

Conditions of Travel Contracts

Standard General Conditions of Travel Agency Business

Effective 1 April 2026 · Ministry of Land, Infrastructure and Transport Public Notice No. 1593, as last amended by Japan Tourism Agency and Consumer Affairs Agency Public Notice No. 1 of 9 March 2026

ABOUT THIS DOCUMENT

Sea And Summit Co. has adopted conditions identical to the Standard General Conditions of Travel Agency Business set by the Commissioner of the Japan Tourism Agency. Every travel contract between our company and the traveler is governed by these conditions.

We currently handle arranged tours only, so Part 1 below is the part that governs our contracts today. Parts 2 and 3 cover organized tours and are reproduced because they form part of the conditions we have adopted.

This is an English translation prepared for the convenience of our guests. The Japanese text is the governing version. In the event of any discrepancy between this translation and the Japanese text, the Japanese text prevails.

The Special Compensation Rules attached to the Japanese conditions are reproduced in the Annex. They apply to organized tours only.

Part 1 · Arranged Tour Contract

手配旅行契約の部 · the part that governs our contracts today

Chapter 1 · General Provisions

Article 1 Scope of Application

1. The Arranged Tour Contract executed between our company and the traveler shall be based on the conditions set forth herein (the "General Conditions"). Any matter not stipulated in the General Conditions shall be governed by laws and regulations or by generally established practice.
2. Where we execute a special contract with the traveler in writing, without violating laws and regulations and without harming the interests of the traveler, such special contract shall be given priority notwithstanding the preceding paragraph.

Article 2 Definition of Terminology

1. In these General Conditions, "Arranged Tour Contract" means a contract under which we undertake, at the request of the traveler, to make arrangements by acting as the traveler's agent, intermediary or broker, or by other means, so that the traveler may be provided with transportation, accommodation and other services relating to travel offered by transportation and accommodation facilities and others (together, the "Tour Service").
2. In these General Conditions, "Domestic Trip" means travel within Japan only, and "Overseas Trip" means travel other than a Domestic Trip.
3. In these General Conditions, "Tour Price" means the expenses we pay to transportation and accommodation facilities and others, such as fares and accommodation charges, in order to arrange the Tour Service, together with our prescribed travel business handling charge (excluding the change handling charge and the cancellation handling charge).
4. In this Part, "Communication Contract" means an Arranged Tour Contract executed with a card member of a credit card company affiliated with us (an "Affiliated Company") upon an application received by telephone, mail, facsimile, the internet or other means of communication, under which the traveler consents in advance that claims or obligations relating to the Tour Price and other amounts under the Arranged Tour Contract are to be settled on or after the date on which they fall due, in accordance with the separately provided card membership rules of the Affiliated Company, and under which the Tour Price and other amounts are paid by the methods specified in Article 16, paragraph 2 or paragraph 5.

5. In these General Conditions, "Date Card Used" means the date on which the traveler or our company is to perform the obligation to pay, or to refund, the Tour Price or other amounts under the Arranged Tour Contract.

Article 3 Termination of the Obligation to Arrange

When we have made arrangements for the Tour Service with the care of a good manager, the performance of our obligations under the Arranged Tour Contract is complete. Accordingly, even where a contract for the provision of the Tour Service could not be executed with transportation and accommodation facilities or others by reason of full occupancy, closure, unsuitable conditions or otherwise, the traveler shall pay us our prescribed travel business handling charge (the "Handling Charge") provided that we have performed our obligations. Where a Communication Contract has been executed, the Date Card Used shall be the date on which we notify the traveler that a contract for the provision of the Tour Service could not be executed with transportation and accommodation facilities or others.

Article 4 Arrangement Agents

In performing the Arranged Tour Contract, we may have other travel agents inside or outside Japan, persons who make arrangements as a business, or other assistants, carry out all or part of the arrangements on our behalf.

Chapter 2 · Execution of the Contract

Article 5 Application for the Contract

1. A traveler who intends to execute an Arranged Tour Contract with us shall complete the prescribed particulars on our prescribed application form and submit it to us together with the application fee in the amount separately determined by us.
2. Notwithstanding the preceding paragraph, a traveler who intends to execute a Communication Contract with us shall notify us of the membership number and of the content of the Tour Service requested.
3. The application fee referred to in paragraph 1 shall be treated as part of the Tour Price, the cancellation charge or other money payable by the traveler to us.

Article 6 Refusal to Execute the Contract

We may decline to execute an Arranged Tour Contract in any of the following cases:

- (1) where a Communication Contract is to be executed and the traveler is unable to settle all or part of the obligations relating to the Tour Price and other amounts in accordance with the card membership rules of the Affiliated Company, such as where the credit card held by the traveler is invalid;
- (2) where the traveler is recognised as a member of an organised crime group, an associate member, a person related to such a group, a company related to such a group, a corporate racketeer or other antisocial forces;
- (3) where the traveler has made a violent demand, an unjust demand, or has used threatening words or conduct or violence in relation to a transaction with us, or has committed an act equivalent to these;
- (4) where the traveler has damaged our credibility or obstructed our business by spreading rumours, by using deceptive means or by force, or has committed an act equivalent to these; or
- (5) where there are other circumstances relating to our business operations.

Article 7 Time of Execution of the Contract

1. The Arranged Tour Contract shall be executed at the time when we accept the execution of the contract and receive the application fee referred to in Article 5, paragraph 1.
2. Notwithstanding the preceding paragraph, a Communication Contract shall be executed at the time when the notice of our acceptance of the application referred to in Article 5, paragraph 2 reaches the traveler.

Article 8 Special Rule on Execution of the Contract

1. Notwithstanding Article 5, paragraph 1, we may, under a special contract in writing, execute an Arranged Tour Contract by acceptance alone, without receiving payment of the application fee.
2. In the case of the preceding paragraph, the time of execution of the Arranged Tour Contract shall be stated in the written document referred to in that paragraph.

Article 9 Special Rule on Tickets and Accommodation Vouchers

1. Notwithstanding Article 5, paragraph 1 and Article 8, paragraph 1, we may accept an oral application for an Arranged Tour Contract whose sole purpose is to arrange transportation services or accommodation services and under which a document evidencing the right to receive the Tour Service is delivered in exchange for the Tour Price.
2. In the case of the preceding paragraph, the Arranged Tour Contract shall be executed at the time when we accept the execution of the contract.

Article 10 Contract Document

1. Promptly after the execution of the Arranged Tour Contract, we shall deliver to the traveler a document stating the itinerary, the content of the Tour Service, the Tour Price, other conditions of the travel and matters concerning our responsibility (the "Contract Document"). However, where we deliver, for all Tour Services we arrange, tickets, accommodation vouchers or other documents evidencing the right to receive the Tour Service, we may not deliver the Contract Document.
2. Where the Contract Document referred to in the main clause of the preceding paragraph has been delivered, the scope of the Tour Service we are obliged to arrange under the Arranged Tour Contract shall be as stated in that Contract Document.

Article 11 Method Utilising Information and Communications Technology

1. Where, with the prior consent of the traveler, we provide the matters to be stated in the document delivered to the traveler on execution of the Arranged Tour Contract, or in the Contract Document, by a method utilising information and communications technology instead of delivering that document, we shall confirm that those matters have been recorded in a file kept on the communications equipment used by the traveler.
2. In the case of the preceding paragraph, where the communications equipment used by the traveler is not equipped with a file for recording those matters, we shall record them in a file kept on the communications equipment used by us, for the exclusive use of that traveler, and shall confirm that the traveler has viewed them.

Chapter 3 · Alteration and Cancellation of the Contract

Article 12 Alteration of the Content of the Contract

1. The traveler may request us to alter the itinerary, the content of the Tour Service or other content of the Arranged Tour Contract. In such a case, we shall accommodate the traveler's request as far as possible.
2. Where the content of the Arranged Tour Contract is altered at the traveler's request under the preceding paragraph, the traveler shall bear the cancellation charges, penalty charges and other expenses required to change the arrangements, payable to transportation and accommodation facilities and others when arrangements already completed are cancelled, and shall in addition pay us our prescribed change handling charge. Any increase or decrease in the Tour Price arising from the alteration shall accrue to the traveler.

Article 13 Cancellation at the Traveler's Discretion

1. The traveler may at any time cancel all or part of the Arranged Tour Contract.
2. Where the Arranged Tour Contract is cancelled under the preceding paragraph, the traveler shall bear the price of the Tour Service already received, or the cancellation charges, penalty charges and other expenses already paid or payable to transportation and accommodation facilities and others in respect of the Tour Service not yet received, and shall in addition pay us our prescribed cancellation handling charge together with the Handling Charge we would have received.

Article 14 Cancellation for Reasons Attributable to the Traveler

1. We may cancel the Arranged Tour Contract in any of the following cases:
 - (1) where the traveler does not pay the Tour Price by the prescribed date;
 - (2) where a Communication Contract has been executed and the traveler becomes unable to settle all or part of the obligations relating to the Tour Price and other amounts in accordance with the card membership rules of the Affiliated Company, such as where the credit card held by the traveler becomes invalid; or
 - (3) where it is found that the traveler falls under any of Article 6, items (2) to (4).

2. Where the Arranged Tour Contract is cancelled under the preceding paragraph, the traveler shall bear the cancellation charges, penalty charges and other expenses already paid or payable to transportation and accommodation facilities and others in respect of the Tour Service not yet received, and shall in addition pay us our prescribed cancellation handling charge together with the Handling Charge we would have received.

Article 15 Cancellation for Reasons Attributable to Our Company

1. The traveler may cancel the Arranged Tour Contract where the arrangement of the Tour Service has become impossible for reasons attributable to us.
2. Where the Arranged Tour Contract is cancelled under the preceding paragraph, we shall refund to the traveler the Tour Price already received, after deducting the expenses already paid or payable to transportation and accommodation facilities and others as the price of the Tour Service the traveler has already received.
3. The preceding paragraph does not prevent the traveler from claiming compensation for damages against us.

Chapter 4 · Tour Price

Article 16 Tour Price

1. The traveler shall pay us the Tour Price by the date we determine before the start of the travel.
2. Where a Communication Contract has been executed, we shall receive payment of the Tour Price by the card of the Affiliated Company, without the traveler's signature on the prescribed voucher. In this case, the Date Card Used shall be the date on which we notify the traveler of the confirmed content of the Tour Service.
3. Where, before the start of the travel, the Tour Price changes by reason of a revision of the fares or charges of transportation and accommodation facilities or others, a fluctuation in exchange rates or other causes, we may alter the Tour Price.
4. In the case of the preceding paragraph, the increase or decrease in the Tour Price shall accrue to the traveler.
5. Where we have executed a Communication Contract with the traveler and expenses or other amounts payable by the traveler arise under Chapter 3 or Chapter 4, we shall receive payment of those amounts by the card of the Affiliated Company, without the traveler's signature on the prescribed voucher. In this case, the Date Card Used shall be the date on which we notify the traveler of the amount payable by the traveler to us, or of the amount refundable by us to the traveler. However, where we have cancelled the Arranged Tour Contract under Article 14, paragraph 1, item (2), the traveler shall pay the amounts payable to us by the date we determine and by the method we determine.

Article 17 Settlement of the Tour Price

1. Where the expenses we have paid to transportation and accommodation facilities and others in order to arrange the Tour Service that are to be borne by the traveler, together with the Handling Charge (the "Settled Tour Price"), do not correspond with the amount already received as the Tour Price, we shall settle the Tour Price promptly after the end of the travel, as provided in the following two paragraphs.
2. Where the Settled Tour Price exceeds the amount already received as the Tour Price, the traveler shall pay us the difference.
3. Where the Settled Tour Price is less than the amount already received as the Tour Price, we shall refund the difference to the traveler.

Chapter 5 · Arrangements for Organisations and Groups

Article 18 Arrangements for Organisations and Groups

This Chapter applies to the execution of an Arranged Tour Contract applied for by two or more travelers travelling the same itinerary at the same time who have appointed a responsible representative (the "Contract Representative").

Article 19 Contract Representative

1. Except where a special contract has been made, we shall regard the Contract Representative as holding all powers of representation concerning the execution of the Arranged Tour Contract for the travelers comprising the organisation or

group (the "Constituent Members"), and we shall conduct transactions relating to the travel business of that organisation or group, and the services referred to in Article 22, paragraph 1, with the Contract Representative.

2. The Contract Representative shall submit to us a list of the Constituent Members, or notify us of their number, by the date we determine.
3. We bear no responsibility for any obligation or duty which the Contract Representative currently owes, or may in future owe, to the Constituent Members.
4. Where the Contract Representative does not accompany the organisation or group, we shall, after the start of the travel, regard as the Contract Representative the Constituent Member appointed in advance by the Contract Representative.

Article 20 Special Rule on Execution of the Contract

1. Notwithstanding Article 5, paragraph 1, where we execute an Arranged Tour Contract with a Contract Representative we may accept the execution of the contract without receiving payment of the application fee.
2. Where an Arranged Tour Contract is executed without payment of the application fee under the preceding paragraph, we shall deliver to the Contract Representative a document stating that fact, and the Arranged Tour Contract shall be executed at the time we deliver that document.

Article 21 Change of Constituent Members

1. Where the Contract Representative requests a change of Constituent Members, we shall accommodate the request as far as possible.
2. Any increase or decrease in the Tour Price arising from the change referred to in the preceding paragraph, and the expenses required for the change, shall accrue to the Constituent Members.

Article 22 Escort Services

1. At the request of the Contract Representative, we may have a tour escort accompany the organisation or group and provide escort services.
2. The content of the escort services performed by the tour escort shall, in principle, be the services necessary for the organisation or group to travel as a group in accordance with the predetermined itinerary.
3. The hours during which the tour escort provides escort services shall, in principle, be from 08:00 to 20:00.
4. Where we provide escort services, the Contract Representative shall pay us our prescribed escort service charge.

Chapter 6 · Responsibility

Article 23 Responsibility of Our Company

1. Where, in the performance of the Arranged Tour Contract, we or a person to whom we have entrusted the arrangements under Article 4 (an "Arrangement Agent") cause damage to the traveler intentionally or negligently, we shall be responsible for compensating that damage, provided that notice is given to us within two years counting from the day following the day on which the damage occurred.
2. Where the traveler suffers damage by reason of a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority, or any other cause in which neither we nor our Arrangement Agent is involved, we shall not be responsible for compensating that damage, except in the case of the preceding paragraph.
3. Notwithstanding paragraph 1, in respect of damage to baggage as referred to in that paragraph we shall compensate up to a maximum of 150,000 yen per traveler, except where we have acted intentionally or with gross negligence, and only where notice is given to us within 14 days for a Domestic Trip, or within 21 days for an Overseas Trip, counting from the day following the day on which the damage occurred.

Article 24 Responsibility of the Traveler

1. Where we suffer damage by reason of the intent or negligence of the traveler, that traveler shall compensate the damage.
2. In executing an Arranged Tour Contract, the traveler shall endeavour to understand the content of the Arranged Tour Contract, including the traveler's rights and obligations, by making use of the information we provide.

3. After the start of the travel, in order to receive the Tour Service stated in the Contract Document without difficulty, the traveler shall, if the traveler recognises that a Tour Service differing from that stated in the Contract Document has been provided, promptly notify us, our Arrangement Agent or the provider of that Tour Service at the place of travel.

Chapter 7 · Compensation Business Guarantee Bond

Article 25 Compensation Business Guarantee Bond

1. Our company is a guarantee member of the All Nippon Travel Agents Association (3F Akasaka Shasta East Building, 4-2-19 Akasaka, Minato-ku, Tokyo 107-0052, Japan).
2. A traveler or Constituent Member who has executed an Arranged Tour Contract with us is entitled, in respect of claims arising from that transaction, to receive reimbursement up to 3,000,000 yen from the compensation business guarantee bond deposited by the Association referred to in the preceding paragraph.
3. As we have paid the compensation business guarantee bond contribution to the Association under Article 49, paragraph 1 of the Travel Agency Act, we have not deposited the business guarantee bond under Article 7, paragraph 1 of that Act.

Part 2 · Subscription Type Organized Tour Contract

募集型企画旅行契約の部 · included for reference. We do not currently sell these tours.

Chapter 1 · General Provisions

Article 1 Scope of Application

1. Contracts concerning subscription type organized tours executed between our company and the traveler (the "Subscription Type Organized Tour Contract") shall be based on these General Conditions. Any matter not stipulated in these General Conditions shall be governed by laws and regulations or by generally established practice.
2. Where we execute a special contract with the traveler in writing, without violating laws and regulations and without harming the interests of the traveler, such special contract shall be given priority notwithstanding the preceding paragraph.

Article 2 Definition of Terminology

1. In these General Conditions, "Subscription Type Organized Tour" means travel which we implement in accordance with a travel plan prepared by us in advance for the solicitation of travelers, setting out the destination and itinerary of the travel, the content of the transportation or accommodation services the traveler may receive, and the amount of the Tour Price payable by the traveler to us.
2. In these General Conditions, "Domestic Trip" means travel within Japan only, and "Overseas Trip" means travel other than a Domestic Trip.
3. In this Part, "Communication Contract" means a Subscription Type Organized Tour Contract executed with a card member of a credit card company affiliated with us or with a company selling our subscription type organized tours as our agent (an "Affiliated Company"), upon an application received by telephone, mail, facsimile, the internet or other means of communication, under which the traveler consents in advance that claims or obligations relating to the Tour Price and other amounts under the contract are to be settled on or after the date on which they fall due, in accordance with the separately provided card membership rules of the Affiliated Company, and under which the Tour Price and other amounts are paid by the methods specified in Article 12, paragraph 2, the latter part of Article 16, paragraph 1, and Article 19, paragraph 2.
4. In these General Conditions, "Date Card Used" means the date on which the traveler or our company is to perform the obligation to pay, or to refund, the Tour Price or other amounts under the Subscription Type Organized Tour Contract.

Article 3 Content of the Tour Contract

Under the Subscription Type Organized Tour Contract we undertake to make arrangements and to administer the itinerary so that the traveler may receive transportation, accommodation and other services relating to travel offered by transportation and accommodation facilities and others (the "Tour Service") in accordance with the itinerary set by us.

Article 4 Arrangement Agents

In performing the Subscription Type Organized Tour Contract, we may have other travel agents inside or outside Japan, persons who make arrangements as a business, or other assistants, carry out all or part of the arrangements on our behalf.

Chapter 2 · Execution of the Contract

Article 5 Application for the Contract

1. A traveler who intends to apply to us for a Subscription Type Organized Tour Contract shall complete the prescribed particulars on our prescribed application form (the "Application Form") and submit it to us together with the application fee in the amount separately determined by us.
2. Notwithstanding the preceding paragraph, a traveler who intends to apply to us for a Communication Contract shall notify us of the name of the subscription type organized tour applied for, the start date of the travel, the membership number and other particulars (the "Membership Number etc.").

3. The application fee referred to in paragraph 1 shall be treated as part of the Tour Price, the cancellation charge or the penalty charge.
4. A traveler who requires special consideration in participating in the subscription type organized tour shall inform us at the time of application. We shall accommodate the request to the extent possible.
5. The expenses of special measures taken by us for the traveler under the preceding paragraph shall be borne by the traveler.

Article 6 Reservations by Telephone and Other Means

1. We accept reservations for Subscription Type Organized Tour Contracts by telephone, mail, facsimile, the internet or other means of communication. In such a case the contract is not executed at the time of reservation, and the traveler shall, after we notify the traveler that the reservation is accepted, submit the Application Form and the application fee, or notify us of the Membership Number etc., within the period we determine, in accordance with Article 5, paragraph 1 or paragraph 2.
2. Where the Application Form and the application fee have been submitted, or the Membership Number etc. has been notified, in accordance with the preceding paragraph, the order of execution of Subscription Type Organized Tour Contracts shall follow the order in which the reservations were accepted.
3. Where the traveler does not submit the application fee, or does not notify the Membership Number etc., within the period referred to in paragraph 1, we shall treat the reservation as not having been made.

Article 7 Refusal to Execute the Contract

We may decline to execute a Subscription Type Organized Tour Contract in any of the following cases:

- (1) where the traveler does not meet the conditions of participation we have specified in advance, such as sex, age, qualifications or skills;
- (2) where the number of applicants has reached the planned number of participants;
- (3) where the traveler is likely to cause inconvenience to other travelers or to obstruct the smooth conduct of group activities;
- (4) where a Communication Contract is to be executed and the traveler is unable to settle all or part of the obligations relating to the Tour Price and other amounts in accordance with the card membership rules of the Affiliated Company, such as where the credit card held by the traveler is invalid;
- (5) where the traveler is recognised as a member of an organised crime group, an associate member, a person related to such a group, a company related to such a group, a corporate racketeer or other antisocial forces;
- (6) where the traveler has made a violent demand, an unjust demand, or has used threatening words or conduct or violence in relation to a transaction with us, or has committed an act equivalent to these;
- (7) where the traveler has damaged our credibility or obstructed our business by spreading rumours, by using deceptive means or by force, or has committed an act equivalent to these; or
- (8) where there are other circumstances relating to our business operations.

Article 8 Time of Execution of the Contract

1. The Subscription Type Organized Tour Contract shall be executed at the time when we accept the execution of the contract and receive the application fee referred to in Article 5, paragraph 1.
2. Notwithstanding the preceding paragraph, a Communication Contract shall be executed at the time when the notice of our acceptance of the execution of the contract reaches the traveler.

Article 9 Delivery of the Contract Document

1. Promptly after the execution of the contract under the preceding Article, we shall deliver to the traveler a document stating the itinerary, the content of the Tour Service, the Tour Price, other conditions of the travel and matters concerning our responsibility (the "Contract Document").
2. The scope of the Tour Service we are obliged to arrange and to administer under the Subscription Type Organized Tour Contract shall be as stated in the Contract Document referred to in the preceding paragraph.

Article 10 Determinate Document

1. Where the confirmed itinerary or the names of the transportation or accommodation facilities cannot be stated in the Contract Document referred to in Article 9, paragraph 1, we shall list in that Contract Document a limited enumeration of the accommodation facilities scheduled to be used and the names of transportation facilities important to the presentation of the travel, and shall thereafter deliver a document stating the confirmed position (the "Determinate Document") by the date specified in that Contract Document, and no later than the day before the start date of the travel (or the start date of the travel, where the application for the Subscription Type Organized Tour Contract is made on or after the seventh day counting back from the day before the start date).
2. In the case of the preceding paragraph, where a traveler enquires in order to confirm the status of the arrangements, we shall respond promptly and appropriately even before the Determinate Document is delivered.
3. Where the Determinate Document referred to in paragraph 1 has been delivered, the scope of the Tour Service we are obliged to arrange and administer under Article 9, paragraph 2 shall be limited to that stated in the Determinate Document.

Article 11 Method Utilising Information and Communications Technology

1. Where, with the prior consent of the traveler, we provide the matters to be stated in the document delivered to the traveler on execution of the Subscription Type Organized Tour Contract, in the Contract Document or in the Determinate Document, by a method utilising information and communications technology instead of delivering that document, we shall confirm that those matters have been recorded in a file kept on the communications equipment used by the traveler.
2. In the case of the preceding paragraph, where the communications equipment used by the traveler is not equipped with a file for recording those matters, we shall record them in a file kept on the communications equipment used by us, for the exclusive use of that traveler, and shall confirm that the traveler has viewed them.

Article 12 Tour Price

1. The traveler shall pay us the Tour Price in the amount stated in the Contract Document, by the date stated in the Contract Document and before the start date of the travel.
2. Where a Communication Contract has been executed, we shall receive payment of the Tour Price in the amount stated in the Contract Document by the card of the Affiliated Company, without the traveler's signature on the prescribed voucher. The Date Card Used shall be the date on which the travel contract is executed.

Chapter 3 · Alteration of the Contract

Article 13 Alteration of the Content of the Contract

Where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority, the provision of transportation services not following the original operating plan, or any other cause in which we are not involved arises, and it is unavoidable in order to secure the safe and smooth conduct of the travel, we may alter the itinerary, the content of the Tour Service or other content of the Subscription Type Organized Tour Contract (the "Content of the Contract"), after promptly explaining to the traveler in advance the reason why the cause is one in which we are not involved and the causal relationship with the alteration. However, in an emergency, where unavoidable, we shall explain after the alteration.

Article 14 Alteration of the Amount of the Tour Price

1. Where the fares and charges applicable to the transportation facilities used in implementing the subscription type organized tour (the "Applicable Fares and Charges") are increased or decreased, by reason of a significant change in economic conditions or otherwise, substantially beyond the extent normally anticipated, as compared with the Applicable Fares and Charges publicly announced as effective at the time indicated when the subscription type organized tour was offered, we may increase or decrease the amount of the Tour Price within the range of that increase or decrease.
2. Where we increase the Tour Price under the preceding paragraph, we shall notify the traveler before the fifteenth day counting back from the day before the start date of the travel.
3. Where the Applicable Fares and Charges are decreased as provided in paragraph 1, we shall decrease the Tour Price by the amount of that decrease.

4. Where an alteration of the Content of the Contract under the preceding Article causes a decrease or increase in the expenses required to implement the travel (including cancellation charges, penalty charges and other expenses already paid or payable for Tour Services not received because of the alteration), we may alter the amount of the Tour Price within the range of that decrease or increase at the time of the alteration. This does not apply where the increase in expenses arises because of a shortage of seats, rooms or other facilities of transportation or accommodation facilities and others, notwithstanding that those facilities are providing the Tour Service.
5. Where we have stated in the Contract Document that the Tour Price differs according to the number of persons using transportation or accommodation facilities and others, and that number changes after the execution of the Subscription Type Organized Tour Contract for reasons not attributable to us, we may alter the amount of the Tour Price as stated in the Contract Document.

Article 15 Replacement of the Traveler

1. A traveler who has executed a Subscription Type Organized Tour Contract with us may, with our consent, transfer that contractual status to a third party.
2. A traveler seeking our consent under the preceding paragraph shall complete the prescribed particulars on our prescribed form and submit it to us together with the prescribed handling fee.
3. The transfer of contractual status referred to in paragraph 1 takes effect at the time of our consent, and thereafter the third party who has acquired that status succeeds to all rights and obligations of the traveler in relation to that Subscription Type Organized Tour Contract.

Chapter 4 · Cancellation of the Contract

Article 16 Right of Cancellation of the Traveler

1. The traveler may at any time cancel the Subscription Type Organized Tour Contract by paying us the cancellation charge set out in Schedule I. Where a Communication Contract is cancelled, we shall receive payment of the cancellation charge by the card of the Affiliated Company, without the traveler's signature on the prescribed voucher.
2. Notwithstanding the preceding paragraph, the traveler may cancel the Subscription Type Organized Tour Contract before the start of the travel without paying a cancellation charge in any of the following cases:
 - (1) where the Content of the Contract has been altered by us, limited to cases where the alteration is one listed in the left column of Schedule II or is otherwise significant;
 - (2) where the Tour Price has been increased under Article 14, paragraph 1;
 - (3) where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority or any other cause arises, and the safe and smooth conduct of the travel becomes impossible or there is a very high likelihood that it will become impossible;
 - (4) where we do not deliver the Determinate Document to the traveler by the date referred to in Article 10, paragraph 1;
or
 - (5) where, for reasons attributable to us, the conduct of the travel in accordance with the itinerary stated in the Contract Document has become impossible.
3. Notwithstanding paragraph 1, where after the start of the travel the traveler becomes unable to receive the Tour Service stated in the Contract Document for reasons not attributable to the traveler, or where we inform the traveler to that effect, the traveler may cancel the part of the contract relating to the Tour Service that cannot be received, without paying a cancellation charge.
4. In the case of the preceding paragraph, we shall refund to the traveler the part of the Tour Price relating to the Tour Service that cannot be received. However, where the case of the preceding paragraph does not arise from reasons attributable to us, we shall refund that amount after deducting cancellation charges, penalty charges and other expenses already paid or payable for that Tour Service.

Article 17 Our Right of Cancellation · Cancellation before the Start of the Travel

1. We may cancel the Subscription Type Organized Tour Contract before the start of the travel, after explaining the reason to the traveler, in any of the following cases:

- (1) where it becomes clear that the traveler does not meet the conditions of participation we have specified in advance, such as sex, age, qualifications or skills;
 - (2) where the traveler is considered unable to endure the travel by reason of illness, the absence of a necessary attendant or other causes;
 - (3) where the traveler is considered likely to cause inconvenience to other travelers or to obstruct the smooth conduct of the group travel;
 - (4) where the traveler demands a burden exceeding a reasonable scope in relation to the Content of the Contract;
 - (5) where the number of travelers does not reach the minimum number of participants stated in the Contract Document;
 - (6) where there is a very high likelihood that conditions for implementing the travel indicated at the time of execution of the contract, such as the snowfall necessary for a ski tour, will not be met;
 - (7) where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority or any other cause in which we are not involved arises, and the safe and smooth conduct of the travel in accordance with the itinerary stated in the Contract Document becomes impossible or there is a very high likelihood that it will become impossible;
 - (8) where a Communication Contract has been executed and the traveler becomes unable to settle all or part of the obligations relating to the Tour Price and other amounts in accordance with the card membership rules of the Affiliated Company, such as where the credit card held by the traveler becomes invalid; or
 - (9) where it is found that the traveler falls under any of Article 7, items (5) to (7).
2. Where the traveler does not pay the Tour Price by the date stated in the Contract Document under Article 12, paragraph 1, the traveler shall be deemed to have cancelled the Subscription Type Organized Tour Contract on the day following that date. In this case the traveler shall pay us a penalty charge equal to the cancellation charge set out in Article 16, paragraph 1.
 3. Where we cancel the Subscription Type Organized Tour Contract for the reason set out in paragraph 1, item (5), we shall notify the traveler that the travel is cancelled before the thirteenth day counting back from the day before the start date for a Domestic Trip (the third day for a day trip), and before the twenty-third day for an Overseas Trip (the thirty-third day where the travel starts in the peak season defined in Schedule I).

Article 18 Our Right of Cancellation · Cancellation after the Start of the Travel

1. We may cancel part of the Subscription Type Organized Tour Contract even after the start of the travel, after explaining the reason to the traveler, in any of the following cases:
 - (1) where the traveler is unable to continue the travel by reason of illness, the absence of a necessary attendant or other causes;
 - (2) where the traveler disturbs the discipline of the group by disobeying our instructions given by a tour escort or other person for the safe and smooth conduct of the travel, or by assaulting or threatening such a person or another traveler, and thereby obstructs the safe and smooth conduct of the travel;
 - (3) where it is found that the traveler falls under any of Article 7, items (5) to (7); or
 - (4) where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority or any other cause in which we are not involved arises, and the continuation of the travel becomes impossible.
2. Where we cancel the contract under the preceding paragraph, the contractual relationship between us and the traveler ceases with future effect only. In this case our obligations in respect of the Tour Service already received by the traveler shall be deemed to have been validly performed.
3. In the case of the preceding paragraph, we shall refund to the traveler the part of the Tour Price relating to the Tour Service not yet received, after deducting cancellation charges, penalty charges and other expenses already paid or payable for that Tour Service.

Article 19 Refund of the Tour Price

1. Where the Tour Price is decreased under Article 14, paragraphs 3 to 5, or where the Subscription Type Organized Tour Contract is cancelled under the preceding three Articles, and an amount becomes refundable to the traveler, we shall refund that amount within seven days counting from the day following the cancellation in the case of a refund arising from

cancellation before the start of the travel, or within thirty days counting from the day following the last day of the travel stated in the Contract Document in the case of a refund arising from a decrease in the Tour Price or from cancellation after the start of the travel.

2. Where we have executed a Communication Contract with the traveler and an amount becomes refundable in the circumstances described in the preceding paragraph, we shall refund it in accordance with the card membership rules of the Affiliated Company. In this case we shall notify the traveler of the refundable amount within seven days counting from the day following the cancellation in the case of a refund arising from cancellation before the start of the travel, or within thirty days counting from the day following the last day of the travel stated in the Contract Document in the case of a refund arising from a decrease in the Tour Price or from cancellation after the start of the travel, and the date of that notice shall be the Date Card Used.
3. The preceding two paragraphs do not prevent the traveler or our company from exercising a right to claim compensation for damages under Article 27 or Article 30, paragraph 1.

Article 20 Arrangements for the Return Journey after Cancellation

1. Where we cancel the Subscription Type Organized Tour Contract after the start of the travel under Article 18, paragraph 1, item (1) or item (4), we shall, at the traveler's request, undertake to arrange the Tour Services necessary for the traveler to return to the place of departure of that travel.
2. In the case of the preceding paragraph, all expenses required for the return journey to the place of departure shall be borne by the traveler.

Chapter 5 · Contracts with Organisations and Groups

Article 21 Contracts with Organisations and Groups

This Chapter applies to the execution of a Subscription Type Organized Tour Contract applied for by two or more travelers travelling the same itinerary at the same time who have appointed a responsible representative (the "Contract Representative").

Article 22 Contract Representative

1. Except where a special contract has been made, we shall regard the Contract Representative as holding all powers of representation concerning the execution of the Subscription Type Organized Tour Contract for the travelers comprising the organisation or group (the "Constituent Members"), and we shall conduct transactions relating to the travel business of that organisation or group with the Contract Representative.
2. The Contract Representative shall submit to us a list of the Constituent Members by the date we determine.
3. We bear no responsibility for any obligation or duty which the Contract Representative currently owes, or may in future owe, to the Constituent Members.
4. Where the Contract Representative does not accompany the organisation or group, we shall, after the start of the travel, regard as the Contract Representative the Constituent Member appointed in advance by the Contract Representative.

Chapter 6 · Itinerary Administration

Article 23 Itinerary Administration

We shall endeavour to secure the safe and smooth conduct of the travel for the traveler and shall perform the following services, except where we have made a special contract with the traveler providing otherwise:

- (1) where it is considered that the traveler may be unable to receive a Tour Service during the travel, to take the measures necessary to ensure that the traveler reliably receives the Tour Service in accordance with the Subscription Type Organized Tour Contract; and
- (2) where, notwithstanding the measures referred to in the preceding item, the Content of the Contract must be altered, to arrange alternative services. In doing so, where the itinerary is altered, to endeavour to ensure that the altered itinerary meets the purpose of the original itinerary, and where the content of the Tour Service is altered, to endeavour to ensure that the altered Tour Service is equivalent to the original, and otherwise to endeavour to keep alterations to the Content of the Contract to a minimum.

Article 24 Our Instructions

From the start of the travel until its end, when acting as a group, the traveler shall follow our instructions given for the safe and smooth conduct of the travel.

Article 25 Services of Tour Escorts and Others

1. Depending on the content of the travel, we may have a tour escort or another person accompany the travel and perform all or part of the services listed in Article 23, or other services we consider necessary in connection with the subscription type organized tour.
2. The hours during which a tour escort or other person performs those services shall, in principle, be from 08:00 to 20:00.

Article 26 Protective Measures

Where we consider that a traveler is in a condition requiring protection during the travel by reason of illness, injury or otherwise, we may take the necessary measures. In this case, where the cause is not attributable to us, the expenses of those measures shall be borne by the traveler, who shall pay them by the date and by the method we specify.

Chapter 7 · Responsibility

Article 27 Responsibility of Our Company

1. Where, in the performance of the Subscription Type Organized Tour Contract, we or a person to whom we have entrusted the arrangements under Article 4 (an "Arrangement Agent") cause damage to the traveler intentionally or negligently, we shall be responsible for compensating that damage, provided that notice is given to us within two years counting from the day following the day on which the damage occurred.
2. Where the traveler suffers damage by reason of a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority, or any other cause in which neither we nor our Arrangement Agent is involved, we shall not be responsible for compensating that damage, except in the case of the preceding paragraph.
3. Notwithstanding paragraph 1, in respect of damage to baggage as referred to in that paragraph we shall compensate up to a maximum of 150,000 yen per traveler, except where we have acted intentionally or with gross negligence, and only where notice is given to us within 14 days for a Domestic Trip, or within 21 days for an Overseas Trip, counting from the day following the day on which the damage occurred.

Article 28 Special Compensation

1. Whether or not our responsibility under Article 27, paragraph 1 arises, we shall pay compensation and consolation money in the amounts determined in advance, as provided in the attached Special Compensation Rules, for certain damage suffered by the traveler to life, body or baggage while participating in the subscription type organized tour.
2. Where we bear responsibility under Article 27, paragraph 1 for the damage referred to in the preceding paragraph, the compensation payable under that paragraph shall be deemed to be damages, to the extent of the amount of damages payable on the basis of that responsibility.
3. In the case of the preceding paragraph, our obligation to pay compensation under paragraph 1 shall be reduced by an amount equal to the damages payable under Article 27, paragraph 1, including compensation deemed to be damages under the preceding paragraph.
4. A subscription type organized tour which we implement for travelers participating in our subscription type organized tour, and for which we collect a separate Tour Price, shall be treated as part of the content of the principal Subscription Type Organized Tour Contract.

Article 29 Itinerary Guarantee

1. Where a significant alteration to the Content of the Contract listed in the left column of Schedule II occurs, we shall pay change compensation of not less than the amount obtained by multiplying the Tour Price by the rate stated in the right column of that Schedule, within thirty days counting from the day following the last day of the travel. This does not apply to the alterations listed below, nor where it is clear that our responsibility under Article 27, paragraph 1 arises in respect of the alteration. Alterations arising from a shortage of seats, rooms or other facilities of transportation or accommodation

facilities and others, notwithstanding that those facilities are providing the Tour Service, are not excluded by the items below.

(1) alterations arising from the following causes:

- (a) a natural disaster;
- (b) war;
- (c) civil disturbance;
- (d) an order of a public authority;
- (e) suspension of the provision of the Tour Service by transportation or accommodation facilities and others;
- (f) the provision of transportation services not following the original operating plan; or
- (g) measures necessary to secure the safety of the life or body of tour participants;

(2) alterations relating to the cancelled part where the Subscription Type Organized Tour Contract is cancelled under Articles 16 to 18.

2. The change compensation payable by us is limited to the amount obtained by multiplying the Tour Price by a rate we determine of not less than 15%, per traveler per subscription type organized tour. Where the change compensation payable per traveler per subscription type organized tour is less than 1,000 yen, we shall not pay it.
3. Where, after we have paid change compensation under paragraph 1, it becomes clear that our responsibility under Article 27, paragraph 1 arises in respect of that alteration, the traveler shall return the change compensation to us. In this case we shall pay the balance after setting off the damages payable by us against the change compensation to be returned by the traveler.

Article 30 Responsibility of the Traveler

1. Where we suffer damage by reason of the intent or negligence of the traveler, that traveler shall compensate the damage.
2. In executing a Subscription Type Organized Tour Contract, the traveler shall endeavour to understand the content of the contract, including the traveler's rights and obligations, by making use of the information we provide.
3. After the start of the travel, in order to receive the Tour Service stated in the Contract Document without difficulty, the traveler shall, if the traveler recognises that a Tour Service differing from that stated in the Contract Document has been provided, promptly notify us, our Arrangement Agent or the provider of that Tour Service at the place of travel.

Chapter 8 · Compensation Business Guarantee Bond

Article 31 Compensation Business Guarantee Bond

1. Our company is a guarantee member of the All Nippon Travel Agents Association (3F Akasaka Shasta East Building, 4-2-19 Akasaka, Minato-ku, Tokyo 107-0052, Japan).
2. A traveler or Constituent Member who has executed a Subscription Type Organized Tour Contract with us is entitled, in respect of claims arising from that transaction, to receive reimbursement up to 3,000,000 yen from the compensation business guarantee bond deposited by the Association referred to in the preceding paragraph.
3. As we have paid the compensation business guarantee bond contribution to the Association under Article 49, paragraph 1 of the Travel Agency Act, we have not deposited the business guarantee bond under Article 7, paragraph 1 of that Act.

Schedule I Cancellation Charges (relating to Article 16, paragraph 1)

1. Cancellation charges for Domestic Trips

Classification	Cancellation charge
(1) Subscription Type Organized Tour Contracts other than those in (2)	
(a) cancellation on or after the twentieth day counting back from the day before the start date (the tenth day for a day trip), except in the cases in (b) to (e)	up to 20% of the Tour Price
(b) cancellation on or after the seventh day counting back from the day before the start date, except in the cases in (c) to (e)	up to 30% of the Tour Price
(c) cancellation on the day before the start date	up to 40% of the Tour Price
(d) cancellation on the start date, except in the case in (e)	up to 50% of the Tour Price
(e) cancellation after the start of the travel, or non-participation without notice	up to 100% of the Tour Price
(2) Subscription Type Organized Tour Contracts using a chartered vessel	as provided by the cancellation rules of that vessel

Note 1. The amount of the cancellation charge is stated in the Contract Document.

Note 2. In applying this Schedule, "after the start of the travel" means on or after the time of commencing to receive services as defined in Article 2, paragraph 3 of the attached Special Compensation Rules.

2. Cancellation charges for Overseas Trips

Classification	Cancellation charge
(1) Contracts using an aircraft on departure from or return to Japan, other than those in (2)	
(a) where the start date falls in the peak season, cancellation on or after the fortieth day counting back from the day before the start date, except in the cases in (b) to (d)	up to 10% of the Tour Price
(b) cancellation on or after the thirtieth day counting back from the day before the start date, except in the cases in (c) and (d)	up to 20% of the Tour Price
(c) cancellation on or after the second day before the start date, except in the case in (d)	up to 50% of the Tour Price
(d) cancellation after the start of the travel, or non-participation without notice	up to 100% of the Tour Price
(2) Contracts using a chartered aircraft	
(a) cancellation on or after the ninetieth day counting back from the day before the start date, except in the cases in (b) to (d)	up to 20% of the Tour Price
(b) cancellation on or after the thirtieth day counting back from the day before the start date, except in the cases in (c) and (d)	up to 50% of the Tour Price
(c) cancellation on or after the twentieth day counting back from the day before the start date, except in the case in (d)	up to 80% of the Tour Price
(d) cancellation on or after the third day counting back from the day before the start date, or non-participation without notice	up to 100% of the Tour Price
(3) Contracts using a vessel on departure from and return to Japan	as provided by the cancellation rules of that vessel

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

Note 1. The amount of the cancellation charge is stated in the Contract Document.

Note 2. In applying this Schedule, "after the start of the travel" means on or after the time of commencing to receive services as defined in Article 2, paragraph 3 of the attached Special Compensation Rules.

Schedule II Change Compensation (relating to Article 29, paragraph 1)

Alteration requiring payment of change compensation	Before start (%)	After start (%)
1. Alteration of the start date or the end date of the travel stated in the Contract Document	1.5	3.0
2. Alteration of the sightseeing places or facilities to be entered (including restaurants) or other destinations of the travel stated in the Contract Document	1.0	2.0
3. Alteration of the class or facilities of transportation stated in the Contract Document to those of a lower fare, limited to cases where the total fare of the altered class and facilities falls below that stated in the Contract Document	1.0	2.0
4. Alteration of the type of transportation or the name of the operating company stated in the Contract Document	1.0	2.0
5. Alteration to a different flight at the airport of departure in Japan or the airport of arrival in Japan stated in the Contract Document	1.0	2.0
6. Alteration of a direct flight between Japan and a place outside Japan stated in the Contract Document to a connecting or transit flight	1.0	2.0
7. Alteration of the type or name of the accommodation facility stated in the Contract Document	1.0	2.0
8. Alteration of the room type, equipment, view or other conditions of the guest room of the accommodation facility stated in the Contract Document	1.0	2.0
9. Alteration of a matter stated in the tour title in the Contract Document, among the alterations listed in items 1 to 8	2.5	5.0

Note 1. "Before start" means the alteration was notified to the traveler by the day before the start date, and "after start" means it was notified on or after the start date.

Note 2. Where a Determinate Document has been delivered, this Schedule applies with "Contract Document" read as "Determinate Document". In that case, an alteration between the Contract Document and the Determinate Document, and an alteration between the Determinate Document and the Tour Service actually provided, are each treated as one case.

Note 3. Where transportation relating to an alteration under item 3 or item 4 involves the use of sleeping facilities, each overnight stay is treated as one case.

Note 4. Item 4 does not apply to a change in the name of the operating company where it involves a change to a higher class or better facilities.

Note 5. Where alterations under item 4, item 7 or item 8 occur more than once within one journey or one overnight stay, each journey or overnight stay is treated as one case.

Note 6. For an alteration under item 9, the rates in items 1 to 8 do not apply and item 9 applies instead.

Part 3 · Order-Taking Type Organized Tour Contract

受注型企画旅行契約の部 · included for reference. We do not currently sell these tours.

Chapter 1 · General Provisions

Article 1 Scope of Application

1. Contracts concerning order-taking type organized tours executed between our company and the traveler (the "Order-Taking Type Organized Tour Contract") shall be based on these General Conditions. Any matter not stipulated in these General Conditions shall be governed by laws and regulations or by generally established practice.
2. Where we execute a special contract with the traveler in writing, without violating laws and regulations and without harming the interests of the traveler, such special contract shall be given priority notwithstanding the preceding paragraph.

Article 2 Definition of Terminology

1. In these General Conditions, "Order-Taking Type Organized Tour" means travel which we implement in accordance with a travel plan prepared by us at the request of the traveler, setting out the destination and itinerary of the travel, the content of the transportation or accommodation services the traveler may receive, and the amount of the Tour Price payable by the traveler to us.
2. In these General Conditions, "Domestic Trip" means travel within Japan only, and "Overseas Trip" means travel other than a Domestic Trip.
3. In this Part, "Communication Contract" means an Order-Taking Type Organized Tour Contract executed with a card member of a credit card company affiliated with us (an "Affiliated Company"), upon an application received by telephone, mail, facsimile, the internet or other means of communication, under which the traveler consents in advance that claims or obligations relating to the Tour Price and other amounts under the contract are to be settled on or after the date on which they fall due, in accordance with the separately provided card membership rules of the Affiliated Company, and under which the Tour Price and other amounts are paid by the methods specified in Article 12, paragraph 2, the latter part of Article 16, paragraph 1, and Article 19, paragraph 2.
4. In these General Conditions, "Date Card Used" means the date on which the traveler or our company is to perform the obligation to pay, or to refund, the Tour Price or other amounts under the Order-Taking Type Organized Tour Contract.

Article 3 Content of the Tour Contract

Under the Order-Taking Type Organized Tour Contract we undertake to make arrangements and to administer the itinerary so that the traveler may receive transportation, accommodation and other services relating to travel offered by transportation and accommodation facilities and others (the "Tour Service") in accordance with the itinerary set by us.

Article 4 Arrangement Agents

In performing the Order-Taking Type Organized Tour Contract, we may have other travel agents inside or outside Japan, persons who make arrangements as a business, or other assistants, carry out all or part of the arrangements on our behalf.

Chapter 2 · Execution of the Contract

Article 5 Delivery of the Plan Document

1. Where a traveler who intends to apply to us for an Order-Taking Type Organized Tour Contract makes a request, we shall, except where there are circumstances relating to our business operations, deliver a document stating the content of the plan prepared in accordance with that request, including the itinerary, the content of the Tour Service, the Tour Price and other conditions of the travel (the "Plan Document").
2. We may state in the Plan Document, as a breakdown of the Tour Price, the amount of the handling charge relating to the planning (the "Planning Charge").

Article 6 Application for the Contract

1. A traveler who intends to apply to us for an Order-Taking Type Organized Tour Contract in relation to the content of the plan stated in the Plan Document shall complete the prescribed particulars on our prescribed application form (the "Application Form") and submit it to us together with the application fee in the amount separately determined by us.
2. Notwithstanding the preceding paragraph, a traveler who intends to apply to us for a Communication Contract in relation to the content of the plan stated in the Plan Document shall notify us of the membership number and other particulars.
3. The application fee referred to in paragraph 1 shall be treated as part of the Tour Price, including any Planning Charge stated as a breakdown of it, or of the cancellation charge or penalty charge.
4. A traveler who requires special consideration in participating in the order-taking type organized tour shall inform us at the time of application. We shall accommodate the request to the extent possible.
5. The expenses of special measures taken by us for the traveler under the preceding paragraph shall be borne by the traveler.

Article 7 Refusal to Execute the Contract

We may decline to execute an Order-Taking Type Organized Tour Contract in any of the following cases:

- (1) where the traveler is likely to cause inconvenience to other travelers or to obstruct the smooth conduct of group activities;
- (2) where a Communication Contract is to be executed and the traveler is unable to settle all or part of the obligations relating to the Tour Price and other amounts in accordance with the card membership rules of the Affiliated Company, such as where the credit card held by the traveler is invalid;
- (3) where the traveler is recognised as a member of an organised crime group, an associate member, a person related to such a group, a company related to such a group, a corporate racketeer or other antisocial forces;
- (4) where the traveler has made a violent demand, an unjust demand, or has used threatening words or conduct or violence in relation to a transaction with us, or has committed an act equivalent to these;
- (5) where the traveler has damaged our credibility or obstructed our business by spreading rumours, by using deceptive means or by force, or has committed an act equivalent to these; or
- (6) where there are other circumstances relating to our business operations.

Article 8 Time of Execution of the Contract

1. The Order-Taking Type Organized Tour Contract shall be executed at the time when we accept the execution of the contract and receive the application fee referred to in Article 6, paragraph 1.
2. Notwithstanding the preceding paragraph, a Communication Contract shall be executed at the time when the notice of our acceptance of the execution of the contract reaches the traveler.

Article 9 Delivery of the Contract Document

1. Promptly after the execution of the contract under the preceding Article, we shall deliver to the traveler a document stating the itinerary, the content of the Tour Service, the Tour Price, other conditions of the travel and matters concerning our responsibility (the "Contract Document").
2. Where we have stated the amount of the Planning Charge in the Plan Document referred to in Article 5, paragraph 1, we shall state that amount in the Contract Document.
3. The scope of the Tour Service we are obliged to arrange and to administer under the Order-Taking Type Organized Tour Contract shall be as stated in the Contract Document referred to in paragraph 1.

Article 10 Determinate Document

1. Where the confirmed itinerary or the names of the transportation or accommodation facilities cannot be stated in the Contract Document referred to in Article 9, paragraph 1, we shall list in that Contract Document a limited enumeration of the accommodation facilities scheduled to be used and the names of transportation facilities important to the travel plan, and shall thereafter deliver a document stating the confirmed position (the "Determinate Document") by the date specified in that Contract Document, and no later than the day before the start date of the travel (or the start date of the travel, where the application is made on or after the seventh day counting back from the day before the start date).

2. In the case of the preceding paragraph, where a traveler enquires in order to confirm the status of the arrangements, we shall respond promptly and appropriately even before the Determinate Document is delivered.
3. Where the Determinate Document referred to in paragraph 1 has been delivered, the scope of the Tour Service we are obliged to arrange and administer under Article 9, paragraph 3 shall be limited to that stated in the Determinate Document.

Article 11 Method Utilising Information and Communications Technology

1. Where, with the prior consent of the traveler, we provide the matters to be stated in the Plan Document, in the document delivered to the traveler on execution of the Order-Taking Type Organized Tour Contract, in the Contract Document or in the Determinate Document, by a method utilising information and communications technology instead of delivering that document, we shall confirm that those matters have been recorded in a file kept on the communications equipment used by the traveler.
2. In the case of the preceding paragraph, where the communications equipment used by the traveler is not equipped with a file for recording those matters, we shall record them in a file kept on the communications equipment used by us, for the exclusive use of that traveler, and shall confirm that the traveler has viewed them.

Article 12 Tour Price

1. The traveler shall pay us the Tour Price in the amount stated in the Contract Document, by the date stated in the Contract Document and before the start date of the travel.
2. Where a Communication Contract has been executed, we shall receive payment of the Tour Price in the amount stated in the Contract Document by the card of the Affiliated Company, without the traveler's signature on the prescribed voucher. The Date Card Used shall be the date on which the travel contract is executed.

Chapter 3 · Alteration of the Contract

Article 13 Alteration of the Content of the Contract

1. The traveler may request us to alter the itinerary, the content of the Tour Service or other content of the Order-Taking Type Organized Tour Contract (the "Content of the Contract"). In such a case, we shall accommodate the traveler's request as far as possible.
2. Where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority, the provision of transportation services not following the original operating plan, or any other cause in which we are not involved arises, and it is unavoidable in order to secure the safe and smooth conduct of the travel, we may alter the Content of the Contract, after promptly explaining to the traveler in advance the reason why the cause is one in which we are not involved and the causal relationship with the alteration. However, in an emergency, where unavoidable, we shall explain after the alteration.

Article 14 Alteration of the Amount of the Tour Price

1. Where the fares and charges applicable to the transportation facilities used in implementing the order-taking type organized tour (the "Applicable Fares and Charges") are increased or decreased, by reason of a significant change in economic conditions or otherwise, substantially beyond the extent normally anticipated, as compared with the Applicable Fares and Charges publicly announced as effective at the time indicated when the Plan Document was delivered, we may increase or decrease the amount of the Tour Price within the range of that increase or decrease.
2. Where we increase the Tour Price under the preceding paragraph, we shall notify the traveler before the fifteenth day counting back from the day before the start date of the travel.
3. Where the Applicable Fares and Charges are decreased as provided in paragraph 1, we shall decrease the Tour Price by the amount of that decrease.
4. Where an alteration of the Content of the Contract under the preceding Article causes a decrease or increase in the expenses required to implement the travel (including cancellation charges, penalty charges and other expenses already paid or payable for Tour Services not received because of the alteration), we may alter the amount of the Tour Price within the range of that decrease or increase at the time of the alteration. This does not apply where the increase in expenses arises because of a shortage of seats, rooms or other facilities of transportation or accommodation facilities and others, notwithstanding that those facilities are providing the Tour Service.

5. Where we have stated in the Contract Document that the Tour Price differs according to the number of persons using transportation or accommodation facilities and others, and that number changes after the execution of the Order-Taking Type Organized Tour Contract for reasons not attributable to us, we may alter the amount of the Tour Price as stated in the Contract Document.

Article 15 Replacement of the Traveler

1. A traveler who has executed an Order-Taking Type Organized Tour Contract with us may, with our consent, transfer that contractual status to a third party.
2. A traveler seeking our consent under the preceding paragraph shall complete the prescribed particulars on our prescribed form and submit it to us together with the prescribed handling fee.
3. The transfer of contractual status referred to in paragraph 1 takes effect at the time of our consent, and thereafter the third party who has acquired that status succeeds to all rights and obligations of the traveler in relation to that Order-Taking Type Organized Tour Contract.

Chapter 4 · Cancellation of the Contract

Article 16 Right of Cancellation of the Traveler

1. The traveler may at any time cancel the Order-Taking Type Organized Tour Contract by paying us the cancellation charge set out in Schedule I. Where a Communication Contract is cancelled, we shall receive payment of the cancellation charge by the card of the Affiliated Company, without the traveler's signature on the prescribed voucher.
2. Notwithstanding the preceding paragraph, the traveler may cancel the contract before the start of the travel without paying a cancellation charge in any of the following cases:
 - (1) where the Content of the Contract has been altered by us, limited to cases where the alteration is one listed in the left column of Schedule II or is otherwise significant;
 - (2) where the Tour Price has been increased under Article 14, paragraph 1;
 - (3) where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority or any other cause arises, and the safe and smooth conduct of the travel becomes impossible or there is a very high likelihood that it will become impossible;
 - (4) where we do not deliver the Determinate Document to the traveler by the date referred to in Article 10, paragraph 1;
or
 - (5) where, for reasons attributable to us, the conduct of the travel in accordance with the itinerary stated in the Contract Document has become impossible.
3. Notwithstanding paragraph 1, where after the start of the travel the traveler becomes unable to receive the Tour Service stated in the Contract Document for reasons not attributable to the traveler, or where we inform the traveler to that effect, the traveler may cancel the part of the contract relating to the Tour Service that cannot be received, without paying a cancellation charge.
4. In the case of the preceding paragraph, we shall refund to the traveler the part of the Tour Price relating to the Tour Service that cannot be received. However, where the case of the preceding paragraph does not arise from reasons attributable to us, we shall refund that amount after deducting cancellation charges, penalty charges and other expenses already paid or payable for that Tour Service.

Article 17 Our Right of Cancellation · Cancellation before the Start of the Travel

1. We may cancel the Order-Taking Type Organized Tour Contract before the start of the travel, after explaining the reason to the traveler, in any of the following cases:
 - (1) where the traveler is considered unable to endure the travel by reason of illness, the absence of a necessary attendant or other causes;
 - (2) where the traveler is considered likely to cause inconvenience to other travelers or to obstruct the smooth conduct of the group travel;
 - (3) where the traveler demands a burden exceeding a reasonable scope in relation to the Content of the Contract;

- (4) where there is a very high likelihood that conditions for implementing the travel indicated at the time of execution of the contract, such as the snowfall necessary for a ski tour, will not be met;
 - (5) where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority or any other cause in which we are not involved arises, and the safe and smooth conduct of the travel in accordance with the itinerary stated in the Contract Document becomes impossible or there is a very high likelihood that it will become impossible;
 - (6) where a Communication Contract has been executed and the traveler becomes unable to settle all or part of the obligations relating to the Tour Price and other amounts in accordance with the card membership rules of the Affiliated Company, such as where the credit card held by the traveler becomes invalid; or
 - (7) where it is found that the traveler falls under any of Article 7, items (3) to (5).
2. Where the traveler does not pay the Tour Price by the date stated in the Contract Document under Article 12, paragraph 1, the traveler shall be deemed to have cancelled the contract on the day following that date. In this case the traveler shall pay us a penalty charge equal to the cancellation charge set out in Article 16, paragraph 1.

Article 18 Our Right of Cancellation · Cancellation after the Start of the Travel

1. We may cancel part of the Order-Taking Type Organized Tour Contract even after the start of the travel, after explaining the reason to the traveler, in any of the following cases:
 - (1) where the traveler is unable to continue the travel by reason of illness, the absence of a necessary attendant or other causes;
 - (2) where the traveler disturbs the discipline of the group by disobeying our instructions given by a tour escort or other person for the safe and smooth conduct of the travel, or by assaulting or threatening such a person or another traveler, and thereby obstructs the safe and smooth conduct of the travel;
 - (3) where it is found that the traveler falls under any of Article 7, items (3) to (5); or
 - (4) where a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority or any other cause in which we are not involved arises, and the continuation of the travel becomes impossible.
2. Where we cancel the contract under the preceding paragraph, the contractual relationship between us and the traveler ceases with future effect only. In this case our obligations in respect of the Tour Service already received by the traveler shall be deemed to have been validly performed.
3. In the case of the preceding paragraph, we shall refund to the traveler the part of the Tour Price relating to the Tour Service not yet received, after deducting cancellation charges, penalty charges and other expenses already paid or payable for that Tour Service.

Article 19 Refund of the Tour Price

1. Where the Tour Price is decreased under Article 14, paragraphs 3 to 5, or where the contract is cancelled under the preceding three Articles, and an amount becomes refundable to the traveler, we shall refund that amount within seven days counting from the day following the cancellation in the case of a refund arising from cancellation before the start of the travel, or within thirty days counting from the day following the last day of the travel stated in the Contract Document in the case of a refund arising from a decrease in the Tour Price or from cancellation after the start of the travel.
2. Where we have executed a Communication Contract with the traveler and an amount becomes refundable in the circumstances described in the preceding paragraph, we shall refund it in accordance with the card membership rules of the Affiliated Company. In this case we shall notify the traveler of the refundable amount within seven days counting from the day following the cancellation in the case of a refund arising from cancellation before the start of the travel, or within thirty days counting from the day following the last day of the travel stated in the Contract Document in the case of a refund arising from a decrease in the Tour Price or from cancellation after the start of the travel, and the date of that notice shall be the Date Card Used.
3. The preceding two paragraphs do not prevent the traveler or our company from exercising a right to claim compensation for damages under Article 28 or Article 31, paragraph 1.

Article 20 Arrangements for the Return Journey after Cancellation

1. Where we cancel the contract after the start of the travel under Article 18, paragraph 1, item (1) or item (4), we shall, at the traveler's request, undertake to arrange the Tour Services necessary for the traveler to return to the place of departure of that travel.
2. In the case of the preceding paragraph, all expenses required for the return journey to the place of departure shall be borne by the traveler.

Chapter 5 · Contracts with Organisations and Groups

Article 21 Contracts with Organisations and Groups

This Chapter applies to the execution of an Order-Taking Type Organized Tour Contract applied for by two or more travelers travelling the same itinerary at the same time who have appointed a responsible representative (the "Contract Representative").

Article 22 Contract Representative

1. Except where a special contract has been made, we shall regard the Contract Representative as holding all powers of representation concerning the execution of the Order-Taking Type Organized Tour Contract for the travelers comprising the organisation or group (the "Constituent Members"), and we shall conduct transactions relating to the travel business of that organisation or group, and the services referred to in Article 26, paragraph 1, with the Contract Representative.
2. The Contract Representative shall submit to us a list of the Constituent Members by the date we determine.
3. We bear no responsibility for any obligation or duty which the Contract Representative currently owes, or may in future owe, to the Constituent Members.
4. Where the Contract Representative does not accompany the organisation or group, we shall, after the start of the travel, regard as the Contract Representative the Constituent Member appointed in advance by the Contract Representative.

Article 23 Special Rule on Execution of the Contract

1. Notwithstanding Article 6, paragraph 1, where we execute an Order-Taking Type Organized Tour Contract with a Contract Representative we may accept the execution of the contract without receiving payment of the application fee.
2. Where the contract is executed without payment of the application fee under the preceding paragraph, we shall deliver to the Contract Representative a document stating that fact, and the contract shall be executed at the time we deliver that document.

Chapter 6 · Itinerary Administration

Article 24 Itinerary Administration

We shall endeavour to secure the safe and smooth conduct of the travel for the traveler and shall perform the following services, except where we have made a special contract with the traveler providing otherwise:

- (1) where it is considered that the traveler may be unable to receive a Tour Service during the travel, to take the measures necessary to ensure that the traveler reliably receives the Tour Service in accordance with the Order-Taking Type Organized Tour Contract; and
- (2) where, notwithstanding the measures referred to in the preceding item, the Content of the Contract must be altered, to arrange alternative services. In doing so, where the itinerary is altered, to endeavour to ensure that the altered itinerary meets the purpose of the original itinerary, and where the content of the Tour Service is altered, to endeavour to ensure that the altered Tour Service is equivalent to the original, and otherwise to endeavour to keep alterations to the Content of the Contract to a minimum.

Article 25 Our Instructions

From the start of the travel until its end, when acting as a group, the traveler shall follow our instructions given for the safe and smooth conduct of the travel.

Article 26 Services of Tour Escorts and Others

1. Depending on the content of the travel, we may have a tour escort or another person accompany the travel and perform all or part of the services listed in Article 24, or other services we consider necessary in connection with the order-taking type organized tour.
2. The hours during which a tour escort or other person performs those services shall, in principle, be from 08:00 to 20:00.

Article 27 Protective Measures

Where we consider that a traveler is in a condition requiring protection during the travel by reason of illness, injury or otherwise, we may take the necessary measures. In this case, where the cause is not attributable to us, the expenses of those measures shall be borne by the traveler, who shall pay them by the date and by the method we specify.

Chapter 7 · Responsibility

Article 28 Responsibility of Our Company

1. Where, in the performance of the Order-Taking Type Organized Tour Contract, we or a person to whom we have entrusted the arrangements under Article 4 (an "Arrangement Agent") cause damage to the traveler intentionally or negligently, we shall be responsible for compensating that damage, provided that notice is given to us within two years counting from the day following the day on which the damage occurred.
2. Where the traveler suffers damage by reason of a natural disaster, war, civil disturbance, suspension of the provision of the Tour Service by transportation or accommodation facilities or others, an order of a public authority, or any other cause in which neither we nor our Arrangement Agent is involved, we shall not be responsible for compensating that damage, except in the case of the preceding paragraph.
3. Notwithstanding paragraph 1, in respect of damage to baggage as referred to in that paragraph we shall compensate up to a maximum of 150,000 yen per traveler, except where we have acted intentionally or with gross negligence, and only where notice is given to us within 14 days for a Domestic Trip, or within 21 days for an Overseas Trip, counting from the day following the day on which the damage occurred.

Article 29 Special Compensation

1. Whether or not our responsibility under Article 28, paragraph 1 arises, we shall pay compensation and consolation money in the amounts determined in advance, as provided in the attached Special Compensation Rules, for certain damage suffered by the traveler to life, body or baggage while participating in the order-taking type organized tour.
2. Where we bear responsibility under Article 28, paragraph 1 for the damage referred to in the preceding paragraph, the compensation payable under that paragraph shall be deemed to be damages, to the extent of the amount of damages payable on the basis of that responsibility.
3. In the case of the preceding paragraph, our obligation to pay compensation under paragraph 1 shall be reduced by an amount equal to the damages payable under Article 28, paragraph 1, including compensation deemed to be damages under the preceding paragraph.
4. A subscription type organized tour which we implement for travelers participating in our order-taking type organized tour, and for which we collect a separate Tour Price, shall be treated as part of the content of the Order-Taking Type Organized Tour Contract.

Article 30 Itinerary Guarantee

1. Where a significant alteration to the Content of the Contract listed in the left column of Schedule II occurs, we shall pay change compensation of not less than the amount obtained by multiplying the Tour Price by the rate stated in the right column of that Schedule, within thirty days counting from the day following the last day of the travel. This does not apply to the alterations listed below, nor where it is clear that our responsibility under Article 28, paragraph 1 arises in respect of the alteration. Alterations arising from a shortage of seats, rooms or other facilities of transportation or accommodation facilities and others, notwithstanding that those facilities are providing the Tour Service, are not excluded by the items below.
 - (1) alterations arising from the following causes:
 - (a) a natural disaster;

- (b) war;
 - (c) civil disturbance;
 - (d) an order of a public authority;
 - (e) suspension of the provision of the Tour Service by transportation or accommodation facilities and others;
 - (f) the provision of transportation services not following the original operating plan; or
 - (g) measures necessary to secure the safety of the life or body of tour participants;
- (2) alterations relating to the altered part where the Order-Taking Type Organized Tour Contract is altered under Article 13, paragraph 1, and alterations relating to the cancelled part where the contract is cancelled under Articles 16 to 18.
2. The change compensation payable by us is limited to the amount obtained by multiplying the Tour Price by a rate we determine of not less than 15%, per traveler per order-taking type organized tour. Where the change compensation payable per traveler per order-taking type organized tour is less than 1,000 yen, we shall not pay it.
3. Where, after we have paid change compensation under paragraph 1, it becomes clear that our responsibility under Article 28, paragraph 1 arises in respect of that alteration, the traveler shall return the change compensation to us. In this case we shall pay the balance after setting off the damages payable by us against the change compensation to be returned by the traveler.

Article 31 Responsibility of the Traveler

1. Where we suffer damage by reason of the intent or negligence of the traveler, that traveler shall compensate the damage.
2. In executing an Order-Taking Type Organized Tour Contract, the traveler shall endeavour to understand the content of the contract, including the traveler's rights and obligations, by making use of the information we provide.
3. After the start of the travel, in order to receive the Tour Service stated in the Contract Document without difficulty, the traveler shall, if the traveler recognises that a Tour Service differing from that stated in the Contract Document has been provided, promptly notify us, our Arrangement Agent or the provider of that Tour Service at the place of travel.

Chapter 8 · Compensation Business Guarantee Bond

Article 32 Compensation Business Guarantee Bond

1. Our company is a guarantee member of the All Nippon Travel Agents Association (3F Akasaka Shasta East Building, 4-2-19 Akasaka, Minato-ku, Tokyo 107-0052, Japan).
2. A traveler or Constituent Member who has executed an Order-Taking Type Organized Tour Contract with us is entitled, in respect of claims arising from that transaction, to receive reimbursement up to 3,000,000 yen from the compensation business guarantee bond deposited by the Association referred to in the preceding paragraph.
3. As we have paid the compensation business guarantee bond contribution to the Association under Article 49, paragraph 1 of the Travel Agency Act, we have not deposited the business guarantee bond under Article 7, paragraph 1 of that Act.

Schedule I Cancellation Charges (relating to Article 16, paragraph 1)

1. Cancellation charges for Domestic Trips

Classification	Cancellation charge
(1) Order-Taking Type Organized Tour Contracts other than those in (2)	
(a) cases other than (b) to (f), limited to cases where we have stated the amount of the Planning Charge in the Contract Document	an amount equal to the Planning Charge
(b) cancellation on or after the twentieth day counting back from the day before the start date (the tenth day for a day trip), except in the cases in (c) to (f)	up to 20% of the Tour Price
(c) cancellation on or after the seventh day counting back from the day before the start date, except in the cases in (d) to (f)	up to 30% of the Tour Price
(d) cancellation on the day before the start date	up to 40% of the Tour Price
(e) cancellation on the start date, except in the case in (f)	up to 50% of the Tour Price
(f) cancellation after the start of the travel, or non-participation without notice	up to 100% of the Tour Price
(2) Contracts using a chartered vessel	as provided by the cancellation rules of that vessel

Note 1. The amount of the cancellation charge is stated in the Contract Document.

Note 2. In applying this Schedule, "after the start of the travel" means on or after the time of commencing to receive services as defined in Article 2, paragraph 3 of the attached Special Compensation Rules.

2. Cancellation charges for Overseas Trips

Classification	Cancellation charge
(1) Contracts using an aircraft on departure from or return to Japan, other than those in (2)	
(a) cases other than (b) to (d), limited to cases where we have stated the amount of the Planning Charge in the Contract Document	an amount equal to the Planning Charge
(b) cancellation on or after the thirtieth day counting back from the day before the start date, except in the cases in (c) and (d)	up to 20% of the Tour Price
(c) cancellation on or after the second day before the start date, except in the case in (d)	up to 50% of the Tour Price
(d) cancellation after the start of the travel, or non-participation without notice	up to 100% of the Tour Price
(2) Contracts using a chartered aircraft	
(a) cases other than (b) to (e), limited to cases where we have stated the amount of the Planning Charge in the Contract Document	an amount equal to the Planning Charge
(b) cancellation on or after the ninetieth day counting back from the day before the start date, except in the cases in (c) to (e)	up to 20% of the Tour Price
(c) cancellation on or after the thirtieth day counting back from the day before the start date, except in the cases in (d) and (e)	up to 50% of the Tour Price
(d) cancellation on or after the twentieth day counting back from the day before the start date, except in the case in (e)	up to 80% of the Tour Price
(e) cancellation on or after the third day counting back from the day before the start date, or non-participation without notice	up to 100% of the Tour Price
(3) Contracts using a vessel on departure from and return to Japan	as provided by the cancellation rules of that vessel

Note 1. The amount of the cancellation charge is stated in the Contract Document.

Note 2. In applying this Schedule, "after the start of the travel" means on or after the time of commencing to receive services as defined in Article 2, paragraph 3 of the attached Special Compensation Rules.

Schedule II Change Compensation (relating to Article 30, paragraph 1)

Alteration requiring payment of change compensation	Before start (%)	After start (%)
1. Alteration of the start date or the end date of the travel stated in the Contract Document	1.5	3.0
2. Alteration of the sightseeing places or facilities to be entered (including restaurants) or other destinations of the travel stated in the Contract Document	1.0	2.0
3. Alteration of the class or facilities of transportation stated in the Contract Document to those of a lower fare, limited to cases where the total fare of the altered class and facilities falls below that stated in the Contract Document	1.0	2.0
4. Alteration of the type of transportation or the name of the operating company stated in the Contract Document	1.0	2.0
5. Alteration to a different flight at the airport of departure in Japan or the airport of arrival in Japan stated in the Contract Document	1.0	2.0
6. Alteration of a direct flight between Japan and a place outside Japan stated in the Contract Document to a connecting or transit flight	1.0	2.0
7. Alteration of the type or name of the accommodation facility stated in the Contract Document	1.0	2.0
8. Alteration of the room type, equipment, view or other conditions of the guest room of the accommodation facility stated in the Contract Document	1.0	2.0

Note 1. "Before start" means the alteration was notified to the traveler by the day before the start date, and "after start" means it was notified on or after the start date.

Note 2. Where a Determinate Document has been delivered, this Schedule applies with "Contract Document" read as "Determinate Document". In that case, an alteration between the Contract Document and the Determinate Document, and an alteration between the Determinate Document and the Tour Service actually provided, are each treated as one case.

Note 3. Where transportation relating to an alteration under item 3 or item 4 involves the use of sleeping facilities, each overnight stay is treated as one case.

Note 4. Item 4 does not apply to a change in the name of the operating company where it involves a change to a higher class or better facilities.

Note 5. Where alterations under item 4, item 7 or item 8 occur more than once within one journey or one overnight stay, each journey or overnight stay is treated as one case.

Annex · Special Compensation Rules

別紙 特別補償規程 · applies to organized tours only, not to arranged tours

Chapter 1 · Payment of Compensation

Article 1 Our Liability to Pay

1. Where a traveler participating in an organized tour implemented by us suffers bodily injury while participating in that organized tour as a result of a sudden and fortuitous external accident (an "Accident"), we shall pay to the traveler or the traveler's statutory heirs death compensation, residual disability compensation, hospitalisation consolation money and outpatient consolation money (together, the "Compensation") as provided in Chapters 1 to 4.
2. The injuries referred to in the preceding paragraph include symptoms of poisoning arising suddenly from the accidental and momentary inhalation, absorption or ingestion of toxic gas or toxic substances from outside the body, excluding symptoms of poisoning arising from continuous inhalation, absorption or ingestion. Bacterial food poisoning is not included.

Article 2 Definition of Terminology

1. In these Rules, "organized tour" means a tour as defined in Article 2, paragraph 1 of the Subscription Type Organized Tour Contract Part and Article 2, paragraph 1 of the Order-Taking Type Organized Tour Contract Part of the Standard General Conditions of Travel Agency Business.
2. In these Rules, "while participating in the organized tour" means the period from the time the traveler commences to receive the services of the first transportation or accommodation facility or other provider set out in the itinerary of that organized tour, provided by tickets and similar documents arranged by us in advance for the purpose of the traveler's participation, until the time the traveler completes receiving the services of the last such facility or provider. However, where the traveler leaves the predetermined itinerary of the organized tour and has notified us in advance of the scheduled dates and times of leaving and returning, the period from leaving until the scheduled time of return is treated as "while participating in the organized tour"; and where the traveler leaves without notifying us in advance of those dates and times, or leaves with no intention of returning, the period from leaving until returning, or the period after leaving, is not treated as "while participating in the organized tour". Further, where the itinerary of that organized tour sets a day on which the traveler receives no services of transportation or accommodation facilities or others arranged by us, according to the standard time of the place of travel, and the Contract Document states that fact and states that compensation and consolation money under these Rules will not be paid for damage suffered by the traveler from an accident occurring on that day, that day is not treated as "while participating in the organized tour".
3. "The time of commencing to receive services" in the preceding paragraph means whichever of the following applies:
 - (1) where a tour escort, our employee or our agent carries out reception, the time that reception is completed;
 - (2) where the reception referred to in the preceding item is not carried out, and the first transportation or accommodation facility or other provider is:
 - (a) an aircraft, the time of completion of baggage inspection and similar procedures within the airport area accessible only to passengers;
 - (b) a vessel, the time of completion of boarding procedures;
 - (c) a railway, the time of completion of ticket examination, or where there is no ticket examination, the time of boarding that train;
 - (d) a vehicle, the time of boarding;
 - (e) an accommodation facility, the time of entering that facility; or
 - (f) a facility other than an accommodation facility, the time of completion of the procedures for using that facility.
4. "The time of completing the receipt of services" in paragraph 2 means whichever of the following applies:
 - (1) where a tour escort, our employee or our agent announces the dispersal of the tour, the time of that announcement;
 - (2) where the announcement referred to in the preceding item is not made, and the last transportation or accommodation facility or other provider is:
 - (a) an aircraft, the time of leaving the airport area accessible only to passengers;

- (b) a vessel, the time of disembarking;
- (c) a railway, the time of completion of ticket examination, or where there is no ticket examination, the time of alighting from that train;
- (d) a vehicle, the time of alighting;
- (e) an accommodation facility, the time of leaving that facility; or
- (f) a facility other than an accommodation facility, the time of leaving that facility.

Chapter 2 · Cases where Compensation is not Paid

Article 3 Cases where Compensation is not Paid (1)

1. We shall not pay Compensation for injuries arising from any of the following causes:

- (1) the intent of the traveler, except in respect of injuries suffered by a person other than that traveler;
- (2) the intent of a person entitled to receive death compensation, except that, where that person is entitled to part only of the death compensation, this does not apply to the amount receivable by others;
- (3) suicidal acts, criminal acts or fighting by the traveler, except in respect of injuries suffered by a person other than that traveler;
- (4) an accident occurring while the traveler is driving an automobile or motorised bicycle without the driving qualification required by law, or in a condition where normal driving may be impossible through intoxication, except in respect of injuries suffered by a person other than that traveler;
- (5) an accident occurring while the traveler intentionally commits an act in breach of law, or receives services provided in breach of law, except in respect of damage suffered by a person other than that traveler;
- (6) brain disease, illness or loss of mental capacity of the traveler, except in respect of injuries suffered by a person other than that traveler;
- (7) pregnancy, childbirth, premature birth, miscarriage, or surgery or other medical treatment of the traveler, except where the treatment is of an injury for which we are liable to compensate;
- (8) an accident occurring while the traveler is serving a sentence, or is in detention or imprisonment;
- (9) war, the use of force by a foreign country, revolution, seizure of government, civil war, armed rebellion, other similar incidents, or riot, meaning in these Rules a state of affairs in which the peace of the whole country or a part of it is seriously disturbed by the action of a crowd or of a large number of people and which is recognised as a serious situation for the maintenance of public order;
- (10) the radioactive, explosive or other hazardous properties of nuclear fuel material, including spent fuel, or of material contaminated by nuclear fuel material, including nuclear fission products, or an accident arising from those properties;
- (11) an accident occurring in connection with the causes in the preceding two items, or arising from the disorder that accompanies them; or
- (12) radiation exposure or radioactive contamination other than that in item (10).

2. Whatever the cause, we shall not pay Compensation for cervical syndrome, commonly called whiplash injury, or for lower back pain, where there are no objective symptoms.

Article 4 Cases where Compensation is not Paid (2)

In the case of an organized tour for a Domestic Trip, in addition to the preceding Article, we shall not pay Compensation for injuries arising from the following causes:

- (1) an earthquake, volcanic eruption or tsunami; or
- (2) an accident occurring in connection with the cause in the preceding item, or arising from the disorder that accompanies it.

Article 5 Cases where Compensation is not Paid (3)

We shall not pay Compensation for the following injuries unless the act concerned is included in the itinerary of the organized tour determined by us in advance. However, where the act is included in that itinerary, we shall also pay Compensation for injuries arising from the same kind of act while participating in the organized tour outside the itinerary:

- (1) injuries occurring while the traveler is engaged in a sport listed in Schedule I;

- (2) injuries occurring while the traveler is engaged in a competition, race or exhibition using an automobile, motorised bicycle or motorboat, including practice, or in a test run meaning driving or steering for the purpose of testing performance. However, we shall pay Compensation for injuries occurring while the traveler does these things on a road using an automobile or motorised bicycle, even where they are not included in the itinerary; or
- (3) injuries occurring while the traveler is piloting an aircraft other than one operated on a route by an air transport operator, whether scheduled or unscheduled.

Article 5-2 Cases where Compensation is not Paid (4)

We may decline to pay Compensation where the traveler, or a person entitled to receive death compensation, falls under any of the following. However, where that person is entitled to part only of the death compensation, this does not apply to the amount receivable by others:

- (1) being recognised as an organised crime group, a member, an associate member, a company related to such a group or other antisocial forces (the "Antisocial Forces");
- (2) being recognised as providing funds or facilities to, or otherwise being involved with, Antisocial Forces;
- (3) being recognised as making improper use of Antisocial Forces; or
- (4) being recognised as having a relationship with Antisocial Forces that is socially reprehensible.

Chapter 3 · Types of Compensation and Amounts Payable

Article 6 Payment of Death Compensation

Where the traveler suffers an injury referred to in Article 1 and, as a direct result, dies within 180 days of the day of the accident, we shall pay to the traveler's statutory heirs death compensation of 25,000,000 yen per traveler for an organized tour for an Overseas Trip, and 15,000,000 yen per traveler for an organized tour for a Domestic Trip (the "Compensation Amount"). However, where residual disability compensation has already been paid in respect of that traveler, we shall pay the balance after deducting the amount already paid from the Compensation Amount.

Article 7 Payment of Residual Disability Compensation

- 1. Where the traveler suffers an injury referred to in Article 1 and, as a direct result, a residual disability arises within 180 days of the day of the accident, meaning a serious functional disability remaining in the body that cannot be recovered in future, or the loss of part of the body, in each case after the injury that caused it has healed, we shall pay to the traveler residual disability compensation in the amount obtained by multiplying the Compensation Amount by the percentage listed in Schedule II, per traveler.
- 2. Notwithstanding the preceding paragraph, where the traveler still requires treatment more than 180 days after the day of the accident, we shall determine the degree of residual disability on the basis of a physician's diagnosis as at the 181st day from the day of the accident and pay residual disability compensation accordingly.
- 3. For residual disabilities not listed in Schedule II, we shall determine the amount of residual disability compensation according to the degree of physical disability and in accordance with the classifications in Schedule II, regardless of the traveler's occupation, age or social position. However, we shall not pay residual disability compensation for a disability that does not reach the functional disabilities listed in Schedule II items 1(3), 1(4), 2(3), 4(4) and 5(2).
- 4. Where two or more kinds of residual disability arise from the same accident, we shall apply the preceding three paragraphs to each and pay the total. However, for residual disabilities of the upper limbs (arms and hands) or lower limbs (legs and feet) referred to in Schedule II items 7, 8 and 9, the residual disability compensation per limb is limited to 60% of the Compensation Amount.
- 5. The residual disability compensation payable by us under the preceding paragraphs is limited to the Compensation Amount, per traveler per organized tour.

Article 8 Payment of Hospitalisation Consolation Money

- 1. Where the traveler suffers an injury referred to in Article 1 and, as a direct result, becomes unable to engage in ordinary work or to lead an ordinary life and is hospitalised, meaning that treatment by a physician is required and, because treatment at home or elsewhere is difficult, the traveler enters a hospital or clinic and devotes himself or herself to

treatment under the constant management of a physician, we shall pay to the traveler hospitalisation consolation money according to the number of days of hospitalisation (the "Hospitalisation Days"), as follows:

- (1) for an organized tour for an Overseas Trip: 180 Hospitalisation Days or more, 400,000 yen; 90 or more but fewer than 180, 200,000 yen; 7 or more but fewer than 90, 100,000 yen; fewer than 7, 40,000 yen;
 - (2) for an organized tour for a Domestic Trip: 180 Hospitalisation Days or more, 200,000 yen; 90 or more but fewer than 180, 100,000 yen; 7 or more but fewer than 90, 50,000 yen; fewer than 7, 20,000 yen.
2. Even where the traveler is not hospitalised, where the traveler falls under any of the conditions in Schedule III and receives treatment by a physician, the period in that condition is deemed to be Hospitalisation Days for the purposes of the preceding paragraph.
 3. Where we are to pay both hospitalisation consolation money and death compensation, or both hospitalisation consolation money and residual disability compensation, in respect of one traveler, we shall pay the total.

Article 9 Payment of Outpatient Consolation Money

1. Where the traveler suffers an injury referred to in Article 1 and, as a direct result, is impeded in engaging in ordinary work or in leading an ordinary life and attends as an outpatient, meaning that treatment by a physician is required and the traveler attends a hospital, a clinic or an online consultation facility and receives treatment by a physician, including a home visit by a physician and an online consultation, and the number of those days (the "Outpatient Days") reaches three or more, we shall pay to the traveler outpatient consolation money according to that number of days, as follows:
 - (1) for an organized tour for an Overseas Trip: 90 Outpatient Days or more, 100,000 yen; 7 or more but fewer than 90, 50,000 yen; 3 or more but fewer than 7, 20,000 yen;
 - (2) for an organized tour for a Domestic Trip: 90 Outpatient Days or more, 50,000 yen; 7 or more but fewer than 90, 25,000 yen; 3 or more but fewer than 7, 10,000 yen.
2. Even where the traveler does not attend as an outpatient, where we recognise that the traveler has been significantly impeded in engaging in ordinary work or in leading an ordinary life as a result of wearing a cast or similar device at all times, on the instruction of a physician, to immobilise the part of the body injured by a fracture or similar injury, the period in that condition is deemed to be Outpatient Days for the purposes of the preceding paragraph.
3. We shall not pay outpatient consolation money for attendance after the injury has healed to the extent that it no longer impedes engaging in ordinary work or leading an ordinary life.
4. In no case shall we pay outpatient consolation money for attendance after 180 days have elapsed from the day of the accident.
5. Where we are to pay both outpatient consolation money and death compensation, or both outpatient consolation money and residual disability compensation, in respect of one traveler, we shall pay the total.

Article 10 Special Rule on Hospitalisation and Outpatient Consolation Money

Where, in respect of one traveler, both the Hospitalisation Days and the Outpatient Days are one day or more, then notwithstanding the preceding two Articles we shall pay only the larger of the following, or, where the amounts are the same, that in item (1):

- (1) the hospitalisation consolation money payable by us for those Hospitalisation Days;
- (2) the outpatient consolation money payable by us for the number of days obtained by adding those Hospitalisation Days to those Outpatient Days, excluding days for which hospitalisation consolation money is payable, treated as Outpatient Days.

Article 11 Presumption of Death

Where the traveler is still not found 30 days after the aircraft or vessel on which the traveler was travelling went missing or was involved in a disaster, the traveler is presumed to have died from an injury referred to in Article 1 on the day the aircraft or vessel went missing or was involved in the disaster.

Article 12 Influence of Other Physical Disabilities or Illness

Where an injury referred to in Article 1 becomes more serious through the influence of a physical disability or illness already existing when the traveler suffered it, or through the influence of an injury or illness arising after it and unconnected with

the accident that caused it, we shall determine and pay the amount corresponding to the position had there been no such influence.

Chapter 4 · Occurrence of an Accident and Procedures for Claiming

Article 13 Request for Explanation of the Degree of Injury

1. Where the traveler suffers an injury referred to in Article 1, we may request the traveler or the person entitled to receive death compensation to explain the degree of the injury and the outline of the accident that caused it, or may request a medical examination of the traveler's body or a post-mortem examination. The traveler or that person shall co-operate with such requests.
2. Where the traveler or the person entitled to receive death compensation suffers an injury referred to in Article 1 from causes not known to us, that person shall report to us the degree of the injury and the outline of the accident within 30 days of the day of the accident.
3. Where the traveler or the person entitled to receive death compensation breaches the preceding two paragraphs without a justifiable reason recognised by us, or fails to state known facts or states untrue facts in that explanation or report, we shall not pay Compensation.

Article 14 Claim for Compensation

1. A traveler or person entitled to receive death compensation who seeks payment shall submit to us our prescribed claim form together with the following documents:
 - (1) for a claim for death compensation: a copy of the traveler's family register, a copy of the statutory heir's family register and a certificate of seal impression; an accident certificate issued by a public authority, or by a third party where unavoidable; and the traveler's death certificate or post-mortem certificate;
 - (2) for a claim for residual disability compensation: the traveler's certificate of seal impression; an accident certificate issued by a public authority, or by a third party where unavoidable; and a physician's certificate proving the degree of the residual disability;
 - (3) for a claim for hospitalisation consolation money: an accident certificate issued by a public authority, or by a third party where unavoidable; a physician's certificate proving the degree of the injury; and a certificate from the hospital or clinic stating the Hospitalisation Days or Outpatient Days;
 - (4) for a claim for outpatient consolation money: an accident certificate issued by a public authority, or by a third party where unavoidable; a physician's certificate proving the degree of the injury; and a certificate from the hospital or clinic stating the Hospitalisation Days or Outpatient Days.
2. We may request documents other than those in the preceding paragraph, or may permit the omission of some of them.
3. Where the traveler or the person entitled to receive death compensation breaches paragraph 1, or fails to state known facts or states untrue facts in the documents submitted, we shall not pay Compensation.

Article 15 Subrogation

Even where we have paid Compensation, any right of the traveler or the traveler's heirs to claim damages from a third party in respect of the injury suffered by the traveler is not transferred to us.

Chapter 5 · Compensation for Damage to Personal Belongings

Article 16 Our Liability to Pay

Where a traveler participating in an organized tour implemented by us suffers damage to personal belongings owned by the traveler (the "Compensable Goods") through a fortuitous accident occurring while participating in that organized tour, we shall pay compensation for damage to personal belongings (the "Damage Compensation") as provided in this Chapter.

Article 17 Cases where Damage Compensation is not Paid (1)

1. We shall not pay Damage Compensation for damage arising from any of the following causes:
 - (1) the intent of the traveler, except in respect of damage suffered by a person other than that traveler;

- (2) the intent of a relative living in the same household as the traveler, unless the purpose was not to cause the traveler to receive Damage Compensation;
 - (3) suicidal acts, criminal acts or fighting by the traveler, except in respect of damage suffered by a person other than that traveler;
 - (4) an accident occurring while the traveler is driving an automobile or motorised bicycle without the driving qualification required by law, or in a condition where normal driving may be impossible through intoxication, except in respect of damage suffered by a person other than that traveler;
 - (5) an accident occurring while the traveler intentionally commits an act in breach of law, or receives services provided in breach of law, except in respect of damage suffered by a person other than that traveler;
 - (6) the exercise of public authority by the State or a public body, such as attachment, requisition, confiscation or destruction, except where done as a measure necessary for fire fighting or evacuation;
 - (7) a defect in the Compensable Goods, except a defect that neither the traveler nor the person managing the Compensable Goods on the traveler's behalf could have discovered with reasonable care;
 - (8) natural wear, rust, mould, discoloration, damage by rodents or insects and the like affecting the Compensable Goods;
 - (9) mere damage to appearance that does not impair the function of the Compensable Goods;
 - (10) leakage of a liquid that is itself Compensable Goods, except in respect of damage caused as a result to other Compensable Goods;
 - (11) the Compensable Goods being left behind or lost; or
 - (12) the causes listed in Article 3, paragraph 1, items (9) to (12).
2. In the case of an organized tour for a Domestic Trip, in addition to the preceding paragraph, we shall not pay Damage Compensation for damage arising from the following causes:
- (1) an earthquake, volcanic eruption or tsunami; or
 - (2) an accident occurring in connection with the cause in the preceding item, or arising from the disorder that accompanies it.

Article 17-2 Cases where Damage Compensation is not Paid (2)

We may decline to pay Damage Compensation where the traveler falls under any of the following:

- (1) being recognised as Antisocial Forces;
- (2) being recognised as providing funds or facilities to, or otherwise being involved with, Antisocial Forces;
- (3) being recognised as making improper use of Antisocial Forces;
- (4) where the traveler is a legal entity, being recognised as an entity controlled by Antisocial Forces or in whose management they are substantially involved; or
- (5) being recognised as having a relationship with Antisocial Forces that is socially reprehensible.

Article 18 Compensable Goods and their Scope

1. The Compensable Goods are limited to personal belongings owned and carried by the traveler while participating in the organized tour.
2. Notwithstanding the preceding paragraph, the following are not included in the Compensable Goods:
 - (1) cash, cheques and other securities, revenue stamps, postage stamps and the like;
 - (2) credit cards, coupons, air tickets, passports and the like;
 - (3) manuscripts, design documents, drawings, account books and the like, including those recorded on media that can be processed directly by information equipment, such as magnetic tape, magnetic disks, CD-ROMs and optical disks;
 - (4) vessels, including yachts, motorboats and boats, automobiles, motorised bicycles and their accessories;
 - (5) mountaineering equipment, expedition equipment and the like;
 - (6) dentures, artificial limbs, contact lenses and the like;
 - (7) animals and plants; and
 - (8) other items specified by us in advance.

Article 19 Amount of Damage and Amount Payable

1. The amount of damage for which we are to pay Damage Compensation (the "Amount of Damage") shall be determined on the basis of the lower of the value of the Compensable Goods at the place and time the damage arose, or the total of the repair costs necessary to restore the Compensable Goods to their condition immediately before the damage plus the expenses referred to in Article 20, paragraph 3.
2. Where the Amount of Damage for one item or one pair of Compensable Goods exceeds 100,000 yen, we shall apply the preceding paragraph treating the Amount of Damage for that item as 100,000 yen.
3. The Damage Compensation payable by us is limited to 150,000 yen per traveler per organized tour. However, where the Amount of Damage per traveler does not exceed 3,000 yen for one accident, we shall not pay Damage Compensation.

Article 20 Prevention of Damage

1. On learning that damage referred to in Article 16 has arisen to the Compensable Goods, the traveler shall:
 - (1) endeavour to prevent and reduce the damage;
 - (2) notify us without delay of the degree of the damage, the outline of the accident that caused it, and whether the Compensable Goods damaged are covered by a contract of insurance; and
 - (3) where the traveler is able to receive compensation for the damage from another person, take the procedures necessary to exercise that right.
2. Where the traveler breaches item (1) of the preceding paragraph without a justifiable reason, we shall treat as the Amount of Damage the balance after deducting the amount that could have been prevented or reduced; where the traveler breaches item (2), we shall not pay Damage Compensation; and where the traveler breaches item (3), we shall treat as the Amount of Damage the balance after deducting the amount that could have been received by exercising the right.
3. We shall pay the following expenses:
 - (1) expenses incurred to prevent or reduce the damage under paragraph 1, item (1), to the extent we recognise them as necessary or useful; and
 - (2) expenses necessary for the procedures under paragraph 1, item (3).

Article 21 Claim for Damage Compensation

1. A traveler who seeks payment of Damage Compensation shall submit to us our prescribed claim form together with the following documents:
 - (1) an accident certificate issued by the police or by a third party in their place;
 - (2) documents proving the degree of damage to the Compensable Goods; and
 - (3) other documents we require.
2. Where the traveler breaches the preceding paragraph, or intentionally states untrue matters in the documents submitted, or forges or alters those documents, including where the traveler causes a third party to do so, we shall not pay Damage Compensation.

Article 22 Where there is a Contract of Insurance

Where there is a contract of insurance under which insurance money is payable for the damage referred to in Article 16, we may reduce the Damage Compensation payable by us.

Article 23 Subrogation

Where the traveler has a right to claim damages from a third party in respect of damage for which we are to pay Damage Compensation, that right is transferred to us to the extent of the Damage Compensation we have paid to the traveler.

Schedule I (relating to Article 5, item (1))

Mountain climbing using climbing equipment such as ice axes, crampons, ropes and hammers; luge; bobsleigh; skydiving; hang gliding; riding an ultralight powered aircraft such as a powered hang glider, microlight or ultralight aircraft; riding a gyroplane; and other dangerous sports similar to these.

Schedule II (relating to Article 7, paragraphs 1, 3 and 4)

Residual disability	Percentage
1. Disorder of the eyes: (1) loss of sight in both eyes	100%
1. (2) loss of sight in one eye	60%
1. (3) corrected sight in one eye reduced to 0.6 or less	5%
1. (4) constriction of the visual field of one eye, meaning the field is reduced to 60% or less of the total angle of the normal field	5%
2. Disorder of the ears: (1) complete loss of hearing in both ears	80%
2. (2) complete loss of hearing in one ear	30%
2. (3) hearing in one ear insufficient to understand a normal speaking voice at 50 cm or more	5%
3. Disorder of the nose: a significant disorder remaining in the function of the nose	20%
4. Disorder of mastication and speech: (1) complete loss of the functions of mastication and speech	100%
4. (2) a significant disorder remaining in the functions of mastication and speech	35%
4. (3) a disorder remaining in the functions of mastication and speech	15%
4. (4) loss of five or more teeth	5%
5. Deformity of external appearance, meaning the face, head and neck: (1) significant deformity remaining	15%
5. (2) deformity remaining, meaning a scar 2 cm in diameter or a linear scar 3 cm long	3%
6. Disorder of the vertebral column: (1) significant deformity or significant disorder of movement remaining	40%
6. (2) disorder of movement remaining	30%
6. (3) deformity remaining	15%
7. Disorder of an arm (at or above the wrist joint) or a leg (at or above the ankle joint): (1) loss of one arm or one leg	60%
7. (2) complete loss of function of two or three of the three major joints of an arm or leg	50%
7. (3) complete loss of function of one of the three major joints of an arm or leg	35%
7. (4) a disorder remaining in the function of one arm or one leg	5%
8. Disorder of the fingers: (1) loss of the thumb of one hand at or above the interphalangeal joint	20%
8. (2) a significant disorder remaining in the function of the thumb of one hand	15%
8. (3) loss of a finger other than the thumb at or above the distal interphalangeal joint	8%
8. (4) a significant disorder remaining in the function of a finger other than the thumb	5%
9. Disorder of the toes: (1) loss of the first toe of one foot at or above the interphalangeal joint	10%
9. (2) a significant disorder remaining in the function of the first toe of one foot	8%
9. (3) loss of a toe other than the first toe at or above the distal interphalangeal joint	5%
9. (4) a significant disorder remaining in the function of a toe other than the first toe	3%
10. Other cases where the traveler is unable to care for himself or herself for the rest of life owing to a significant disorder of the body	100%

Note. "At or above" in items 7 to 9 means the part of the body closer to the heart than the joint concerned.

Schedule III (relating to Article 8, paragraph 2)

1. The corrected sight of both eyes has fallen to 0.06 or below.
2. The functions of mastication and speech have been lost.
3. Hearing in both ears has been lost.
4. The functions of all joints of both upper limbs at or above the wrist joint have been lost.
5. The function of one lower limb has been lost.
6. Owing to disorders of the internal organs of the chest or abdomen, bodily movement is limited mainly to routine actions at home, such as eating and washing the face.
7. Owing to disorders of the nervous system or the mind, bodily movement is limited mainly to routine actions at home, such as eating and washing the face.
8. Owing to a combination of the above disorders and other disorders of those parts of the body, bodily movement is limited mainly to routine actions at home, such as eating and washing the face.

Note. "At or above" in item 4 means the part of the body closer to the heart than the joint concerned.

Sea And Summit Co. · Hokkaido Governor Registered Travel Agency No. 3-964 · Member, All Nippon Travel Agents Association · Travel Services
Manager: Ryo Fujiyama

English translation of the Standard General Conditions of Travel Agency Business, effective 1 April 2026, including the attached Special
Compensation Rules. Unofficial translation. The Japanese text governs.