

# Travel contract and conditions

## Scope of business

Overseas travel/Domestic travel

## Registration number

Japan Tourism Agency Commissioner's Registered Travel Agency No. 1650

## Registration date

January 16, 1969

## Validity period

January 16, 2024 to January 15, 2029

## name

Rad Tourism Co., Ltd.

## General Travel Agency Supervisor

Osaka Head Office : Hiromitsu Oda and Hiroshi Yamazaki

Fukuoka branch : Hiroyuki Yamamura and Hisataka Nishikawa

Okinawa Sales Office : Nobuyuki Yoshitake

Nagoya Sales Office : Takaaki Namikata

Fukuoka University of Technology Sales Office : Koji Tanaka

## Travel Agency Terms and Conditions

\*You can view the terms and conditions from the section below.

- ▶ [Package tour contract section](#)
- ▶ [Custom-made package tour contract section](#)
- ▶ [Attachment, Special Compensation Provisions](#)
- ▶ [Travel contract section](#)
- ▶ [Travel Consulting Contract](#)

## Name of travel industry association

Association of All Japan Travel Agents (ANTA)

# Package Travel Contract Terms and Conditions

## Chapter 1 General Provisions

### (Scope of Application)

Article 1 The contract for packaged tours that our company enters into with travelers (hereinafter referred to as "packaged tour contract") shall be governed by these terms and conditions. Any matters not stipulated in these terms and conditions shall be governed by laws, regulations or generally established practices.

2 If we enter into a special agreement in writing provided that it is not in violation of laws and regulations and is not disadvantageous to the traveler, that special agreement will take precedence notwithstanding the provisions of the preceding paragraph.

### (Definition of terms)

Article 2 In these terms and conditions, "packaged tour" means a trip that is organized by our company, which prepares a travel plan in advance for the purpose of recruiting travelers, which specifies the destination and itinerary of the trip, the content of the transportation and/or accommodation services that the travelers can receive, and the amount of the travel fee that the travelers should pay to our company.

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 section, a "Communications Contract" means an Agent-Organized Travel Contract which we conclude with a card member of a credit card company (hereinafter referred to as the "Affiliated Company") with which we or a company selling our Agent-Organized Travel on our behalf has an affiliated company, upon receipt of an application by telephone, mail, facsimile or other means of communication, in which the traveler agrees in advance to settle the claims or debts that we have against the traveler for the travel fee, etc. based on the Agent-Organized Travel Contract in accordance with the card membership rules of the Affiliated Company separately specified on or after the date on which such claims or debts should be settled, and in which the travel fee, etc. for the Agent-Organized Travel Contract will be paid in the manner specified in Article 12, Paragraph 2, the latter part of Article 16, Paragraph 1 and Article 19, Paragraph 2.

4 In this Part, "Electronic Acceptance Notice" means a notice of acceptance in response to a contract application which is given by means of information and communications technology, and which is sent through a telecommunications line connecting the computer, facsimile machine, telefax or telephone (hereinafter referred to as "Computer, etc.") used by our company or the company selling our packaged tours on our behalf and the Computer, etc. by the traveler.

5 In these terms and conditions, "Card Use Date" means the date on which the Traveler or our company must pay the travel fare, etc. or fulfill the refund obligations based on the package tour contract.

### (Contents of the Travel Contract)

Article 3 In an agent-packaged travel contract, our company undertakes to make arrangements and manage the itinerary so that the traveler can receive transportation, accommodation and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation, accommodation facilities, etc. in accordance with the travel date set by our company.

### (Arrangement Agent)

Article 4 In fulfilling a package tour contract, we may have another travel agent, professional travel arranger, or other assistant 4 within or outside Japan make all or part of the arrangements on our behalf.

## Chapter 2 Conclusion of Contract

### (Application for a contract)

Article 5 A traveler who wishes to apply for our company for a package tour contract must fill in the required items on the application form prescribed by our company (hereinafter referred to as the "Application Form") and submit it to our company together with the application fee, the amount of which will be determined separately by our company.

2 Notwithstanding the provisions of the preceding paragraph, a traveler who wishes to apply for a Communications Contract with us must inform us of the name of the package tour for which he or she wishes to apply, the starting date of the trip, his or her membership number and other particulars (hereinafter referred to in the following Article as the "Membership Number, etc.").

3 The application fee under Paragraph 1 will be treated as part of the travel price, cancellation fee or penalty fee.

4 If a traveler requires special consideration when participating in an agent-packaged tour, he/she should notify us at the time of application for the contract. In this case, we will accommodate such requests to the extent possible.

5 The expenses incurred by our company for any special measures taken for the traveller based on the request under the preceding paragraph shall be borne by the traveller.

### (Reservations by telephone, etc.)

Article 6 We accept reservations for packaged tour contracts by telephone, mail, facsimile, or other means of communication. In this case, the contract is not concluded at the time of the reservation, and the traveler must submit an application form and application fee or notify our company of his/her membership number, etc., in accordance with the provisions of Paragraph 3 or 2 of the preceding Article, within the period specified by our company after our company has notified the traveler of its acceptance of the reservation.

2 When an application form and application fee have been submitted or a membership number, etc. have been notified in accordance with the provisions of the preceding paragraph, the order of priority for the conclusion of package tour contracts will be determined by the order in which the reservations are received.

3 If the Traveler does not submit the application fee or does not provide his/her membership number, etc. within the period specified in Paragraph 1, we will treat the reservation as having not been made.

### (Refusal to Conclude a Contract)

Article 7 We may refuse to enter into a package tour contract in any of the following cases:

1. When the participant does not meet the gender, age, qualifications, skills or other conditions for participating travelers that have been clearly stated by our company in advance.

2. When the number of applicants reaches the planned number of applicants.

3. When the Traveler is likely to cause inconvenience to other Travelers or hinder the smooth implementation of group activities.

4. When a communications contract is to be concluded but the traveler's credit card is invalid or the traveler is unable to settle part or all of the debt relating to the travel fare, etc. in accordance with the card membership terms and conditions of the affiliated company.

5. When the traveler is recognized as a member of an organized crime group, a quasi-member of an organized crime group, a person related to an organized crime group, a company related to an organized crime group, a corporate racketeer, or other anti-social forces.

6. When the traveler makes violent demands or unreasonable demands against our company, uses threatening words or actions or violence in relation to the transaction, or engages in conduct equivalent to these.

7. When the traveler has spread rumors, used fraudulent means or used force to damage our company's reputation or interfere with our business, or has engaged in any other act equivalent thereto.

8. When there are other business reasons for our company.

### (Time of Formation of Contract)

Article 8 The packaged travel contract will be deemed to have been concluded when our company agrees to the conclusion of the contract and accepts the application fee under Article 5, Paragraph 1.

2 Notwithstanding the provisions of the preceding paragraph, a communications contract shall be established when the Company issues a notice of acceptance of the conclusion of the contract. However, if an electronic acceptance notice is issued for the contract, the contract shall be established when the notice reaches the traveler.

### (Delivery of written contract)

Article 9 Promptly after the contract specified in the preceding Article is concluded, we will issue to the Traveler a document (hereinafter referred to as the "Contract Document") mentioning the travel itinerary, the content of Travel Services, the travel price, other conditions for the travel, and matters concerning our responsibility.

2 The scope of the travel services for which we are obligated to arrange and manage the itinerary under an agent-packaged travel contract shall be as set forth in the contract document referred to in the preceding paragraph.

### (確定書面)

Article 10 If it is not possible to state the clearly stated travel itinerary or the names of transportation or accommodation facilities in the Contract Document referred to in Paragraph 1 of the previous Article, the Contract Document will list only the names of the accommodation facilities to be used and any transportation facilities that are important in terms of description, and after the Contract Document is delivered, a document stating the confirmed status of these (hereinafter referred to as the "Confirmed Document") will be delivered by the date specified in the Contract Document, which is no later than the day before the start of the trip (or the start of the trip if the application for a package tour contract is made on or after the seventh day counting back from the day before the start of the trip).

2 In the case of the preceding paragraph, if a traveler wishes to confirm the status of arrangements, we will respond promptly and appropriately even before the issuance of the Confirmation Document.

3 When we have issued the Final Document referred to in Paragraph 1, the scope of the Travel Services for which we are obligated to arrange and manage the itinerary pursuant to the provisions of Paragraph 2 of the preceding Article will be specified as set out in that Final Document.

### (Method of using information and communication technology)

Article 11 If it is not possible to state the confirmed travel itinerary or the names of transportation or accommodation facilities in the Contract Document referred to in Paragraph 1 of the previous Article, the Contract Document will list only the names of the accommodation facilities to be used and any transportation facilities that are important in terms of description, and after the Contract Document is delivered, a document stating the confirmed status of these (hereinafter referred to as the "Confirmed Document") will be delivered by the date specified in the Contract Document, which is no later than the day before the start of the trip (or the start of the trip if the application for a package tour contract is made on or after the seventh day counting back from the day before the start of the trip).

2 In the case of the preceding paragraph, if a file for recording the Matters to Be Mentioned is not kept in the communications device used by the Traveler, we will record the Matters to Be Mentioned in a file (limited to one used exclusively for the Traveler) kept in the communications device used by our company and confirm that the Traveler has viewed the Matters to Be Mentioned.

### (Travel cost)

Article 12 The Traveler must pay to us the travel fee, the amount of which is stated in the Contract Document, by the date stated in the Contract Document but not later than the start date of the trip.

2 When a correspondence contract is concluded, the Company will receive payment of the travel fare in the amount stated in the contract document by the card of the affiliated company without the traveler's signature on the designated slip. The card usage date will be the date of the conclusion of the travel contract.

3 When we have issued the Final Document referred to in Paragraph 1, the scope of the Travel Services for which we are obligated to arrange and manage the itinerary pursuant to the provisions of Paragraph 2 of the preceding Article will be specified as set out in that Final Document.

## Chapter 3 Changes to the Contract

### (Changes to contract contents)

Article 13 In the event of a natural disaster, war, riot, suspension of the provision of travel services by transportation and accommodation facilities, orders from government offices, provision of transportation services not in accordance with the original operation plan, or any other event beyond our control, if it is unavoidable to ensure the safe and smooth implementation of the trip, we may change the travel itinerary, the contents of travel services, and other contents of the packaged travel contract (hereinafter referred to as "contract contents") by promptly explaining to the traveler in advance the reason why the event is beyond our control and the causal relationship with the event. However, in the case of an emergency and if it is unavoidable, we will explain the change after it has been made.

2 Notwithstanding the provisions of the preceding paragraph, a traveler who wishes to apply for a Communications Contract with us must inform us of the name of the package tour for which he or she wishes to apply, the starting date of the trip, his or her membership number and other particulars (hereinafter referred to in the following Article as the "Membership Number, etc.").

### (Changes in the Amount of Travel Price)

Article 14 If the fares and charges applicable to the transportation facilities used in carrying out the packaged tour (hereinafter in this Article referred to as the "applicable fares and charges") are increased or decreased by a level significantly exceeding that normally expected due to a significant change in economic conditions or other factors compared to the applicable fares and charges published as valid at the time of soliciting the packaged tour, we may increase or decrease the amount of the travel price within the amount of the increase or decrease.

2 When we increase the travel price in accordance with the preceding paragraph, we will notify the traveler of this prior to the 15th day counting back from the day immediately preceding the start of the travel.

3 When the applicable fares and charges as provided for in Paragraph 1 are reduced, we will reduce the travel price by the amount of such reduction in accordance with the provisions of the same Paragraph.

4 If a change in the contract content based on the provisions of the preceding Article results in a decrease or increase in the costs required for the implementation of the trip (including cancellation fees, penalty charges and other costs already paid or to be paid in the future for Travel Services not received due to the change in the contract content in question) (except when the increase in costs is due to a shortage of seats, rooms or other facilities at the transportation and accommodation facilities, etc. despite the fact that the transportation and accommodation facilities, etc. are providing the Travel Services in question), we may change the amount of the travel price within that range at the time of the change in the contract content in question.

5 If the contract document specifies that the travel price varies depending on the number of people using transportation and accommodation facilities, etc., and if the number of people using the facilities changes after the conclusion of the package tour contract through reasons not attributable to the Company, we may change the amount of the travel price in accordance with the document.

### (Change of Travelers)

Article 15 A traveler who has entered into a package tour contract with our company may, with our consent, transfer his/her contractual status to a third party.

2 When a Traveler wishes to request our consent as specified in the preceding paragraph, he/she must fill in the required items on a form specified by our company and submit it to us together with the prescribed fee.

3 The transfer of the contractual status under Paragraph 1 shall take effect at the time of our consent, and thereafter, the third party who has taken over the status under the Travel Contract shall succeed to all of the Traveler's rights and obligations concerning the said package tour contract.

## Chapter 4 Termination of Contract

### (Traveler's Right to Cancel)

Article 16 A traveler may cancel a package tour contract at any time by paying to us the cancellation fee set forth in Schedule 1. In the case of canceling a correspondence contract, we will receive the payment of the cancellation fee by card of the affiliated company without the traveler's signature on a designated slip.

2 Notwithstanding the provisions of the preceding paragraph, a traveler may cancel an agent-packaged travel contract before the start of the trip without paying the cancellation fee in any of the following cases:

1. When the contents of the contract are changed by our company. However, this applies only when the change is one of those listed in the upper column of Schedule 2 or other important changes.

2. When the travel price has been increased in accordance with the provisions of Article 14, Paragraph 1.

3. When a natural disaster, war, riot, suspension of travel services by transportation and accommodation providers, orders from government agencies, or other events occur, making it impossible or likely to become impossible to carry out the trip safely and smoothly.

4. When we have not issued a Final Document to the Traveler by the date specified in Article 10, Paragraph 1.

5. When it becomes impossible to carry out the trip according to the travel itinerary stated in the contract document due to reasons attributable to our company.

### (Our right of cancellation - cancellation before the start of the trip)

Article 17 In any of the following cases, we may cancel the package tour before the start of the trip, explaining the reasons to the traveler:

1. When it is discovered that a traveler does not meet the gender, age, qualifications, skills, or other conditions for participating travelers that have been clearly stated by our company in advance.

2. When the traveler is deemed unable to undergo the trip due to illness, absence of a necessary caregiver, or other reasons.

3. When the Traveler is deemed to be a nuisance to other Travelers or to be likely to hinder the smooth operation of the group tour.

4. When the traveller requests an unreasonable burden in relation to the contents of the contract.

5. When the number of travelers does not reach the minimum number of participants stated in the contract document.

6. When there is an extremely high risk that the travel conditions, such as the amount of snowfall required in the case of a skiing trip, which were clearly stated at the time the contract was concluded will not be fulfilled.

7. When a natural disaster, war, riot, suspension of travel services by transportation or accommodation providers, orders from government agencies, or other events beyond our control, making it impossible or likely to become impossible to carry out the trip safely and smoothly according to the itinerary stated in the contract document.

8. When a communications contract has been concluded and the traveler's credit card becomes invalid or the traveler is unable to settle part or all of his/her debts relating to the travel fare, etc. in accordance with the card membership terms and conditions of the affiliated company.

9. When it is discovered that the traveler falls under any of Items 5 to 7 of Article 7, Paragraph 5.

2 If a Traveler fails to pay the Travel Price by the due date mentioned in the Contract Document referred to in Article 12, Paragraph 1, the Traveler will be deemed to have cancelled the Organised Travel Contract on the day following that due date. In this case, the Traveler must pay to our company a penalty charge equivalent to the cancellation fee specified in the preceding Article, Paragraph 1.

3 When we intend to cancel an agent-packaged travel contract for the reasons listed in Paragraph 1, Item 5, we will notify the traveler of our intention to cancel the trip, counting back from the day before the commencement of the trip, before the 13th day in the case of a domestic trip (the 3rd day in the case of a day trip), or before the 23rd day in the case of an overseas trip (the 33rd day in the case of a trip commencing during the peak hours specified in Appendix 1).

### (Our right to cancel - cancellation after the start of the trip)

Article 18 In any of the following cases, we may cancel part of the package tour contract, even after the start of the trip, by explaining the reasons to the traveler:

1. When the traveler is unable to continue the trip due to illness, absence of necessary assistance, or other reasons.

2. When a traveler violates the instructions of our tour conductor or other persons for the safe and smooth operation of the trip, or disrupts discipline in group activities by assaulting or threatening such persons or other accompanying travelers, thereby hindering the safe and smooth operation of the trip.

3. When it is discovered that the traveler falls under any of the Items 5 to 7 of Article 7.

4. When the continuation of the trip becomes impossible due to a natural disaster, war, riot, suspension of travel services by transportation or accommodation providers, orders from government agencies, or other events beyond our control.

2 When the Company cancels a package tour contract in accordance with the provisions of the preceding paragraph, the contractual relationship between the Company and the traveler will be extinguished only with effect for the future. In this case, the Company's obligations regarding the travel services already provided to the traveler will be deemed to have been validly satisfied.

3 In the case of the preceding paragraph, we will refund to the Traveler the amount of the travel fee relating to that portion of the Travel Services which have not yet been received by the Traveler minus the cancellation fee, penalty charge and other costs already paid or to be paid in the future for such Travel Services.

### (Refund of travel fare)

Article 19 If the travel price has been reduced in accordance with the provisions of Article 14, Paragraphs 3 to 5, or if the Agent-Organized Travel Contract has been cancelled in accordance with the provisions of the preceding three Articles, resulting in an amount to be refunded to the Traveler, we will refund said amount to the Traveler within 7 days from the day following the cancellation in the case of a refund due to cancellation before the start of the trip, or within 30 days from the day following the last day of the travel mentioned in the Contract Document in the case of a refund due to a reduction in the travel price or cancellation after the start of the travel.

2 If the Company has concluded a communications contract with the traveler and the travel price has been reduced in accordance with the provisions of Article 14, Paragraphs 3 to 5, or the communications contract has been terminated in accordance with the provisions of the preceding three Articles, resulting in an amount to be refunded to the traveler, the Company will refund said amount to the traveler in accordance with the card membership rules of the Affiliated Company. In this case, the Company will notify the traveler of the amount to be refunded within seven days counting from the day following the termination in the case of a refund due to a cancellation before the start of the trip, or within 30 days counting from the day following the end of the trip as stated in the contract document in the case of a refund due to a reduction or a cancellation after the start of the trip, and the day on which the Company has so notified the traveler will be regarded as the Card Use Date.

3 The provisions of the preceding two Paragraphs shall not prevent the Traveler or our Company from exercising the right to claim damages in accordance with the provisions of Article 27 or Article 30 Paragraph 1.

### (Return arrangements after contract termination)

Article 20 If we cancel an Agent-Organized Travel Contract after the commencement of the trip in accordance with the provisions of Article 18, Paragraph 1, Items 1 or 4, we will, at the traveler's request, undertake to make arrangements for the travel services necessary for the traveler to return to the place of departure of the trip.

2 In the case of the preceding paragraph, all expenses required for the journey back to the place of departure shall be borne by the Traveler.

## Chapter 5: Organization/Group Contracts

### (Group contract)

Article 21 We will apply the provisions of this Chapter to the conclusion of an Agent-Organized Travel Contract applied for by multiple Travelers traveling on the same itinerary at the same time and who have designated a responsible representative (hereinafter referred to as the "Contract Person").

### (Contract Responsible Person)

Article 22 Unless a special agreement has been concluded, the Company will deem that the Contracting Person has all authority to represent the travelers constituting the party or group (hereinafter referred to as the "Members") in entering into package tour contracts, and will conduct transactions concerning the travel business for the party or group with the Contracting Person.

2 The contracting officer must submit a list of members to the Company by the date specified by the Company.

3 The Company shall not be liable for any debts or obligations that the Contracting Person currently owes or is expected to owe in the future to any Member.

4 If the Contracting Person does not accompany the party or group, after the commencement of the trip, we will deem a member selected in advance by the Contracting Person to be the Contracting Person.

## Chapter 6 Journey Management

### (Journey Management)

Article 23 The Company will endeavor to ensure the safe and smooth operation of the Traveler's Travel, and will perform the following services for the Traveler, unless the Company has concluded a different special agreement with the Traveler:

1. When it is deemed that there is a risk that a traveler will not be able to receive travel services during the trip, necessary measures will be taken to ensure that the travel services are provided in accordance with the package tour contract.

2. If, despite taking the measures set forth in the preceding paragraph, it becomes necessary to change the contents of the contract, we will make arrangements for alternative services. In this case, we will make efforts to minimize the changes to the contents of the contract, such as making efforts to ensure that, when changing the travel itinerary, the revised travel itinerary conforms to the purpose of the original travel itinerary, and when changing the content of the travel services, making efforts to ensure that the revised travel services are similar to the original travel services.

### (Our Instructions)

Article 24 From the start of the trip to the end, when travelling in a group, travelers must follow our instructions to ensure the safe and smooth operation of the trip.

### (Duties of tour conductors, etc.)

Article 25 Depending on the content of the trip, we may have a tour conductor or other persons accompany the trip to perform all or part of the services listed in each item of Article 23 or other services that we deem necessary incidental to the packaged tour.

2 The hours during which the tour conductors and other personnel referred to in the preceding paragraph will be engaged in the work referred to in said paragraph shall, in principle, be from 8:00 to 20:00.

### (Protective Measures)

Article 26 If we determine that a traveler is in need of protection due to illness, injury, etc. during the trip, we may take the necessary measures. In this case, if this is not due to reasons attributable to our company, the expenses incurred in taking such measures shall be borne by the traveler, who must pay such expenses by the date and in the manner designated by our company.

## 第7章 責任

### (Our Responsibility)

Article 27 In the performance of the package tour contract, if our company or a person whom we have appointed to make arrangements on our behalf in accordance with the provisions of Article 4 (hereinafter referred to as the "arrangements agent") causes damage to a traveler intentionally or negligently, we will be liable to compensate for the damage, provided, however, that this shall apply only if the intention is given to our company within two years counting from the day following the occurrence of the damage.

2 If a Traveler suffers damage due to a natural disaster, war, riot, suspension of travel services by transportation or accommodation providers, orders from a government agency, or other causes beyond the control of our company or our travel agent, we will not be liable for compensation for that damage, except in the case of the preceding paragraph.

3 Notwithstanding the provisions of Paragraph 1, with regard to damage caused to baggage as provided for in the same paragraph, we will compensate up to a maximum of 150,000 yen per Traveler (except in cases where the damage is due to willful intent or gross negligence on the part of us), only if we are notified of the damage within 14 days in the case of domestic travel, or within 21 days in the case of overseas travel, from the day following the day on which the damage occurred.

### (特別補償)

Article 28 Regardless of whether or not our liability under the provisions of Paragraph 1 of the preceding Article arises, we will pay compensation and a solatium in the amounts specified in advance for certain damage suffered by a traveler to his/her life, person, or baggage while participating in an agent-packaged tour, in accordance with the Special Compensation Rules in a separate document.

2 If our company is liable for the damages referred to in the preceding paragraph pursuant to the provisions of paragraph 1 of the preceding article, the compensation paid by our company under the preceding paragraph shall be deemed to be the damages up to the amount of the damages payable based on that liability.

3 In the case provided for in the preceding paragraph, our obligation to pay compensation under the provisions of paragraph 1 shall be reduced by an amount equivalent to the damages (including compensation deemed to be damages pursuant to the provisions of the preceding paragraph) that we are required to pay pursuant to the provisions of paragraph 1 of the preceding Article.

4 With regard to packaged tours organized by our company for travelers participating in our packaged tours and for which a separate travel fee is received, these will be treated as part of the contents of the main packaged tour contract.

### (Itinerary Guarantee)

Article 29 In the event of a significant change to the contract contents set out in the upper column of Schedule 2 (excluding any of the changes set out in the following items (excluding changes caused by a shortage of seats, rooms or other facilities at the transportation and accommodation facilities, etc. despite the transportation and accommodation facilities, etc. providing the travel services in question)), we will pay a change compensation of at least the travel price multiplied by the rate set out in the lower column of the same table, within 30 days counting from the day following the end of the travel. However, this will not apply if it is clear that the change will cause us to bear liability pursuant to the provisions of Article 27, Paragraph 1.

1. Changes due to the following reasons:  
A. Natural disasters,  
B. War  
C. Riots  
D. Orders from public offices.  
E. Suspension of travel services provided by transportation and accommodation facilities.  
F. Provision of transportation services not based on the original operation plan, G.  
Measures necessary to ensure the safety of the lives and bodies of travel participants.

2. Changes pertaining to the cancelled part of the package tour contract when the package tour contract is cancelled in accordance with the provisions of Articles 16 to 18.

2 The amount of the change compensation to be paid by our company shall be limited to an amount equal to or greater than 15% of the travel price per traveler per package tour. In addition, if the amount of the change compensation to be paid by each traveler per package tour is less than 1,000 yen, our company will not pay the change compensation.

3 If, after we have paid the change compensation in accordance with the provisions of Paragraph 1, it becomes clear that we will incur liability in accordance with the provisions of Article 27, Paragraph 1 as a result of the change, the Traveler must return the change compensation for that change to us. In this case, we will pay the amount remaining after offsetting the amount of the damages to be paid by us in accordance with the provisions of the same Paragraph against the amount of the change compensation to be returned by the Traveler.

### (Responsibility of Travelers)

Article 30 If our company suffers damage due to the intention or negligence of a traveler, the traveler must compensate for the damage.

2 When entering into a package tour contract, the traveler must make an effort to understand the traveler's rights and obligations and other contents of the package tour contract by using the information provided by our company.

3 In order to ensure the smooth receipt of the travel services described in the Contract Document, if a traveler becomes aware after the commencement of the trip that travel services different from those described in the Contract Document have been provided, he/she must promptly notify us, our travel agent or the travel service provider in question at the travel destination.

## Chapter 8 Payment Guarantee Bond

### (Payment Guarantee Bond)

Article 31 Our company is a guarantor member of the All Japan Association of Travel Agents (SF Tanakayama Building, 4-1-20 Toranomon, Minato-ku, Tokyo).

2 A traveler or a member who has entered into a package tour contract with our company may receive payment up to 70 million yen from the payment guarantee bond deposited by the All Nippon Travel Agents Association, a general incorporated association referred to in the preceding paragraph, in respect of claims arising from that transaction.

3 As we have paid our share of the reimbursement guarantee fund to the All Nippon Travel Agents Association (general incorporated association) in accordance with the provisions of Article 49, Paragraph 1 of the Travel Agency Act, we have not made any business guarantee deposit as stipulated in Article 7, Paragraph 1 of the same act.

### (Filing a complaint)

If a traveler is unable to resolve a complaint regarding our travel services between themselves, they may apply to the following associations for assistance in resolving the issue.

記  
Name: All Japan Travel Agents Association  
Address: Akasaka Shasta East Building 3F, 4-2-19 Akasaka, Minato-ku, Tokyo 107-0052  
Tel: (03) 4277-6310

## Appendix 1: Cancellation Fee (related to Article 16, Paragraph 1)

### 1. Cancellation fees for domestic travel

distinguish	Cancellation of material
-------------	--------------------------

(1) Package tour contracts other than those listed in the following paragraph		
stomach	In the case of cancellation on or after the 20th day (10th day in the case of a day trip) counting back from the day before the start of the trip (excluding the cases listed in B to E).	20% of the tour cost
B	If the contract is cancelled on or after the seventh day prior to the day before the start of the trip (excluding the cases listed in (c) to (e)).	30% of the tour cost
Ha	If you cancel the day before the trip begins	40% of the tour cost
D	When cancelling on the day the trip begins (excluding the cases listed in (e)).	50% of the tour cost
H	Cancellation after the start of the trip or non-participation without notice	100% of the travel cost

(2) Terms and conditions for package tours using chartered ships  
This will depend on the cancellation fee regulations for the vessel in question.

(remarks)(1) The amount of the cancellation fee