

STANDARD TRAVEL AGENCY TERMS AND CONDITIONS

Travel Link Co., Ltd.

(English Translation)

Ministry of Land, Infrastructure, Transport and Tourism Notification No. 1593 Originally established: December 19, 1995 (Ministry of Transport Notification No. 790) Full revision promulgated: December 16, 2004 by Minister of MLIT Kazuo Kitaside Last amended: March 2, 2020 (Japan Tourism Agency / Consumer Affairs Agency Joint Notification No. 1; effective April 1, 2020)

PART 1: SOLICITED GROUP PACKAGE TOUR CONTRACTS

Chapter 1: General Provisions

Article 1 (Scope of Application)

1. Contracts relating to solicited group package tours concluded between the Company and travelers (hereinafter referred to as "Solicited Group Package Tour Contracts") shall be governed by the provisions of these Terms and Conditions. Matters not provided for herein shall be governed by applicable laws and regulations or generally established customs.
2. Where the Company has entered into special agreements in writing that do not contravene laws and regulations and are not disadvantageous to the traveler, such special agreements shall prevail over the provisions of the preceding paragraph.

Article 2 (Definitions)

1. In these Terms and Conditions, "solicited group package tour" means a tour in which the Company prepares in advance, for the purpose of soliciting travelers, a travel plan specifying the destination and itinerary, the details of transportation or accommodation services available to travelers, and the amount of travel fees payable by travelers to the Company, and implements such tour in accordance therewith.
2. In these Terms and Conditions, "domestic travel" means travel solely within Japan, and "overseas travel" means travel other than domestic travel.
3. In this Part, "communication contract" means a solicited group package tour contract concluded upon receiving an application by telephone, mail, facsimile, the Internet, or other communication means from a card member of a credit card company affiliated with the Company or with a company that sells the Company's solicited group package tours as the Company's agent (hereinafter referred to as the "Affiliated Company"), in which the traveler has agreed in advance that claims or obligations arising from the solicited group package tour contract shall be settled in accordance with the card member terms of the Affiliated Company on or after the date such claims or obligations are due, and in which the traveler pays travel fees by the methods prescribed in Article 12, Paragraph 2; Article 16, Paragraph 1, latter part; and Article 19, Paragraph 2.
4. In these Terms and Conditions, "card transaction date" means the date on which the traveler or the Company is to perform the obligation to pay or refund travel fees under the solicited group package tour contract.

Article 3 (Content of the Travel Contract)

The Company undertakes, under the solicited group package tour contract, to arrange for the traveler to receive transportation, accommodation, and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation and accommodation providers in accordance with the itinerary determined by the Company, and to manage the itinerary.

Article 4 (Arrangement Agents)

In performing solicited group package tour contracts, the Company may have all or part of the arrangements carried out on its behalf by other travel agents, persons engaged in arrangement services, or other agents within or outside Japan.

Chapter 2: Conclusion of Contracts

Article 5 (Application for Contract)

1. A traveler who wishes to apply for a solicited group package tour contract with the Company must fill in the prescribed information on the Company's designated application form (hereinafter referred to as the "Application Form") and submit it to the Company together with an application deposit in the amount separately determined by the Company.
2. Notwithstanding the preceding paragraph, a traveler who wishes to apply for a communication contract must notify the Company of the name of the solicited group package tour for which application is being made, the departure date, membership number, and other required information (hereinafter collectively referred to as "Membership Number, etc." in the following Article).
3. The application deposit set forth in Paragraph 1 shall be treated as part of the travel fee or as part of cancellation charges or penalties.
4. Travelers requiring special accommodation for participation in the solicited group package tour should indicate this at the time of application. The Company shall accommodate such requests to the extent possible.
5. Costs incurred by the Company for special measures taken for the traveler based on the request in the preceding paragraph shall be borne by the traveler.

Article 6 (Reservations by Telephone, etc.)

1. The Company accepts reservations for solicited group package tour contracts by telephone, mail, facsimile, the Internet, or other communication means. In such cases, the contract has not been formed at the time of reservation, and the traveler must submit an Application Form and application deposit or notify Membership Number, etc., to the Company within the period determined by the Company after the Company has notified acceptance of the reservation.
2. When an Application Form and application deposit have been submitted or Membership Number, etc., has been notified in accordance with the preceding paragraph, the order of priority for concluding solicited group package tour contracts shall follow the order in which reservations were received.
3. If the traveler does not submit the application deposit or notify Membership Number, etc., within the period set forth in Paragraph 1, the Company shall treat the reservation as having not been made.

Article 7 (Refusal to Conclude Contract)

The Company may decline to conclude a solicited group package tour contract in the following cases:

- (i) When the traveler does not meet the conditions for participating travelers, such as gender, age, qualifications, or skills, as specified by the Company in advance;
- (ii) When the number of applicants has reached the planned recruitment number;
- (iii) When there is a risk that the traveler may cause inconvenience to other travelers or impede the smooth implementation of group activities;
- (iv) In the case of concluding a communication contract, when the traveler's credit card is invalid or when the traveler cannot settle all or part of the obligations relating to travel fees in accordance with the card member terms of the Affiliated Company;
- (v) When the traveler is found to be a member of an organized crime group, an associate member, a person related to organized crime, an enterprise related to organized crime, a corporate extortionist (sokaiya), or other anti-social forces;
- (vi) When the traveler has made violent demands, unreasonable demands, or used threatening language or violence in connection with transactions, or has taken similar actions against the Company;
- (vii) When the traveler has spread rumors, used fraudulent means, or used force to damage the

Company's reputation or interfere with the Company's business, or has taken similar actions;
(viii) When there are other circumstances related to the Company's business operations.

Article 8 (Time of Contract Formation)

1. A solicited group package tour contract shall be formed when the Company accepts the conclusion of the contract and receives the application deposit set forth in Article 5, Paragraph 1.
2. Notwithstanding the preceding paragraph, a communication contract shall be formed when notice of the Company's acceptance of the contract reaches the traveler.

Article 9 (Delivery of Contract Document)

1. Promptly after formation of the contract as provided in the preceding Article, the Company shall deliver to the traveler a document (hereinafter referred to as the "Contract Document") stating the itinerary, details of Travel Services, travel fees, and other travel conditions, as well as matters concerning the Company's liability.
2. The scope of Travel Services that the Company is obligated to arrange and manage under the solicited group package tour contract shall be as stated in the Contract Document referred to in the preceding paragraph.

Article 10 (Confirmed Document)

1. Where the confirmed itinerary or names of transportation or accommodation providers cannot be stated in the Contract Document referred to in Paragraph 1 of the preceding Article, the names of planned accommodation providers and significant transportation providers shall be listed in a limited manner in such Contract Document, and a document stating the confirmed status (hereinafter referred to as the "Confirmed Document") shall be delivered by the date specified in such Contract Document, up to the day before the departure date (or the departure date itself, where application for the solicited group package tour contract was made on or after the seventh day counting back from the day before the departure date).
2. In the case of the preceding paragraph, if a traveler who wishes to confirm the arrangement status makes an inquiry, the Company shall respond promptly and appropriately, even before delivery of the Confirmed Document.
3. Where a Confirmed Document has been delivered pursuant to Paragraph 1, the scope of Travel Services that the Company is obligated to arrange and manage pursuant to Paragraph 2 of the preceding Article shall be specified as stated in such Confirmed Document.

Article 11 (Methods Using Information and Communication Technology)

1. With the prior consent of the traveler, when the Company provides the matters to be stated in such documents (hereinafter in this Article referred to as "Stated Matters") by means of information and communication technology in lieu of delivering such documents, the Company shall confirm that the Stated Matters have been recorded in a file on the traveler's communication device.
2. In the case of the preceding paragraph, where the traveler's communication device does not have a file for recording the Stated Matters, the Company shall record the Stated Matters in a file on the Company's communication device (limited to those exclusively for the use of such traveler) and confirm that the traveler has viewed the Stated Matters.

Article 12 (Travel Fees)

1. The traveler must pay the travel fees in the amount stated in the Contract Document to the Company by the date stated in the Contract Document prior to the departure date.
2. When a communication contract has been concluded, the Company shall receive payment of travel fees in the amount stated in the Contract Document by means of the Affiliated Company's card without the traveler's signature on prescribed slips. The card transaction date shall be the date of formation of the travel contract.

Chapter 3: Changes to the Contract

Article 13 (Changes to Contract Content)

Where natural disasters, war, civil unrest, riots, cessation of Travel Service provision by transportation or accommodation providers, government orders, provision of transportation services not in accordance with the original operation plan, or other causes beyond the Company's control have occurred, and it is unavoidable in order to ensure the safe and smooth implementation of the tour, the Company may change the itinerary, content of Travel Services, or other solicited group package tour contract content (hereinafter referred to as "Contract Content") after promptly explaining in advance to the traveler the reasons why such causes are beyond the Company's control and the causal relationship with such causes. However, in cases of emergency where it is unavoidable, explanation may be given after the change.

Article 14 (Changes to the Amount of Travel Fees)

1. Where fares and charges applicable to transportation providers used in implementing the solicited group package tour (hereinafter in this Article referred to as "Applicable Fares/Charges") are, due to significant changes in economic conditions or other factors, increased or decreased to an extent significantly exceeding what is normally expected compared to the Applicable Fares/Charges publicly announced and effective at the time indicated at the time of solicitation of the solicited group package tour, the Company may increase or decrease the travel fee amount within the scope of such increase or decrease.

2. When the Company increases travel fees pursuant to the preceding paragraph, it shall notify the traveler to that effect prior to the fifteenth day counting back from the day before the departure date.

3. When a decrease in the Applicable Fares/Charges set forth in Paragraph 1 is made, the Company shall decrease the travel fees by the amount of such decrease in accordance with said paragraph.

4. Where a decrease or increase in the costs required for implementing the tour arises due to changes in Contract Content pursuant to the preceding Article (including cancellation charges, penalties, and other costs already paid or to be paid for Travel Services not provided as a result of such changes in Contract Content) (excluding cases where the increase in costs is caused by a shortage of seats, rooms, or other facilities of transportation or accommodation providers, despite such providers offering the relevant Travel Services), the Company may change the travel fee amount within the scope of such decrease or increase at the time of such change in Contract Content.

5. Where the Contract Document states that travel fees differ depending on the number of users of transportation or accommodation providers, and where, after the formation of the solicited group package tour contract, such number of users changes due to reasons not attributable to the Company, the Company may change the travel fee amount as stated in the Contract Document.

Article 15 (Substitution of Traveler)

1. A traveler who has concluded a solicited group package tour contract with the Company may, with the Company's consent, transfer their contractual position to a third party.

2. A traveler seeking the Company's consent as set forth in the preceding paragraph must fill in prescribed information on the Company's designated form and submit it to the Company together with a handling fee in the prescribed amount.

3. The transfer of contractual position set forth in Paragraph 1 shall take effect when the Company's consent is given, and thereafter the third party who has assumed the contractual position shall succeed to all rights and obligations of the traveler relating to such solicited group package tour contract.

Chapter 4: Cancellation of Contracts

Article 16 (Traveler's Right of Cancellation)

1. The traveler may cancel the solicited group package tour contract at any time by paying the cancellation charges prescribed in Appended Table 1 to the Company. In the case of canceling a communication contract, the Company shall receive payment of cancellation charges by means of the Affiliated Company's card without the traveler's signature on prescribed slips.

2. The traveler may, notwithstanding the preceding paragraph, cancel the solicited group package tour contract before the start of the tour without paying cancellation charges in the following cases:

- (i) When Contract Content has been changed by the Company, provided that such change is one listed in the upper column of Appended Table 2 or is otherwise significant;
- (ii) When travel fees have been increased pursuant to Article 14, Paragraph 1;
- (iii) When, due to natural disasters, war, civil unrest, riots, cessation of Travel Service provision by transportation or accommodation providers, government orders, or other causes, the safe and smooth implementation of the tour has become impossible or there is an extremely high probability of it becoming impossible;
- (iv) When the Company has failed to deliver the Confirmed Document to the traveler by the date set forth in Article 10, Paragraph 1;
- (v) When implementation of the tour in accordance with the itinerary stated in the Contract Document has become impossible due to reasons attributable to the Company.

3. After the start of the tour, if the traveler is unable to receive Travel Services stated in the Contract Document due to reasons not attributable to such traveler, or if the Company notifies the traveler of such inability, the traveler may, notwithstanding Paragraph 1, cancel the portion of the contract relating to Travel Services that can no longer be received without paying cancellation charges.

4. In the case of the preceding paragraph, the Company shall refund to the traveler the portion of the travel fees relating to Travel Services that can no longer be received. However, where the circumstances in the preceding paragraph are not attributable to the Company, the refund shall be the said amount less the amount of cancellation charges, penalties, and other costs already paid or to be paid for such Travel Services.

Article 17 (Company's Right of Cancellation, etc. - Cancellation Before Start of Tour)

The Company may, after explaining the reasons to the traveler, cancel the solicited group package tour contract before the start of the tour in the following cases:

- (i) When it becomes apparent that the traveler does not meet the conditions for participating travelers, such as gender, age, qualifications, or skills, as specified by the Company in advance;
- (ii) When it is deemed that the traveler cannot endure the tour due to illness, absence of a necessary attendant, or other reasons;
- (iii) When it is deemed that there is a risk that the traveler may cause inconvenience to other travelers or impede the smooth implementation of the group tour;
- (iv) When the traveler demands a burden beyond a reasonable scope regarding Contract Content;
- (v) When the number of travelers has not reached the minimum number of participants stated in the Contract Document;
- (vi) When there is an extremely high probability that travel implementation conditions explicitly stated at the time of contract conclusion, such as the necessary snowfall for a ski-purpose tour, will not be fulfilled;
- (vii) When, due to natural disasters, war, civil unrest, riots, cessation of Travel Service provision by transportation or accommodation providers, government orders, or other causes beyond the Company's control, the safe and smooth implementation of the tour in accordance with the itinerary stated in the Contract Document has become impossible or there is an extremely high probability of it becoming impossible;
- (viii) In the case of a communication contract, when the traveler's credit card becomes invalid or when the traveler can no longer settle all or part of the obligations relating to travel fees in accordance with the card member terms of the Affiliated Company;
- (ix) When it becomes apparent that the traveler falls under any of items (v) through (vii) of Article 7.

2. When the traveler fails to pay travel fees by the date stated in the Contract Document pursuant to Article 12, Paragraph 1, the traveler shall be deemed to have canceled the solicited group package tour contract on the day following such date. In such case, the traveler must pay the Company a penalty equivalent to the cancellation charges prescribed in Paragraph 1 of the preceding Article.

3. When the Company intends to cancel the solicited group package tour contract for the reason set forth in Paragraph 1, item (v), it shall notify the traveler of the tour cancellation prior to the thirteenth day (the third day for day-trip tours) counting back from the day before the departure date for domestic travel, or prior to the twenty-third day (the thirty-third day for tours departing during peak periods as prescribed in

Appended Table 1) counting back from the day before the departure date for overseas travel.

Article 18 (Company's Right of Cancellation - Cancellation After Start of Tour)

The Company may, after explaining the reasons to the traveler, cancel part of the solicited group package tour contract even after the start of the tour in the following cases:

- (i) When the traveler cannot endure the continuation of the tour due to illness, absence of a necessary attendant, or other reasons;
- (ii) When the traveler disrupts the discipline of group activities by violating the Company's instructions given by tour conductors or others for the safe and smooth implementation of the tour, or by assaulting or threatening such persons or other accompanying travelers, thereby impeding the safe and smooth implementation of the tour;
- (iii) When it becomes apparent that the traveler falls under any of items (v) through (vii) of Article 7;
- (iv) When, due to natural disasters, war, civil unrest, riots, cessation of Travel Service provision by transportation or accommodation providers, government orders, or other causes beyond the Company's control, continuation of the tour has become impossible.

2. When the Company cancels the solicited group package tour contract pursuant to the preceding paragraph, the contractual relationship between the Company and the traveler shall be extinguished only prospectively. In such case, the Company's obligations relating to Travel Services already received by the traveler shall be deemed to have been validly performed.

3. In the case of the preceding paragraph, the Company shall refund to the traveler the amount of travel fees relating to Travel Services not yet received by the traveler, less the amount of cancellation charges, penalties, and other costs already paid or to be paid for such Travel Services.

Article 19 (Refund of Travel Fees)

1. Where travel fees have been reduced pursuant to Article 14, Paragraphs 3 through 5, or where the solicited group package tour contract has been canceled pursuant to the preceding three Articles, and an amount to be refunded to the traveler arises, the Company shall refund such amount to the traveler within seven (7) days from the day following cancellation for refunds due to cancellation before the start of the tour, or within thirty (30) days from the day following the tour end date stated in the Contract Document for refunds due to reduction or cancellation after the start of the tour.

2. Where the Company has concluded a communication contract with the traveler and travel fees have been reduced pursuant to Article 14, Paragraphs 3 through 5, or where the communication contract has been canceled pursuant to the preceding three Articles, and an amount to be refunded to the traveler arises, the Company shall refund such amount in accordance with the card member terms of the Affiliated Company. In such case, the Company shall notify the traveler of the amount to be refunded within seven (7) days from the day following cancellation for refunds due to cancellation before the start of the tour, or within thirty (30) days from the day following the tour end date stated in the Contract Document for refunds due to reduction or cancellation after the start of the tour, and the date on which such notification is given to the traveler shall be the card transaction date.

3. The provisions of the preceding two paragraphs shall not prevent the traveler or the Company from exercising the right to claim damages as provided in Article 27 or Article 30, Paragraph 1.

Article 20 (Arrangements for Return Journey After Contract Cancellation)

1. When the Company cancels the solicited group package tour contract after the start of the tour pursuant to Article 18, Paragraph 1, item (i) or item (iv), the Company shall, at the traveler's request, undertake to arrange Travel Services necessary for the traveler to return to the place of departure.

2. In the case of the preceding paragraph, all costs required for the return journey shall be borne by the traveler.

Chapter 5: Group/Party Contracts

Article 21 (Group/Party Contracts)

Where multiple travelers traveling the same itinerary at the same time designate a responsible

representative (hereinafter referred to as the "Contract Representative") and apply for the conclusion of a solicited group package tour contract, the provisions of this Chapter shall apply.

Article 22 (Contract Representative)

1. Unless special agreements have been concluded, the Company shall deem that the Contract Representative has full authority to act as agent in connection with the conclusion of solicited group package tour contracts for travelers constituting such group/party (hereinafter referred to as "Members"), and transactions relating to travel business concerning such group/party shall be conducted with such Contract Representative.
2. The Contract Representative must submit a list of Members to the Company by the date determined by the Company.
3. The Company shall bear no responsibility for any debts or obligations currently owed or expected to be owed in the future by the Contract Representative to the Members.
4. Where the Contract Representative does not accompany the group/party, the Company shall, after the start of the tour, deem a Member designated in advance by the Contract Representative as the Contract Representative.

Chapter 6: Itinerary Management

Article 23 (Itinerary Management)

The Company shall endeavor to ensure the safe and smooth implementation of the tour for travelers and shall perform the following duties for travelers, unless the Company and the traveler have agreed to different special terms:

- (i) When it is deemed that there is a risk that the traveler may be unable to receive Travel Services during the tour, to take necessary measures to ensure the traveler reliably receives Travel Services in accordance with the solicited group package tour contract;
- (ii) When, despite taking the measures in the preceding item, Contract Content must be changed, to arrange alternative services, and in doing so, to endeavor to ensure that any changed itinerary is consistent with the intent of the original itinerary, that any changed Travel Services are similar to the original Travel Services, and to minimize changes to Contract Content.

Article 24 (Company's Instructions)

During the period from the start to the end of the tour, travelers must follow the Company's instructions for the safe and smooth implementation of the tour when traveling as a group.

Article 25 (Duties of Tour Conductor, etc.)

1. Depending on the content of the tour, the Company may have a tour conductor or other person accompany the tour to perform all or part of the duties set forth in the items of Article 23 and other duties deemed necessary by the Company in connection with such solicited group package tour.
2. The working hours of the tour conductor or other person referred to in the preceding paragraph shall, in principle, be from 8:00 AM to 8:00 PM.

Article 26 (Protective Measures)

When the Company deems that a traveler during the tour requires protection due to illness, injury, or the like, the Company may take necessary measures. In such case, where such measures are not attributable to the Company, the costs required for such measures shall be borne by the traveler, and the traveler must pay such costs by the date and by the method designated by the Company.

Chapter 7: Liability

Article 27 (Company's Liability)

1. When the Company or a person to whom the Company has delegated arrangements pursuant to Article

4 (hereinafter referred to as an "Arrangement Agent") has caused damage to a traveler through intent or negligence in the performance of a solicited group package tour contract, the Company shall be liable to compensate for such damage, provided that notice thereof is given to the Company within two (2) years from the day following the occurrence of the damage.

2. When a traveler has suffered damage due to natural disasters, war, civil unrest, riots, cessation of Travel Service provision by transportation or accommodation providers, government orders, or other causes beyond the control of the Company or its Arrangement Agents, the Company shall not be liable to compensate for such damage, except in the cases set forth in the preceding paragraph.

3. With respect to damage arising in relation to baggage under Paragraph 1, the Company shall, notwithstanding the provisions of said paragraph, compensate up to a maximum of 150,000 yen per traveler (excluding cases where the Company acted with intent or gross negligence), provided that notice thereof is given to the Company within fourteen (14) days from the day following the occurrence of the damage for domestic travel, or within twenty-one (21) days for overseas travel.

Article 28 (Special Compensation)

1. Regardless of whether the Company's liability under Paragraph 1 of the preceding Article arises, the Company shall, as provided in the separately attached Special Compensation Rules, pay predetermined amounts of compensation and condolence payments for certain damage suffered by a traveler to their life, person, or baggage while participating in a solicited group package tour.

2. Where the Company bears liability under Paragraph 1 of the preceding Article for the damage referred to in the preceding paragraph, the compensation payable under said preceding paragraph shall be deemed to be damages payable under such liability, to the extent of the amount of damages payable under such liability.

3. In the case prescribed in the preceding paragraph, the Company's obligation to pay compensation under Paragraph 1 shall be reduced by an amount corresponding to the damages the Company is required to pay under Paragraph 1 of the preceding Article (including compensation deemed to be damages under the preceding paragraph).

4. A solicited group package tour implemented by the Company for travelers participating in a solicited group package tour of the Company, for which a separate travel fee is collected, shall be treated as part of the content of the primary solicited group package tour contract.

Article 29 (Itinerary Guarantee)

1. Where a significant change in Contract Content listed in the upper column of Appended Table 2 occurs (excluding changes set forth in the following items (excluding those caused by a shortage of seats, rooms, or other facilities of transportation or accommodation providers, despite such providers offering the relevant Travel Services)), the Company shall pay change compensation in an amount equal to or greater than the travel fee multiplied by the rate stated in the lower column of said table, within thirty (30) days from the day following the tour end date. However, this shall not apply where it is clear that the Company's liability under Article 27, Paragraph 1 arises with respect to such change.

(i) Changes due to: (a) natural disasters, (b) war, (c) civil unrest/riots, (d) government orders, (e) cessation of Travel Service provision by transportation or accommodation providers, (f) provision of transportation services not in accordance with the original operation plan, (g) measures necessary for ensuring the safety of travelers' lives or persons;

(ii) Changes relating to portions of the contract canceled pursuant to Articles 16 through 18.

2. The amount of change compensation payable by the Company shall be limited to the travel fee multiplied by a rate of 15% or more as determined by the Company, per traveler per solicited group package tour. Additionally, the Company shall not pay change compensation where the amount payable per traveler per solicited group package tour is less than 1,000 yen.

3. Where, after the Company has paid change compensation pursuant to Paragraph 1, it becomes clear that the Company's liability under Article 27, Paragraph 1 arises with respect to such change, the traveler must return the change compensation relating to such change to the Company. In such case, the Company shall pay the balance after offsetting the amount of damages payable by the Company under said paragraph against the amount of change compensation to be returned by the traveler.

Article 30 (Traveler's Liability)

1. Where the Company has suffered damage due to the intent or negligence of a traveler, such traveler must compensate for the damage.
2. The traveler shall endeavor to utilize the information provided by the Company and to understand the traveler's rights and obligations and other content of the solicited group package tour contract when concluding the contract.
3. After the start of the tour, if the traveler becomes aware that Travel Services different from those stated in the Contract Document have been provided, the traveler must promptly notify the Company, the Company's Arrangement Agent, or the relevant Travel Service provider to that effect at the travel destination, in order to smoothly receive Travel Services stated in the Contract Document.

Chapter 8: Guarantee Bond for Performance (Where the Company is a Guarantee Member of a Travel Industry Association)

Article 31 (Guarantee Bond for Performance)

1. The Company is a guarantee member of the All Japan Travel Agents Association (Akasaka Shasta East Building, 4-2-19 Akasaka, Minato-ku, Tokyo).
2. Travelers or Members who have concluded solicited group package tour contracts with the Company may receive payment, in relation to claims arising from such transactions, from the guarantee bond for performance deposited by said All Japan Travel Agents Association, up to the amount of [specified amount] yen.
3. The Company has paid guarantee bond contribution to the All Japan Travel Agents Association pursuant to Article 49, Paragraph 1 of the Travel Agency Act, and therefore has not deposited business security deposit pursuant to Article 7, Paragraph 1 of said Act.

Appended Table 1: Cancellation Charges (Article 16, Paragraph 1)

1. Cancellation Charges for Domestic Travel

Category	Cancellation Charge
(1) Solicited Group Package Tour Contracts other than (2) below	
(a) Cancellation from the 20th day (10th day for day trips) counting back from the day before the departure date (excluding cases (b) through (e))	Up to 20% of travel fee
(b) Cancellation from the 7th day counting back from the day before the departure date (excluding cases (c) through (e))	Up to 30% of travel fee
(c) Cancellation on the day before the departure date	Up to 40% of travel fee
(d) Cancellation on the departure date (excluding case (e))	Up to 50% of travel fee
(e) Cancellation after the start of the tour or no-show without notice	Up to 100% of travel fee
(2) Solicited Group Package Tour Contracts using chartered vessels	Subject to the cancellation charge provisions for such vessels

Notes: (1) The amount of cancellation charges shall be stated in the Contract Document. (2) For purposes of applying this table, "after the start of the tour" means after the time of "commencing to receive services" as prescribed in Article 2, Paragraph 3 of the Special Compensation Rules.

2. Cancellation Charges for Overseas Travel

Category	Cancellation Charge
(1) Solicited Group Package Tour Contracts using aircraft for departure from or return to Japan (excluding (2) below)	
(a) For tours departing during peak periods: cancellation from the 40th day counting back from the day before the departure date (excluding cases (b) through (d))	Up to 10% of travel fee
(b) Cancellation from the 30th day counting back from the day before the departure date (excluding cases (c) and (d))	Up to 20% of travel fee
(c) Cancellation from two days before the departure date (excluding case (d))	Up to 50% of travel fee
(d) Cancellation after the start of the tour or no-show without notice	Up to 100% of travel fee
(2) Solicited Group Package Tour Contracts using chartered aircraft	
(a) Cancellation from the 90th day counting back from the day before the departure date (excluding cases (b) through (d))	Up to 20% of travel fee
(b) Cancellation from the 30th day (excluding cases (c) and (d))	Up to 50% of travel fee
(c) Cancellation from the 20th day (excluding case (d))	Up to 80% of travel fee
(d) Cancellation from the 3rd day counting back from the day before the departure date or no-show	Up to 100% of travel fee
(3) Contracts using vessels for both departure and return	Subject to the cancellation charge provisions for such vessels

Note: "Peak periods" means December 20 to January 7, April 27 to May 6, and July 20 to August 31.

Appended Table 2: Change Compensation (Article 29, Paragraph 1)

Change Requiring Payment of Change Compensation	Rate per incident (%) Before Tour Start	Rate per incident (%) After Tour Start
1. Change in tour start date or tour end date stated in the Contract Document	1.5	3.0
2. Change in tourist sites, tourist facilities (including restaurants), or other travel destinations to be visited as stated in the Contract Document	1.0	2.0
3. Change to a lower-fare class or facility of a transportation provider stated in the Contract Document (limited to cases where the total fare for the changed class and facilities is lower)	1.0	2.0
4. Change in the type or company name of a transportation provider stated in the Contract Document	1.0	2.0
5. Change to a different flight at the departure or arrival airport within Japan stated in the Contract Document	1.0	2.0
6. Change from a direct flight to a connecting or transit flight between Japan and overseas as stated in the Contract Document	1.0	2.0
7. Change in the type or name of an accommodation provider stated in the Contract Document	1.0	2.0
8. Change in the room type, facilities, view, or other room conditions of an accommodation provider stated in the Contract Document	1.0	2.0
9. For changes in items 1-8 above that were stated in the tour title of the Contract Document	2.5	5.0

Note 1: "Before tour start" means the change was notified to the traveler by the day before the departure date; "after tour start" means the change was notified on or after the departure date.

Note 2: Where a Confirmed Document has been delivered, "Contract Document" shall be read as "Confirmed Document" for application of this table.

Note 3: Where changes in items 3 or 4 relate to a transportation provider with overnight accommodation, each overnight stay is counted as one incident.

Note 4: A change in company name in item 4 does not apply where accompanied by a change to a higher class or facility.

Note 5: Where multiple changes in items 4, 7, or 8 occur within a single boarding/ride or a single overnight stay, they are counted as one incident.

Note 6: For changes in item 9, the rates in items 1 through 8 do not apply; the rate in item 9 applies instead.

PART 2: CUSTOM-ARRANGED PACKAGE TOUR CONTRACTS

Chapter 1: General Provisions

Article 1 (Scope of Application)

1. Contracts relating to custom-arranged package tours concluded between the Company and travelers (hereinafter referred to as "Custom-Arranged Package Tour Contracts") shall be governed by the provisions of these Terms and Conditions. Matters not provided for herein shall be governed by applicable laws and regulations or generally established customs.
2. Where the Company has entered into special agreements in writing that do not contravene laws and regulations and are not disadvantageous to the traveler, such special agreements shall prevail over the provisions of the preceding paragraph.

Article 2 (Definitions)

1. In these Terms and Conditions, "custom-arranged package tour" means a tour in which the Company, at the request of a traveler, prepares a travel plan specifying the destination and itinerary, the details of transportation or accommodation services available to travelers, and the amount of travel fees payable by travelers to the Company, and implements such tour in accordance therewith.
2. In these Terms and Conditions, "domestic travel" means travel solely within Japan, and "overseas travel" means travel other than domestic travel.
3. In this Part, "communication contract" means a custom-arranged package tour contract concluded upon receiving an application by telephone, mail, facsimile, the Internet, or other communication means from a card member of a credit card company affiliated with the Company (hereinafter referred to as the "Affiliated Company"), in which the traveler has agreed in advance that claims or obligations arising from the custom-arranged package tour contract shall be settled in accordance with the card member terms of the Affiliated Company, and in which the traveler pays travel fees by the methods prescribed in Article 12, Paragraph 2; Article 16, Paragraph 1, latter part; and Article 19, Paragraph 2.
4. In these Terms and Conditions, "card transaction date" means the date on which the traveler or the Company is to perform the obligation to pay or refund travel fees under the custom-arranged package tour contract.

Article 3 (Content of the Travel Contract)

The Company undertakes, under the custom-arranged package tour contract, to arrange for the traveler to receive Travel Services provided by transportation and accommodation providers in accordance with the itinerary determined by the Company, and to manage the itinerary.

Article 4 (Arrangement Agents)

In performing custom-arranged package tour contracts, the Company may have all or part of the arrangements carried out on its behalf by other travel agents, persons engaged in arrangement services, or other agents within or outside Japan.

Chapter 2: Conclusion of Contracts

Article 5 (Delivery of Planning Document)

1. When a traveler requests the Company to apply for a custom-arranged package tour contract, the Company shall, unless there are circumstances relating to the Company's business operations, deliver a document (hereinafter referred to as the "Planning Document") stating the content of the plan prepared in accordance with such request, including the itinerary, content of Travel Services, travel fees, and other travel conditions.
2. The Company may, in the Planning Document set forth in the preceding paragraph, specify the amount of planning fees as a breakdown of the travel fees.

Article 6 (Application for Contract)

1. A traveler who wishes to apply for a custom-arranged package tour contract regarding the content of the plan stated in the Planning Document set forth in Paragraph 1 of the preceding Article must fill in prescribed information on the Application Form and submit it to the Company together with an application deposit in the amount separately determined by the Company.
2. A traveler who wishes to apply for a communication contract regarding the content of the plan stated in the Planning Document must, notwithstanding the preceding paragraph, notify the Company of their membership number and other required information.
3. The application deposit set forth in Paragraph 1 shall be treated as part of the travel fees (including planning fees where the amount has been specified) or as part of cancellation charges or penalties.
4. Travelers requiring special accommodation for participation in the custom-arranged package tour should indicate this at the time of application. The Company shall accommodate such requests to the extent possible.
5. Costs incurred by the Company for special measures taken for the traveler based on the request in the preceding paragraph shall be borne by the traveler.

Article 7 (Refusal to Conclude Contract)

The Company may decline to conclude a custom-arranged package tour contract in the following cases:

- (i) When there is a risk that the traveler may cause inconvenience to other travelers or impede the smooth implementation of group activities;
- (ii) In the case of concluding a communication contract, when the traveler's credit card is invalid or the traveler cannot settle obligations;
- (iii) When the traveler is found to be a member of organized crime or other anti-social forces;
- (iv) When the traveler has made violent or unreasonable demands against the Company;
- (v) When the traveler has spread rumors or used force to damage the Company's reputation or business;
- (vi) When there are other circumstances related to the Company's business operations.

Article 8 (Time of Contract Formation)

1. A custom-arranged package tour contract shall be formed when the Company accepts the conclusion of the contract and receives the application deposit set forth in Article 6, Paragraph 1.
2. A communication contract shall be formed when notice of the Company's acceptance of the contract reaches the traveler.

Articles 9-12

Articles 9 through 12 of the Custom-Arranged Package Tour Contracts follow substantially the same provisions as Articles 9 through 12 of the Solicited Group Package Tour Contracts, with the addition that where planning fees have been specified in the Planning Document, such amount shall also be stated in the Contract Document.

Chapter 3: Changes to the Contract

Article 13 (Changes to Contract Content)

1. The traveler may request the Company to change the itinerary, content of Travel Services, or other contract content (hereinafter referred to as "Contract Content"). In such case, the Company shall comply with the traveler's request to the extent possible.
2. The Company may change Contract Content in the same manner as Article 13 of the Solicited Group Package Tour Contracts where causes beyond its control arise and changes are unavoidable for the safe and smooth implementation of the tour.

Articles 14-15

Articles 14 and 15 of the Custom-Arranged Package Tour Contracts follow substantially the same provisions as Articles 14 and 15 of the Solicited Group Package Tour Contracts.

Chapter 4: Cancellation of Contracts

Articles 16-20

The provisions regarding the traveler's right of cancellation, the Company's right of cancellation before and after the start of the tour, refund of travel fees, and arrangements for the return journey are substantially the same as the corresponding provisions in the Solicited Group Package Tour Contracts (Articles 16 through 20).

Chapters 5-8

The provisions regarding Group/Party Contracts (Chapter 5), Itinerary Management (Chapter 6), Liability (Chapter 7), and Guarantee Bond for Performance (Chapter 8) are substantially the same as the corresponding provisions in the Solicited Group Package Tour Contracts. Notable differences include:

- Article 23 of the Custom-Arranged Package Tour Contracts provides a special rule for contract formation that allows the Company to accept formation without receiving an application deposit from the Contract Representative.
- Changes in Contract Content requested by the traveler (Article 13, Paragraph 1) are excluded from itinerary guarantee obligations.

Appended Table 1 (Custom-Arranged): Cancellation Charges (Article 16, Paragraph 1)

1. Cancellation Charges for Domestic Travel

Category	Cancellation Charge
(1) Custom-Arranged Package Tour Contracts other than (2) below	
(a) Cases other than (b) through (f) below (only where the Company has specified the planning fee amount in the Contract Document)	Amount equivalent to the planning fee
(b) Cancellation from the 20th day (10th day for day trips) counting back from the day before the departure date (excluding cases (c) through (f))	Up to 20% of travel fee
(c) Cancellation from the 7th day counting back from the day before the departure date (excluding cases (d) through (f))	Up to 30% of travel fee
(d) Cancellation on the day before the departure date	Up to 40% of travel fee
(e) Cancellation on the departure date (excluding case (f))	Up to 50% of travel fee
(f) Cancellation after the start of the tour or no-show without notice	Up to 100% of travel fee
(2) Custom-Arranged Package Tour Contracts using chartered vessels	Subject to the cancellation charge provisions for such vessels

2. Cancellation Charges for Overseas Travel

Category	Cancellation Charge
(1) Contracts using aircraft for departure/return (excluding (2))	
(a) Cases other than (b) through (d) (only where planning fee is specified)	Amount equivalent to the planning fee
(b) Cancellation from the 90th day counting back from the day before the departure date (excluding cases (c) and (d))	Up to 20% of travel fee
(c) Cancellation from two days before the departure date (excluding case (d))	Up to 50% of travel fee
(d) Cancellation after the start of the tour or no-show without notice	Up to 100% of travel fee
(2) Contracts using chartered aircraft	
(a) Cases other than (b) through (e) (only where planning fee is specified)	Amount equivalent to the planning fee
(b) Cancellation from the 90th day (excluding cases (c) through (e))	Up to 20% of travel fee
(c) Cancellation from the 30th day (excluding cases (d) and (e))	Up to 50% of travel fee
(d) Cancellation from the 20th day (excluding case (e))	Up to 80% of travel fee
(e) Cancellation from the 3rd day or no-show	Up to 100% of travel fee
(3) Contracts using vessels for both departure and return	Subject to vessel cancellation provisions

The Change Compensation table (Appended Table 2) for Custom-Arranged Package Tour Contracts is identical to that for Solicited Group Package Tour Contracts, except that items 1-8 do not include item 9 (tour title changes).

SPECIAL COMPENSATION RULES (Summary)

Chapter 1: Payment of Compensation, etc.

Article 1 (Company's Payment Liability)

1. When a traveler participating in a package tour implemented by the Company suffers bodily injury due to a sudden and accidental external accident (hereinafter referred to as an "Accident") during participation in such package tour, the Company shall pay death compensation, residual disability compensation, hospitalization condolence money, and outpatient condolence money (collectively, "Compensation, etc.") to the traveler or the traveler's legal heirs, as provided in Chapters 1 through 4.

2. "Injury" in the preceding paragraph includes acute poisoning symptoms caused by the accidental and one-time inhalation, absorption, or ingestion of toxic gas or toxic substances from outside the body (excluding poisoning symptoms caused by continuous inhalation, absorption, or ingestion). However, bacterial food poisoning is not included.

Article 2 (Definitions)

"During participation in a package tour" means the period from the time the traveler commences receiving services from the first transportation or accommodation provider specified in the tour itinerary using tickets, etc. arranged by the Company in advance, until the time the traveler completes receiving services from the last transportation or accommodation provider. Special provisions apply when the traveler deviates from the prescribed itinerary.

Chapter 2: Cases Where Compensation Is Not Paid

Article 3 (Non-Payment Cases - Part 1)

The Company shall not pay Compensation, etc. for injuries caused by: the traveler's own intent; intent of the person to receive death compensation; the traveler's own suicidal acts, criminal acts, or fighting; operation of vehicles while unlicensed or intoxicated; intentional violation of laws; the traveler's brain disease, illness, or mental incompetence; pregnancy, childbirth, or medical procedures (unless treating a compensable injury); events during incarceration; war, foreign military action, revolution, civil unrest, or armed rebellion; nuclear fuel or radioactive contamination; or incidents resulting from or accompanying any of the above.

The Company also does not pay for cervical syndrome (whiplash) or lower back pain without objective symptoms, regardless of cause.

Article 4 (Non-Payment Cases - Part 2: Domestic Travel)

For domestic package tours, the Company additionally does not pay for injuries caused by earthquakes, volcanic eruptions, tsunamis, or incidents resulting from or accompanying these events.

Article 5 (Non-Payment Cases - Part 3: Specified Activities)

The Company does not pay Compensation, etc. for injuries sustained during specified sports activities (listed in the appended table to the rules), motor vehicle/boat racing or testing, or piloting non-scheduled aircraft, unless such activities are included in the package tour itinerary.

Chapter 3: Types and Amounts of Compensation, etc.

Article 6 (Death Compensation)

When a traveler dies within 180 days of an Accident as a direct result of injuries sustained, the Company shall pay death compensation to the traveler's legal heirs in the amount of 25 million yen for overseas package tours and 15 million yen for domestic package tours (the "Compensation Amount"). If residual disability compensation has already been paid, the amount payable is the Compensation Amount less the amount already paid.

Article 7 (Residual Disability Compensation)

When a traveler suffers residual disability within 180 days of an Accident as a direct result of injuries sustained, the Company shall pay residual disability compensation based on the severity level as prescribed in the rules.

--- End of Translation ---

This is an English translation for reference purposes only. The original Japanese text shall prevail in case of any discrepancy.