

Dear customer

For domestic order-made tours

BCon Business Consultants, Inc.

Registered travel agency with the Governor of Tokyo, No. 2-7814

Business Consultant Inc.

Travel Service Supervisor: Yoshinobu Hirashima

Manager's telephone number: 03-6260-7573

Terms and conditions for order-based tours (For domestic overnight open lectures only).

(Travel Terms and Conditions Explanatory Document according to Article 12-4 of the Travel Services Act).

This domestic overnight public lecture is a project planned, solicited and implemented by the attached course planner/implanter (hereinafter referred to as 'the Company'). , and as it includes accommodation arrangements at the venue, it has the character of a travel business, and the customer is to conclude a planning travel contract (hereinafter referred to as 'travel contract') with the Company. The customer enters into a planning and travel contract (hereinafter referred to as the 'travel contract') with the Company.

This document will form part of the contract document to be issued in accordance with Article 12-5 of the Travel Services Act when a travel contract has been concluded.

Application.

(1) An application becomes official when the person in charge of the customer organisation or the person himself/herself submits the application form prescribed by the Company, which is then approved by the department in charge of the Company.

(2) Please inform us if you are: a. over 70 years of age on the day the course starts; b. disabled; c. in poor health; d. pregnant; e. an assistance dog user or require any other special consideration. We will comply with your request to the extent possible. Any costs incurred for special measures taken by us for participants based on a request from the customer organisation shall be borne by the customer organisation.

(3) Those who are under 20 years of age at the time of application must have the written consent of a person with parental authority.

Dates and venues:

(4) Please check the dates and venues listed in the 'Dates' section of each programme on

the website.

The participants will meet locally at 11am on the first day and disperse locally at 15pm on the last day.

Participation fees.

(5) Please refer to the 'Participation fees' listed in the 'Overview' section of each programme on the website.

[Included in the participation fee]

Course fees, course materials, meals during the course schedule (from lunch on the first day to lunch on the last day, three meals a day except on the first and last day), round-trip rental from the nearest station to the venue. The cost of the course, course materials, meals during the course schedule (from lunch on the first day to lunch on the last day, three meals a day except on the first and last day), return charter bus fare from the nearest station to the venue, training venue, accommodation, tea prepared by the company, food and drink at the reception (only if held).

[Not included in the participation fee]

Transport to and from the venue, personal food and drink, laundry and travel insurance.

Additional charges

(6) Additional cost means (i) the cost of accommodation before the start of the course and (ii) the cost of accommodation due to an extra night after the end of the course.

Standard course participation fee

(7) The base cost for the calculation of the cancellation fee does not include any additional fees.

Changes to the contents of the travel contract and price

(8) The Company may change the contents of the contract in the event of natural disasters, war, riots, suspension of services provided by transport and accommodation agencies, orders from public authorities, provision of transport services not in accordance with the original operation plan or other reasons beyond the Company's control. In addition, the standard course participation fee may be changed according to such changes. Any increase will be notified 15 days prior to the day before the commencement of the tour.

Itinerary management services

(9) No administrator (tour operator) accompanies you. Our staff will guide you through the various aspects of the tour.

Cases where cancellation charges apply (Cancellation of the tour contract by the customer organisation)

(10) In the event of cancellation of the tour contract for the convenience of the customer organisation, the following cancellation fees shall be paid, without reference to the cancellation fee tables in Appendix 1 of each of the General Conditions of Travel Services, 'Offered tour contract section' and 'Order-type tour contract section'. Cancellation notices will be accepted at the sales office where the application for participation in the course was received.

Time of cancellation	Cancellation fee
61 days before the course start date	No charge
60 - 46 days before the start of the course	30% of the participation fee
45 - 31 days before the course starts	50% of the participation fee
30 - 8 days before the course starts	70% of the participation fee
7 days to the day of the course	Full participation fee

Cases where no cancellation fee is charged (Cancellation of the travel contract by the customer's organisation).

(11) No cancellation fee will be charged in the following cases. (Some examples)

(1) When important changes are made to the contents of the travel contract, such as those exemplified below.

- Changes to the start or end date of the course.
- significant changes in venue or venue

(ii) When the standard course participation fee has been increased.

(iii) When it becomes impossible to hold the course as scheduled due to reasons attributable to the Company.

Cancellation of the travel contract by the Company

(12) The Company may cancel the travel contract in the following cases.

(Some examples).

- In the following cases, the Company will cancel the tour contract (some examples): -

When the tour fee is not paid by the agreed due date. Or, When the agreed date for payment is not given.

- Non-conformity with the conditions of application.

- The tour operator is not able to carry out the trip smoothly due to illness, hindrance to group activities or other reasons.

Liability of the Company

(13) We will compensate for damage when we or our agents cause damage to the passenger organisation or participants. The limit of compensation in relation to baggage is ¥150,000 (however, the limit is not limited to cases of intent or gross negligence on the part of the Company).

As a rule, we shall not be liable in the following cases

When the customer organisation or participant has suffered damage due to a natural disaster, war, riot, suspension of the provision of travel services by transport, accommodation or other organisations, orders by government authorities or other reasons beyond the control of the Company or its agents.

Liability of the client organisation

(14) If we suffer damage due to the intention or negligence of the customer organisation or the participant, the customer organisation concerned must compensate for the damage.

The customer organisation must make use of the information provided by us and endeavour to understand the rights and obligations of the participant and other details of the planned tour contract as described in the contract document. If, after the start of the course, the customer organisation recognises that the course content and other services described in the contract document (brochure) differ from those described, it must promptly inform the Company to that effect.

Submission of roster and offer of travelers requiring special consideration

(15) Please submit a list of the travelers' names, contact details and other information required by the Company as necessary for the provision of the tour services by 5 working days prior to the commencement of the tour.

If any of the travelers have health problems or physical disabilities, etc., please inform us of this fact and the measures required during the trip at the earliest opportunity, up to 15 working days before the commencement of the trip.

Items to be communicated by the customer organisation to prospective participants

(16) The customer organisation shall make the following information known to the prospective participant and shall obtain the participant's consent to such statements.

1) If the participant requires special care.

If a participant has health problems, physical disabilities, food allergies, is pregnant, may become pregnant, is a service dog user or requires other special considerations, please inform us of this and of the measures required during the trip when you request participation (please inform us immediately if you develop any of these conditions after you have made your request). (Please also inform us immediately if you develop any of these conditions after your application). The Company will not be held liable for any loss or damage arising from the use of the tour. We will comply with the request to the extent possible. In doing so, we may ask you to inform us of your condition and the nature of the measures required, or we may ask you to inform us of these in writing. If we are unable to confirm that the measures requested by the participant can be taken, we may refuse participation in the tour or cancel the tour contract for the participant concerned.

2) Expenses to be borne by the participant

Of the expenses necessary for the trip that are not included in the trip price, the following shall be borne by the participant.

(i) Expenses of a personal nature such as drinks, dry cleaning, telegrams, telephone charges, tips to room boys and maids in the accommodation and other additional food and beverage expenses, and associated tax and service charges.

(ii) Medical expenses related to injury and illness.

(iii) Travel insurance premiums

3) Changes to the contents of the travel contract and cancellation of the travel contract

The Company may change the contents of the travel contract or cancel all or part of the travel contract (including cancellation of the travel contract for some participants) if the Company deems it appropriate, including the replacement of participants without the Company's consent. The participant shall agree to this in advance. The participant shall consent to this in advance.

4) Participant's liability to the accommodation or transport agency

(i) If the Participant has suffered damage to the accommodation facilities or the transportation facilities due to the Participant's intention or negligence, the Participant shall compensate the accommodation facilities or the transportation facilities for the damage.

(ii) If, after the commencement of the tour, the Participant recognises that the tour services described in the [Tourist Information] delivered by the Company differ from those described, the Participant must promptly inform the Company to that effect at the place of the tour. The Company's address and contact telephone number are as stated at the beginning of this document.

5) Handling of personal information of participants

The Company shall use the personal information of the Participant for the purpose of

communication between the Participant and the Company, as well as to the extent necessary for the Company to arrange the services provided by the transportation and accommodation facilities for the Participant (the main transportation and accommodation facilities are described in the 'Itinerary'), and to the extent necessary for the procedures for receiving such services. The Company will send the Participant's name and contact details, etc. to such transport and accommodation agencies, insurance companies, etc. to the extent necessary for the arrangement of services provided by the Company and the procedures for receiving such services, or to the extent necessary for the procedures for insurance to cover the Company's liability under the travel contract and expenses in the event of an accident, etc. The information will be provided by sending it in advance by electromagnetic means, etc.

Replacement by the customer organisation

(17) The customer organisation may replace a participant without charge up to two days before the start of the course if we agree.

Reporting accidents etc.

(18) If an accident or other incident occurs during the course, please contact our staff immediately. (If there are circumstances which prevent you from contacting us, please contact us as soon as the circumstances have ceased to exist.)

Handling of personal information

(19) The Company shall use the personal information provided on the application form submitted when applying for participation in the tour for the purpose of communicating with the client organisation, as well as to the extent necessary to arrange the services provided by transport and accommodation agencies, etc. on the course for which the client organisation has applied, and to carry out the procedures for receiving those services. The information will also be used to the extent necessary to arrange for and receive the services provided by the transport and accommodation organisations for the course for which the customer organisation has applied.

*For details of the privacy policy for participants, please refer to our website.

Reference date for travel conditions

(20) The conditions in this document are based on fares and rates as of 1 February 2025.

Terms and conditions of travel business

(21) Matters not stipulated in these conditions are subject to the Company's General Terms and Conditions of Travel (Part of a made-to-order tour contract with a business operator (JATA/ANTA Model General Terms and Conditions)).

*Please see below on the next page for the above travel business terms and conditions.

31 March 2016

(Partially amended: 29 March 2018)

Part of a made-to-order tour contract with a business operator (JATA - ANTA Model General Conditions of Contract).

Chapter I General provisions

(Scope of Application)

Article 1

The contract for a custom-ordered tour concluded by the Company with a business operator (hereinafter referred to as a 'custom-ordered tour contract') shall apply to the following

Article 1.) The contract for a custom-ordered tour (hereinafter referred to as 'custom-ordered tour contract') concluded with the Company shall be governed by these General Terms and Conditions. Matters not stipulated in these General Terms and Conditions shall be subject to laws and regulations or generally established customs.

2 If the Company has made a special agreement in writing with the operator to the extent that it does not contravene laws and regulations and is not detrimental to the traveler, that special agreement shall prevail notwithstanding the provisions of the preceding paragraph.

(Definition of Terms)

Article 2

'Order-made tour' in these Conditions of Carriage means a tour in which the Company, at the request of the operator, draws up a plan concerning the tour to be participated in by the traveler, specifying the destination and itinerary of the tour, the details of the transportation or accommodation services to be provided to the traveler and the amount of the tour fee to be paid by the operator to the Company, and executes the tour according to this plan. The term 'trip' shall mean a trip which is carried out in accordance with such a plan.

2 In these General Terms and Conditions, 'domestic travel' means travel within Japan only, and 'overseas travel' means travel other than domestic travel.

3. In this Part, 'correspondence contract' means a contract with a credit card company with which we have a tie-up (hereinafter referred to as 'tie-up company'). The term 'correspondence contract' as used in this Part means a made-to-order tour contract concluded with a card member of a credit card company with which the Company has a tie-up (hereinafter referred to as the 'Alliance Company') upon application by telephone, mail, facsimile or other means of communication, where the credit or debt pertaining to the tour

price, etc. based on the made-to-order tour contract which the Company has to the business operator is settled after the date when such credit or debt is to be performed in accordance with the terms and conditions of the Alliance Company which are separately provided.

The term 'made-to-order package tour contract' means a made-to-order package tour contract in which the business operator agrees in advance to the payment of the tour price, etc. under the contract by the method specified in Article 12, paragraph 2, Article 17, paragraph 1, second sentence, and Article 20, paragraph 2.

4 In this Part, 'electronic acceptance notice' means a notice of acceptance of an application for a contract, which is given by a method that uses information and communications technology and that is transmitted through a telecommunications line connecting a computer, facsimile machine, telex or telephone used by the Company (hereinafter referred to as 'computer, etc.') and a computer, etc. used by the operator. (2) 'Notice of acceptance' means a notice of acceptance of an application for a contract, which is given by a method using information and communications technology that sends the notice through a telecommunications line connecting the computer, facsimile machine, telex or telephone used by the Company (hereinafter referred to as 'computer etc.') and the computer etc. used by the operator.

5 'Card use date' in these Conditions of Carriage means the date on which the operator or the Company is to fulfil payment or refund obligations for the trip price, etc. based on the order-made tour contract.

The date on which the operator or the Company is to fulfil the payment or refund obligations of the tour price, etc. under the order-made tour contract.

6 In this Part, 'operator' means a legal entity or other body corporate and an individual in the case of being a party to a contract as or on behalf of a business.

7 In this Part, 'traveler' means an individual who participates in the relevant trip on the basis of an order-made tour contract between the Company and the operator.

(Contents of travel contract).

Article 3

The Company shall arrange and undertake to manage the itinerary so that the traveler may receive transport, accommodation and other travel services (hereinafter referred to as 'travel services') provided by transport and accommodation agencies, etc., in accordance with the itinerary specified by the Company in the order-made tour contract. The Company

undertakes to arrange and manage the itinerary so that the traveler can receive transport, accommodation and other travel services (hereinafter referred to as 'travel services') provided by transport and accommodation organisations, etc., in accordance with the itinerary specified by the Company.

(Arrangement agent)

Article 4

1. The Company may, in the performance of an order-made tour contract, have another tour operator, a person who makes arrangements as a professional or other assistant, within or outside Japan, make all or part of the arrangements on its behalf.

Chapter II : Conclusion of contracts

(Delivery of planning documents)

Article 5

1. When the Company receives a request from a business operator who wishes to apply for an order-made tour contract with the Company, the Company shall, except when it is the business convenience of the Company, issue a document describing the contents of a plan for the tour itinerary, the contents of the tour services, the tour price and other tour conditions prepared in accordance with the contents of said request (hereinafter referred to as 'Planning Document') The Company shall deliver a document (hereinafter referred to as a 'Planning Document') describing the contents of a plan for the itinerary, the contents of travel services, the tour price and other travel conditions prepared in accordance with the contents of the request. The Company shall deliver a document (hereinafter referred to as the 'Planning Document') describing the details of the planning of the itinerary, the contents of the travel services, the trip price and other travel conditions prepared in accordance with the details of the request.
2. In the planning document referred to in the preceding paragraph, the Company may specify the amount of the handling fee related to the planning (hereinafter referred to as 'planning fee') as a breakdown of the trip price. The Company may specify the amount of the handling fee for the planning (hereinafter referred to as 'planning fee') as a breakdown of the trip price in the planning document in the preceding paragraph.

(Application for a contract)

Article 6

1. With regard to the contents of the planning described in the planning document of paragraph 1 of the preceding article, the business operator who wishes to apply for an order-made tour contract with the Company shall fill in the prescribed matters on the

application form prescribed by the Company (hereinafter referred to as 'application form') and submit it to the Company together with an application fee in the amount separately determined by the Company. The business operator who wishes to apply for a custom-made tour contract with the Company in relation to the contents of the planning described in the planning document of paragraph 1 of the preceding Article 6 shall fill in the prescribed items on the application form (hereinafter referred to as 'application form') and submit it to the Company together with an application fee in the amount separately determined by the Company

2. With regard to the content of the project described in the planning document in paragraph 1 of the preceding article, the operator who wishes to apply for a correspondence contract with the Company must, notwithstanding the provisions of the preceding paragraph, notify the Company of the membership number and other matters..

3. The application fee in paragraph 1 shall be treated as part of the tour price (including the planning fee with the amount specified as a component thereof), cancellation fee or penalty fee.

4. The operator must provide us with the number of travelers, their names, contact details, passport numbers and any other information we require as necessary to provide travel services by the date specified separately by us. If there is a Traveler who requires special consideration, the operator must inform us as soon as he/she can confirm that there is a Traveler who requires special consideration before the same date. In this case, the Company will comply with the request to the extent possible.

5. The operator shall bear the costs of any special measures taken by the Company on behalf of the traveler in accordance with the request in the preceding paragraph.

(Refusal to enter a contract).

Article 7

The Company may refuse to conclude an order-made tour contract in the following cases

1. if the traveler is likely to cause inconvenience to other travelers or to interfere with the smooth conduct of the group activity; or
2. when a telecommunications contract is to be concluded and the credit card held by the operator is invalid, or when a telecommunications contract is to be concluded and the credit card held by the operator is invalid, or when a telecommunications contract is to be concluded and the credit card held by the operator is invalid, or when a telecommunications contract is to be concluded.
3. Business operators (including representatives, officers or persons who substantially control the management of the business. Hereinafter the same in this Article.) or

traveler is deemed to be a gangster, a gangster, a quasi-constituent of a gangster, a person related to a gangster, a gangster-related company or a general meeting house or other anti-social force.

4. If the operator or traveler has made a violent or unreasonable demand or used threatening language or violence in connection with a transaction or committed any other similar act against the Company.
5. If the operator or traveler has spread rumors, used falsehoods or force to damage the Company's reputation or obstruct the Company's business, or has committed any other similar act.
6. When there are other business reasons for the Company.

(Time of conclusion of contract).

Article 8

1. A custom-made tour contract shall be concluded when the Company accepts the conclusion of the contract and has received the application fee as stipulated in Article 6, paragraph 1.
2. Notwithstanding the provisions of Article 6, paragraph 1, the Company may accept the conclusion of a made-to-order tour contract without receiving an application fee. In this case, the Company shall deliver a document stating to that effect to the operator. In this case, the Company shall deliver a document to that effect to the operator, and the order-made tour contract shall come into effect when the Company delivers said document.
3. Notwithstanding the provisions of the preceding two paragraphs, a communication contract shall be concluded when we issue a notice of acceptance to conclude the contract. However, if an electronic acceptance notice is issued in the contract, the contract shall be concluded when the notice reaches the operator.

The contract shall be concluded at the time when the notification reaches the operator.

(Delivery of contract documents).

Article 9

The Company shall, promptly after the conclusion of the contract as stipulated in the preceding Article, deliver to the operator a document (hereinafter referred to as the 'Contract Document') describing the itinerary, the contents of the travel services, the price and other travel conditions and the liability of the Company.

2. If the Company specifies the amount of the planning fee in the planning document referred to in Article 5(1), the Company shall specify such amount in the contract document referred to in the preceding paragraph.

3. The scope of travel services that the Company is obliged to arrange and manage the itinerary under the order-made tour contract shall be as set out in the contract document referred to in paragraph 1.

(Definitive statement).

Article 10

In the contract document referred to in paragraph 1 of the preceding article, if it is not possible to state the confirmed travel itinerary and the names of the transportation or accommodation facilities, the contract document shall state only the accommodation facilities to be used and the names of the transportation facilities important for the travel plan.

The Company shall deliver to the operator a document stating the status of such confirmation (hereinafter referred to as the 'Confirmation Document') by the date specified in the contract document. The Company shall deliver to the operator a document stating these confirmed conditions (hereinafter referred to as the 'Confirmation Document') by the date specified in the contract document.

2. In the case of the preceding paragraph, if an enquiry is made by the operator wishing to confirm the status of the arrangements, we shall reply promptly and appropriately, even before the delivery of the definitive document.
3. In the event of delivery of the definitive document referred to in paragraph 1, the scope of the travel services for which we are obliged to arrange and manage the itinerary in accordance with paragraph 3 of the preceding article shall be specified in the said definitive document.

(Methods using information and communication technology).

Article 11

With the prior consent of the operator, the Company shall, in lieu of issuing a planning document, a document describing the itinerary, the contents of travel services, the trip price and other travel conditions and the liability of the Company, which is issued to the operator when concluding an order-made tour contract, a contract document or a definitive document, send a document to the operator by means of information and communications technology. The Company shall not be liable for any loss or damage arising from the use of information and communication technology. When the operator has provided the matters to be stated in such documents (hereinafter in this Article referred to as 'the matters to be stated') by means of information and communication technology, the operator shall confirm that the matters have been recorded in a file in the telecommunications equipment used by

the operator.

2. In the case of the preceding paragraph, if the telecommunications equipment used by the operator does not have a file for recording entries, the Company shall record the entries in a file in the telecommunications equipment used by the Company (limited to a file exclusively used by the operator) and confirm that the operator has viewed the entries.

(Tour price).

Article 12

The entrepreneur shall pay to the Company the amount of the tour fee stated in the contract document by the date stated in the contract document up to the commencement date of the trip.

2. When a correspondence contract is concluded, the Company shall accept payment of the trip price in the amount stated in the contract document without the signature of the operator on the prescribed slip by the card of the partner company.

In addition, unless the date of conclusion of the travel contract is separately stipulated between the Company and the operator, the date of card use shall be the date of conclusion of the travel contract.

Chapter III Changes to the contract

(Change of contractual terms).

Article 13

The operator may request the Company to change the itinerary, the contents of the travel services and other details of the contract for a custom-made tour (hereinafter referred to as 'contractual details'). In this case, the Company may request the Participant to change the itinerary, the contents of the tour services and the other details of the contract for a tailor-made tour (hereinafter referred to as the 'Contract Details'). In this case, the Company In such cases, we will comply with the operator's request as far as possible.

- 2 In the event of the Company's unforeseen circumstances, such as natural disasters, war, riots, suspension of transport services by transport and accommodation agencies, etc., orders by public authorities, provision of transport services not in accordance with the original operation plan, etc., if such circumstances are unavoidable in order to ensure the safe and smooth implementation of the tour, the Company will promptly explain to the operator in advance why such circumstances are unforeseen and the causal relationship with such circumstances and may change the contract. The contract may be changed. However, if this is unavoidable in an emergency, the change will be explained after the change has been made.

(Change in the amount of the tour fee)

Article 14

If the fares and charges applicable to the transportation facilities to be used for a custom-made tour (hereinafter in this article referred to as 'applicable fares and charges') In the event that, due to significant changes in economic conditions, etc., the applicable fares and charges (hereinafter in this article referred to as 'Applicable Fares and Charges') for the transportation facilities used for the implementation of a custom-made tour are increased or decreased to a degree significantly exceeding that normally assumed, compared with the Applicable Fares and Charges that are publicly announced as valid at the time when the planning document for the custom-made tour is clearly indicated, the Company shall, within the amount of such increase or decrease, increase or decrease the amount of the tour price. We reserve the right to increase or decrease the price of the trip to the extent of such increase or decrease.

2. If the Company increases the trip fee in accordance with the preceding paragraph, the Company shall notify the entrepreneur to that effect before the day which is 15 days before the commencement date of the trip.
3. When the applicable fares and charges are reduced as stipulated in paragraph 1, the Company shall reduce the trip price by the amount of the reduction as stipulated in the same paragraph.
4. The Company shall, in the event of a decrease or increase in the costs required for the implementation of the trip (including cancellation fees, penalty fees and other costs already paid or to be paid for travel services not provided due to such change in the contract) as a result of a change in the contractual content as provided for in the preceding article. (except where the increase in expenses is due to a shortage of seats, rooms or other facilities in the transport or accommodation agency, even though the transport or accommodation agency is providing the relevant travel services). In such cases, the amount of the tour fee may be changed at the time of the contractual change to the extent that it is necessary to make such changes.
5. In the event that the Company states in the contract document that the tour fee differs depending on the number of persons using the transportation and accommodation facilities, etc., the Company shall, if the number of persons using the transportation and accommodation facilities, etc., has changed due to reasons not attributable to the Company after the conclusion of the contract for the ordered tour, change the number of persons to be used. If the number of persons to be used changes for reasons not attributable to the Company after the conclusion of the order-made tour contract, the Company may change the amount of the tour fee as stated in the contract document.

(Assignment of contractual status)

Article 15 A business operator who has concluded an order-made tour contract with the Company may, with the Company's consent, assign its contractual position to a third party.

- 2 If the operator wishes to request the Company's approval as provided for in the preceding paragraph, the operator must complete the prescribed form and submit it to the Company together with the prescribed fee in the prescribed amount.
- 3 The assignment of the contractual status referred to in paragraph 1 shall come into effect when the Company's approval is given, and thereafter the third party to whom the travel contractual status is assigned shall succeed to all the rights and obligations of the operator in relation to the relevant order-made tour contract. Even if such third party is an individual, the terms and conditions of this Part shall continue to apply to the relevant order-made tour contract even after the assignment of the contractual status has taken effect.

(Change of traveler).

Article 16

The operator who has concluded an order-made tour contract with the Company may, with the Company's approval, change the traveler.

- 2 . When changing the traveler in accordance with the preceding paragraph, the operator must complete the prescribed form and submit it to the Company together with the prescribed fee in the prescribed amount.

Chapter IV Cancellation of the contract

(Operator's right to terminate).

Article 17

The operator may, at any time, cancel the order-made tour contract by paying the cancellation fee specified in Annex 1 of the 'Order-Made Tour Contract' to us. In the event of cancellation of a correspondence contract, we will accept payment of the cancellation fee without the signature of the business operator on the prescribed slip by the card of the partner company. However, if the Company has entered into a special agreement with the operator as set out in the following paragraph, the operator must pay a cancellation fee in accordance with such a special agreement.

2. Notwithstanding the provisions of Article 1(2), the Company may conclude a special agreement with the operator as to the amount of the cancellation fee.

However, if the total amount of the cancellation charge based on such special agreement

exceeds the amount of the cancellation charge specified in Annex I of the 'Part of the Order-Based Tour Contract', and the traveler, by contract or other agreement between the operator and the traveler, is to bear a cancellation charge or penalty in excess of the amount of the cancellation charge calculated according to Annex I based on the trip price for such traveler under this contract, then such special agreement shall be invalid.

3. In the following cases, the business operator may cancel the contract for a customised tour without paying a cancellation fee before the start of the tour, notwithstanding the provisions of paragraph 1.
 - 1) When the content of the contract is changed by our company. However, this is limited to cases where the change is listed in the upper column of Appendix 2 of the 'Section on Contracted Planned Tours' or other important changes.
 - 2) When the travel fare is increased in accordance with the provisions of Article 14, Paragraph 1.
 - 3) In the event of a natural disaster, war, riot, suspension of travel services by transport or accommodation providers, order from a government office or other reason, when the safe and smooth implementation of the trip becomes impossible or there is a very high risk that it will become impossible.
 - 4) When our company fails to deliver the finalised document to the business operator by the date in Article 10, Paragraph 1.
 - 5) When it becomes impossible to carry out the trip in accordance with the travel itinerary stated in the contract document due to reasons for which our company is responsible.
4. If, after the start of the trip, the traveler is unable to receive the travel services described in the contract document for reasons that are not the responsibility of the business operator or the traveler, or if the business operator informs the traveler to that effect, the traveler may cancel the contract for the part of the travel services that cannot be received, without paying a cancellation fee, notwithstanding the provisions of paragraph 1.
5. In the case of the preceding paragraph, our company will refund the amount of the travel services that can no longer be received to the business operator. However, in the case of the preceding paragraph, if it is not due to a reason attributable to our company, the amount of the cancellation fee, penalty fee, and other expenses already paid or to be paid for the relevant travel services will be deducted from the amount of the travel services that can no longer be received and refunded to the business operator.

(Our right to cancel, etc. - Cancellation before the start of the trip)

Article 18

In the following cases, the Company may cancel the entire or part of the order-made tour contract before the start of the tour by explaining the reasons to the business operator.

- 1). When the traveler is deemed unable to endure the trip due to illness, the absence of a necessary carer, or other reasons.
- 2). When it is deemed that the traveler is causing a nuisance to other travelers or is likely to hinder the smooth implementation of the group tour.
- 3). When the business operator or traveler requests a burden that exceeds the reasonable scope of the contract content.
- 4). When there is a very high risk that the conditions for the trip, such as the amount of snow required for skiing, which were clearly stated at the time the contract was signed, will not be met.
- 5). In the event of a natural disaster, war, riot, suspension of travel services provided by transport or accommodation organisations, orders from government agencies or other circumstances beyond our control, if it becomes impossible or highly likely that the tour will not be able to be carried out safely and smoothly in accordance with the tour itinerary described in the contract document.
- 6). If a contract for communication is concluded, and the business operator is unable to settle part or all of the debt related to the travel expenses, etc., in accordance with the card member agreement of the affiliated company, such as when the credit card held by the business operator becomes invalid.
- 7). When it is found that the business operator (including the representative, officers or those who effectively control the management) or the traveler falls under any of Article 7, Items 3 to 5.

2. If the client does not pay the travel fare by the date specified in the contract document referred to in Article 12, Paragraph 1, the business operator shall be deemed to have

cancelled the customised tour contract on the day following the said date. In this case, the business operator shall

pay to the Company a penalty fee equivalent to the cancellation fee specified in Appendix 1 of the 'Customised Tour Contract Section'. However, if there is a special cancellation fee agreement as stipulated in the second paragraph of the preceding article, the business operator must pay a penalty fee equivalent to the cancellation fee based on the special agreement.

(Our right to cancel: Cancellation after the start of the trip)

Article 19

The Company may, in the following cases, even after the start of the trip, cancel part of the customised tour contract by explaining the reasons to the business operator.

- 1) When the traveler is unable to continue the trip due to illness, the absence of a necessary carer, or other reasons.
- 2) When a traveler disobeys the instructions of the tour operator or other persons in order to ensure the safe and smooth implementation of the tour, or disturbs the discipline of group behaviour through assault or intimidation of these persons or other travelers accompanying them, thereby preventing the safe and smooth implementation of the tour
- 3) . When it is found that the business operator (including the representative, officers or those who effectively control the management) or the traveler falls under any of Article 7, Items 3 to 5.
- 4) In the event of a natural disaster, war, riot, suspension of travel services provided by transport or accommodation organisations, orders from government offices or other circumstances beyond our control that make it impossible to continue the trip.

2 When our company cancels a customised tour contract based on the provisions of the preceding paragraph, the contractual relationship between our company and the business operator Will only be terminated in the future. In this case, our company's obligations regarding the travel services that the traveler has already received will be deemed to have been validly discharged.

3. In the case of the preceding paragraph, the Company will refund to the business operator the amount of the travel fare corresponding to the part of the travel services

that the traveler has not yet received, minus the amount of cancellation fees, penalty charges and other expenses that have already been paid or must be paid for said travel services.

(Refund of travel expenses)

Article 20

In the event that the travel fare is reduced in accordance with the provisions of Article 14, paragraphs 3 to 5, or in the event that a customised tour contract is cancelled in accordance with the provisions of the preceding three articles, if there is a refund amount to be paid to the business operator, the company shall refund the amount to the business operator within seven days of the cancellation in the case of a refund due to cancellation before the start of the tour, and within 30 days of the end of the tour as stated in the contract document in the case of a refund due to cancellation after the start of the tour.

2. In the event that a business operator and the Company have concluded a telecommunications contract, and the travel fare is reduced in accordance with the provisions of Article 14, paragraphs 3 to 5, or the telecommunications contract is cancelled in accordance with the provisions of the preceding three articles, and the Company is required to refund the business operator, the Company will refund the relevant amount to the business operator in accordance with the card member agreement of the affiliated company. In this case, the Company shall notify the business operator of the amount to be refunded within seven days of the cancellation in the case of a refund due to cancellation before the start of the trip, and within 30 days of the cancellation in the case of a refund due to a reduction or cancellation after the start of the trip, and the date of the notification to the business operator shall be the date of use of the card.
3. The provisions of the preceding two paragraphs shall not preclude the exercise of the right to claim damages by the business operator, traveler or our company as prescribed in Article 26 or Article 29, paragraph 1.

(Arrangements for returning home after the contract is cancelled)

Article 21 When the Company cancels a customised tour contract after the start of the tour in accordance with the provisions of Article 19, paragraph 1, item 1 or item 4, it shall, at the request of the business operator or the traveler, arrange the necessary travel services for the traveler to return to the departure point of the tour.

2. In the case of the preceding paragraph, all expenses required for the trip to return to the place of departure shall be borne by the business operator.

Chapter V Itinerary Management

(Itinerary Management)

Article 22 The Company shall endeavour to ensure the safe and smooth implementation of the traveler's trip, and shall perform the following services for the business operator or the traveler. However, this shall not apply if the Company has concluded a special agreement with the business operator that differs from this.

1). When it is recognised that there is a risk that a traveler may not be able to receive travel services during their trip, measures must be taken to ensure that they receive the travel services stipulated in the order-made tour contract.

2). If, despite the measures taken in the previous issue, it becomes necessary to change the content of the contract, alternative services must be arranged. In this case, when changing the travel itinerary, efforts must be made to ensure that the revised travel itinerary is in line with the original purpose of the travel itinerary, and when changing the content of the travel services, efforts must be made to ensure that the revised travel services are the same as the original travel services, etc., and efforts must be made to minimise changes to the content of the contract.

(Our instruction)

Article 23:

When travelling in a group, the business operator and travelers must follow the instructions of the company in order to ensure the safe and smooth implementation of the tour from the start to the end of the tour.

(Tour conductor duties etc.)

Article 24

The Company may, depending on the content of the tour, have a tour conductor or other person accompany the tour and perform all or part of the services listed in each item of

Article 22 and other services that the Company deems necessary in relation to the said customised tour.

2. The hours during which the tour conductor and other staff members referred to in the preceding paragraph are engaged in the duties referred to in the same paragraph shall, in principle, be from 8:00 to 20:00.

(Protective measures)

Article 25

When the Company recognises that a traveler is in a state requiring protection due to illness, injury, etc. during the trip, it may take necessary measures. In this case, if this is not due to a reason attributable to the Company, the expenses required for said measures shall be borne by the business operator, and the business operator must pay said expenses by the date specified by the Company using the method specified by the Company.

Chapter 6 Responsibility

(Our responsibility)

Article 26

In the event that the Company or a person who has had arrangements made on its behalf under the provisions of Article 4 (hereinafter referred to as 'arrangement agent') causes damage to a business operator or traveler through intent or negligence in the performance of a contract for a custom-made tour, the Company shall be liable for compensation for that damage. However, this shall be limited to cases where notification is given to the Company within two years of the day following the day on which the damage occurred.

2. If the business operator or traveler suffers damage due to natural disasters, war, riots, the suspension of travel services provided by transport or accommodation organisations, orders from government agencies, or other reasons beyond the control of our company or our travel agent, our company will not be liable for compensation for that damage, except in the case of the preceding paragraph.

3. Notwithstanding the provisions of Paragraph 1, the Company shall compensate for damage to baggage as set forth in Paragraph 1, up to a maximum of 150,000 yen per traveler (except in cases where the Company is at fault or grossly negligent), provided that notice is given to the Company within 14 days of the day following the day on which the damage occurred in the case of domestic travel, and within 21 days of the day following the day on which the damage occurred in the case of overseas travel.

(Special Compensation)

Article 27

Regardless of whether or not the Company is liable under the provisions of Paragraph 1 of the preceding Article, the Company shall pay the traveler a predetermined amount of compensation and consolation money for certain damages incurred to the traveler's life, body or baggage during the participation in a custom-made tour, as stipulated in the attached Special Compensation Regulations.

2. When our company is liable for the damage in the previous section based on the provisions of the first paragraph of the previous article, the compensation money to be paid by our company in the previous section shall be deemed to be the said compensation money, to the extent of the amount of the damage compensation money to be paid based on that liability.

3. In the case prescribed in the preceding paragraph, the Company's obligation to pay compensation under the provisions of Paragraph 1 shall be reduced by the amount equivalent to the compensation for damages (including compensation deemed to be compensation for damages under the provisions of the preceding paragraph) that the Company should pay under the provisions of Paragraph 1 of the preceding Article.

4. For travelers participating in our customised tour, the separate tour fee we charge for our organised tour is treated as part of the customised tour contract.

(Itinerary guarantee)

Article 28 In the event that a significant change to the contract details listed in the left-hand column of the attached table 2 of the 'Section on Contract for Custom-made Planned Tours' (excluding the changes listed in the following items (excluding those due to a shortage of seats, rooms or other facilities at transport or accommodation facilities, etc., even though

such facilities are providing the relevant travel services))), the business operator shall pay the traveler a compensation for the change in excess of the amount obtained by multiplying the travel fare for the traveler for whom the change occurred by the rate stated in the lower column of the same table within 30 days from the day following the last day of the trip. However, this shall not apply if it is clear that the Company is liable for the change in accordance with the provisions of Article 26, Paragraph 1.

Changes due to the following reasons;

- a).Natural disasters
- b).War
- c).Riots
- d).Orders from government offices
- e).Cancellation of travel services provided by transport and accommodation organisations, etc.
- f).Provision of transport services not in accordance with the original operation plan.
- g). Measures necessary to ensure the life or physical safety of the traveler.

2).Changes pertaining to the part of the order-made tour contract that has been modified in accordance with the provisions of Article 13(1) and the part of the order-made tour contract that has been cancelled in accordance with the provisions of Articles 17 to 19 inclusive, when the order-made tour contract has been cancelled.

2. The amount of compensation to be paid by the Company shall be limited to an amount of not less than 15% of the price of the trip for the traveler in respect of whom the change referred to in the preceding paragraph has occurred.The maximum amount of compensation for a change shall be the amount obtained by multiplying the price of the trip by a rate determined by the Company of not less than 15%. If the amount of compensation for change per Traveler is less than JPY 1,000, we will not pay compensation for change.

3. If, after having paid compensation for a change of history in accordance with the provisions of paragraph 1 of this Article, it becomes clear that the Company is liable for the relevant change of history in accordance with the provisions of paragraph 1 of Article 26.The operator must return the compensation for the alteration to us in the event that it becomes clear that we are liable for the alteration in accordance with the provisions of Article 26(1). In this case, the Company shall offset the amount of the compensation for damages to be paid by the Company in accordance with the provisions of the same

paragraph against the amount of the compensation for change to be returned by the operator.

The Company shall pay the balance after offsetting the amount of the compensation for the change to be returned by the operator against the amount of the compensation for the change to be paid by the Company under the same paragraph.

(Responsibilities of operators and travelers)

Article 29 If the operator or the traveler has suffered damage due to the operator's or the traveler's intention or negligence, the operator shall compensate for the damage.

The operator shall compensate for the damage.

2 . When concluding a made-to-order tour contract, the operator shall make use of the Blue Book provided by the Company and endeavour to understand the rights and obligations of the operator and the traveler and other details of the made-to-order tour contract.

3. In order to ensure the smooth receipt of the travel services described in the contract document after the commencement of the trip, the traveler must, in the unlikely event of , If the traveler recognises that travel services different from those in the contract document have been provided, the traveler must promptly inform the Company, the Company's agent or the relevant travel service provider to that effect at the place of travel.

Chapter VII Business guarantee deposits (if not a guaranteed member of a travel agents' association)

(Business guarantee deposits)

Article 30

A business operator who has concluded an order-made tour contract with the Company or a traveler who participates in a trip based on such a contract may receive reimbursement from the business guarantee deposited by the Company under Article 7(1) of the Travel Services Act in respect of claims arising from such transactions.

2 . The name and location of the depository where the company deposits its business deposit are as follows

1) Name

2) Location

Chapter 7 - Deposit for reimbursement of claims (if you are a Guaranteed Member of a Travel Agents Association)

Deposit for reimbursement of claims

Article 30.

The Company is a guaranteed member of the Japan Association of Travel Agents (3-3-3 Kasumigaseki, Chiyoda-ku, Tokyo).

2 The operator who has concluded an order-made tour contract with the Company or a traveler who participates in a trip based on such a contract may receive reimbursement of claims arising from such transactions up to 11 million yen from the reimbursement business guarantee deposited by the General Association of Travel Agents as mentioned in the preceding paragraph.

3 The Company has not deposited a business guarantee deposit under Article 7(1) of the Travel Agency Act, as the Company has paid its share of the business guarantee deposit to the Japan Association of Travel Agents under Article 49(1) of the same Act.