

## Tour Terms and Conditions (Domestic)

Please be sure to read these tour terms and conditions when applying.

### **1. Tour Term and Conditions**

This tour terms & conditions document represents a portion of the terms of transaction stipulated in Article 12-4 and 12-5 of the Travel Agency Law.

### **2. Contract for Agent-Organized Tours**

(1) Responsibility rests with Miraidukuri Company, Ltd. (3-13-4 Akasaka, Minato-ku, Tokyo, Travel Agency License No. 2-8105 issued by the Governor of Tokyo, hereinafter referred to as "the Company"), whose name in full appears below and in its tour pamphlets. Clients participating in such tours shall conclude an Agent-Organized Tour Contract (hereinafter referred to as the "Travel Contract") with the Company.

(2) The Company shall provide tour arrangements and itinerary management to ensure that the client receives tour services, including transport and accommodation (hereinafter referred to as "Tour Services"), provided by transportation and accommodation operators during the tour itinerary set by the Company.

(3) The content and conditions of the Travel Contract shall conform to those specified in this Travel Conditions Document, the tour pamphlets or brochures, the Final Tour Itinerary provided to clients prior to departure, and the Company's General Terms and Conditions of Agent-Organized Tours, in accordance with the Travel Agency Law.

### **3. Application of Agent-Organized Tour Contracts and Their Conclusion**

(1) Clients are required to complete the designated application form with the necessary details and submit it along with the tour fee or a deposit specified in the brochure or homepage. Depending on operational needs, clients may be required to provide the necessary information on a specified form or screen. The deposit will be considered part of the total tour fee. The Travel Contract shall be considered concluded when the Company acknowledges acceptance and receives the tour fee or deposit.

(2) The Company may accept reservations for the Travel Contract through telephone, postal mail, facsimile, internet, or other communication methods. In these cases, the Travel Contract is not concluded at the time of reservation; the contract is only formed when the Company notifies the client of the acceptance of the reservation and the deposit is paid within the period specified by the Company. Failure to remit the deposit within the designated period will result

in the cancellation of the reservation.

(3) If the client chooses to make a reservation and payment through a travel booking website, the contract will be formed in accordance with the terms for communication contracts as outlined in Article 23 of the Travel Agency Law.

(4) When a group representative submits a tour application on behalf of a group or party, it will be assumed that the representative has full authority to act on behalf of all participants in matters related to the contract, including its conclusion, cancellation, and other decisions.

(5) The group representative shall submit a list of all participants to the Company by the date specified by the Company.

(6) The Company bears no responsibility for any obligations or debts incurred by the group representative towards other group members, whether currently existing or anticipated in the future.

(7) In the event that the group representative does not accompany the group, the Company shall regard the participant chosen by the group representative prior to departure as the new group representative after the tour begins.

(8) If the Travel Contract cannot be concluded immediately due to circumstances such as the tour being fully booked, and the client opts to wait, the client may do so by confirming a response deadline with the Company (this status is referred to as "waiting"). In this case, the reservation shall be made when the Company notifies the client that space is available, and the contract shall be finalized upon receipt of the tour fee or deposit.

#### **4. Conditions of Application**

(1) Clients under 20 years of age must obtain written consent from a parent or guardian. Clients under 15 years of age may be required to be accompanied by a parent or guardian.

(2) The Company may refuse an application if the client's age, qualifications, skills, or other conditions do not meet the requirements for tours aimed at specific customer categories or purposes.

(3) Clients with chronic illnesses, those in poor health, pregnant clients, or those with physical disabilities requiring special consideration must inform the Company at the time of application. The Company will accommodate such requests to the extent it deems feasible and reasonable. However, any costs incurred for special arrangements based on the client's request shall be borne by the client. The Company may also request the submission of a medical certificate. In cases where local conditions or the status of transportation and accommodation providers do not allow for safe and smooth tour operations, the Company may require the client to be accompanied by an escort, adjust the itinerary, or decline the client's participation.

(4) With regard to Clauses (1), (2), and (3), the Company shall notify the client of the acceptance or rejection of participation within one week of receiving the application or request.

(5) The Company may refuse an application if the client is found to fall under any of the following categories:

① The client is recognized as a member or affiliate of a criminal organization, corporate extortionist, or other antisocial force.

② The client engages in violent or unjust demands, threats, or acts of violence in relation to transactions with the Company.

③ The client spreads false rumors, engages in fraudulent activities, or otherwise acts to harm the Company's reputation or obstruct its business.

(6) If a client becomes ill or is injured during the tour and requires medical treatment, the Company will take the necessary measures to ensure the smooth execution of the tour. All costs associated with such measures shall be borne by the client.

(7) Independent activities for personal reasons during the tour shall not be permitted. However, the Company may allow such activities under separate conditions, depending on the tour itinerary.

(8) The Company may refuse participation if it determines that the client is likely to cause discomfort or inconvenience to other participants, or to interfere with the smooth operation of the group activities.

(9) The Company may also refuse applications for reasons related to operational requirements.

## **5. Contract Documents and Final Travel Itinerary**

(1) Upon conclusion of the Travel Contract, the Company shall promptly provide the client with the contract document, which includes the travel schedule, details of travel services, other terms of the tour, and matters related to the Company's responsibilities. This contract document shall consist of the Travel Conditions, as stated in this document, the homepage, the brochure, and other related materials.

(2) As a supplement to the contract document referenced in (1), the Company shall deliver to the client the final travel itinerary, including confirmed information such as meeting times and locations, transportation, and accommodation details. This final travel itinerary shall be provided no later than five days prior to the commencement of the tour. However, if the client applies for the tour less than seven days before the departure date, the final travel itinerary may be delivered on the day of the tour's commencement.

## **6. Payment of the Tour Fee**

The tour fee shall be paid by the client no later than the payment due date as specified by the Company.

### **7. Tour Fee Details**

(1) Unless otherwise specified, the adult fare shall apply to clients aged 12 years and older, and the child fare shall apply to clients aged between 6 and 11 years. For tours that include air travel, the child fare shall apply to clients aged 3 to 5 years. One child aged 5 or younger may join the tour in the company of an adult but will not be entitled to services such as meals or a bed. Should there be more than one child, the child fare shall be charged for each additional child aged 5 years or younger.

(2) The tour fare is indicated for each course. Clients are advised to confirm the applicable fare based on the departure date and the number of participants.

(3) The tour fare shall serve as the basis for calculating the deposit (referenced in Section 3), cancellation fees (Section 14(1)), penalties (Section 16(1)②), and change compensation (Section 22). The fare displayed in advertisements, on the homepage, or in the brochure shall be calculated as follows:

"Tour fare (or base fare) + additional charges - discounts."

### **8. Items Included in the Tour Fee**

(1) The tour fee includes transportation charges, accommodation fees, meal costs, experience and activity fees, guide fees, and applicable taxes (including consumption tax), as specified in the itinerary provided by the Company.

(2) For tours accompanied by a tour conductor, the tour fee also includes the expenses and gratuities for the tour conductor necessary to ensure the smooth conduct of group activities.

(3) Any additional items specifically listed as included in the tour fee on the Company's homepage, in the brochure, or other promotional materials.

Please note that, in principle, the Company will not issue refunds for any services listed in items (1) through (3) above that are not utilized by the customer for personal reasons.

**9. Items NOT Included in the Tour Fee** The following items, not specified in the preceding section, are not included in the tour fee and shall be borne by the client:

(1) Excess baggage charges for items exceeding the specified weight, volume, or quantity limits.

(2) Accommodation taxes and airport facility usage fees, unless explicitly stated as included in the tour fee.

(3) Personal expenses such as laundry, telephone calls, telegrams, additional meals, drinks,

and any related taxes or service charges.

(4) Optional tours or activities, including short excursions offered at an additional cost.

(5) Surcharges imposed by transportation companies, including but not limited to fuel surcharges.

(6) Admission fees and transportation costs for self-guided or self-paid activities during free time as indicated in the itinerary.

(7) Transportation and accommodation costs to and from the departure and arrival points of the tour, outside the scope of the arranged itinerary.

### **10. Additional Fares**

The term "additional fares," as referenced in Section 7, refers to the following charges unless otherwise specified as included in the tour fee:

(1) Additional charges for upgrading hotels or room categories under an "Upgrade Plan" as specified in the homepage or brochure.

(2) Price differences for upgrading meal plans, such as from a "Plan Without Meals" to a "Plan With Meals."

(3) Fare differences for upgrading flight classes under a "Super Seat Additional Charge" as indicated in the homepage or brochure.

(4) Other additional charges, such as straight check-in fees or airline selection fees, as specified in promotional materials, brochures, or on the homepage.

### **11. Revision of Travel Contract**

Following the conclusion of the Travel Contract, the Company retains the right to alter the travel itinerary or the content of travel services in the event of circumstances beyond its control, including but not limited to natural disasters, war, civil unrest, suspension of services by transportation or accommodation providers, governmental orders, or the provision of transportation services outside of the original operational schedule. Such revisions will be made to ensure the safe and smooth operation of the tour.

In these cases, the Company shall provide a prompt explanation to the client regarding the reasons for the necessary changes and the connection between the unforeseen circumstances and the revisions made. In urgent cases where prior explanation is not feasible, the Company will provide an explanation as soon as possible after the changes have been implemented.

### **12. Change of Tour Fee**

Following the conclusion of the Travel Contract, the tour fee and any additional charges or discounts shall not be amended, except under the following circumstances:

(1) In the event of significant revisions to transportation fares and charges due to unforeseen economic developments beyond reasonable expectations, the tour fee shall be adjusted accordingly. Should this result in an increase in the tour fee, the Company shall notify the client no later than the 15th day prior to the commencement of the tour.

(2) If there is a significant reduction in the applicable transportation fares and charges as mentioned in (1), the Company shall reduce the tour fee by the corresponding amount.

(3) Should the content of the tour be altered, resulting in a reduction in the costs necessary for conducting the tour, the Company shall reduce the tour fee by the corresponding difference.

(4) In cases where the tour content is altered for reasons as specified in Section 11, and the costs necessary for conducting the tour (including cancellation fees, penalties, and other costs for services not rendered) increase or decrease, the Company may adjust the tour fee by the corresponding difference, except in cases where services have already been provided despite shortages in transport, accommodation, or other facilities.

(5) If the number of participants utilizing transportation or accommodation facilities differs from the original plan due to circumstances beyond the Company's control, and this change occurs after the conclusion of the Travel Contract, the Company may adjust the tour fee within the range specified in the contract documents.

### **13. Change of Tour Participants**

With the Company's consent, a client who has entered a Travel Contract may transfer their contractual position to a third party. In such cases, the client must submit the required information on a form provided by the Company, along with the applicable transfer fee. Should airline tickets have already been issued, additional charges for reissuing tickets may also apply. The transfer of contractual status shall become effective upon the Company's consent, and the transferee will assume all rights and obligations pertaining to the Travel Contract. However, the Company retains the right to reject the transfer if deemed inappropriate due to the nature of the course or the timing of the tour.

### **14. Cancellation Rates**

(1) If a client cancels the Travel Contract for personal reasons after its conclusion, the following cancellation rates shall apply per individual, calculated as a percentage of the total tour fare, unless otherwise specified in the brochure or on the homepage:

Time of Cancellation	Cancellation Rate
(1) Cancellation between 20 and 8 days prior to the commencement of	20% of the tour

Time of Cancellation	Cancellation Rate
the tour (or 10 to 8 days for day trips)	fare
(2) Cancellation between 7 days and 2 days prior to the commencement of the tour	30% of the tour fare
(3) Cancellation on the day prior to the commencement of the tour	40% of the tour fare
(4) Cancellation on the day of the tour	50% of the tour fare
(5) Cancellation after the commencement of the tour or no-show	100% of the tour fare

(2) If the client requests a change to the departure date or to part of the itinerary, including transportation or accommodation, this will be treated as a cancellation of the entire tour, and the applicable cancellation rates will apply.

### 15. Cancellation of Travel Contract by the Client

(1) Prior to the Commencement of the Tour

① the client may cancel the Travel Contract at any time by paying the applicable cancellation charges as outlined in Section 14. The date of cancellation shall be deemed the date on which the client notifies the Company during its official business hours.

② the client may cancel the Travel Contract without incurring cancellation charges in any of the following circumstances:

- a. When there is a substantial modification to the content of the tour, as specified in the schedule guarantee under Section 22.
- b. When the tour fare is increased as provided in Section 12(1).
- c. When circumstances beyond the Company's control, such as natural disasters, war, civil unrest, suspension of services by transportation or accommodation providers, governmental orders, or other such events, render the safe and smooth operation of the tour impossible or highly unlikely.
- d. When the Company fails to deliver the Final Tour Itinerary as required under Section 5(2).
- e. When the Company is unable to conduct the tour according to the schedule outlined in the brochure, homepage, or other promotional materials due to reasons attributable to the Company.

③ If the client cancels the Travel Contract under subsection (1)①, the Company will refund the tour fare (or deposit) after deducting the applicable cancellation charges.

If the client cancels under subsection (1)②, the Company will provide a full refund of the tour fare (or deposit) already paid.

(2) After the Commencement of the Tour

① If the client cancels the Travel Contract or withdraws from the tour for personal reasons after the tour has commenced, it shall be deemed a waiver of the client's rights, and no refund shall be provided.

② If the client is unable to receive any of the travel services described in the brochure or homepage due to reasons not attributable to the client, the client may cancel the relevant portion of the contract related to the services not provided, without incurring cancellation charges.

③ In cases as described in subsection (2)②, the Company shall refund the corresponding amount for the services not received from the total tour fare. However, if the reason for non-receipt is not attributable to the Company, the Company shall deduct any cancellation charges, penalties, or other costs already incurred for the services not provided before issuing the refund.

## **16. Cancellation of Travel Contracts by the Company**

(1) Prior to the Commencement of the Tour

① The Company retains the right to cancel the Travel Contract prior to the commencement of the tour under any of the following circumstances, with prior notification to the client:

a. It becomes apparent that the client does not meet the gender, age, qualifications, skills, or other requirements for participation as specified by the Company.

b. The Company determines that the client is unfit to participate due to illness, the absence of a necessary caregiver, or other reasons.

c. The client is likely to cause disruption or inconvenience to other participants or to hinder the smooth operation of the tour.

d. The client makes unreasonable demands beyond the scope of the Travel Contract.

e. The minimum number of participants, as stipulated in the Travel Contract, has not been reached. In such cases, the Company shall notify the client of the cancellation at least 13 days prior to the commencement of the tour (or 3 days for one-day tours), unless otherwise stated in the brochure or homepage.

f. Essential conditions for the tour, such as sufficient snowfall for ski tours, cannot be met, or there is a valid reason to believe that the required conditions will not materialize.

g. Natural disasters, civil disturbances, suspension of transportation or accommodation services, government orders, or other circumstances beyond the Company's control make it impossible or highly unlikely that the tour can be safely and smoothly conducted.



h. The client falls under any of the categories listed in Section 4(5)①–③.

② If the client fails to pay the tour fee by the due date specified in Section 6, the Company retains the right to cancel the Travel Contract on the following day. In such cases, the client shall be subject to a penalty equivalent to the cancellation fee specified in Section 15(1)①.

③ If the Company cancels the Travel Contract as stipulated in (1)②, it will refund the tour fee or deposit already paid, after deducting the applicable penalty.

(2) After the Commencement of the Tour

① The Company may partially cancel the Travel Contract even after the commencement of the tour under the following circumstances:

a. The client is unable to continue the tour due to illness or the absence of a required caregiver.

b. The client does not comply with the instructions of the tour conductor or staff necessary for the safe and smooth operation of the tour, or the client disrupts the group's discipline by threatening or assaulting other participants or staff.

c. Natural disasters, civil disturbances, suspension of services, or other circumstances beyond the Company's control make it impossible to continue the tour.

d. The client falls under any of the categories listed in Section 4(5)①–③.

② In the event of cancellation as described in (2)①, the client will be responsible for any cancellation fees, penalties, or costs already incurred. The Company will refund the portion of the tour fee corresponding to the services not provided, after deducting any applicable charges.

③ If the Company cancels the Travel Contract based on (2)① a or c, the Company will, at the client's request and expense, arrange for the client's return to the departure point.

④ In cases of cancellation under (2)①, the client's contractual relationship with the Company will be terminated for future services, but any services already provided will be deemed fulfilled.

## **17. Refund of Travel Costs**

(1) In the event of a reduction in the tour fare as stipulated in Section 12, or if the Travel Contract is canceled in accordance with Sections 15 or 16, and the client is entitled to a refund, the Company shall process the refund within the following timeframes:

- For cancellations prior to the commencement of the tour, within seven (7) days from the day after the cancellation.
- For reductions or cancellations after the commencement of the tour, within thirty (30) days from the day after the tour concludes, as outlined in the contract documents.

(2) The provisions of (1) shall not preclude the client or the Company from exercising their right to claim compensation for damages, as provided for under Section 19 (Company's

Responsibility) or Section 20 (Customer's Responsibility).

(3) The client must submit a request for a refund at the office where the tour was purchased within one (1) month of the scheduled departure date of the tour. Failure to do so may result in the inability to process the refund.

### **18. Tour Conductor and Itinerary Management**

(1) To ensure the safe and smooth execution of the tour, the Company shall undertake the following duties for the client, unless otherwise specified in a separate arrangement:

① Should the client be at risk of being unable to receive the travel services during the tour, the Company shall take necessary measures to ensure the client can receive said services in accordance with the Travel Contract, except in cases involving individual travel as stipulated in subsection (6).

② Should modifications to the tour itinerary become unavoidable despite the aforementioned measures, the Company shall endeavor to revise the itinerary in a manner consistent with the original purpose of the tour.

(2) During the tour, the client is required to adhere to the instructions provided by the Company, particularly in the case of group travel, to ensure the safe and efficient operation of the itinerary.

(3) The presence or absence of a Tour Conductor shall be clearly indicated on the homepage, in the brochure, or in other promotional materials. For tours that include a Tour Conductor, the conductor shall accompany the entire tour and perform the duties outlined in subsection (1) as well as any additional tasks deemed necessary by the Company.

(4) The working hours of the Tour Conductor shall, in principle, be from 8:00 a.m. to 8:00 p.m.

(5) In cases where a local Tour Conductor is assigned to accompany the tour, the conductor shall join the group upon arrival at the destination and remain until departure. The duties of the local conductor shall generally correspond to those outlined in subsection (3).

(6) For tours designated as individual travel, a Tour Conductor shall not accompany the group. Clients participating in such tours shall be responsible for managing their own itineraries. The Company will provide the necessary travel documents and vouchers prior to departure, and the client shall be responsible for making the necessary arrangements to receive travel services.

### **19. Liability of the Company and Exemptions**

(1) The Company shall be liable for any damages incurred by the client due to the willful negligence or fault of the Company or its agents in the performance of the Travel Contract. However, such liability shall apply only if the client notifies the Company of the damages

within two (2) years from the day following the occurrence of the damage.

(2) The Company shall not be liable for damages incurred by the client in the following circumstances:

① Alteration of the itinerary or cancellation of the tour due to natural disasters, war, civil unrest, or similar causes.

② Accidents or fires involving transportation or accommodation providers.

③ Alteration or cancellation of the tour due to the cessation of services by transportation or accommodation providers.

④ Government orders, quarantine due to infectious diseases, or other similar causes resulting in the alteration or cancellation of the tour.

⑤ Accidents occurring during the client's free activities.

⑥ Incidents of food poisoning.

⑦ Theft of personal belongings.

⑧ Delays, stoppages, schedule changes, or route alterations made by transportation providers, resulting in alterations to the itinerary or shortened stays at the destination.

(3) The Company shall compensate for damages to the client's baggage, provided that the client reports such damages to the Company within fourteen (14) days from the day following the occurrence of the damage. Compensation for baggage shall be limited to a maximum of 150,000 yen per person, irrespective of the actual amount of the damages, except in cases of intentional or serious negligence by the Company.

(4) For the purposes of this clause, an agent refers to any person appointed by the Company to arrange the travel services provided by transportation or accommodation providers (such as airlines, railways, buses, hotels, restaurants, etc.). If damages occur due to the negligence or fault of these service providers, liability for such damages shall rest with the respective service provider.

## **20. Liability of the Customer**

(1) The customer shall indemnify the Company for any damages sustained due to the customer's willful negligence, intentional actions, unlawful behavior, or failure to adhere to the terms and conditions of the Travel Contract.

(2) The customer is required to make every effort to utilize the information provided by the Company and to fully understand their rights, obligations, and the conditions of the group travel contract.

(3) Upon discovering any discrepancies between the travel services being provided and those outlined in the contract documents, the customer must promptly report the issue to the Company or the relevant service providers at the destination.

(4) Should the Company deem it necessary to take measures for the protection of the customer due to illness, injury, or other reasons during the tour, and if the cause of such a situation is not attributable to the Company, the costs of said measures shall be borne by the customer. The customer shall settle such costs by the designated due date and method as specified by the Company.

## **21. Special Indemnifications**

(1) In accordance with the Company's Travel Contract (Group Travel Section), the Company shall pay compensation, irrespective of its liability under Section 19(1), based on the provisions of Special Compensation. If the customer sustains a specified injury to life or body due to an accidental and sudden external incident while participating in a group travel tour, the Company shall provide compensation as follows:

- For death, an amount not exceeding fifteen million yen (JPY 15,000,000).
- For permanent disability, an amount not exceeding fifteen million yen (JPY 15,000,000).
- For hospitalization, an amount ranging from twenty thousand yen (JPY 20,000) to two hundred thousand yen (JPY 200,000).
- For outpatient treatment, an amount ranging from ten thousand yen (JPY 10,000) to fifty thousand yen (JPY 50,000).

For damages to baggage, the Company shall compensate up to one hundred thousand yen (JPY 100,000) per item or pair, with a maximum of one hundred fifty thousand yen (JPY 150,000) per customer.

(2) If the Company is found liable under Section 19(1), any compensation paid pursuant to this section shall be applied to the damages for which the Company is liable, either in part or in full.

(3) The Company shall not provide compensation in cases where the damage is attributable to the customer's willful negligence, unlawful activities, or illnesses, nor for damages arising from participation in dangerous activities not included in the group travel itinerary, such as skydiving, mountain climbing, bobsledding, luge, or hang gliding during free activities. The Company will also deny compensation if the customer is found to be affiliated with an organized crime group or antisocial entity. This restriction does not apply if such activities are part of the organized tour.

(4) If the itinerary specifies a day during which no travel services are arranged by the Company and it is explicitly stated that no compensation shall be paid for damages incurred on that day, such a day shall not be considered part of the group travel participation.

(5) The Company shall not be liable for damages incurred to cash, securities, credit cards,

coupons, airline tickets, passports, licenses, visas, bankbooks, ATM cards, or other items excluded under the Company's travel terms and conditions.

## **22. Itinerary Booking Guarantee**

(1) In the event of significant changes to the contents of the Travel Contract as specified in the left column of the table below (except for the changes outlined in ①, ②, and ③), the Company shall calculate compensation for such changes by multiplying the tour fare, as specified in Section 7, by the rate indicated in the right column of the table. Compensation shall be paid to the client within thirty (30) days from the day following the conclusion of the tour. However, if it is determined that the Company is liable under Section 19(1) for the changes, such compensation shall be treated as damages rather than compensation for changes.

① The Company shall not be liable for compensation in the following circumstances (except in cases where changes occur due to overbooking despite the provision of services):

- a. Adverse weather conditions or natural disasters that affect the tour schedule.
- b. War.
- c. Civil unrest.
- d. Governmental orders.
- e. Suspension, cancellation, or disruption of services by transportation or accommodation providers.
- f. Delays or changes in transportation services outside the original operational plan.
- g. Necessary measures taken to ensure the safety and well-being of the tour participants.

② If the Travel Contract is canceled under Sections 15 or 16, the Company will not pay compensation for changes to the canceled portion.

③ If the order of the travel services specified in the homepage or brochure changes, but the customer receives the services as part of the tour, no compensation will be provided for the change.

(2) Notwithstanding the provisions of (1), the maximum compensation amount payable by the Company for changes under any single Travel Contract shall be limited to 15% of the tour fare as specified in Section 7. Additionally, if the compensation amount is less than one thousand yen (JPY 1,000) per person, the Company shall not pay any compensation.

(3) With the customer's consent, the Company may offer equivalent goods or services in lieu of monetary compensation or damages for changes.

### **Compensation Calculation Method**

The compensation amount for changes is calculated using the following method:

Compensation Amount = Specified Rate × Tour Fare

The compensation rates for changes requiring payment are listed below:

Type of Change	Rate per Change (%)	
	Before Tour Start	After Tour Start
① Change in the start or end date of the tour as stated in the contract document.	1.5	3
② Change in the destination or sightseeing facility (including restaurants) as stated in the contract document.	1	2
③ Change to a lower grade or lower-cost transportation or accommodation facility than specified in the contract document.	1	2
④ Change in the type or name of the transportation provider as stated in the contract document.	1	2
⑤ Change to a different domestic departure or arrival airport.	1	2
⑥ Change in the type or name of the accommodation facility.	1	2
⑦ Change in the type, facilities, view, or conditions of the accommodation room.	1	2
⑧ Changes to the items listed(①~⑦) in the tour title in the brochure or contract document.	2.5	5

Notes:

1. "Before the start of the tour" refers to changes notified to the customer prior to the day of tour commencement. "After the start of the tour" refers to changes notified on or after the tour's start date.
2. In cases where a final document has been issued, the term "contract document" shall be replaced with "final document." If discrepancies arise between the homepage, brochure, and contract document, or between the contract document and the actual services, each discrepancy shall be treated as a separate case.
3. For changes listed in ⑧, the compensation rates for ① to ⑦ shall not apply. Instead, the rate for ⑧ shall be used.
4. One case refers to each ride or flight for transportation services and each overnight stay for accommodation services.
5. Multiple changes in ④, ⑥, and ⑦ within one ride or overnight stay shall be treated as one change per ride or overnight stay.
6. In cases where transportation services in ③ or ④ include accommodation, the change shall be treated as one per overnight stay.

7. Changes in the name of the transportation provider in ④ and accommodation provider in ⑥ refer to changes to the provider itself.
8. Changes in the name of the transportation provider in ④ shall not apply if the change results in an upgrade to a higher class or better facilities.

### **23. Terms for Travel Contracts via Communication**

The Company may accept travel applications via telephone, mail, facsimile, or other communication methods (hereinafter referred to as "communication contracts"), under the condition that the credit cardholder (hereinafter referred to as "member") of a credit card company affiliated with the Company (hereinafter referred to as "affiliated company") consents to pay the travel fees without signing the prescribed payment forms.

(1) Communication contracts shall be governed by the Company's General Travel Terms and Conditions for Group Travel Contracts.

(2) The "card usage date" shall refer to the date on which the member and the Company are obligated to execute the payment or refund of travel fees based on the travel contract.

(3) At the time of applying for a communication contract, the member must provide the Company with details including the "name of the group tour," "departure date," "membership number," and "card expiration date."

(4) The communication contract shall be deemed concluded when the Company issues a notice of acceptance of the application. In the case of electronic notifications (e.g., email), the contract shall be deemed concluded when the notice is received by the customer.

(5) Should the member's credit card be deemed invalid, or if the travel fee cannot be settled in full or in part according to the card membership agreement with the affiliated company, the Company retains the right to refuse the conclusion of the travel contract.

### **24. Recommendation for Domestic Travel Insurance**

In the event of injury during travel, significant medical expenses, transportation costs, and other related expenses may be incurred. Additionally, in the case of an accident, it may prove exceedingly difficult to claim damages or recover compensation from the responsible party. To safeguard against these risks and to ensure peace of mind throughout the trip, it is strongly recommended that customers obtain domestic travel insurance with sufficient coverage.

### **25. Handling of Personal Information**

(1) The Company shall utilize the personal information provided by the customer at the time of travel application to facilitate communication and coordination with the customer. Additionally, the Company will provide the necessary personal data, including the customer's

name, to third parties such as transportation and accommodation providers, to arrange and facilitate the services required for the trip. This may also include fulfilling the Company's contractual obligations and processing insurance procedures related to accidents. Personal data may be transmitted electronically. By applying for the tour, the customer consents to the provision of their personal data for these purposes.

(2) Furthermore, the Company may use personal information for the following purposes:

1. Providing information on products, services, and promotional campaigns offered by the Company and its affiliates.
2. Collecting feedback and opinions regarding the customer's experience after the trip.
3. Inviting participation in surveys.
4. Offering exclusive benefits and services.
5. Generating statistical data.
6. Responding to customer inquiries and consultations.

## **26. Validity of Travel Conditions and Fees**

The travel conditions and fees specified herein shall be valid as of the reference date indicated on the Company's website or in the corresponding brochure.

## **27. Other Provisions**

(1) Should the customer request personal guidance, shopping assistance, or similar services from a tour conductor or other personnel, all associated costs shall be borne by the customer. Additionally, in the event of injury, illness, loss, or forgotten belongings due to customer negligence, or expenses arising from independent actions or separate arrangements, the customer shall also be responsible for these costs.

(2) For the customer's convenience, the Company may provide guidance to souvenir shops. However, all purchases made shall be the responsibility of the customer, and the Company shall not assist with exchanges or returns.

(3) Optional tours organized by local travel agencies are not subject to the itinerary guarantee.

(4) Under no circumstances will the Company re-conduct a tour.

(5) In the event of an accident during the tour, the customer must immediately contact the details provided in the final itinerary or related documentation. Should the Company determine that the customer requires medical assistance or protection due to illness or injury, the necessary measures will be taken. However, if such circumstances are not attributable to the Company, the customer shall bear the costs incurred.

(6) Should the customer request additional services such as alcoholic beverages, meals, or other amenities at inns or hotels, the applicable consumption taxes and other charges will be



applied.

(7) The customer must adhere strictly to the designated meeting times. The Company shall not be held responsible if the customer is unable to participate in the tour due to tardiness.

## **28. General Travel Terms and Conditions for Group Travel**

Any matters not expressly stipulated in these conditions shall be governed by the Company's General Travel Terms and Conditions for Group Travel. Should you require a copy of these terms, please contact the Company directly. Additionally, the terms may be accessed and reviewed via the Company's website at the following URL:( <http://exp.miraidukuri.co.jp/>).

### **Contact Information (Travel Planning and Implementation)**

**MIRAI Creation Company (MIRAI Creation Experience)**

**TEL:** 03-6435-5739 (10:30-19:30)

**URL:** <http://exp.miraidukuri.co.jp/>

**Address:** 3rd Floor, Dai-3 Yoshida Building, 3-13-4 Akasaka, Minato-ku, Tokyo 107-0052

**Tokyo Governor Registered Travel Agency No. 2-8105**

**Member of the Japan Association of Travel Agents (JATA)**

**Domestic Travel Operations Manager:** Misako Kan