

Tour Conditions

Tour Terms and Conditions (Custom-Made Organized Tour)

This document is a part of the explanation of the Terms and Conditions of the transaction in accordance with Article 12-4 of the Travel Agency Act and the Contract Document in accordance with Article 12-5 of the aforementioned Act.

1. Custom-Made Organized Tour Contract

- (1) The tours are planned and implemented by Meitetsu World Travel, Inc. (2-14-19 Meiekiminami, Nakamura-ku, Nagoya, Aichi, Licensed by the Japan Tourism Agency in accordance with the provisions of the Travel Agency Law Registration Number 55. Hereinafter referred to as "the Company".) by organizing travel plans including destinations, itineraries, transportation and other services to be received by the customers, as well as the amount of Tour Price payable to the Company, at the request of the customer. And by this, the tours will be implemented and the customers who will be participating in the tour will be concluding an "Custom-Made Organized Tour Contract" (hereinafter referred to as the "Tour Contract") with the Company.
- (2) "Domestic travel" refers exclusively to tours within Japan, and "Overseas travel" refers to tours other than "Domestic travel".
- (3) The contents and conditions of the Tour Contract are based on the conditions of this Tour Terms and Conditions, in addition to itinerary, contents of the travel service, Tour Price and other Tour Conditions related documents on contents of the plan (hereinafter referred to as "Customized Document".), Determinate Document (Final Itinerary) to be delivered prior to departure and by Standard General Conditions of Travel Agency Business Custom-Made Tour Contract Part. Please contact the Company for the copy of the Standard General Conditions of Travel Agency Business of the Company.
- (4) The Company will arrange transportation, accommodation, and other travel-related services (hereinafter referred to as "Travel Services") provided by the transportation and accommodation facilities in accordance with the itinerary arranged for the customer and undertaking the management of the itinerary. The Company does not provide Travel Services firsthand.

2. Tour Application and Date of Contract Conclusion

- (1) The Company, on condition by the request of the customer to apply for the Tour Contract with the Company, excluding the cases of the legitimate business reason of the Company, will issue the "Customized Document".
- (2) In accordance with the Customized Document in (1), the handling fees related to planning as a breakdown of travel costs (hereinafter referred to as "Planning Fee".) the amount may be made explicit.
- (3) For the customer to apply for the plan issued to the customer by the Company shall complete information required on a designated application form and submit it together with application fee as stipulated separately for application.
- (4) The Tour Contract with the customer shall be executed when the Company has accepted the execution of the contract and has received the Application Fee.
- (5) With the documented Special Provision, the Company may accept the application for the contract without receiving payment of the Application Fee. In this case, the Tour Contract will be considered approved at the time of delivering the document.
- (6) The Application Fee shall be treated as part of the Tour Price (including the Planning Fee specified as a breakdown of the Tour Price), or the cancellation fee or a penalty charge.
- (7) In case a Tour Application is applied by the representative of an organization or a group, the Company will be deemed that the representative has all rights regarding the conclusion and cancellation of the contract. The representative is requested to submit a name list of the group members to the Company by the date designated by the Company. The Company is not liable for any debts or obligations against the group member that are currently owed or expected to be incurred by the representative. In addition, when the representative is not going to be accompanying the group, the member appointed by the representative will be deemed to be the representative after the start of the tour.

3. Conditions for Tour Application

- (1) In principle, minors at the time of application are requested to submit a letter of consent from parental authority or may be subjected to the conditions to be accompanied by a parent authority.
- (2) In case the customer is pregnant, in poor health conditions, with physical disorders, is travelling with assistance dog or in need of special consideration (arranging wheelchairs or other arrangements) please kindly inform the Company the fact at the time of application of the tour. The Company will comply with this situation to a possible and reasonable extent. As for the arrangements for the special conditions

for the customer at the request of the customer, the additional expenses will be the responsibility of the customer. In addition, by the plan of the trip or local situation and at situation of transportation and accommodation facilities and other facilities, may be subjected to submit a health certificate or to be accompanied by companion or caregiver, or to make partial changes in itinerary or participation may be declined.

- (3) When the Company determines that the customer is in need of being diagnosed or be treated by a doctor due to illness, injury, or other cases during the tour, the Company may take necessary measures. All related expenses will be at the expense of the customer.
- (4) The customer must inform the Company in the case the customer requests to take separate action during the tour under the circumstances of the customer, and the intention of returning to the tour or not, and the day and time and other information on whether the customer intends to return to the tour.
- (5) On condition that the customer has any behavior or statement in a rude or outrageous manner to the other tour members or interferes with the smooth operation of the tour as a group, the Company may reject the application of the tour.
- (6) In case the customer turns out to be part of an organized criminal group, a gang member, a member of the violent group, or any other antisocial forces, the Company may reject the application of the tour.
- (7) On other legitimate business reasons of the Company, the Company may refuse the application
- (8) For information on sanitation conditions at destination, please refer to Ministry of Health, Labour and Welfare Japan "FORTH <https://www.forth.go.jp/index.html>".
- (9) Depending on destinations, there may be information released on Ministry of Foreign Affairs of Japan "Travel Warning" and other web sites about traveling to the country and area. At the time of application of your travel, "MOFA's Travel Advice and Warning on Infectious Diseases" will be handed. Please also refer to the Ministry of Foreign Affairs "MOFA's Travel Advice and Warning on Infectious Diseases web site <https://www.mofa.go.jp>". In case when "Travel Warning" is issued at your destination after your travel application, the Company may partially change or cancel the travel contract. In case when the warning level is "Level 3: Please refrain from travelling (Avoid all travel)" or higher is issued at your destination, the Company may cancel the tour. If this is the case, the tour expenses will be refunded. But when the Company has decided that appropriate measures

for safety will take place, the tour will take place. If the customer decides to cancel the tour in this case, the cancellation fee will be charged.

4. Issuance of Agreement Documents and Determinate Document (Final Itinerary)

- (1) At the point of the conclusion of the Tour Contract, the Company will promptly deliver the tour itinerary, Tour Service in details and other tour conditions and the written documents regarding the matters of the responsibility of the Company (hereinafter referred to as "Contract Document"). This Tour Terms and Conditions document and Customized Document, receipt for Tour Prices Eligible for Payment, Determinate Document (Final Itinerary) will be a part of the Contract Document.
- (2) In cases when the Contract Document has been delivered, the scope of the responsibility of the Company, for the Tour Service by the Travel Contract in making arrangements and administering itineraries shall be on the scope described in the Contract Document.
- (3) The Determinate Document (Final Itinerary) with descriptions of determinate Travel Itinerary, the flight number of the aircraft and the name of the hotel staying at, the meet-up place and time, and other information, will be delivered at least a day before the start date of travel. (In principle, we will endeavor for the document to be delivered, 7 to 10 days before the day preceding the start date of travel. Expect when the start date of the travel falls during holiday season (Year-end / New Year and Golden Week, and others), the document may be delivered at the last minute for a part of the course. Even in this case, it will be delivered at least a day before the start date of travel.) However, if the customer applied after the 7th day prior to the departure date, the confirmation documents shall be delivered by the departure date. If the customer contacts the Company prior to the delivery for information, the Company shall give all necessary explanations.
- (4) In accordance with issue of the Contract Document, the scope of management of the obligation of the tour service arranged by the Tour Contract by the Company is as specified in the Contract Document.

5 Payment of the Tour Price

The Tour Price is mentioned in the Contract Document. Please have the payments of the Tour Price made by the date prior to the departure date specified by the Company.

6. Travel Procedures

- (1) Please ensure the current passport is valid for this travel, also, please take full responsibility to acquire passport and visa. In case your nationality is other than Japan, please contact the Consulate of your country, or the Consulate or Immigration Office of destination.
- (2) Under the regulation of "Standard General Conditions of Travel Agency Business, Travel Procedures Part", by additionally signing "Travel Procedures" contract and receiving additional price for the service the Company may arrange all or a part of travel procedure at entrustment on behalf of the customer.
- (3) The Company, for any reason not attributable to the Company, in case the passport or visa is not acquired or was not permitted to travel in and out of the related country, the Company has no assumption of liability.

7. Amendments to the Travel Agreement

- (1) In case the customer requests to amend the content of the contract, the Company shall comply with the requests of the customer to a possible extent. In this case, the Company may amend the price of the tour.
- (2) Even after the conclusion of the Travel Agreement, in case the Company is unavoidable to ensure the safe and smooth operation of the tour due to natural disasters, conflicts, riots, suspension of provision of travel services such as transportation and accommodation facilities, Government Orders, transportation service not based on initial operation schedule, or other reasons beyond the control, the Company will immediately explain clearly to the customer in advance that the Company is not able to be involved in the matter and the consequence, and that the Company will amend the itinerary, contents of the travel service, or the other contents of the Travel Agreement. In case of emergent unavoidable change, the Company will have the case explained after the amendment.

8. Amendments of the amount of Tour Price

The Company will not amend the tour price after the conclusion of the Tour Contract excluding the following cases:

- (A) In case the fares / charges of the transportation company have substantially revised from the price usually expected due to economic conditions and other conditions, the Company shall amend the travel expenses according to the difference. In case of amendment, the Company shall inform the customer by at least 15 days counting from the day preceding the departure date

- (B) In case the tour details have been amended, and the cost for the implementation of the tour is reduced, the difference will be deducted from the tour price.
- (C) In case the tour details have been amended consequentially to Section 7 and the cost for the implementation of the tour has increased accordingly, excluding cases that the facilities were unavailable (commonly being overbooked) although the Travel Service is taking place, the Company shall amend the tour price accordingly to the amended difference.
- (D) In case the Company states in the Contract Document that the tour price will vary depending on the number of persons using the transportation, accommodation and other facilities, and if the number of persons changes for reasons the Company is not able to be involved in the matter and the consequence, after the conclusion of the tour contract, the tour price will be amended accordingly to the Contract Document and other documents.

9. Replacement Customer

- (1) The customer may appoint another person as the recipient of the Tour Contract to the extent authorized by the Company. In such case, the appointed person shall fill out a specific form provided by the Company and make a payment of handling charge of 10,000 JPY per person (excluding tax) to the Company.
- (2) The replacement of the customer shall be effective provided that the Company has authorized the replacement and a handling charge of (1) is confirmed by the Company. The appointed person in (1) shall take over all privileges and obligations of the recipient of the Tour Contract.

10. Cancellation Right of the Customer (Prior to the Departure)

- (1) The Customer may cancel the Tour Contract at any time after the conclusion of the Tour Contract in Paragraph 2 with payment of the following cancellation charge. However, in case the Company specifies the amount of the cancellation fee, penalty fee, or other expenses required for the cancellation of the contract pertaining to the Travel Service between the transportation and accommodation facilities, and other facilities (hereinafter collectively referred to as "Cancellation Fees for Transportation and Accommodation Facilities") determined by the transportation and accommodation facilities and other facilities on the Customized Document of Paragraph 2 (1), with trusted documents attached, the cancellation fee in case when a traveler cancels the Custom-Made Organized Tour before the start of the Tour, regardless of the price of the cancellation fee specified, will be within the total price of the Cancellation Fees for Transportation and Accommodation Facilities

which the Company have paid or will be paying in the future. However, the request for cancellation will be admitted within the business days and business hours of the Company. Therefore, please also check for yourself for the business days and business hours and other information when applying for the tour.

(A) Domestic Tour related Cancellation Charges

(a) Excluding the following item (b)

Cancellation Deadline	Cancellation Charges (Rates per person)
(A) 21st day (11th day for 1-day trips) counting from the day preceding the departure date (In case the Company specified the Amount of the Customized Fee on the Contract Document)	The Amount equivalent to the Customized Fee
(B) From 20th day until 8th day (10th day for 1-day trips) counting from the day preceding the departure date	20% of the Tour Price
(C) From 7th day counting from the day preceding the day before departure until 2 days prior to the departure date	30% of the Tour Price
(D) The day prior to the departure date	40% of the Tour Price
(E) The date of departure (Excluding cases mentioned in (F))	50% of the Tour Price
(F) No show, No contact or post-departure	100% of the Tour Price

(b) Tour Contract for Chartered Vessel

The cancellation fee will be on conditions of the regulations for the relevant vessel. (To be Specified in the Contract Document.)

(B) Overseas Tour related Cancellation Charges

(a) Tour Contracts taking flights departing from or returning to Japan and Tour Contracts departing or arriving outside of Japan (Excluding Tour Contracts as described in the following items (b) and (c)).

Cancellation Deadline	Cancellation Charges (Rates per person)
(A) 31st day counting from the day preceding the departure date	The Amount equivalent to the Customized Fee

(In case the Company specified the Amount of the Customized Fee on the Contract Document)	
(B) From 30th day until 3rd day counting from the day preceding the departure date	20% of the Tour Price
(C) From 2 days counting from the departure day until the date of the departure (Excluding cases mentioned in (D))	50% of the Tour Price
(D) No show, No contact or post-departure	100% of the Tour Price

(b) Tour Contract for Chartered Flight

Cancellation Deadline	Cancellation Charges (Rates per person)
(A) 91st day counting from the day preceding the departure date (In case the Company specified the Amount of the Customized Fee on the Contract Document)	The Amount equivalent to the Customized Fee
(B) From 90th day until 31st day counting from the day preceding the departure date	20% of the Tour Price
(C) From 30th day until 21st day counting from the day preceding the departure date	50% of the Tour Price
(D) From 20th day until 4th day counting from the day preceding the departure date	80% of the Tour Price
(E) No show or No contact from 3rd day counting from the day preceding the departure date	100% of the Tour Price

(c) Tour Contracts taking vessel departing from or returning to Japan

The cancellation fee will be on conditions of the regulations for the relevant vessel. (To be Specified in the Contract Document.)

(2) In the following cases, the customer can cancel the Tour Contract without payment of cancellation charges:

(1) In case the agreement is amended. However, this is limited on condition that the amendment is listed in the left column of the table in Paragraph 23 or other issues of greater significance or consequence.

- (A) In case the agreement is amended. However, this is limited on condition that the amendment is listed in the left column of the table in Paragraph 21 or other issues of grater significance or consequence.
 - (B) In case the travel expenses increased following the rules set in Section 8 (A).
 - (C) In case of natural disasters, conflicts, riots, suspension of provision of travel services such as transportation and accommodation facilities, Government Orders, or for other reasons, to ensure the safe and smooth operation of the tour is not possible or extremely likely not to be possible.
 - (D) In case the Company fails to provide the customer with a Determinate Document (Final Itinerary) by the deadline set forth in Paragraph 4.
 - (E) In case the travel is not able to take place as planned on the Itinerary of the Contract Document due to any reason liable to the Company.
- (3) In case the Tour Contract is cancelled following the items in (1), the Company shall reimburse the travel expenses (or application fee) already received, minus the applicable cancellation charges. Also, in case the Tour Contract is cancelled following the items in (2), the Company shall reimburse the full amount of the travel expenses (or application fee) already received.
- (4) In case the customer changes the departure date under circumstances of the customer after the conclusion of the Tour Contract, the reservation will be cancelled and rearranged, consequently, subjected to cancellation charges of (1).

11. Cancellation Right of the Customer (After Departure)

- (1) In case of a cancellation or a temporary withdrawal of Tour Contract due to the circumstances of the customer after departure, the case will be considered waived and there shall be no reimbursement.
- (2) In case the customer is unable to receive the travel service according to the itinerary, due to reasons that are not attributable to the customer, the customer is able to cancel the Tour Contract for the part that is unable to be provided regarding the provision of tour services. In this case, the Company will refund the Tour Price, after deducting the cancellation fee, penalty fee, or other nominal expenses paid or to be paid by the Company to the Transportation and Accommodation Facilities, and other facilities providing the services to the customer.

12. Cancellation Right of the Company (Prior to Departure)

- (1) In case the customer did not make payment of the tour price by the deadline specified in Paragraph 5, the Company shall deem that the customer is not willing to take part in the tour and shall cancel the Tour Contract the day after the

deadline. In this case the customers shall pay a penalty fee equal to the cancellation charges specified in Paragraph 10.

- (2) In the following cases, the Company may cancel the Tour Contract prior to departure by explaining the reason for cancelling to the customer.
 - (A) In cases where the customer is considered unable to participate in the said tour due to illness, the absence of a necessary aide/helper or other causes.
 - (B) In cases where the customer is likely to cause trouble to other customers or interfere with the smooth implementation of the tour as a group
 - (C) In cases where accommodating the customer is burdensome and exceeds the responsibility provided for in the Contract Content beyond a reasonable extent.
 - (D) In cases the customer turns out to be part of an organized crime group, a gang member, a violent group member, or any other antisocial forces.
 - (E) In cases where travel prerequisites that the Company has specified in advance are not met, for instance a lack of snowfall for a ski trip, or when the possibility the prerequisites will not be met are extremely high.
 - (F) In cases where it is impossible or when it is extremely likely to be impossible to ensure a safe and smooth tour schedule as stated in the Tour Contract due to natural disasters, warfare, riots, discontinuation of travel services from transportation and accommodation companies, orders of the Authorities or other events not involving the Company.
- (3) In cases the Company cancels the Tour Contract for reasons mentioned in (1), the Company shall refund the travel expenses or application fee settled by the customer deducted from the penalty fee. When cancelling the Tour Contract for reasons mentioned in (2), the Company shall refund the full amount of the travel expenses or application fee settled by the customer.

13. Cancellation Right of the Company (After Departure)

- (1) In the following cases, the Company may partially cancel the Tour Contract agreement even after the departure.
 - (A) In case the customer cannot bear the continuation of the trip due to some illness or the absence of necessary carers or due to any other reason.
 - (B) In case the customer violates the directions by the Company, from the tour conductor or other person in charge, to ensure the safe and smooth implementation of the tour, or acts of violence, intimidating, or any other acts to such person or other companions and interferes with the safe and smooth implementation of the tour.
 - (C) In case the customer turns out to be a part of an organized crime group, a gang member, a violent group member, or any other antisocial forces.

(D) In case it becomes impossible to continue the tour due to cancellations of Tour Service for reasons not attributable to the Company such as natural disasters, warfare, riots, cancellations of services by transportation and accommodation facilities, orders of the Authorities or any other reasons not attributable to the Company.

(2) Effects of cancellation and reimbursement

- (A) Even in case when the Tour Contract is terminated in accordance with (1), provided that the Tour Contract for the Travel Services already received by the Customer shall be deemed to have been effectively performed. In this case, the contractual relationship between the customer and the Company will only cease to exist in the future.
- (B) The Company will reimburse expenses for Tour Service not to be received by the customer after deducting the cancellation fee, penalty fee or any other nominal fee that needs to be paid to the transportation / accommodation facilities.

14. Reimbursement of the Travel Expenses

- (1) Pursuant to the provisions of Paragraphs 8, 10, 11(2), 12 and 13 and an amount is necessitated to be reimbursed to the customer, the Company shall reimburse the amount to the Customer, within 7 days counting from the day following the cancellation date in the case the cancellation of the tour occurred prior to the start of the tour, and in case of a reimbursement due to the cancellation occurred after the start of the tour or for a reduction, the amount will be reimbursed to the customer within 30 days counting from the day following the final date of the tour stated in the Contract Document.
- (2) The provision of (1) does not preclude the customer or the Company from exercising the right to claim indemnities pursuant to the provisions of paragraphs 18 and 22.

15. Return arrangement after Agreement cancellation

In accordance with the provisions of paragraph 13 (1) (A) or (D), in case the Tour Contract has been cancelled after departure, the Company shall make sure all required services are provided to the customer for the customer to go back to the departing or arrival place, upon the request of the customer. All expenses required for this shall be at the cost of the customer.

16. On Itinerary Management and Tour Conductors, and other Staff

- (1) The Company shall perform the following services, to ensure safe and smooth implementation in best effort for the customer. However, this is irrelevant to cases where the customer and the Company have signed an individual Special Provisions.
 - (A) In case it is acknowledged that there is a possibility that the customer is unable to receive the Tour Services during the tour, to take necessary measures to ensure that the Tour Services are certainly provided in accordance with the Tour Contract.
 - (B) In case the content of the Tour Contract is unavoidable to be amended despite the measures set forth in (A), the Company shall make arrangements for alternative Tour Services. In this instance, in case there is an amendment of the itinerary, efforts shall be made to minimize the amendments to the contents of the contract, such as endeavoring to ensure that the amended itinerary conforms to the purpose of the original itinerary and make effort for the amendment of the contract to be bare minimum as the original.
- (2) The Company may take any necessary measures in case the Company recognizes the customer requires to be taken care of due to illness, injury, or other conditions during the tour. In this case, in case the reason for illness, injury, or other conditions is not attributable to the Company, the customer will be responsible for the costs required for the measures, and the customer shall make payments for the amount to the Company by the deadline specified by the Company and the payment method specified by the Company.
- (3) The services mentioned in (1) shall be provided by a tour conductor in any accompanied tour or by a staff on-site or a person on-site appointed by the Company (hereafter referred to as "local agent") in any unaccompanied tour.
- (4) In case the tour is not accompanied by a Tour Conductor, the local contact information of the Company (Including local agent) will be specified on the Determinate Document (Final Itinerary).
- (5) The Contract Document will specify the presence or absence of tour conductors.
- (6) The working hours of tour conductors are from 8 a.m. until 8 p.m.

17. The Orders by the Company

On conditions of being part of a group from the start of the tour until the end of the tour, the customer will be asked to follow the orders by the Company (including tour conductors, local agent or local staff and other staff.) to ensure the safe and smooth implementation of the tour excluding the free time. In case the customer does not follow the orders and disrupts the discipline of being part of a group and prevents the

safe and smooth conduct of the tour, the subsequent travel contract of the customer may be cancelled, even during the tour.

18. The Responsibility of the Company

- (1) The Company shall compensate for the damage caused in case the Company or the arrangement agent of the Company intentionally or negligently caused the customer damage in the implementation of the Tour Contract. However, this is limited to when the Company is notified within two years from the day after the occurrence of the damage. In addition, the maximum amount for compensation of baggage damaged shall be 150,000 JPY per customer only in case notified to the Company within 14 days for Domestic Tour and within 21 days for Overseas Tour (excluding the cases of intentional or gross negligence on the part of the Company).
- (2) In case the customer suffers from damage caused not attributable to the Company or local agents as follows, the Company shall not be liable to the customer for (1). However, this does not apply when the intention or negligence of the Company or the local agents is proven.
 - (A) Natural disaster, conflicts, riots or any amendments to the itinerary caused by one of these or any cancellation of the tour
 - (B) In case the transportation and accommodation facilities and other services are cancelled, or itinerary amendments or cancellation of the tour caused by these cases
 - (C) Government Orders, overseas boarder restrictions, quarantine due to infectious disease, or itinerary amendments or cancellation of the tour caused by these cases
 - (D) Any accident occurred during free time
 - (E) Food poisoning
 - (F) Theft
 - (G) Delay, discontinuity, schedule modification, route change, etc. by transportation companies, etc., or any change to the travel schedule triggered by one of these or any reduction in the stay time at destination.

19. Special compensations

- (1) If a customer participating in order-taking type organized tour carried out by the Company suffers any physical injury due to an accident during the aforementioned travel, the Company shall pay compensation to the customer or legal heir in case of death for injuries indirect injuries in the form of hospitalization fees and for hospital

visit to any visitor to the injured customer in accordance with the "Special Compensation Rules" found on a separate document. The amount of the consolation payment, hospitalization condolence money and death compensation are as the following chart.

Also, if any personal possessions suffer damage, the Company shall pay compensation for personal possessions according to the "Special Compensation Rules". Compensation for such damage is limited to 150,000 JPY per person. However, the maximum compensation limit for one item or one pair is limited to 100,000 JPY. However, the Company does not compensate cash, credit cards, valuables, magnetic disks or any other items specified in Article 18, Paragraph 2 of the "Special Compensation Rules".

	Domestic Travel	Overseas Travel
Consolation Payment	10,000JPY – 50,000JPY Depending on number of days visiting the doctor	20,000JPY – 100,000JPY Depending on number of days visiting the doctor
Hospitalization Condolence Money	20,000JPY – 200,000JPY Depending on number of days hospitalized	40,000JPY – 400,000JPY Depending on number of days hospitalized
Death Compensation	15,000,000JPY	25,000,000JPY

- (2) In event when the damage or loss suffered by the customer while participating in the order-taking type organized tour was caused intent intentionally by the customer, intentional act of violating laws and regulations intentionally by the customer, driving without license or driving while drinking, illness and others, also during the free-time that is not included in the order-taking type organized tour, and accidents during: sky diving, riding hang glider, boarding on ultralight power machine (motor hang glider, microlight machine, ultralight machine, and others), boarding autogiro and other similar dangerous exercises falling under; Article 3, Article 4 and Article 5 of the "Special Compensation Rules" (1), shall not be compensated by the Company. However, this is not the case when any such activity is originally included in the travel schedule.
- (3) Whenever the Company clearly specifies on the itinerary that no services are provided by the Company on a specific day and that no compensation shall be paid to the customer for any damage occurred on that day, that specific day is not considered as participating in Custom-Made Organized Tour.
- (4) With regards to injury / damage mentioned in (1), when the Company assumes responsibility under paragraph 18 (1), the compensation fee for (1) be appropriation to a part (or all) of the damages owed by the Company.

- (5) Even in cases where the Company must compensate according to (1) and with the need to fulfill its obligation to compensate for damages according to paragraph 18, when one of the two is observed, the other one will be regarded as fulfilled as well, within the limited amount.

20. Optional Tours or Information Provision

- (1) The Agent-Organized Tours implemented especially for the customers participating in the Custom-Made Organized Tours of the Company at an additional Tour Price (hereinafter referred to as "Optional Tours"), of which the Company is planning and implementing will be regarded as a part of the principal Custom-Made Organized Tours under Section 19. The tours planned and implemented by the Company is made explicit as "Tour Planning and Operation: the Company (or Meitetsu World Travel, INC.) on the Customized Document and other documents.
- (2) In case the Optional Tours are planned and implemented by the other Company and are made explicit in brochures or other documents, that will not be the Agent-Organized Tour of the Company.
- (A) Application will be made on the spot in principle and payment will also be made on the spot.
(Certain Optional Tours are available for application and payment in Japan.)
- (B) The contract will be handled according to local laws and customs stipulated by the local travel agency and other agencies and the travel terms of the Company shall not be applicable.
- (C) The contract will be concluded once the local travel company and other companies consent to the optional tour.
- (D) As for contract cancellation and cancellation fee after the conclusion of the contract, please contact the local travel agency and other agencies organizing the optional tour at the time of application.
- (E) The Optional Tours implemented by local travel agencies and other agencies are not subject to the Guarantee of Itinerary of the Company.
- (3) The Company will make payment for compensation or solatium pursuant to the provisions of the paragraph for damage prescribed in paragraph 19 which occurred to customers who are participating in the Optional Tour.
- (4) The Company may mention sports and other activities in the Customized Document and other documents "just for your information" which are possible options. In this case, the Company will apply the special compensation rules under paragraph 19 to the customers who are engaged in those sports options, however, the Company shall not take any other responsibility.

21. Guarantee of Itinerary

(1) On condition that a contract amendment in the content of the contract listed in the left column of the next table occurs, the Company shall compensate for the amendment with the amount multiplied by the rate listed in the right column within 30 days counting from a day after the final date of the tour. However, in case the conditions fall under (A) (B) (C) or (D) below, the Company shall not compensate.

(A) In the case it is evident that the change was caused by the following (provided, however, that although services are being provided, seats, rooms and other transportation and accommodation services and other services are overbooked).

- a. Natural Disasters including bad weather that affect the itinerary
- b. War
- c. Riot
- d. Government Orders
- e. Cancellation, suspension, closure and other situations of transportation and accommodation facilities and other facilities of travel services.
- f. Provision of transportation services not in accordance with the initial operation plan such as delays or amendments of schedule
- g. Necessary measures to ensure the safety of life or body of participants

(B) In case the responsibility of the Company under the provisions of paragraph 18 is evident.

(C) In case the amendment is related to partial cancellation of the tour contract that is canceled under the provisions of paragraphs 10, 11, 12 and 13.

(D) In case the order receiving provision of travel services described in Contract Document is amended, still the provision of the travel services while travelling are received.

Change for which the Company shall compensate	Compensation amount = Subjected Price of the Tour for payment x Rates below per case	
	Prior to start of tour	After start of tour
(1) Change of the starting date of the tour or the final date of the tour stated in the Contract Document	1.5%	3.0%
(2) Changes to sightseeing facilities (including restaurants), or destinations described in the Contract Document	1.0%	2.0%

(3) In case the transportation class or facility is changed to a lower value compared to those mentioned in the Contract (only on condition that the total value of the transportation class and facility is lower than those originally mentioned in the Contract Document)	1.0%	2.0%
(4) Change in the type of transportation or the name of the company stated in the Contract Document	1.0%	2.0%
(5) Change to a different flight at the departure or arrival airport where tour starts within Japan as mentioned in the Contract Document	1.0%	2.0%
(6) Changes from direct flights between Japan and other countries as stated in the Contract Document to connecting or transit flights	1.0%	2.0%
(7) Change in the type or name of the accommodation facilities mentioned in the Contract Document	1.0%	2.0%
(8) Change in the type of rooms, facilities, landscape and other room conditions stated on the Contract Document	1.0%	2.0%

Remarks:

1) "Before start of tour" refers to changes notified to the customer by the day before the departure date and "after start of tour" refers to changes notified to the customer on or after the start of the travel.

2) In case a Determinate Document is delivered, this table will still apply by simply replacing "Contract Document" with "Determinate Document". In this case, when some change was made between the content in the Contract Document and the content of the Determinate Document, or between the content of the Determinate Document and the content of the travel service actually provided, these shall be regarded and handled as one and the same case.

- 3) In case the transportation company also provides accommodation services and falls under any change listed in points 3 or 4, these transportation / accommodation cases shall be regarded and handled as one and the same per stay.
- 4) Changes to the transportation company name regarding item 4 are not applicable when a change results in the use of a higher transportation class or higher equipment grade.
- 5) Even if two or more changes listed in points 4, 7 or 8 are made for one transportation or one stay, the changes shall be regarded and handled as one and the same case per transportation or per night respectively.

22. Responsibility of the Customer

- (1) The customer shall compensate the Company for all damages caused by the will of the customer, negligence, illegal acts, an act contrary to public policy and good morals, or the failure of the customer to comply with the provisions of the Custom-Made Organized Tour Contract of the Company.
- (2) Customers must make use of the information provided by the Company and shall endeavor to understand the rights and obligations of customers and the content of the Custom-Made Organized Tour.
- (3) In the event the customer recognizes that the travel services mentioned in the Contract Document are different from the services description after the start of the travel, the customer shall notify either the Company, the Company's local agent or the travel service provider about it on the spot promptly.

23. Communication Contract

- (1) The Company and others may accept "payments without signature on the designated slip" from cardholders (hereinafter referred to as "members") of credit card companies (hereinafter referred to as "Affiliated Companies") on conditions that payment for travel expenses is made via "telephone, mail, facsimile and other means of communication" (hereinafter referred to as "Communication Contract"). Only payments of the full amount of travel expenses shall be accepted for these payment methods. However, such payment methods may not be accepted in case the Company has no franchise agreement, including signed special agreements with the Affiliated Company or for some business reasons. (Contracts with designated slip to be signed by the customer and payments via credit card are not regarded as communication agreements and regarded as standard Tour Contract.)

- (2) Travel conditions when concluding a communication agreement are partly different from those for standard Custom-Made Organized Tour travel agreements. The major differences are as below:
- (A) On application of a Communication Contract, the member shall provide the Company the "name of the card", "member number", "card expiration date", and other information in addition to the applicable "name of the Custom-Made Organized Tour" and "departure date" and other information.
 - (B) A Tour Contract based on a Communication Contract is regarded as concluded when the Company accepts the conclusion of such a contract after application by phone or by any other means of communication. The conclusion of the agreement will be when the notice is received by the member.
 - (C) "Card usage day" in the Communication Contract shall be the date on which the member and the Company perform the payment or compensation obligation of the travel expenses. For travel expenses payments, the date shall be the agreement conclusion date, and for compensation obligations, the date shall be the day on which the cancellation notification was made.

24. Miscellaneous

- (1) The customer shall bare all costs arising from any personal guided tour or shopping the customer requested to a tour guide, local agent, and other staff, from any illness, injury, lost luggage / valuable items due to carelessness of the customer, any costs regarding retrieving lost items, also all expenses required for the customer to experience his own private activities outside the group.
- (2) The Company may guide you to some souvenir shops, and other stores for the convenience of the customer, however any purchase shall be made under the responsibility of the customer.
- (3) Under no circumstances shall the Company reorganize the tour at any given time.
- (4) The scope of obligation of the Company to manage the itinerary under the Tour Contract is from the time of departure (meet-up) to the time of arrival (dismissed).
- (5) In case an accident occurs during the tour, please contact the address mentioned on the final schedule immediately.
- (6) In case of illness or injury, a large amount of medical treatment and transfer costs may be required for payment. It is also truly difficult to claim compensation from the perpetrator and recover compensation in case of an accident. In order to cover these medical expenses, transfer costs, death, physical disorders, and other conditions, making contract with a sufficient amount of travel insurance yourself is

recommended. Please contact your travel agency for information on travel insurance.

25. Travel Conditions • Standard Travel Expenses

Travel conditions and reference dates of tour price are stated in the respective Contract Documents and other documents.

26. Reimbursement Business Guarantee Money System and Surety Bond System

The Company is a guaranteed member of the Japan Association of Travel Agents. The customer who has concluded Tour Contract with the Company, and on condition that the Customer obtain a right to claim against the Company regarding the contract based on subsequent developments and payment is not received from the Company, in principle, by Compensation Security Bond Deposit System for travel business, the Customer is able to receive repayment up to a certain amount.

The Company is also a bonded member of the Japan Association of Travel Agents (JATA). In case the situation as mentioned above has occurred to the customer who has concluded the Tour Contract with the Company, and that the repayment is not able to be received based on the fact that the established payment limit was exceeded, in principle, the Customer is able to receive repayments until a certain amount is reached, under the Bond Guarantee System of the Japan Association of Travel Agents.

27. Handling of Personal Information

(1) The Company shall use the personal information filled in the travel application form submitted at the time of the application not only to contact the customer, but also the Company will use it to arrange the transportation and accommodation facilities and other facilities for the tour applied (The primary transportation and accommodation facilities and other facilities are mentioned in the itineraries of the "Conditions of Transaction" [on separate Customized Document], Contract Document and Determinate Document.) and for procedure to arrange the services provided and to receive services (hereinafter referred to as "procedures".) to the extent necessary, for the responsibility of the Company under the Tour Contract, to the extent necessary for insurance procedures to cover expenses in the case of an accident, and to the extent necessary for the convenience of the customer when shopping at souvenir shops at travel destination, and for those transportation and accommodation facilities and other facilities, insurance company, souvenir shops the full name of the customer, contact address and other contact information,

passport number and the flight number and information for boarding flights, will be provided beforehand electrically and other means. The customer shall be consented to provide the personal data, at the time of application.

- (2) In addition, the Company may use the personal data of the customer, for products and services offered by our partner companies of the Company, such as travel insurance, that is necessary for travelling, for products and campaigns and other information by the Company, requests on provisions of opinions and perspectives after participation in the tour, request for cooperation with a survey, delivering special offers, market research for travel product development in the future, and to create statistical data.
- (3) The Company, in preparation in case injury occurs during the tour, major itinerary amendments due to weather and other conditions, will request the customer to provide personal information of the person to be reached within Japan. This personal information is used only in case the customer is injured, or major amendments of itinerary occur, and other cases on condition that the Company admits the need to contact the person. The customer is responsible for obtaining the consent of the person to be reached within Japan for the provision of the personal information to the Company.
- (4) In addition to the above, regarding the policy of handling personal information of the Company, please confirm over the counter or website of the Company (<http://www.mwt.co.jp>). Regarding the policy of handling personal information of the retailer, please confirm directly.

The governing language of this document should be Japanese. Only the Japanese original should have the effect of a contract, and the English translation is made for reference purpose and should have no effect.