

# Travel Terms and Conditions: Overseas Package Tours

Original Japanese version: [https://www.his-j.com/company/yakkan/boshu\\_j\\_2009.pdf](https://www.his-j.com/company/yakkan/boshu_j_2009.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)	Starting from the day before the departure date, counting back 60 days	On or before the 61st day counting backward from the day before the departure date (*)
500,000 yen or more	From 100,000 yen or more up to the travel fee amount	From 100,000 yen or more up to 20% of the travel fee amount
300,000 yen or more and less than 500,000 yen	From 50,000 yen or more up to the travel fee amount	From 50,000 yen or more up to 20% of the travel fee amount
150,000 yen or more and less than 300,000 yen	From 30,000 yen or more up to the travel fee amount	From 30,000 yen or more up to 20% of the travel fee amount
100,000 yen or more and less than 150,000 yen	From 20,000 yen or more up to the travel fee amount	From 20,000 yen or more up to 20% of the travel fee amount
Less than 100,000 yen	From 20% of travel fee amount or more up to travel fee amount	20% of travel fee amount

\*Note: In the following cases, Our company may collect an application fee that exceeds 20% of the travel fee:

- (i) When Our company indicates the use of the application fee in the Transaction Terms Explanation Document
- (ii) When the customer chooses to pay by credit card
- (iii) When requested by the customer

\*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

	Application fee (per person)
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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.

## 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. Unless it is expressly indicated in Brochures etc. that first class or business class is used,, 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.

(7) The fuel surcharges for courses that include it (for these applicable courses, there will be no additional collection or refund even if the fuel surcharge set by the airline increases or decreases).  
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) Expenses related to the overseas travel procedure (such as official fees for passport, certificate and visa, expenses for vaccination and travel agency charges for handling overseas travel procedures)

(5) Transportation costs required in Japan 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

(6) Airport facility usage fees in Japan and several airport taxes during the travel schedule such as airport tax, entry tax and departure tax in each country

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

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

(9) 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. Items to be implemented by Customer by the Departure Date

(1) The customer, at his/her own responsibility, is required to acquire a passport, confirm that it has a sufficient remaining validity period, and acquire a visa, re-entry permit, and other necessary certificates, and to prepare documents for entry and departure procedures. However, Our Company may perform all or part of the overseas travel procedures on behalf of a customer, as a separate contract upon payment of prescribed fees. In this case, Our Company shall bear no liability even when the customer is unable to acquire a passport, visa, etc. as a result of any reason attributable to the customer himself/herself. In addition, if the customer requests any travel agency other than Our Company to perform the overseas travel procedures, such travel agency will be the party to the service contract pertaining to the overseas travel procedures.

(2) For sanitary information about your destination, please refer to the website, "Information about Quarantinable Infectious Diseases" (<http://www.forth.go.jp/>) by Ministry of Health, Labor and Welfare.

(3) Depending on your destination (country/area), information about traveling to the country or area may have been issued including "Overseas Travel Safety Information" by the Ministry of Foreign Affairs of Japan, so please confirm with the coordinator in charge of reservations when making an application for travel.

Please also refer to MOFA's Overseas Safety HP (<http://www.anzen.mofa.go.jp/>) or Center for Consular Services, Consular Affairs Bureau of MOFA Overseas Security Information Section: TEL: 03-3580-3311 (Extension: 2902, 2903) for details.

(4) Our Company recommends that a customer should register with the "Tabi-Reg" MOFA system, whereby information relevant to safety such as occurrence of emergencies will be received by email, etc. during the period of travel.

(<http://www.ezairyu.mofa.go.jp/tabireg/>)

## 15 . 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.

## 16 . 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 15, 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.

## 17 . 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.

## 18. 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 15, provided that the change is significant or listed in the left column of the table in Section 26.

(b) When the travel price is increased based on Section 16 (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. If the Ministry of Foreign Affairs issues a travel warning of "Do not travel unless it is essential" or higher for any area included in the itinerary, Our Company will, in principle, cancel the travel. However, Our Company may still proceed with the travel if sufficient safety measures may be taken. In this case, if the customer chooses to cancel the travel, the customer shall pay the prescribed cancellation fee.

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

### ○ Cancellation fee

A: Cancellation fee in the case of using airplane upon departure from and arrival in Japan, and the case where a place outside Japan is the departure place and arrival place (except for Travel Contract under B and C below).

Cancellation date of travel Contract (Counting back from the day before the trip start date)	Travel starting on the Specified date (Note 1)	Travel starting on the date other than the Specified date	Travel for which PEX fare, etc. is used (Note 3,4)
After conclusion of the travel contract (except for the following cases)	Free of charge		Amount of airline ticket cancellation fee, etc. at the time of cancellation of Travel Contract
From 40 days ago to 31 days ago	10% of travel fee	Free of charge	Whichever is larger, the amount to the left or the amount of the airline ticket cancellation fee, etc. at the time of the cancellation of the Travel Contract
From 30 days ago to 3 days ago	20% of travel fee		
From 2 days ago (two days before the departure date) to the Trip start date and before the start of the trip	50% of travel fee		
Cancellation after the start of the trip (Note 2) or non-participation without contacting	100% of travel fee		

(Note 1) Specified date: April 27 - May 6; July 20 - August 31; December 20 - January 7

(Note 2) Upon application of this table, "after the start of the trip" refers to the time after the "commencement of service provision" as defined in Article 2, Paragraph 3 of Our Company's special compensation regulations.

(Note 3) In the case where an airline ticket under the same transaction terms (PEX fare, etc.) as the airline ticket that an airline sells broadly to consumers via website, etc. is used at the time of departure from or arrival in Japan, if the fact that the said airline ticket is used, the name of the airlines, terms and amounts of cancellation fees, penalty charges, refund handling charges and other expenses required for cancellation of the air transportation contract are expressly indicated in Brochures, etc., this cancellation fee shall apply irrespective of the departure date.

(Note 4) In the case where the amount of the airline ticket cancellation fee, etc. of the boarding pass becomes the cancellation fee of the Travel Contract, a customer who desires to check the fare type of the issued airline ticket may make a request to the sales office. Conditions for cancellation of an airline ticket of the above-stated airline may be checked at the website, etc. of each airline. Please inquire of the sales office for any points of uncertainty.

B: The cancellation fees for travel using a ship upon departure from or arrival in Japan, and travel including 3 or more nights' cruise in the travel schedule will be based on the cancellation fee as stated in the Brochures, etc. for the relevant travel.

C: Cancellation fees in the case where a chartered airplane, etc. is used

Cancellation date of travel Contract (Counting back from the day before the trip start date)	Cancellation fee
From 90 days ago to 31 days ago	20% of travel fee
From 30 days ago to 21 days ago	50% of travel fee
From 20 days ago to 4 days ago	80% of travel fee
From 3 days ago	100% of travel fee

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, if travel starts during the period of April 27 – May 6, July 20 – August 31 or December 20 – January 7, Our Company will give notice of cancellation before 33rd day counting backward from the day before the trip start date, and if travel starts during another period, Our Company will give the said notice before 23rd counting backward from the day before the trip 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). As an example of the above item (g), if the Ministry of Foreign Affairs issues a travel warning of "Do not travel unless it is essential" or higher for any area included in the itinerary. However, Our Company may still proceed with the travel if sufficient safety measures may be taken. In that case, the cancellation fees will be based on item (1) ①e.

(i). As an example of the above item (g), if air transport services are canceled because a newly launched airline, a newly established route, or a chartered flight fails to obtain the necessary permits and approvals from the relevant national governments.

(j). 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). As an example of the above item (c), if the Ministry of Foreign Affairs issues a travel warning of "Do not travel unless it is essential" or higher for any area included in the itinerary
- (e). 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) ②a", 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) ②a (a)" or "(2) ②a (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) ②a", 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 16, (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 22 or Section 24.

## 19 . 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.

## 20 . 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.

## 21 . 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 local contact information of Our Company will be expressly indicated in the Final Travel Itinerary..

(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.

## 22 . 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, limitation on departure from and entry to foreign countries, 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 21 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.)

## 23 . 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.

## 24 . 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.

## 25 . 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 23 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 23 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 23 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.

## 26 . 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 22 (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 18, 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 22 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 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)	1.0%	2.0%

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 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	1.0%	2.0%

	contract document)		
③	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.

**27 . 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.

**28 . 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 18, 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.

**29 . Recommendation to Enroll in Overseas 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 overseas travel insurance with sufficient coverage. For details about overseas travel insurance, please inquire with the sales representative at the sales office where you applied.

**30 . 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. In the case where duty-free tax refund is available, the customer will be required to keep the purchased goods as baggage and to perform the procedures by himself/herself after confirming the procedure at the souvenir shop, airport, etc. The customer is advised to pay adequate attention while purchasing goods, as there are certain items for which import to Japan is prohibited under the Washington Convention and several domestic laws and regulations.

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

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

(5) With respect to the travel starting and finishing in Japan, 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. With respect to the travel starting and finishing in a foreign country, the said scope is from the meeting at the meeting place in the foreign country indicated in the Travel Itinerary, etc. to the disbandment at the disbandment point in the foreign country.

(6) If separate arrangements are made for transportation between an airport in Japan and the departure/arrival airport or location referred to in paragraph (5) of this Section, 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.

#### <Several Airport Taxes and Fuel Surcharge>

(1) The travel fee does not include airport taxes and fuel surcharges (excluding the case where the Brochures indicate the total price of the travel fee including the fuel surcharge). The customer is required to separately pay airport taxes and fuel surcharges in the amounts, determined upon the conclusion of the Travel Contract and converted to Japanese currency. Our Company will not collect additional payments or will not reimburse any amount, even if the exchange rate fluctuates thereafter.

(2) Notwithstanding the above, in the case when airport taxes, fuel surcharges, etc. are newly introduced or increased or decreased, airport taxes, fuel surcharge, etc. will be re-converted to Japanese currency at the ticketing rate of Our Company at the time of the said new introduction, increase or decrease, and the difference between the converted amount above and the re-converted amount will be additionally collected or refunded.

(In the case where the Brochures indicate the total price of travel fee including the fuel surcharge, Our Company will not additionally collect or refund any amount because of an increase or decrease of fuel surcharge.)

(3) In the case where the contract is cancelled because of an increase of fuel surcharge, the prescribed amount of the cancellation fee will be required.

#### 〈Changes and Corrections to Name 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 17 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 18 will apply.

#### To Our Customers: "Guidance and Precautions"

##### 《On your passport and visa》

● Please check whether your passport has sufficient remaining validity period necessary for your trip, and whether you need a visa for the destination country of your travel from the descriptions in the Brochure, etc. and then complete the necessary procedures.

● If you go to or go via the United States, please check whether your passport is an IC passport. If your passport is not an IC passport, you need a visa for the United States. Please acquire the visa for the United States or renew your passport.

● If your nationality is not Japanese, please confirm with your consulate, the consulate at the destination of travel or the immigration office, etc., and check or finish the procedures for acquisition of a visa, re-entry permit and the remaining validity period of your passport.

##### 《On overseas safety information》

● After applying for the travel, if the Ministry of Foreign Affairs issues a travel warning of "Do not travel unless it is essential" or higher for the place of the destination of travel, Our Company may change or terminate the content of the Travel Contract. However, if Our Company judges that Our Company is capable of securing the safety and schedule management of customers based on various information, Our Company will host the travel. In this case, if a customer cancels travel due to his/her own judgment, Our Company will receive the prescribed cancellation fee.

##### 《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 22 (1) and Section 26 (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 our group companies (hereinafter, "the Company") consider personal information, namely the personally identifiable information of customers and other individuals associated with the Company, to be an important and irreplaceable asset. Moreover, maintaining the confidentiality of this important personal information, and handling it properly and securely is a social obligation.

To fulfill this social obligation, the Company observes all laws regarding personal information protection, and protects personal information appropriately in accordance with the following basic policy based on the spirit of the H.I.S. corporate charter. Additionally, the policy regarding the protection of personal information covering our Directors and Employees will be implemented separately and appropriately in accordance with the Company-internal rules.

1. The Company collects and handles personal information in an appropriate and fair manner within the limitations of the stated purpose of use, works to ensure that said information is not used for any other purpose, and will not use said information in a manner that may encourage or induce illegal or unjust activity. Furthermore, the Company does not disclose or provide the personal information and person-related information that it receives to any third party except with the consent of the individual or when there are legitimate reasons.
2. The Company observes the provisions of the Personal Information Protection Law as well as all other relevant laws, guidelines established by the national government, and other regulations. We have also established a personal information protection management system, will make efforts to ensure awareness and compliance among all executives and employees, conduct periodic training, conduct audits by our auditing department and reviews by external organizations, and make continuous improvements to maintain optimal conditions.
3. The Company will store and manage personal information and person-related information appropriately and carefully, making efforts to implement and continuously review reasonable and appropriate security measures from the standpoints of technical and physical safety management, as well as organizational and personnel safety management, to prevent risks such as leaking, destruction, or damage of personal information. If there should occur any leakage, loss or damage of personal information, the Company shall promptly inform the person from whom the data was obtained immediately to that effect and will take necessary, and take appropriate countermeasures and corrective actions.

4. The Company shall respond promptly to requests by individuals for the disclosure, etc. of their personal information, as well as their complaints and inquiries.

Established: March 1, 2005

Amended : Nov 1, 2024

H.I.S. Co., Ltd.

President Yada Motoshi

[Personal Information Inquiry Contact] H.I.S. Co., Ltd. Customer Service Office

Weekdays 10:00-18:30 (Closed on weekends, holidays)

【Tokyo】 +81 50-1742-9955

【Nagoya】 +81 50-1706-0433

【Osaka】 +81 50-1743-2232

[For requests by telephone, the Company may record the contents of the conversation to verify details]

#### Handling of Customer Personal Information

##### 1. Purposes of Use for Personal Information

Personal information written or entered in applications (application forms) when inquiring about or requesting travel arrangements or other products and services, or provided in communications such as telephone calls or emails, as well as person-related information such as site browsing history, search history, purchase history, Internet advertising contact log data and location information, may be used by H.I.S. Co., Ltd., and our group companies ( hereinafter, "the Company" ) as described below.

##### Personal Information Provided in Inquiries or Consultations

The Company will use this personal information within the scope necessary to contact the customer, and to contact relevant organizations, etc., or verify details regarding contents of the customer's consultation, etc.

##### Personal Information Provided When Requesting Travel Arrangements or Travel Insurance, etc.

The Company will use this personal information within the scope necessary to contact the customer, to arrange and receive travel services provided by transport and accommodations facilities (The principal transport and accommodations facilities will be listed in the contract) etc., and to provide insurance-related services. Additionally, the personal information of customers with a Japanese contact address may be used if the Company determines it is necessary to contact the Japanese contact address in the event of injury or illness, etc., during travel.

##### Personal Information Provided When Requesting Other Products or Services

The Company will use this personal information within the scope necessary to contact the customer, and to ship products or provide services requested by the customer.

In addition to the above, the Company will use it for the following:  
Requesting feedback after participation in tours or other products or services

Providing special services

Preparation of statistical data

Market analysis to help develop better travel products and services in the future

Providing and managing information on company products and services, as well as those of its partner companies, according to customers' tastes and preferences

Monitoring, analyzing, and making countermeasures when deemed necessary by the Company to identify unauthorized use by third parties of payment methods such as electronic payment or other fraudulent activities

Providing information on new products and services that match customer interests and preferences by analyzing personal

information and personal-related information such as site browsing history, search history, purchase history, Internet advertising contact log data, and location information that can be obtained using standard Internet technologies.

※ The Company may retain a portion of the personal information provided by the customer when requesting travel arrangements or other products and services, etc., as personal data.

※ While customers may choose whether or not to provide personal information to the Company in all cases, please note that in the event that the personal information not provided is essential to providing the requested travel arrangements or other products and services, you may be unable to use such travel arrangements or other products and services, etc., offered by the Company.

## 2. Provision of Personal Information

The Company may provide personal information written or entered in applications ( application forms ) when inquiring about or requesting travel arrangements or other products and services, or provided in communications such as telephone calls or emails, as well as person-related information such as site browsing history, search history, purchase history, Internet advertising contact log data and location information, to third parties as follows, to the extent necessary. At the time of a request, the customer's consent shall be obtained for the provision of this personal information or person-related information.

### Personal Information Provided in Inquiries or Consultations

The Company shall provide the customer's personal information to organizations, etc., relevant to the contents of the customer's consultation, etc., within the scope necessary to respond to customer inquiries and consultations.

### Personal Information Provided When Requesting Travel Arrangements or Travel Insurance, etc.

The Company may provide the customer's name, gender, age, address, telephone number, email address, passport number and other services to transportation and accommodations facilities, insurance companies, and gift shops, etc., via electronic methods, etc., within the scope necessary to arrange and receive travel services requested by the customer, to complete insurance procedures to insure against expenses in the event of an accident, etc., and the Company's travel contract liabilities, as well as to facilitate shopping by the customer in gift shops at their travel destination.

### Personal Information Provided When Requesting Other Products or Services

The Company may provide the customer's name, gender, age, address, telephone number, email address, and passport number, as well as person-related information such as site browsing history, product purchase history, and location information and other services to vendors which sell or ship products, booking agencies providing reservation services, contract suppliers in matching services, and insurance companies, etc., via electronic methods, etc., within the scope necessary to ship products or provide services requested by the customer, as well as to complete insurance procedures to insure against expenses in the event of an accident, etc., and the Company's liabilities pertaining to the provision of products and services.

In addition, We may hash and provide to third parties personal information such as e-mail addresses and other personal-related information such as age, gender, residential area, customer browsing history, search history, purchase history, location information, advertising contact log data, etc., which can be obtained using standard Internet technologies for the purpose of delivering relevant advertisements to customers, measuring and verifying the effectiveness of such advertisements, and improving

and enhancing the services provided to customers through our web pages.

Hashing is a process that converts information into an irregular string of characters and processes it into a format that cannot restore. Personally-related information provided to third parties will not be used for purposes other than those described above by the Company.

※ Personal information will not be provided to any third party without the customer's consent for any other purposes, with the following exceptions.

- (1) When the customer has provided consent
- (2) When it is prescribed by law
- (3) When it is necessary to preserve human life, health, or property, and it is difficult to obtain the consent of the Individual
- (4) When it is specially necessary for the improvement of public health or promotion of the sound growth of children, and it is difficult to obtain the consent of the individual
- (5) When it is necessary for cooperating with a government agency, local authority, or any entity entrusted by either of the former two in executing legally prescribed affairs, and obtaining the consent of the individual is likely to impede the execution of said affairs
- (6) When the handling of personal information is consigned in whole or in part within the scope necessary to achieve the specified purposes of use

## 3. Shared Use of Personal Information

The Company may use the following [shared items] in personal information provided by customers to simplify applications for travel and other products and services, contact and respond to customers, send direct mail according to customers' tastes and preferences, provide information on products and services, to conduct questionnaires, etc., conduct sales analysis and other research, and conduct new surveys. The information will be shared with the following group companies and special agents to the minimum extent necessary.

### The name of the party responsible for the management of personal information:

H.I.S. Co., Ltd.

Address: 5F Trust tower, Kamiyacho , 4-1-1 Tranomon, JAPAN

Group companies and authorized agents for shared use:

HIS Group Companies

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

[Shared use personal information]

Mail address, Name (Family, First), Date of Birth, Gender, Nationality, Address, Post Code, Telephone number, Passport information (Number, Name, Nationality, Expiry Date, Receipt Day), Emergency Contact Name, Call Number, relationship, and personal-related information such as site browsing history, search history, purchase history, Internet advertising contact log data, and location information Other Services.

## 4. Procedures for Disclosure of Personal Information

When a customer makes an inquiry about the customer's personal data in the possession of the Company, or requests the disclosure, deletion, erasure, correction, suspension of use, or suspension of provision to third parties, etc., of such data, we will guide you through the necessary procedures, so please ask the Company's support center. In accordance with laws and Company regulations, we will respond to requests within a reasonable period of time and inform the individual of the results via writing or electronic methods. Furthermore, if a request cannot be fulfilled in whole or in part, we will explain the grounds.

[Personal Information Inquiries Contact] H.I.S. Co., Ltd. Customer Support Center

## 5. Subcontracting

We may outsource a part of our business and provide personal information to the subcontractor within the scope necessary to achieve the purpose of use to provide products and services to our customers. The Company will enter into confidentiality agreements with subcontractors regarding the handling of customer personal information, and will appropriately manage and supervise all subcontractors.

## 6. Provision of Personal Information to Third Parties in Foreign Countries

The Company may, in the following cases, provide personal information to third parties located in foreign countries (countries or regions outside of Japan). We may provide the customer's name, gender, age, address, telephone number, email address, passport number and other services to transportation and accommodations facilities, insurance companies, and gift shops, etc., via electronic methods, etc., within the scope necessary to arrange and receive travel services requested by the customer, to complete insurance procedures to insure against expenses in the event of an accident, etc., and the Company's travel contract liabilities, as well as to facilitate shopping by the customer in gift shops at their travel destination.

In addition, We may hash and provide to third parties personal information such as e-mail addresses and other personal-related information such as age, gender, residential area, customer browsing history, search history, purchase history, location information, advertising contact log data, etc., which can be obtained using standard Internet technologies for the purpose of delivering relevant advertisements to customers, measuring and verifying the effectiveness of such advertisements, and improving and enhancing the services provided to customers through our web pages.

When we provide customers' personal information to third parties such as business entities outside of Japan, including subcontractors and joint-use partners, we will provide such information only under the following conditions.

- (1) When the customer has provided consent
- (2) When the third party is located in a country that is legally designated as having a personal information protection system of a level corresponding to that of Japan. Please see our Homepage for the country names and the personal information protection systems of the foreign countries to which personal information is provided.
- (3) When the third party has established a system necessary for the continuous implementation of measures corresponding to those required of business operators handling personal information in Japan

For item (3), we will take necessary and appropriate measures to ensure the continuous implementation of the corresponding measures by the third party. If you would like to confirm the details of these measures, please make a request according to the procedures in 4. Procedures for Disclosure of Personal Information.

## 7. Anonymizing information

The Company will anonymize information and when providing it to third parties when allowed by laws and regulations, after taking appropriate protective measures to ensure that specific individuals cannot be identified using said information, and that the information cannot be restored to its pre-anonymized state. In addition, the Company will endeavor to take necessary and appropriate measures for the secure management of the anonymized information, and process complaints regarding the handling, and take any measures necessary to ensure the proper handling thereof.

## 8. Other Matters

H.I.S. Co., Ltd. is a member of the authorized personal information protection organization listed below. Customers may request that said organization resolve complaints against H.I.S. Co., Ltd. regarding personal information.

[Name of Authorized Personal Information Protection Organization and Complaint Resolution Request Contact Information]

Japan Institute for Promotion of Digital Economy and Community (JIPDEC) Personal Information Protection Consultation Service Office (Telephone: 0120-700-779)

This office does not handle inquiries regarding the Company's product and services.

This document is concerned with the handling of personal information within the nation of Japan by H.I.S. Co., Ltd., It is not applicable to other affiliated companies in Japan or to overseas subsidiaries.

We request that customers under the age of 16 obtain the consent of a parent or guardian before providing personal information.

The Company may amend this document to manage customer personal information more appropriately or due to changes in relevant laws.