

Travel Terms and Conditions: Domestic Package Tours

Original Japanese version:

https://www.his-j.com/kokunai/kanto/joken/yakkan_boshu.pdf

*This English translation is a reference translation of the Japanese terms and conditions. In the event of any discrepancies between the English version and the Japanese version, the Japanese version shall prevail.

1. Significance of These Travel Terms and Conditions

These Travel Terms and Conditions constitute part of the "Transaction Terms Explanation Document" as stipulated in Article 12-4 of the Travel Agency Act, as well as part of the "Contract Document" as stipulated in Article 12-5 of the same Act.

2. Package Tour Contract

(1) This tour is planned and operated by one of the following companies, as specified in the brochure or website (hereinafter referred to as "Our Company"). Customers participating in this tour will enter into a package tour contract (hereinafter referred to as the "Travel Contract") with our company.

H.I.S. Co., Ltd. (4-1-1 Toranomom, Minato-ku, Tokyo, Registered Travel Agency No. 724 by the Commissioner of the Japan Tourism Agency)

Qualita Co., Ltd. (4-1-1 Toranomom, Minato-ku, Tokyo, Registered Travel Agency No. 1896 by the Commissioner of the Japan Tourism Agency)

H.I.S. Okinawa Co., Ltd. (2-3-15 Kume, Naha City, Okinawa, Registered Travel Agency No. 2041 by the Commissioner of the Japan Tourism Agency)

(2) The content and conditions of the Travel Contract are governed by the brochure or website (hereinafter referred to as "brochure, etc."), these terms and conditions, the final travel itinerary provided before departure (hereinafter referred to as the "Final Travel Itinerary"), and the section of our company's travel agency terms and conditions pertaining to package tour contracts (hereinafter referred to as "Our Terms and Conditions"). Our Terms and Conditions can be viewed on our company's website.

(3) Our company undertakes to arrange for customers to receive transportation, accommodation, and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation and accommodation providers, etc., in accordance with the travel itinerary specified by our company, and to manage the travel itinerary

3. Application for Travel

(1) Customers are required to complete the designated travel application form with the necessary details and submit it to our company or the sales office listed in the "Contracted Sales Office" section (hereinafter referred to as "Our Company, etc."), along with the application fee specified below. The application fee will be treated as part or all of the "Travel Fee," "Cancellation Fee," or "Penalty."

(2) Our Company, etc. may accept travel contract applications via telephone, internet, or other communication methods. In such cases, customers must submit the application form and pay the application fee within three days from the date of acceptance. If the application fee is not paid, Our Company, etc. may treat the application as if it was not made. (Applications may be declined if there are insufficient days remaining before departure.

Travel fee (single person)	Application fee (per person)
100,000 yen or more	From 20% of the travel fee up to the travel fee
50,000 yen or more but less than 100,000 yen	From 20,000 yen up to travel fee
20,000 yen or more but less than 50,000 yen	From 10,000 yen up to travel fee
Less than 20,000 yen	From 5,000 yen up to the travel fee

*Note: For online contracts and certain products, the application fee may be the full amount of the travel fee.

*Note: For specific periods or courses, separate provisions may apply as specified in the Brochure, etc.

Note: Different conditions may apply when using a loan for payment.

4. Group/Organization Contracts

(1) These provisions apply to travel contracts for groups of travelers following the same itinerary, applied for by a representative (hereinafter referred to as the "Contract Representative") responsible for the group.

(2) Unless otherwise agreed upon, Our Company, etc. will consider the Contract Representative to have full authority to act on behalf of the group members (hereinafter referred to as "Members") regarding the conclusion of travel contracts. Transactions related to the group will be conducted with the Contract Representative.

(3) The Contract Representative must submit a list of Members to our company by the date specified by Our Company, etc.

(4) Our offices are not responsible for any obligations or responsibilities the Contract Representative may have or is expected to have toward the Members.

(5) If the Contract Representative does not accompany the group, a Member designated by the Contract Representative in advance will be considered the Contract Representative after the start of the tour.

(6) If the Contract Representative requests changes to the Members, Our Company, etc. will accommodate such requests to the extent possible. However, any increase in travel fees or costs incurred due to the changes will be borne by the customer.

5. Application Conditions

(1) Customers under the age of 18 at the time of application must provide a consent form from a parent or guardian.

(2) Customers under the age of 15 at the start of the tour must be accompanied by a guardian.

(3) Participation may be declined for tours targeting specific customer groups or with specific purposes if the customer does not meet the conditions specified by our company, such as gender, age, qualifications, or skills.

(4) Customers with health issues, disabilities, allergies, pregnancy, potential pregnancy, those accompanied by assistance dogs, or those requiring special arrangements must notify our company at the time of application. Our company will provide guidance and request specific details about the necessary arrangements. We will accommodate such requests within reasonable and feasible limits. Customers may be asked to provide details of their condition and required arrangements or submit a medical certificate. If the requested arrangements cannot be made, the application may be declined, or the Travel Contract may be canceled. Depending on local conditions or the circumstances of related organizations, conditions such as requiring an escort or companion or modifying part of the itinerary may apply to ensure safe and smooth travel.

(5) Costs incurred for special arrangements made by our company based on the customer's request will be borne by the customer.

(6) If our company determines that a customer requires medical attention during the tour due to illness, injury, or other reasons, necessary measures will be taken to ensure smooth travel. All costs incurred will be borne by the customer.

(7) Separate arrangements for personal reasons are generally not allowed. However, exceptions may be made under specific conditions depending on the course.

(8) Participation may be declined if our company determines that a customer may cause inconvenience to other customers or hinder the smooth operation of the package tour.

(9) Customers with non-Japanese nationality may require additional procedures or arrangements. Please notify us at the time of application.

(10) Participation may be declined if a customer is found to be a member of an organized crime group, a quasi-member, an affiliate, a company related to such groups, or any other anti-social force.

(11) Participation may be declined if a customer engages in violent demands, unreasonable requests, threatening behavior, or similar actions toward Our Company, etc.

(12) Participation may be declined if a customer spreads rumors, uses deception, or force to damage the reputation of our offices or disrupt our operations.

(13) Applications may be declined due to operational reasons of Our Company, etc.

6. Establishment of the Contract

(1) For applications as described in Section 3 (1) and applications made by telephone as described in Section 3 (2), the Travel Contract is established when our offices accept the conclusion of the contract and receive the application fee.

(2) For applications made via the internet or other communication methods as described in Section 3 (2), the Travel Contract is established when our offices issue a notification of acceptance of the contract after receiving the application fee. However, if the notification is sent electronically (e.g., email or fax), the contract is established when the notification reaches the customer.

7. Special Provisions for Handling Waitlists

If the Travel Contract cannot be immediately concluded due to full bookings or other reasons, and the customer specifically requests it, our company may enter into a special agreement with the customer to handle the situation as follows:

(1) If the customer wishes to be placed on a waitlist, our company, etc., will confirm the period during which the customer is willing to wait (hereinafter referred to as the "Waitlist Period") and request the submission of the application form and payment of an amount equivalent to the application fee. At this stage, the Travel Contract has not been formed, and our company does not guarantee that the Travel Contract will be formed in the future.

(2) Our company, etc., will hold the amount equivalent to the application fee as a "deposit" and, when it becomes possible to conclude the Travel Contract with the customer, will notify the customer of the acceptance of the Travel Contract and apply the deposit toward the application fee.

(3) The Travel Contract is formed when our company, etc., issues a notification of acceptance of the Travel Contract as described in (2) above (or when the notification reaches the customer if sent via electronic means).

(4) If our company, etc., cannot accept the Travel Contract within the Waitlist Period, the full amount of the deposit will be refunded to the customer.

(5) If the customer requests to cancel the waitlist arrangement before our company, etc., responds with acceptance of the Travel Contract within the Waitlist Period, the full amount of the deposit will be refunded to the customer. In this case, no cancellation fee will be charged, even if the request is made during the cancellation fee period.

(6) Waitlist arrangements are not available for travel contracts using individual inclusive tour discounts or airfare subject to price fluctuations.

8. Delivery of Contract Documents and Final Travel Itinerary

(1) After the travel contract is established, we or our agents will promptly provide the customer with contract documents that include the travel itinerary, details of travel services, other travel conditions, and matters related to our responsibilities. The contract documents consist of brochures, websites, terms and conditions, etc.

(2) If the finalized travel itinerary or the names of transportation and accommodation providers cannot be specified in the contract documents, a finalized travel itinerary containing these details will be provided no later than the day before the start of the trip. However, if the travel contract is concluded within seven days prior to the start of the trip, the finalized travel itinerary may be provided on the day of departure. Delivery methods may include postal mail, email, or online notification. Customers may also inquire about the status of arrangements before receiving the finalized travel itinerary.

9. Payment of Travel Fees

After the travel contract is established, the full amount of the travel fee must be paid by the deadline specified by Our Company, etc.

10. About Travel Fees

The travel fee refers to the amount stated in the brochure or website, plus any additional charges and minus any discounts. This total amount serves as the basis for calculating the "application fee," "cancellation fee," "penalty fee," and "compensation for changes."

11. Items Included in the Travel Fee

(1) Fares and charges for transportation services (airlines, ships, trains, etc.) specified in the travel itinerary. (Fuel surcharges are not included unless explicitly stated in the brochure or website as part of the total travel fee.) Unless otherwise noted, economy class is used for flights, and standard class is used for trains.

(2) Fees for shuttle buses or other transportation specified in the travel itinerary (between airports, stations, ports, and accommodations, unless stated as the customer's responsibility).

(3) Sightseeing fees specified in the travel itinerary (bus fees, guide fees, admission fees, etc.).

(4) Accommodation fees and service charges specified in the travel itinerary (based on double occupancy unless otherwise stated in the brochure or website).

(5) Meal fees specified in the travel itinerary (excluding in-flight meals, which vary by airline; please consult your travel agent for details) and taxes/service charges.

(6) Costs for tour conductors accompanying the group for tours with tour conductors.

Note: The above costs will not be refunded even if partially unused due to the customer's circumstances.

12. Items Not Included in the Travel Price

The items not listed in Section 11 are not included in the travel price. Examples of such items are as follows:

(1) Excess baggage charges (for weight, size, or number exceeding the limits set by each transportation provider)

(2) Personal expenses such as laundry fees, telephone charges, tips, additional beverages, and related taxes or service charges thereof

(3) Medical expenses related to injury or illness

(4) Transportation costs from your home to the departure airport or other meeting/dismissal points, as well as accommodation costs for the day before the trip starts or the day the trip ends

(5) Airport facility usage fees (unless specified in the brochure, etc.)

(6) Optional tour fees (fees for additional small trips)

(7) Additional fares or charges imposed by transportation providers (e.g., fuel surcharges, seat selection fees, etc.)

(8) Taxes imposed by accommodation facilities (unless specified in the brochure, etc.)

13. Additional Charges and Discounts

(1) "Additional charges" as referred to in Section 10 include the following:

(Unless already included in the displayed travel price)

① Additional charges for using a single room (applies equally to adults and children for one person)

② Additional charges for upgrading the grade of a hotel or room type

③ Price differences between "meals not included" courses and "meals included" courses

④ Additional charges for extending hotel stays

⑤ Additional charges for specifying an airline

⑥ Fare differences for upgrading the class of airline seats

⑦ Other charges referred to as "○○ (additional) charges" in the brochure, etc.

(2) "Discounted prices" as referred to in Section 10 include the following:

Prices referred to as "○○ discounted prices" in the brochure, etc.

(Unless the discounted travel price has already been set in advance)

14. Changes to the Travel Contract

Even after the travel contract has been concluded, if unavoidable circumstances arise, such as natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders from public authorities, provision of transportation services not according to the original schedule, or other reasons beyond the control of Our Company, Our Company

may change the travel itinerary or the content of travel services to ensure the safe and smooth execution of the trip. In such cases,

Our Company will promptly explain the reasons why the circumstances are beyond its control and the causal relationship with the changes. However, in emergencies, explanations may be provided after the changes have been made.

15. Changes to the Travel Price

Our Company will not change the travel price, additional charges, or discounted prices after the travel contract has been concluded, except in the following cases:

(1) If the fares or charges of the transportation provider are significantly revised due to economic changes beyond normal expectations, the travel price will be adjusted by the difference in the revised amount. However, if the travel price is increased, Our Company will notify the customer at least 15 days before the start of the trip.

(2) If the content of the travel contract is changed and the costs required for the trip decrease, Our Company will reduce the travel price by the difference in costs.

(3) If the content of the travel contract is changed as per Section 14, and the costs required for the trip increase (including cancellation fees, penalties, or other costs already paid or to be paid for travel services not provided due to the changes), Our Company will adjust the travel price by the difference in costs, except in cases where the changes are due to overbooking of seats, rooms, or other facilities by transportation or accommodation providers.

(4) If the brochure, etc., specifies that the travel price varies depending on the number of participants using transportation or accommodation providers, and the number of participants changes after the travel contract is concluded for reasons not attributable to Our Company, Our Company may adjust the travel price within the range specified in the contract document.

16. Substitution of Travelers

(1) Customers may transfer their position in the travel contract to a third party designated by them only with the consent of Our Company. In such cases, customers are required to fill out the designated application form and pay a handling fee of 10,000 yen (including tax) per person. (If airline tickets have already been issued, additional costs for reissuance may be charged.) Please note that Our Company may refuse the substitution due to reasons such as the refusal of the transportation or accommodation providers to accept the substitution.

(2) The transfer of the position in the travel contract becomes effective when Our Company consents to it and receives the handling fee. From that point onward, the third party who has taken over the position will inherit all rights and obligations related to the travel contract from the original customer.

17. Cancellation and Refund of Travel Contract

(1) Before the Start of Travel

① Customer-Initiated Cancellation and Refund

a. Customers may cancel the travel contract at any time by paying the cancellation fees specified below. Requests for cancellation will be accepted during the business hours of the office where the application was made. (Please note that the amount of the cancellation fee may vary depending on the date of the request. Customers are advised to confirm the business days, hours, and contact details of the application office.)

b. In the case of travel contract cancellation involving loan procedures, the specified cancellation fee must also be paid.

c. Customers may cancel the travel contract without paying a cancellation fee in the following cases:

(a) When the travel contract content is changed based on Section 14, provided that the change is significant or listed in the left column of the table in Section 25.

(b) When the travel price is increased based on Section 15 (1).

(c) When natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, government orders, or other circumstances make it impossible or highly likely to make the safe and smooth execution of the travel impossible.

(d) When Our Company fails to deliver the final travel itinerary specified in Section 8 (2) by the deadline stipulated in the same section.

(e) When it becomes impossible to execute the travel as per the itinerary due to reasons attributable to Our Company.

d. If the travel contract is canceled under "1. a or b" above, Our Company will refund the travel price (or application fee) after deducting the specified cancellation fee.

e. Changes to the departure date, course, itinerary, or traveler's name due to the customer's convenience will be treated as a full cancellation of the travel, and the specified cancellation fee will be charged.

A: Cancellation Fees (For contracts other than those specified in B and C below)

Cancellation date of travel contract (Counting back from the day before the trip start date)	Cancellation fee (per person)
After conclusion of the travel contract (except for the following cases)	Free of charge
From 20 days ago (10 days for day trips) to 8 days ago	Up to 20% of the travel fee
From 7 days ago to 2 days ago	Up to 30% of travel fee
The day before the trip start date	Up to 40% of travel fee

The Trip start date and before the start of the trip	Up to 50% of travel fee
Cancellation after the start of the trip (Note 1) or non-participation without contacting	Up to 100% of travel fee

B: Cancellation Fees (For accommodation-only plans)

Cancellation date of travel contract (Counting back from the day before the trip start date)	Cancellation fee (per person)
5 days ago to 4 days ago	Free of charge for reservations of 14 people or less
	Up to 20% of the travel fee if the reservation is for 15 or more people
From 3 days ago to the previous day	Up to 20% of the travel fee
The Trip start date and before the start of the trip	Up to 50% of the travel fee%
Cancellation after the start of the trip (Note 1) or non-participation without contacting	Up to 100% of travel fee

(Note 1) "After the start of travel" refers to the time after the "commencement of service provision" as defined in Article 2, Paragraph 3 of Our Company's special compensation regulations.

C: For travel contracts involving chartered ships or individual regular discount fares and inclusive tour fares for LCCs or airlines, the cancellation fee provisions specified in the brochure, etc., will apply.

② Cancellation and Refunds by Our Company

a. If the customer fails to pay the travel fee by the deadline specified in Section 9, Our Company may cancel the travel contract. In this case, the customer shall pay a penalty equivalent to the cancellation fee specified in "(1) ①" of this section.

b. Our Company may cancel the travel contract by providing an explanation to the customer in the following cases:

(a). If it becomes evident that the customer does not meet the travel conditions, such as gender, age, qualifications, or skills, as clearly stated by Our Company in advance.

(b). If the customer is deemed unable to participate in the travel due to illness, the absence of necessary assistance, or other reasons.

(c). If the customer is deemed likely to cause inconvenience to other customers or disrupt the smooth operation of group activities.

(d). If the customer demands an unreasonable burden beyond the scope of the contract.

(e). If the number of participants does not meet the minimum number of participants specified in the brochure, etc. In this case, the Company will notify the customer of the cancellation of the travel at least 13 days (3 days for day trips) before the travel start date.

(f). If the travel conditions specified in advance by Our Company, such as sufficient snowfall for ski trips, are not met or are highly unlikely to be met.

(g). If natural disasters, wars, riots, suspension of travel services by transportation or accommodation providers, government orders, or other circumstances arise, making the safe and smooth execution of the travel impossible or highly likely to become impossible.

(h). If it is found that the customer falls under any of the provisions of Section 5, (10) to (12).

c. If Our Company cancels the travel contract under "(1) ②a", Our Company will refund the travel fee (or application fee) already received, minus the penalty. If Our Company cancels the travel contract under "(1) ②b", Our Company will refund the full amount of the travel fee (or application fee) already received.

(2) After the Start of Travel

① Cancellation and Refunds by the Customer

a. If the customer cancels the travel contract or temporarily leaves the travel for personal reasons, it will be considered a waiver of rights, and no refunds will be provided.

b. If the customer is unable to receive the travel services specified in the contract document due to reasons not attributable to the customer, the customer may partially cancel the contract for the portion related to the travel services without paying a cancellation fee. In this case, Our Company will refund the portion of the travel fee corresponding to the travel services not provided. However, if the reason is not attributable to Our Company, Our Company will deduct any cancellation fees, penalties, or other costs already paid or to be paid before refunding the remaining amount.

② Cancellation and Refunds by Our Company

a. Even after the start of travel, Our Company may cancel all or part of the travel contract by providing an explanation to the customer in the following cases:

(a). If the customer is deemed unable to continue the travel due to illness, the absence of necessary assistance, or other reasons.

(b). If the customer does not follow the instructions of Our Company's tour conductor, local staff, or other personnel for the safe and smooth execution of the travel, or if the customer disrupts group discipline by acts such as violence or threats against these personnel or other travelers, thereby hindering the safe and smooth execution of the travel.

(c). If natural disasters, wars, riots, suspension of travel services by transportation or accommodation providers, government orders, or other circumstances beyond Our Company's control arise, making it impossible to continue the travel.

(d). If it is found that the customer falls under any of the provisions of Section 5, (10) to (12).

b. Effects of Cancellation and Refunds

If Our Company cancels the travel contract for the reasons stated in "(2) ② a", and there are cancellation fees, penalties, or other costs already paid or to be paid to the travel service providers for the services not received, these costs will be borne by the

customer. In this case, the Company will refund the portion of the travel fee corresponding to the services not yet provided, minus the cancellation fees, penalties, or other costs to be paid to the travel service providers.

c. If the Company cancels the travel contract for reasons "(2) ② a (a)" or "(2) ② a (c)", the Company will, upon the customer's request, arrange for the necessary return to the departure point at the customer's expense.

d. If the Company cancels the travel contract under "(2) ② a", the contractual relationship between Our Company and the customer will only be terminated for the future. In other words, Our Company's obligations regarding the travel services already provided to the customer will be considered validly fulfilled.

(3) Refund Period for Travel Fees

If Our Company reduces the travel fee under the provisions of Section 15, (2), or if the customer or Our Company cancels the travel contract and a refund is due to the customer, Our Company will process the refund as follows:

For cancellations before the start of travel: Within 7 days from the day following the cancellation.

For reductions in travel fees or cancellations after the start of travel: Within 30 days from the day following the travel end date specified in the planning document, etc.

(4) The provisions of (3) in this section do not prevent the customer or Our Company from exercising their right to claim damages as stipulated in Section 21 or Section 23.

18. Travel Management

Our Company will make every effort to ensure the safe and smooth execution of the trip and will perform the following tasks for the customers. However, this does not apply to courses without an accompanying tour conductor. Additionally, if Our Company have entered into a special agreement with the customer that differs from this, the terms of the special agreement will take precedence.

(1) If it is recognized during the trip that the customer may not be able to receive the travel services, Our Company will take the necessary measures to ensure that the travel services stipulated in the travel contract are provided.

(2) If, despite taking the measures outlined in (1), it becomes unavoidable to change the travel contract, Our Company will arrange alternative services. In doing so, Our Company will strive to ensure that the revised travel itinerary aligns with the original itinerary's purpose. Additionally, when changing the travel services, Our Company will make efforts to ensure that the revised services are equivalent to the original ones and minimize the extent of the changes to the contract.

(3) Protective Measures

If Our Company recognize that the customer requires protection during the trip due to illness, injury, or other reasons, Our Company may take the necessary measures. In such cases, if the cause is not attributable to Our Company, the customer will bear the costs incurred for these measures and must pay the specified amount by the specified date using the method designated by Our Company.

19. Instructions from Our Company

From the start to the end of the trip, customers participating in a group package tour must follow the instructions provided by Our Company to ensure the safe and smooth execution of the trip, except during free time.

20. Tour Conductors

(1) Whether a tour conductor will accompany the trip will be clearly stated in the brochure or other materials.

(2) For trips with an accompanying tour conductor, the conductor will perform the necessary tasks to ensure the safe and smooth execution of the trip, as well as other tasks deemed necessary by Our Company. For trips without a tour conductor, these tasks will be performed by local staff at the travel destination.

(3) For trips without a tour conductor, the tasks outlined in Section 18 will not be performed. Customers will be provided with an itinerary and the necessary coupons to receive travel services, and the customers must handle the procedures for receiving these services by themselves.

(4) The working hours of tour conductors are generally from 8:00 AM to 8:00 PM. Additionally, in accordance with labor laws, tour conductors will take appropriate breaks during their working hours.

(5) In cases where itinerary changes occur due to circumstances beyond Our Company's control and it is unavoidable for travel management, there may be sections of the trip where the tour conductor does not accompany the group.

21. Responsibility of Our Company

(1) If Our Company or its agents cause damage to the customer due to intentional acts or negligence in the performance of the travel contract, Our company will compensate for the damage suffered by the customer. (This applies only if Our Company is notified within two years from the day following the occurrence of the damage.)

(2) An agent refers to a local agency that arranges transportation, accommodation, and other travel services (such as airlines, railways, buses, hotels, etc.) on behalf of Our Company at the travel destination.

(3) Our Company's liability is limited to cases where Our Company or the aforementioned agents cause damage to the customer due to intentional acts or negligence. If damage is caused by the intentional acts or negligence of transportation, accommodation, or other travel service providers (such as airlines, railways, buses, hotels, etc.) arranged by Our Company or its agents, the responsibility lies with the respective travel service provider.

(4) Our Company is not liable under (1) if the customer suffers damage due to reasons beyond the control of Our Company or its agents, as exemplified below:

a. Natural disasters, wars, riots, or changes/cancellations of travel itineraries caused by these events.

b. Suspension of travel services by transportation or accommodation providers, or changes/cancellations of travel itineraries caused by these suspensions.

c. Orders from public authorities, quarantine due to infectious diseases, or changes/cancellations of travel content caused by these events.

d. Accidents during free time.

e. Food poisoning.

f. Theft, fraud, or other criminal acts.

g. Delays, interruptions, schedule changes, or route changes by transportation or accommodation providers, or changes in travel itineraries or shortened stay times at destinations caused by these events.

h. Accidents, fires, or damages caused by third parties' intentional acts or negligence, including medical expenses for injuries, death due to illness, treatment costs, liability for damages, or rescue expenses.

i. Other reasons beyond the control of Our Company.

(5) Regarding damages to baggage under (1), notwithstanding the provisions of the same section, compensation will be provided only if Our Company is notified within 14 days from the day following the occurrence of the damage. The compensation is limited to 150,000 yen per traveler. (This does not apply if Our Company or its agents are found to have acted intentionally or with gross negligence.)

22. Special Compensation

(1) Regardless of whether the responsibility outlined in the previous section (Responsibility of Our Company) arises, Our Company will pay compensation for death, residual disability, hospitalization, or outpatient treatment, as well as compensation for damages to baggage, in accordance with our Special Compensation Regulations, if the customer suffers bodily harm due to a sudden and accidental external incident while participating in a package tour. However, cash, credit cards, valuables, developed film, and other items specified in Article 18, Paragraph 2 of our Special Compensation Regulations are not covered. Note: This does not apply to medical expenses for injuries caused by accidents, death or treatment costs due to illness, liability, or rescue expenses.

(2) If the customer suffers damage during the package tour due to their own intentional acts, drunk driving, illness, or other reasons, or during free activities not included in the package tour, such as skydiving, hang gliding, motorized ultralight aircraft (motor gliders, microlight aircraft, ultralight aircraft, etc.), gyroplane flights, or other similar dangerous activities, we will not pay the compensation or consolation money outlined in (1). However, this does not apply if such activities are included in the travel itinerary.

(3) Notwithstanding (1), if there are days during the package tour when no travel services are arranged by Our Company, and this is clearly stated in the brochure or other materials, those days will not be considered part of the package tour.

(4) If Our Company is liable for both compensation under (1) and damages under the previous section, the fulfillment of one obligation will offset the other to the extent of the amount paid.

23. Customer Responsibilities

(1) If the customer causes damage to Our Company due to intentional acts, negligence, violations of laws or public order and morals, or failure to comply with the terms of our travel contract, Our Company may seek compensation for the damages from the customer.

(2) When entering into a travel contract with Our Company, the customer must utilize the information provided by Our Company to understand their rights, obligations, and the contents of the travel contract.

(3) After the start of the trip, if the customer recognizes that the travel services provided differ from those described in the brochure or other materials, they must promptly report this to Our Company,

our travel arrangement agents, or the respective travel service providers at the travel destination to ensure smooth receipt of the services.

24. Optional Tours or Information Provision

(1) For optional tours planned and operated by Our Company for customers participating in our package tours, and for which separate travel fees are collected, the provisions of Section 22 will apply as part of the main travel contract. Optional tours planned and operated by Our Company will be clearly indicated in the brochure or other materials.

(2) If the brochure or other materials indicate that the operator of the optional tour is not Our Company, Our Company will pay compensation or consolation money for damages specified in Section 22 that occur during participation in such optional tour, based on the provisions of the same section. (However, this does not apply if the optional tour is conducted on a "non-arranged day" of the main package tour, and this is clearly stated in the brochure or final travel itinerary.) Additionally, the responsibility of such optional tour operator and the customer's responsibilities will be governed by the terms set by such operator.

(3) If Our Company list sports or other activities as "mere information provision" in the brochure or other materials, this will be clearly indicated. In such cases, Our Company will apply the provisions of Section 22 to damages incurred by the customer while participating in these activities (except when the activities occur on a "non-arranged day" of the main package tour, and this is clearly stated in the brochure or final travel itinerary), but Our Company will not assume any other responsibilities.

25. Itinerary Guarantee

(1) If significant changes to the contract details listed in the left column of the table below occur (excluding the cases listed in ① and ② below), Our Company will pay a change compensation fee calculated by multiplying the travel fee by the rate specified in the right column of the table below. This payment will be made within 30 days from the day after the travel ends. However, if it is evident that Our Company is liable for the changes under the provisions of Section 21 (1), the payment will be made as compensation for damages, either in whole or in part, instead of as a change compensation fee.

① Our Company will not pay a change compensation fee for changes caused by the following reasons (however, if such change is due to overbooking, resulting in insufficient seats, rooms, or other facilities despite the travel service being provided, Our Company will pay a change compensation fee):

- (a) Bad weather or natural disasters that disrupt the travel schedule
- (b) War
- (c) Riots
- (d) Orders from public authorities
- (e) Suspension of travel services such as cancellations, closures, or suspensions of transportation or accommodation facilities
- (f) Delays or changes in transportation schedules, or the provision of transportation services not according to the original plan
- (g) Measures necessary to ensure the safety of the participants' lives or bodies

② If the travel contract is canceled under the provisions of Section 17, Our Company will not pay a change compensation fee for the canceled portion.

(2) Notwithstanding the provisions of (1), the total amount of change compensation fees paid by Our Company for a single travel contract will not exceed 15% of the travel fee specified in Section 10. If the amount of the change compensation fee is less than 1,000 yen, Our Company will not pay the fee.

(3) If Our Company pays a change compensation fee under the provisions of (1) and it later becomes evident that Our Company is liable under Section 21 for the change, the customer must return such change compensation fee to the company. In this case, Our Company will offset the amount of compensation for damages payable under Section 21 against the amount of such change compensation fee to be returned by the customer and pay the remaining balance to the customer.

(4) If the customer agrees, Our Company may substitute the payment of the change compensation fee with the provision of goods or travel services of equivalent or greater value.

Change Compensation Fee

Changes for which we pay change compensation fee		Amount of change compensation fee = The following rate x travel fee per case	
		If the customer is notified by the day before the travel start date	If the customer is notified after the start date of the trip
①	Changing the start date or end date of the trip stated in the contract document	1.5%	3.0%
②	Changes in tourist spots or tourist facilities (including restaurants) to be entered as stated in the contract documents and other travel destinations	1.0%	2.0%
③	Changing the class of transportation facility or equipment stated in the contract document	1.0%	2.0%

	to one with a lower charge (only if the total amount of charges for the class and equipment after the change is less than that of the class and equipment stated in the contract document)		
④	Change in the type of transportation facility or company name thereof stated in the contract document	1.0%	2.0%
⑤	Changing the flight to those whose starting or ending airport of the trip in Japan is different from the airport stated in the contract document	1.0%	2.0%
⑥	Changing a direct flight between Japan and outside Japan as stated in the contract document to a connecting flight or transit flight	1.0%	2.0%
⑦	Change in the type or name of the accommodation facility stated in the contract document (excluding cases where the Company	1.0%	2.0%

	has determined the grade of the accommodation facility and the changed grade of the accommodation facility is higher than the grade of the accommodation facility stated in the contract document)		
⑧	Changes in the accommodation facility's guest room type, facilities, scenery, and other guest room conditions stated in the contract document	1.0%	2.0%
⑨	Among the changes listed in ① to ⑧ above, changes to the matters stated in the tour title of the contract document	2.5%	5.0%

Notes:

1. If the final travel itinerary is provided, replace "contract document" with "final travel itinerary" in the table above. In this case, if there are changes between the content of the contract document and the final travel itinerary, or between the final travel itinerary and the actual travel services provided, each change will be treated as one case.
2. For changes listed in ③ or ④ involving transportation that includes accommodation facilities, each night will be treated as one case.
3. For changes listed in ④ involving the name of the transportation company, this does not apply if the change involves an upgrade to a higher grade or facility.
4. The grade of accommodation facilities listed in ⑦ is based on the list provided in the brochure for the relevant area at the time of the travel contract or the list available at Our Company's office or website.

5. If multiple changes listed in ④, ⑦, or ⑧ occur within one ride or one night, they will be treated as one case per ride or night.
6. For changes listed in ⑨, the rates for ① to ⑧ do not apply, and the rates for ⑨ will be used.

26. Basis of Travel Conditions and Travel Fees

The base date for these travel conditions and the base date for travel fees shall be the date specified in the brochure, website, or other materials.

27. Travel Conditions for Communication Contracts

(1) Our Company, etc. may accept applications for travel contracts via telephone, internet, or other communication methods (hereinafter referred to as "Communication Contracts"), under the condition that the customer agrees to pay the travel fees, cancellation fees, etc., without requiring the member's signature on a designated receipt. The card used must be issued by the Company or a partner credit card company (hereinafter referred to as "Partner Company"), and the cardholder (hereinafter referred to as "Member") must be the applicant. While the travel conditions for Communication Contracts generally adhere to the terms outlined in this document, there are some differences, which are detailed below.

(2) The term "Card Usage Date" in this section refers to the date on which the customer or Our Company is obligated to fulfill payment or refund obligations for travel fees, etc., under the travel contract.

(3) A travel contract under a Communication Contract is deemed concluded when Our Company, etc. accepts the customer's application in the case of telephone applications. For applications made via mail or other communication methods, the contract is concluded when Our Company, etc. issues a notification of acceptance of the travel contract. However, if the notification is sent via electronic means such as email or fax, the contract is deemed concluded when the notification reaches the customer.

(4) Our Company, etc. will receive payment for travel fees, cancellation fees, etc., without requiring the Member's signature on a designated receipt using the Partner Company's card. In this case, the Card Usage Date for travel fees will be the date Our Company, etc. notifies the customer of the finalized travel service details. For costs incurred due to changes in the contract or contract cancellations, the Card Usage Date will be the date Our Company, etc. notifies the customer of the amount of such cost. However, if Our Company cancels the travel contract under Section 17, the customer must pay the relevant costs by the date and method specified by Our Company.

(5) If the customer's credit card is invalid or becomes invalid, and the customer is unable to settle part or all of the travel fees or cancellation fees using the Partner Company's card, Our Company, etc. may refuse to conclude the travel contract or cancel the travel contract.

28. Recommendation to Enroll in Domestic Travel Insurance

During your trip, illness or injury may result in significant medical expenses, transportation costs, etc. Additionally, in the event of an accident, it may be extremely difficult to claim damages from the responsible party or recover compensation. To cover such risks, Our Company strongly recommend that you enroll in domestic

travel insurance with sufficient coverage. For details about domestic travel insurance, please inquire with the sales representative at the store where you applied.

29. Others

(1) Any costs and expenses which arise if the customer requests personal guidance, shopping assistance, etc., from a tour conductor or local staff, costs and expenses incurred due to the customer's injury or illness, costs related to the loss of luggage or retrieval of forgotten items due to the customer's negligence, or costs incurred for arranging separate activities, shall be borne by the customer.

(2) For the convenience of the customer, Our Company may guide you to souvenir shops, etc.; however, any purchases made are the responsibility of the customer. Our company cannot assist with exchanges or returns of purchased items.

(3) Under no circumstances will our company re-conduct the trip.

(4) Child and infant fares vary depending on the course.

(5) The scope of our company's obligation to manage the itinerary under the travel contract is from the departure (meeting) at the departure airport or departure location specified in the final travel itinerary to the return (disbandment) at the same airport or location.

(6) If separate arrangements are made for transportation to and from the departure/arrival airport or location, such sections are not included in the scope of the organized tour travel contract.

(7) Any disputes between the customer and our company regarding the contract shall be subject to the exclusive jurisdiction of Japanese courts and governed by Japanese law.

〈Notice Regarding Refunds of Travel Fees〉

In the event of cancellation due to the customer's circumstances or if a refund is required, the handling fee associated with the refund shall be borne by the customer.

〈Changes and Corrections to Customer Information Provided at the Time of Application〉

If the customer provides incorrect information, such as their name, during the application process, it may be necessary to reissue airline tickets or correct the name with relevant institutions. In such cases, our company will charge a substitution fee in accordance with Section 16 regarding customer substitutions. Furthermore, if corrections to the name are not accepted due to the circumstances of transportation or accommodation providers, the travel contract may need to be canceled. In such cases, the cancellation fee specified in Section 17 will apply.

To Our Customers: "Guidance and Precautions"

《To Enjoy Your Trip》

- If you recognize that the travel services provided during your trip differ from the contents described in the contract documents, please notify us promptly during your trip. If you report the issue after returning, we may not be able to address it.

《Reporting Accidents, etc.》

- If an accident occurs during your trip, please immediately notify the emergency contact listed in the final itinerary or the sales office where you applied. If you are unable to notify us due to unavoidable circumstances, please do so as soon as the circumstances no longer apply.

《Regarding Airline Mileage》

● By participating in our organized tour, you may be eligible for airline mileage services. However, inquiries, registration, etc., related to such services must be handled by the customer directly with the relevant airline. Additionally, if a change in the airline used results in the customer being unable to receive the expected mileage service, our company shall not be held responsible, regardless of the reason, as per Section 21 (1) and Section 25 (1).

《Seat Assignments, Adjacent Seats, and Room Views/Floor Preferences》

● Unless otherwise specified on our website, brochures, etc., our organized tour products do not accept requests for seat assignments, adjacent seats, or room views/floor preferences.

Privacy Policy

H.I.S. Co., Ltd. and the H.I.S. Group (hereinafter referred to as "the Company") consider personal information that can identify customers and other individuals associated with the Company to be an invaluable and important asset. Furthermore, it is a societal requirement that this important personal information is kept confidential and handled accurately and securely. To fulfill this societal responsibility, the Company adheres to the H.I.S. Group Corporate Code of Conduct and complies with laws and regulations related to personal information protection, ensuring the appropriate handling of personal information in accordance with the following basic policies. Additionally, policies regarding the protection of personal information for the Company's officers and employees are separately established and appropriately implemented in accordance with internal regulations.

1. The Company collects and handles personal information through appropriate and fair means within the scope of clearly stated purposes of use. Measures are taken to prevent the use of personal information for purposes other than those specified, and the Company does not use personal information in ways that may promote or induce illegal or improper activities. Furthermore, the Company does not disclose or provide personal information or related information to third parties without the consent of the individual, except for legitimate reasons.
2. The Company complies with the Personal Information Protection Act and other related laws, as well as guidelines and other standards established by the government. The Company establishes a personal information protection management system, ensures that it is thoroughly understood and followed by officers and employees, conducts regular training, undergoes audits by internal audit departments and external organizations, and strives to maintain the best possible state at all times.
3. The Company appropriately and carefully stores and manages personal information and related information to prevent risks such as leakage, loss, or damage. The Company implements appropriate and reasonable safety measures from both technical/physical and organizational/human perspectives and continuously reviews these measures. In the event of a leakage, loss, or damage of personal information, the Company promptly notifies the individual and takes appropriate corrective and remedial actions.

4. The Company promptly responds to requests for disclosure, complaints, or consultations regarding personal information from the individual.

Date of Establishment: March 1, 2005

Date of Revision: November 1, 2024

H.I.S. Co., Ltd.

President and CEO: Motoshi Yada

[Personal Information Inquiry Contact]

H.I.S. Co., Ltd. Customer Consultation Office

Business Hours: Weekdays 10:00–18:30 (Closed on weekends and public holidays)

[Tokyo] 050-1742-9955

[Nagoya] 050-1706-0433

[Osaka] 050-1743-2232

Please note that calls may be recorded for confirmation purposes when you contact us by phone.

Handling of Personal Information

1. Purpose of Use of Personal Information

H.I.S. Co., Ltd. and the H.I.S. Group (hereinafter referred to as "the Company") will use the personal information provided by customers through application forms, phone calls, emails, or other means when inquiring about or applying for travel or other products and services, as well as personal-related information such as browsing history, search history, purchase history, internet advertisement interaction log data, and location information, within the necessary scope and in the following ways:

<Personal Information Provided During Inquiries or Consultations>

The Company will use such personal information to communicate with customers and, if necessary, to contact or confirm with relevant organizations regarding the content of the inquiry or consultation.

<Personal Information Provided When Applying for Travel or Travel-Related Insurance>

The Company will use such personal information to communicate with customers and to arrange and receive travel services provided by transportation and accommodation providers (major providers are listed in the contract document) for the travel applied for by the customer, as well as to provide insurance-related services. Additionally, the personal information of the customer's domestic emergency contact may be used if the Company deems it necessary to contact them in the event of illness or injury during the trip.

<Personal Information Provided When Applying for Other Products or Services>

The Company will use such personal information to communicate with customers and to ship products or provide services applied for by the customer.

In addition to the above purposes, the Company may use customers' personal information for the following purposes:

Requesting feedback or opinions after participation in travel or receipt of other products or services

Providing special benefits or services

Creating statistical data

Conducting market analysis to develop better travel and other products or services in the future

Providing information about the Company's or its partners' products and services tailored to customers' preferences

Monitoring, analyzing, and implementing measures to prevent fraudulent use of electronic payment methods or other fraudulent activities, as deemed necessary by the Company

Analyzing obtained personal information and personal-related information such as browsing history, search history, purchase history, internet advertisement interaction log data, and location information to provide advertisements related to new products and services tailored to customers' preferences

The Company retains some of the personal information provided by customers as personal data when applying for travel or other products and services.

Customers have the option to choose whether or not to provide personal information to the Company. However, if the personal information required for the provision of travel or other products and services is not provided, the Company may not be able to offer such travel or products and services.

2. Provision of Personal Information

The Company may provide personal information and personal-related information, such as browsing history, search history, purchase history, internet advertisement interaction log data, and location information, to third parties within the necessary scope as follows. By applying, customers are deemed to have agreed to the provision of such personal information.

<Personal Information Provided During Inquiries or Consultations>

The Company may provide customers' personal information to relevant organizations within the necessary scope to respond to inquiries or consultations.

<Personal Information Provided When Applying for Travel or Travel-Related Insurance>

The Company may provide customers' personal information, such as name, gender, age, address, phone number, email address, passport number, and other service usage records, to transportation and accommodation providers, insurance companies, souvenir shops, and other relevant parties within the necessary scope for arranging and receiving travel services, handling insurance procedures, and facilitating shopping at souvenir shops during the trip.

<Personal Information Provided When Applying for Other Products or Services>

The Company may provide customers' personal information, such as name, gender, age, address, phone number, email address, passport number, and other service usage records, to product sellers, shipping companies, reservation service providers, matching service partners, insurance companies, and other relevant parties within the necessary scope for shipping products, providing services, and handling insurance procedures.

Additionally, for purposes such as delivering highly relevant advertisements to customers, measuring and verifying their effectiveness, and improving services provided through web pages, the Company may hash personal information such as email addresses, age, gender, and residential area, as well as personal-related information such as browsing history, search history, purchase history, location information, and advertisement interaction log data, and provide it to third parties.

Hashing is a process that converts information into an irregular string of characters, making it irreversible. The personal-related information provided to third parties will not be used for purposes other than those stated above.

Except for the following exceptions, the Company will not provide personal information to third parties without the customer's consent:

- (1) When the customer has given consent
- (2) When required by law
- (3) When necessary to protect human life, health, or property, and obtaining the customer's consent is difficult
- (4) When particularly necessary to improve public health or promote the sound development of children, and obtaining the customer's consent is difficult
- (5) When necessary to cooperate with national or local government agencies or their designees in performing legally prescribed duties, and obtaining the customer's consent may hinder the performance of such duties
- (6) When entrusting the handling of personal information, in whole or in part, to achieve the specified purpose of use

3. Shared Use of Personal Information

The Company will share the personal information provided by customers, as listed under <Shared Use Items>, with the group companies and authorized agents listed below. This is done to simplify future travel or other product/service applications, facilitate communication and responses with customers, and for purposes such as sending direct mail tailored to customer preferences, providing information about products and services, conducting surveys, performing sales analysis and other research, and developing new products and services. The shared use will be limited to the minimum extent necessary.

Name of the entity responsible for managing personal information:

H.I.S. Co., Ltd.

Kamiyacho Trust Tower 5F, 4-1-1 Toranomon, Minato-ku, Tokyo

Group companies and authorized agents for shared use:

HIS Group Companies

Reference URL: <https://www.his.co.jp/privacy/>

<Shared Use Items>

Email address

Name (full name, phonetic spelling)

Date of birth

Gender

Nationality

Address (including postal code)

Phone number

Contact phone number

Passport information (name, number, nationality, expiration date, expected receipt date)

Domestic emergency contact name

Domestic emergency contact relationship

Domestic emergency contact phone number

Browsing history, search history, purchase history, location information, internet advertisement interaction log data, and other personal-related information

Other service usage records

4. Procedures for Disclosure, etc., of Personal Information

For inquiries regarding the personal data held by the Company, or requests for disclosure, deletion, erasure, correction of content, suspension of use, or suspension of provision to third parties, please contact the Company's inquiry desk. We will provide guidance on the necessary procedures. In accordance with laws

and Company regulations, we will respond to your request within a reasonable period and notify you of the results in writing or via electronic records. If we are unable to fulfill all or part of your request, we will explain the reasons.

[Personal Information Inquiry Desk]

H.I.S. Co., Ltd.

Customer Consultation Office

5. Outsourcing of Operations

To provide products and services to customers, the Company may outsource part of its operations and provide personal information to contractors within the scope necessary to achieve the intended purposes. In such cases, the Company will take appropriate measures to manage and supervise the contractors, including entering into confidentiality agreements regarding the handling of personal information.

6. Provision of Personal Data to Third Parties Located Overseas

Our company may provide personal information to third parties located overseas (outside the territory of Japan) under the following circumstances. This includes cases where it is necessary for arranging and receiving travel services you have applied for, as well as for the provision of other products and services. It may also include cases where it is necessary for fulfilling our contractual obligations under travel agreements, processing insurance procedures to cover costs in the event of accidents, or facilitating your shopping at souvenir stores at your travel destination. In such cases, we may provide your personal information, such as your name, gender, age, address, phone number, email address, passport number, and other service usage details, to transportation and accommodation providers, insurance companies, souvenir stores, and other relevant entities via electronic means.

Additionally, for the purpose of delivering highly relevant advertisements to you, measuring and verifying their effectiveness, and improving the services provided through our web pages, we may provide hashed personal information, such as email addresses, as well as age, gender, residential area, browsing history, search history, purchase history, location information, and advertisement interaction log data obtained through standard internet technologies, to third parties.

When providing your personal information to third parties, including contractors and joint users located outside Japan, we will do so in accordance with the following:

- (1) When we have obtained your consent.
- (2) When the third party is located in a country that has been designated by law as having a personal information protection system equivalent to that of Japan. For details on the countries and the personal information protection systems of the foreign recipients, please refer to our website.
- (3) When the third party has established a system to continuously implement measures equivalent to those required of personal information handlers in Japan.

In the case of (3), we will take necessary and appropriate measures to ensure the continuous implementation of equivalent measures by the third party. If you wish to confirm the details of these measures, please make a request in accordance with "4. Procedures for Disclosure of Personal Information."

7. Anonymized Information

Our company may create anonymized information from your personal data, ensuring that specific individuals cannot be identified and that the original personal information cannot be

restored. This anonymized information may be created and provided to third parties within the scope permitted by law. In such cases, we will endeavor to take necessary and appropriate measures to ensure the secure management of anonymized information, handle complaints related to anonymized information, and take other necessary steps to ensure the proper handling of anonymized information.

8. Other Matters

H.I.S. Co., Ltd. is a member of the following authorized personal information protection organization. Customers may file complaints regarding the handling of personal information by H.I.S. Co., Ltd. with this organization.

[Name of Authorized Personal Information Protection Organization and Contact Information for Filing Complaints]

Japan Institute for Promotion of Digital Economy and Community (JIPDEC)

Personal Information Protection Complaint Consultation Office

Phone: 0120-700-799

Please note that this is not a contact point for inquiries regarding our products or services.

This document pertains to the handling of personal information by H.I.S. Co., Ltd. within Japan. Overseas subsidiaries are not covered by this document.

Customers under the age of 16 are requested to provide personal information only with the consent of a parent or guardian.

To ensure the appropriate management of personal information or in response to changes in relevant laws and regulations, this document may be revised.