

## Terms and Conditions for Contractual Arrangements of Organized Tour Packages (Domestic)

### Application

(1) To apply, submission of the designated application form and payment of the application fee are required. (The application becomes official upon receipt of both.) The application fee is treated as part of the "Travel Fee," "Cancellation Fee," or "Penalty Fee."

(2) For reservations made by phone or other communication methods, submission of the application form and payment of the application fee must be completed within three days from the day following the acceptance of the reservation.

(3) If you are:

- a. 90 years old or older,
- b. a person with physical disabilities,
- c. a person with health issues,
- d. pregnant, or
- e. a guide dog user or anyone requiring special care, please inform us in advance.

We will accommodate such requests within reasonable limits. Additional costs incurred for special arrangements made at the customer's request will be borne by the customer.

(4) Applicants under 20 years of age require a parental consent form.

### Travel Fees

(5) Applicable to children aged 3 years or older and under 12 years at the time of travel. Single-room surcharges apply equally to adults and children and are charged per person.

### Additional Charges

(6) Additional charges apply for:

- ①Airline selection,
- ②Flight selection,
- ③Upgraded seating or class,
- ④Hotel or inn designation,
- ⑤Single-room usage,
- ⑥Additional nights,
- ⑦Selection of weekdays or weekends for travel, and
- ⑧Selection of departure or return days.

### Base Travel Fee

(7) The travel fee used to calculate the application fee, cancellation charges, and compensation for changes includes the additional charges listed above.

### Changes to Contract Details or Travel Fees

(8) ① We may change the contract details due to events beyond our control, such as natural disasters, war, civil unrest, suspension of transportation or accommodation services, government orders, or transportation service changes not adhering to the initial plan. If there are significant fare adjustments by carriers due to extraordinary economic changes, travel fees may also be adjusted. For increases, notification will be given at least 15 days before the travel start date.

② For arrangements requiring single-room surcharges due to one participant withdrawing from a group application, the cancellation fee will apply to the withdrawing participant, and the single-room surcharge will apply to the remaining participant.

### Customer Cancellations with Fees

(9) Customers may cancel the travel contract by paying the specified cancellation fee. Cancellation fees are calculated based on the total travel fee, including additional charges.

### Cancellations Without Fees

(10) No cancellation fees apply in cases such as:

- ①When there are significant changes to the travel contract content as outlined below:
  - a. Changes to the travel start date or end date.
  - b. Changes to the sightseeing locations, tourist facilities, or other travel destinations to be visited.
  - c. Changes to the type or name of the transportation service provider.
  - d. Downgrades to the "facilities and class" of the transportation service.
  - e. Changes to a different flight departing from or arriving at

the designated airport in Japan.

f. Changes from a direct flight between Japan and overseas to a connecting or stopover flight.

g. Changes to the type or name of the accommodation.

h. Changes to the type, facilities, view, or other conditions of the accommodation rooms.

②When the travel price has been increased.

③When the finalized itinerary is not provided by the stated deadline.

④When it becomes impossible to carry out the original travel schedule due to reasons attributable to the company.

### Company-Initiated Cancellations

(11) The company reserves the right to cancel the contract for reasons such as:

- Failure to pay the travel fee by the deadline,
- Non-compliance with application conditions,
- Health issues or inability to participate in group activities.

### Company Responsibility

(12) The company compensates for damages caused by its own errors or those of its representatives. For luggage-related damages, the compensation limit is JPY 150,000 unless gross negligence is proven. We generally bear no responsibility in the following cases: when the customer incurs damage due to natural disasters, war, riots, suspension of travel services such as transportation or accommodation providers, orders from government authorities, or other reasons beyond the control of our company or our agents.

### Special Compensation

(13) During the tour, compensation will be provided for injuries or damages under the travel company's special compensation regulations, with maximum payments for domestic travel set at:

- JPY 15 million for death,
- JPY 20,000–200,000 for hospitalization,
- JPY 10,000–50,000 for outpatient treatment, and
- JPY limited to a maximum of 150,000 for damaged belongings per claim. (The compensation limit for a single item or a pair is 100,000 yen.)

However, compensation will not be paid for damages incurred on days explicitly indicated in the itinerary as having no travel services arranged by the company.

### Travel Itinerary Guarantee

(14) If changes listed in the table below are made to the travel itinerary, the company will pay a change compensation fee based on the regulations of the Travel Business Contract (Package Tour Contract Section). The amount will be calculated by multiplying the travel price by the rate specified in the table, according to the nature of the change. The maximum change compensation fee for a single travel contract is 15% of the travel price. If the change compensation fee for a single travel contract is less than ¥1,000, no compensation will be paid. The travel price used as the basis for calculating the change compensation includes the listed travel fees and any additional charges as specified in (6)

### Chart

Changes Requiring Compensation Payment	Before Tour Start (per case)	After Tour Start (per case)
Changes to the start or end date of the tour as indicated in the contract document	1.5%	3.0%
Changes to sightseeing destinations, tourist facilities (including restaurants), or other travel destinations as indicated in the contract document	1.0%	2.0%
Downgrade in transport class or facilities to a lower fare as indicated in the contract document	1.0%	2.0%
Changes to the type or company name of the transportation as indicated in the contract document	1.0%	2.0%

Changes Requiring Compensation Payment	Before Tour Start (per case)	After Tour Start (per case)
Changes to the departure or return airport within Japan as indicated in the contract document	1.0%	2.0%
Changes from direct flights to or from Japan to connecting or transit flights as indicated in the contract document	1.0%	2.0%
Changes to the type or name of the accommodation as indicated in the contract document	1.0%	2.0%
Changes to the type, facilities, or view of rooms, or other room conditions as indicated in the contract document	1.0%	2.0%
Changes to matters listed in the tour title of the contract document as described in the previous items	2.5%	5.0%

#### **Customer Responsibilities**

(15) If the customer causes damage to the company intentionally or through negligence, the customer must compensate for the damage. The customer is responsible for utilizing the information provided by the company and understanding their rights, obligations, and the contents of the planned travel contract as stated in the contract document. If the customer becomes aware that the travel services provided differ from those described in the contract document after the start of the trip, they must promptly notify the company or the travel service provider at the travel destination.

#### **Customer Substitution**

(16) Customers may substitute their participation in the trip with another individual, provided that the company agrees and the customer pays a handling fee of ¥2,000 per person.

#### **Notification of Incidents**

(17) In the event of an accident or other incident during the trip, the customer must immediately notify the contact provided in the final itinerary. If notification is not possible due to circumstances, it should be made as soon as those circumstances no longer apply.

#### **Privacy Policy**

(18) Personal information collected will be used for communication and service arrangements, as well as feedback collection and marketing purposes. For additional details, please request the full Travel Terms and Conditions document. Terms and Conditions for Group Package Travel Contracts

(19) Our company will utilize a minimal range of personal data necessary for contacting customers, such as names, addresses, phone numbers, or email addresses. This information may also be used for purposes such as providing sales information, details of events, or shipping purchased products (specific purposes should be explicitly stated here).

For information regarding the name of the personal information management officer at our company, please refer to the attached document.

◎ Under no circumstances will our company re-conduct the trip.

#### **Regarding the Terms and Conditions of Organized Tour Contracts**

(20) Matters not stipulated in these conditions will be governed by our company's Travel Business Contract (Group Package Travel Contract Section). If you wish to obtain a copy of our company's Travel Business Contract, please request it from us.

#### **\*\*Travel Link.co.LTD\*\***

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