

## Alteration and Cancellation of the Contract Arranged Tour

●In the case of **Discretionary Cancellation by the Traveler**, the traveler will be required to bear the followings:

1. The handling charge receivable by us
2. The expense paid in return for the tour service already received
3. The cancellation charges, penalty and other expenses payable to the transport and accommodation facilities for the tour service not yet offered
4. The handling charge for the cancellation as prescribed by our company

●**We may cancel an Arranged Tour Contract in any one of the following cases, and the costs above may be paid by the Traveler:**

1. The traveler is recognized as a gang member, an associate gang member, a person or a company related to crime syndicates, a corporate racketeer or any other antisocial forces;
2. The traveler made a demand to us using forceful behaviors, made unjust claims to us, made use of threatening acts or statements or violent acts or behavior in connection with any transaction between the parties, or made use of other acts or behavior equivalent to these;
3. The traveler committed acts which may damage our credibility or obstruct our business by spreading false rumors, by using fraudulent means, or by force, or by other acts or behavior equivalent to these;

●**When the arrangement for the tour service should become precluded due to causes attributable to us**, the traveler may cancel the Arranged Tour Contract, we shall reimburse to the traveler the Tour Price already received after deducting the expenses already paid to the transport and accommodation facilities, etc. in return for the tour service already offered to the traveler as well as the expenses payable from now.

**For your information**, the cancellation policy of the transport companies which provide our service to customers is as follows:

**One day before the service day: 50% of the cost**

**On the service day: 100% of the cost**

\*May not be applied in cases caused by unavoidable reasons such as sudden flight cancellations. (Notice is required in advance.)

\*In the cases of cancellation due to causes attributable to the traveler, the traveler will be required to pay to us the handling charge for the cancellation procedures as prescribed by our company

\*Those above may be applied for alternation of the service such as date, route, and type of vehicle.

\*Cancellation may be notified within our standard business hours.

April, 2022

# Travel Arrangement Handling Fee

## Domestic Travel

### Handling fee for Arranged Tour

	description		fee
Arrangement Fee	Combined arrangement of Transportation and Accommodation	Group tour of 10pax and more	20% or less of the amount of the cost
		Personal tour (aside from the above)	20% or less of the amount of the cost
	Arrangement of accommodation	Group tour of 10pax and more	20% or less of the amount of the cost
		Personal tour (aside from the above)	20% or less of the amount of the cost
	Arrangement of transportation		20% or less of the amount of the cost
Escort Service	(not including any cost of accommodation, transportation and etc )		¥33,000/day/ person
Alteration Fee of Arrangement	Combined arrangement of Transportation and Accommodation	Group tour of 10pax and more	20% of the original cost of the changed arrangement
		Personal tour (aside from the above)	20% of the original cost of the changed arrangement
	Change of transportation reservation and arrangement		20% of the original cost of the changed arrangement
	Change of accommodation reservation and arrangement		20% of the original cost of the changed arrangement
Cancellation Fee of Arrangement	Combined arrangement of Transportation and Accommodation	Group tour of 10pax and more	20% of the original cost of cancelled arrangement
		Personal tour (aside from the above)	20% of the original cost of cancelled arrangement
	Cancellation of transportation (including adjustment cost of unused ticket)		20% of the original cost of cancelled arrangement
	Cancellation of accommodation (including adjustment cost of unused voucher)		20% of the original cost of cancelled arrangement
Communications cost	Cases of communication and contacts to make urgent arrangement according to customer's request		¥550/case (not including phone/ telegram charge)

Note 1. Arranged group tour means cases where multiple travelers travel following a same itinerary appointing a representative among them.

2. In the case of cancellation/ alteration according to customer's request, the customer will be required to bear the cancellation charges, penalty and other expenses payable to the transport and accommodation facilities for the tour service not yet offered as well as the handling charge prescribed above.

3. Staying for two or more nights in a row at one accommodation may be treated as one case.

4. Those fees above include tax.

## Consulting Fee

	description	fee
Sightseeing Tour	1 Meeting for travel planning	Basic (up to 30min) ¥ 5,500 Every 30min after the first 30min ¥3,300
	2 Creating a tour plan	¥3,300/ day of itinerary
	3 Estimate of travel costs (case of combined cost of transportation & accommodation)	Basic cost ¥3,300 Plus ¥ 1,100/ day-itinerary
	4 Estimate of travel costs of transportation	¥ 1,100/ arrangement
	5 Providing travel information	¥1,100/ sheet (A4)
On-site counseling upon customer's request	Additional charge	¥5,500

Note: Those fees above include tax.