has designated the grade of the lodging facility and the grade of the changed lodging facility is higher than that specified in the contract document) 1.0	1.0	2.0
8. Change in room type, facilities, view, or other room conditions specified in the contract document , facilities, view, or other room conditions	1.0	
9. Changes to items listed in the preceding items that are stated in the contract document or title of the contract document	2.5	5.0

Note 1: "Before the trip begins" means when the customer is notified of the change by the day before the trip start date. "After the trip begins" means when the customer is notified of the change on or after the trip start date.

Note 2: When a confirmation document is issued, replace "contract document" with "confirmation document" and apply this table. In such cases, if changes occur between the contents of the contract document and the confirmation document, or between the contents of the confirmation document and the actual travel services provided, each change shall be treated as a separate case.

Note 3: If the transportation provider subject to a change listed in Item 3 or Item 4 involves the use of lodging facilities, it shall be treated as one case per night.

Note 4: This provision shall not apply to a change in the company name of the transportation provider listed in Item 4 if the change involves upgrading to a higher class or better facilities.

Note 5 Even if multiple changes listed in Item 4, Item 7, or Item 8 occur during a single trip or overnight stay, they shall be treated as a single change per trip or overnight stay. Note 6 For changes listed in Item 9, the rates for Items 1 through 8 shall not apply; instead, the rate for Item 9 shall apply.

through Item 8 shall not apply; instead, Item 9 shall apply.

## 22 Travel Conditions for Customers Seeking to Conclude a Travel Contract via Communication Agreement

(1) A telecommunications contract shall be formed when the Company accepts an application made by telephone. For applications made by mail, internet, or other means of communication, the contract shall be formed when the Company issues a notice of acceptance of the contract. However, if the notice of acceptance is sent via electronic means such as email, fax, or voicemail, the contract shall be formed when such notice reaches the customer.

## 23 Contracts for Groups and Organizations

(1) When a travel application is submitted by the contract representative acting as the representative of travelers constituting a group or organization, the Company shall deem that the contract representative possesses all necessary authority to act as an agent regarding the conclusion and termination of the contract, and shall conduct the contractual transaction accordingly.

(2) The Contract Responsible Party must submit a roster of members to the Company by the date specified by the Company.

(3) The Company shall not be liable for any debts or obligations that the Contract Representative currently owes to the members or is reasonably expected to incur in the future.

(4) If the Contract Representative does not accompany the group, the Company shall, after the commencement of the trip, deem the member previously designated by the Contract Representative as the Contract Representative.

## 24 Travel Conditions and Travel Price Basis

(1) The base date for these travel conditions and the base date for travel costs shall be the date specified in the brochure or other materials.

(2) Unless otherwise noted, based on the travel start date: will be charged the adult rate, and persons aged 6 or older (3 or older for air travel courses) and under 12 will be charged the child rate.

(3) Travel costs are displayed for each course. Please confirm based on the departure date and number of travelers.

(4) Additional charges refer to fees displayed in the brochure for selecting an airline, flight, aircraft class, specific hotel, single room supplement, extended stay accommodation fees, weekday/pre-holiday selection, departure/arrival day selection, etc.

(5) The term "travel cost" as used in these conditions refers to the amount displayed as the travel cost for the participating course in the recruitment advertisement or brochure, plus any amounts displayed as additional charges or discounts for that course. This total amount is the application fee referred to in Section 2.

The amount of cancellation fees under Article 15, change compensation under Article 21, and liquidated damages shall be calculated based on this standard. Optional tours are subject to separate contracts and are not included in the standard tour price.

## 25 Other

### (1) Shopping Information

For your convenience, we may guide you to souvenir shops during sightseeing or transfers. While we exercise utmost care in selecting shops, purchases are made at your own responsibility. We cannot assist with exchanges or returns. To avoid issues, please always inspect items and obtain receipts.

### (2) Domestic Travel Insurance

We recommend that you purchase your own insurance to ensure peace of mind during your trip. For inquiries regarding domestic travel insurance, please contact our staff.

(3) Under no circumstances will our company reschedule the trip.

(4) Matters not specified in these conditions shall be governed by our Package Tour

Terms and Conditions.

Furthermore, in the event of any discrepancy between these terms and conditions and the Package Tour Terms and Conditions, the Package Tour Terms and Conditions shall take precedence. If you wish to obtain our Travel Agency Terms and Conditions, please request them from us. Our Travel Agency Terms and Conditions are also available on our website.

(5) We strictly prohibit the use or resale of rooms reserved through this arrangement for profit. Should we determine that an act is for profit or preparatory for such an act, we may cancel the travel contract without prior notice.

### (6) Handling of Personal Information

a. Our company and the travel agency through which you booked your trip (hereinafter referred to as the "Sales Agent") will use the personal information you provided when applying for the trip for the purposes of contacting you and arranging transportation, lodging, and other services. We may also provide this information to the relevant agencies within the scope necessary for insurance procedures to cover our responsibilities under the travel contract and costs in the event of an accident.

c. In addition to the above, please confirm our policy regarding the handling of personal information at our storefront or on our website.

Revised March 1, 2023

### 〈Travel Planning and Implementation〉

Niigata Prefecture Registered Travel Agency No. 2-411 Full Member of the Japan Association of Travel Agents (JATA)

## Itoigawa City Tourism Association

941-0061

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