

General Terms and Conditions of Travel
The Section for Ordered Package Travel Contract

Chapter 1. General Provisions

Article 1. Scope

A contract of Ordered Package Travel (hereinafter referred to as "Ordered Package Travel Contract") entered into between Cab Station Co., Ltd. ("the Company") and a traveller is subject to this stipulation. For indefinite matters in this stipulation are restricted by conventions established by laws and regulations in general.

(2) As long as the Company does not violate the laws and regulations and makes a special contract in writing within the extent of the traveller's non-disadvantages, regardless of the provision of the preceding paragraph, the special contract takes precedence.

Article 2. Definition of Terms

"Ordered Package Travel" in this stipulation refers to a travel which is planned and carried out by the Company who arranges the destination and the itinerary of the travel, and determines the contents of the transportation or accommodation services the traveller can receive as well as the amount of the travel price payable to the Company in response to the traveller's request.

(2) "Domestic travel" in this stipulation refers to the travel within Japan and "international travel" refers to the travel other than the domestic travel.

(3) "Communication contract" in this section refers to Ordered Package Travel Contract entered into between the Company and a cardholder of a credit card company in cooperation with the Company ("Partner"), upon receipt of an application from the cardholder via telephone, mail, facsimile or other means of communications. The traveller agrees, in advance, for the Company to fulfil the claims and obligations related to the travel price and the equivalents based on Ordered Package Travel Contract, and to charge in accordance with the card membership terms and conditions the Partner specifies separately after the date such claims and obligations are to be fulfilled. And the travel price and the equivalents of such Ordered Package Travel Contract should be paid in the manner prescribed in the second paragraph of Article 12, in the latter part of the first paragraph of Article 16 and/or in the second paragraph of Article 19.

(4) "Electronic acceptance notice" in this section refers to a notice issued to notify that the application of the contract is accepted. Among the Use of Information and Communication Technology, the Company chooses to use electronic computer, facsimile machine, telex or telephone ("electronic computer or the like") to connect with the traveller's electronic computer or the like through electric communication lines as a sending method.

(5) "Date card used" in this stipulation refers to the date the traveller or the Company should fulfil the payment or the refund of the travel price based on Ordered Package Travel Contract.

Article 3. Contents of the Travel Contract

With Ordered Package Travel Contract, the Company undertakes to manage the travel itinerary and make arrangements so that the traveller can receive transportation, accommodation and/or other travel related services the transportation and accommodation facilities and the like provide ("travel services") according to the travel itinerary the Company has prepared.

Article 4. Arrangement Agent

In fulfilment of Ordered Package Travel Contract, the Company may let other travel agents or suppliers located inside or outside of Japan to make the whole or parts of travel arrangements on behalf of the Company.

Chapter 2. Conclusion of the Contract

Article 5. Delivery of the Planning Document

When the Company receives a request from the traveller who intends to apply for Ordered Package Travel Contract, the Company issues a document ("planning document") which describes the travel itinerary made in accordance with the requested contents, the contents of travel services, travel price and other contents of travel conditions.

(2) The Company may specify the price of handling fee ("planning fee") for planning as a breakdown of the travel price.

Article 6. Application of the Contract

For the contents of the plan stated in the planning document mentioned in the first paragraph of the preceding article, the traveller who intends to apply for Ordered Package Travel Contract to the Company, must fill in the application form prescribe by the Company ("application form") in order and submit it to the Company with the application fee determined by the Company.

(2) For the contents of the plan stated in the planning document mentioned in the first paragraph of the preceding article, the traveller who intends to apply for the communication contract, regardless of the provisions of the preceding paragraph, must notify the Company of the membership number and other necessary information.

(3) The application fee mentioned in the first paragraph is treated as a part of the travel price (including the price of planning fee specified as its breakdown), the cancellation fee, or the penalty.

(4) The traveller in need of special arrangements for participating in Ordered Package Travel should notify the Company at the time of

application. The Company corresponds to the request within the possible extent. (5) The expenses for the special arrangements the Company has organised based on the request of the preceding paragraph are borne by the traveller.

Article 7. Refusal of the Contract Conclusion

The Company may refuse to conclude Ordered Package Travel Contract in the following cases:

- i. The traveller has a risk of upsetting or annoying other travellers or of disturbing the smooth activities of groups.
- ii. The credit card the traveller possesses is invalid when making the communication contract or the traveller cannot meet their liabilities to pay the parts or the whole of travel price and such, in accordance with the card membership terms and conditions the Partner specifies.
- iii. The traveller is found to be associated with gangsters, gang quasi-members, gang parties, gang related companies, the General Assembly or any other anti-social groups.
- iv. The traveller makes violent actions or unreasonable demands against the Company, threatens the Company with force or violence, or commits any violent acts equivalent to these in relation to the transactions.
- v. The traveller spreads the rumour, using the power of fraudulent to damage the reputation or obstruct the business of the Company, or any other acts equivalent to foresaid.
- vi. Other particular circumstances of the Company business.

Article 8. Time of Establishment of the Contract

Ordered Package Travel Contract shall be established when the Company accepts the contract conclusion and receives the application fee mentioned in the first paragraph of Article 5.

(2) The communication contract shall be established when the Company issues a notification of acceptance of the contract conclusion regardless of the provisions of the preceding paragraph. However, when an electronic acceptance notification is to be issued for the contract, it shall be established when the notification reaches the traveller.

Article 9. Delivery of Contract Document

After the contract is established as mentioned in the preceding article, the Company immediately issues a document which states the travel itinerary, the contents of the travel services, the travel price, other travel conditions, and the extent of the Company's liabilities ("contract document") to the traveller.

(2) When the price of planning fee is stated in the planning document mentioned in the first paragraph of Article 5, the Company states the relevant price in the contract document mentioned in the preceding paragraph.

(3) The extent of the travel services the Company owes as an obligation to arrange and manage the travel itinerary for Ordered Package Travel Contract is based on the descriptions in the contract document mentioned in the preceding paragraph.

Article 10. Confirmed Document

In the case where the Company is unable to present the confirmed travel itinerary or the names of transportation or accommodation facilities in the contract document mentioned in the first paragraph of the preceding Article, the Company, after limiting the names of the accommodation facilities that may be used and the names of the transportation facilities significant to be indicated, lists these names in the contract document. After issuing the contract document, the Company provides the confirmed details in writing ("confirmed document") by and between the date specified in the contract document and the day before departure date (when the application of Ordered Package Travel Contract is submitted on or after the date that falls on the seventh day from the day before departure date, the confirmed document is provided on the date of departure).

(2) In the case of the preceding paragraph and when the Company receives an inquiry from the traveller wishing to confirm the arrangement details, the Company responds promptly and appropriately to the request even the confirmed document is not yet issued.

(3) Once the confirmed document mentioned in the first paragraph is issued, the extent of the travel services the Company owes as the obligation to arrange and manage the travel itinerary pursuant to the provisions of the third paragraph in the preceding Article shall be limited to the details written in the confirmed document.

Article 11. Use of Information and Communication Technology

With the prior consent of the traveller, instead of issuing the contract document, confirmed document, or the document, which describes the travel itinerary, the contents of the travel services, the travel price and other travel conditions including information about the Company's liabilities, upon the completion of planning document and Ordered Package Travel contract, the Company may alternatively provide the matters required to be stated in such documents ("stated matters") in the means of using the information and communication technology. In such case, the Company makes sure that the stated matters are recorded in the file contained in the communication device the traveller uses.

(2) In the case of the preceding paragraph, if the traveller's communication device is not equipped with filing function to record the stated matters, the Company records the stated matters to the file contained in the Company's communication device (exclusively limited to the use of the traveller in subject) and confirms that the traveller has viewed the stated matters.

Article 12. Travel Price

The traveller must make the payment of the travel price stated in the contract document to the Company by the date set forth in the contract document before departure date.

(2) When the communication contract is concluded, the Company receives the travel price stated in the contract document through the credit

card issued by the Partner without the traveller's signature on the slip. In addition, the date the travel contract is established shall be the date card used.

Chapter 3. Change of Contract

Article 13. Change to the Contents of the Contract

The traveller has a right to request the Company to change the travel itinerary, the contents of the travel services or other contents of Ordered Package Travel Contract ("contract contents".) In this case, the Company strives to respond to the request as much as possible.

(2) As a result of circumstances beyond the Company's control, the Company may change the contract contents when it is unavoidable to run a safe and smooth travel. Such circumstances include, but are not limited to, natural disasters, wars, riots, closures of the transports and accommodations, discontinuation of other travel services, the Foreign Office advising against travel to a particular destination, changes of the transport services that were not initially planned and/or any other events that the Company could not foresee or avoid. In such cases, the Company promptly provide the explanation to the traveller, in advance, that the circumstances are beyond the Company's control and the causal relation between the event and the decision of the Company. Except for the case of an emergency when above is explained after the change.

Article 14. Changes to the Amount of Travel Prices

When the applicable fare rate and prices ("applicable fare rate" in this article) made by the transportation facilities in carrying out Ordered Package Travel are affected by the radical change of the economic situation and when the applicable fare rate is either increased or decreased significantly beyond the extent to which is assumed, compared to the rate specified at the time the planning document for Ordered Package Travel is issued, the Company reserves the right to raise or reduce the amount of the travel price within the range of rise and fall of the price.

(2) When there is an increase in the travel price pursuant to the provisions of the preceding paragraph, the Company notifies the traveller on or before the date 15 days prior to the day before departure date.

(3) When there is a decrease in applicable fare rate as stated in the first paragraph, the Company reduces only the decreased amount from the travel price pursuant to the provisions of the first paragraph.

(4) When there is increase or decrease in the cost of carrying out the travel due to a change of contract contents (including the cancellation fee, the penalty, and other necessary cost whether paid or unpaid to the travel services that were not provided due to the change of the contract contents; but excluding the cost where the transportation and accommodation facilities and the like have increased due to lack of seats, rooms or other relevant equipment despite the fact that the transportation and accommodation facilities and the like have provided the travel services) based on the provisions of the preceding chapter, the Company may alter the amount of the travel price within the range of the change of the contract contents.

(5) In the case where the contract document states that the travel price differs, depending on the number of people require to use the transportation and accommodation facilities and the like, the Company may alter the amount of the travel price pursuant to the statement of the contract document if the required number is modified beyond the Company's control after Ordered Package Travel Contract is established.

Article 15. Replacement of the Traveller

With the consent of the Company, the traveller, who has concluded Ordered Package Travel Contract with the Company, has a right to transfer one's contractual status to a third party.

(2) The traveller who intends to obtain the consent of the Company set forth in the preceding paragraph must fill in the designated form with the necessary information and submit it to the Company with a prescribed commission.

(3) The transfer of the contractual status mentioned in the first paragraph becomes effective only when the Company approves it and thereafter, the third party who successfully received the contractual status takes over all rights and obligations of the traveller related to Ordered Package Travel Contract.

Chapter 4. Cancellation of the Contract

Article 16. Traveller's Right to Cancel

The traveller is entitled to cancel Ordered Package Travel Contract anytime, with the necessary cancellation fee stated in Appendix 1 paid to the Company. In the case of cancelling the communication contract, the Company receives the cancellation fee through the credit card issued by the Partner without the traveller's signature on the slip.

(2) Regardless of the provisions of the preceding paragraph, the traveller has a right to cancel Ordered Package Travel Contract prior to departure date without the cancellation fee in the circumstances listed below:

i. When the contract contents are changed by the Company. However, provided that the changes made are the ones listed in upper column in Appendix 2 and/or due to other significant reasons.

ii. When the travel price is increased based on the provisions of the first paragraph in Article 14.

iii. When a safe and smooth travel is at high risk or is impossible to be achieved due to natural disasters, wars, riots, closures of the transportations and accommodations, discontinuation of other travel services and/or the Foreign Office advising against travel to a particular destination.

iv. When the Company fails to issue the confirmed document to the traveller by the date stated in the first paragraph of Article 10.

v. When the travel is not accomplished according to the travel itinerary stated in the contract document due to reasons attributable to the Company

(3) When, after departure, the traveller either faces the situations where the traveller is no longer able to receive the travel services stated in the contract document without the reasons attributable to the traveller, or being announced so by the Company, regardless of the provisions of the first paragraph, the traveller has the right to cancel the part of the travel services without the cancellation fee.

(4) In the case of the preceding paragraph, the Company refunds the part of the travel price of which the travel services that the traveller could not receive. However if the case set forth in the preceding paragraph is not due to the reasons attributable to the Company, the Company refunds the part of the travel price, except for the cancellation fee, the penalty, or other necessary cost related to the travel services whether paid or unpaid.

Article 17. The Company's Right to Cancel Cancellation before Departure

Under the following circumstances, the Company may cancel Ordered Package Travel Contract before departure and explain the reasons to the traveller:

- i. When the traveller is deemed unsuitable for travelling due to the illness, the absence of the required caretaker or other reasons.
- ii. When the traveller has a risk of upsetting or annoying other travellers, or of disturbing the smooth activities of groups.
- iii. When the traveller makes unreasonable demand in regard with the contract contents.
- iv. When, travels for skiing in particular, the amount of snow is not sufficient enough that to meet the travel conditions specified while the contract is being concluded may be at high risk.
- v. When a safe and smooth travel is at high risk or is impossible to be achieved due to natural disasters, wars, riots, closures of transports and accommodations, discontinuation of other travel services and/or the Foreign Office advising against travel to a particular destination.
- vi. When, in concluding the communication contract, the credit card the traveller possesses is invalid or the traveller cannot meet the liabilities to pay the parts or the whole of travel price and such, in accordance with the card membership terms and conditions the Partner specifies.
- vii. When the traveller is found to be applicable to any of the item (v) to (vii) in Article 7.

(2) If the traveller does not pay the travel price by the date stated in the contract document as mentioned in the provisions of the first paragraph in Article 12, it is assumed that the traveller has cancelled Ordered Package Travel Contract the day after the due date. In such case, the traveller must pay the penalty in the amount equivalent to the cancellation fee, set forth in the first paragraph of the preceding Article, to the Company.

Article 18. The Company's Right to Cancel Cancellation after Departure

Under the following circumstances, the Company may cancel Ordered Package Travel Contract after departure and explain the reasons to the traveller:

- i. When the traveller is deemed unsuitable for travelling due to the illness, the absence of the required caretaker or other reasons.
- ii. When the traveller disturbs the implementation of the safe and smooth travel by violation against the Company's instructions given by a tour conductor or other members who are in charge of carrying out the safe and smooth travel, and agitates the discipline of the group activities by violence or intimidation towards them or other travellers.
- iii. When the traveller is found to be applicable to any of the item (v) to (vii) in Article 7.
- iv. When the continuation of the travel becomes impossible due to natural disasters, wars, riots, closures of transports and accommodations, discontinuation of other travel services, the Foreign Office advising against travel to a particular destination and/or any other events that the Company could not foresee or avoid.

(2) When the Company cancels Ordered Package Travel Contract based on the provisions of the preceding paragraph, the cancellation of contractual relationship between the Company and the traveller shall not have retroactive effect. In this case, the Company's liabilities for the travel services that the traveller has received are regarded to be reimbursed effectively.

(3) In the case of the preceding paragraph, the Company refunds the part of the travel price related to the travel services that the traveller has not received, except for the cancellation fee, the penalty, or other necessary cost whether paid or unpaid.

Article 19. Refund of Travel Prices

If the amount of the travel price is reduced pursuant to the provisions of the third to fifth paragraphs in Article 14, or Ordered Package Travel Contract is cancelled in accordance with the preceding three articles, the Company refunds the necessary expenses to the traveller. The refund due to cancellation before departure is processed within 7 days from the day after the cancellation, and for the reductions of the travel price or the cancellation after departure, refund is processed within 30 days from the day after the return date stated in the contract document.

(2) In the case where the communication contract is concluded between the Company and the traveller, if the amount of the travel price is reduced pursuant to the provisions of the third to fifth paragraphs in Article 14, or the communication contract is cancelled in accordance with the preceding three articles, the Company refunds the necessary expenses to the traveller following the card membership terms and conditions the Partners specifies. For the cancellation before departure, the Company notifies the traveller of the refund price within 7 days from the day after the cancellation and for the reductions of the travel price or the cancellation after departure, the refund price is notified within 30 days from the day after the return date stated in the contract document. The date the Company makes the notification to the traveller shall become the date card used.

(3) The provisions of the preceding two paragraphs do not prohibit the traveller or the Company from exercising their right to claim compensation for the damage, pursuant to the provisions of Article 28 or the first paragraph in Article 31.

Article 20. Arrangement of Return Trip after Contract Cancellation

When the traveller cancels Ordered Package Travel Contract after departure in accordance with the provisions of the items (i) or (iii) in the first paragraph of Article 18, the Company undertakes to arrange the necessary travel services in order for the traveller to return to the place of departure at the request of the traveller.

(2) In the case of the preceding paragraph, all of the travelling cost occurred to return to the place of departure is borne by the traveller.

Chapter 5. Contract for Groups and Parties

Article 21. Contract for Groups and Parties

The provisions of this chapter apply to the conclusion of Ordered Package Travel Contract applied by a group of travellers who sets a responsible representative ("contract representative") and makes the same travel at the same time.

Article 22. Contract Representative

Unless a special contract is signed, the contract representative holds all of the representation of the travellers, forming the group or the party ("group member"), in concluding Ordered Package Travel Contract. Any business related to the travelling of the group or the party and operations described in the first paragraph of Article 26 is dealt between the Company and the contract representative.

(2) The contract representative must submit a list of group members to the Company by the date the Company specifies.

(3) The Company takes no responsibility of the liabilities or obligations that the contract representative bears now or is expected to bear in the future for the group members.

(4) In the case where the contract representative does not accompany the group or the party, the Company, after departure, regards one of the group members as a contract representative who has been pre-elected by the contract representative.

Article 23. Special Provisions of Contract Establishment

When concluding Ordered Package Travel Contract with the contract representative, regardless of the provisions of the first paragraph in Article 6, the Company may accept to conclude Ordered Package Travel Contract without the application fee.

(2) In the case when Ordered Package Travel Contract is concluded without the application fee based on the provisions of the preceding paragraph, the Company issues a document stating above information to the contract representative and Ordered Package Travel Contract shall be deemed established when such document is issued.

Chapter 6. Management of Travel Itinerary

Article 24. Management of Travel Itinerary

The Company strives to ensure the traveller the safe and smooth travel and takes following actions for the traveller. However, this shall not apply when a special contract different from this is signed between the Company and the traveller:

i. When the Company acknowledges that there is a risk of the traveller not being able to receive the travel services during the travel, the Company takes necessary measures in order for the traveller to properly receive the travel services in accordance with Ordered Package Travel Contract.

ii. When the alteration of the contract contents is unavoidable despite the effort of the measures set forth in the preceding item, the Company arranges alternative services. In such case, the Company strives to keep the alteration of the contract contents to a minimum, for example, if the change of travel itinerary is required, the altered itinerary meets the intent of the original travelling dates, and if the contents of the travel services are subject to change, the alternative travel services are as similar as the intended original services.

Article 25. The Company's Instruction

When travelling in groups, the traveller must obey the instructions given by the Company to carry out the safe and smooth travel during the period from the start to the end of the travel.

Article 26. Service of Tour Conductor

Depending on the contents of the travel, the company may order a tour conductor and/or other person to accompany and provide the services stated in each item in Article 24 and/or the whole or the parts of the services related to Offered Package Travel the Company deems necessary.

(2) The time the tour conductor and/or the other person mentioned in the preceding paragraph engage in their duties stated in the preceding paragraph is, in general, from 8 AM to 8 PM.

Article 27. Protection Measures

The Company may take necessary measures when it is confirmed that the traveller is in the state where a special assistant is required due to the illness or the injury occurred during the travel. In such case and when its cause is not attributable to the Company, the cost occurred by taking the measures shall be borne by the traveller and must be paid in the payment method the Company defines by the date the Company specifies.

Chapter 7. Liability

Article 28. Liability of the Company

When, in carrying out Ordered Package Travel Contract, the Company or the agent who made the arrangement on behalf of the Company in accordance with the provisions of Article 4 ("arrangement agent") caused any damage to the traveller by intension or negligence, the Company fulfils the appointed liabilities and compensates for the damage. Provided, that the claim is made to the Company within 2 years from the day after the occurrence of the damage.

(2) When the traveller suffers the damage caused by the events that the Company or the arrangement agent could not foresee or avoid, such as natural disasters, wars, riots, closures of the transportations and accommodations, discontinuation of other travel services and/or the Foreign Office advising against travel to a particular destination, the Company, except for the case in the preceding paragraph, has no liabilities to compensate for the damage.

(3) For any loss of or damage to luggage stated in the first paragraph, regardless of the provisions of the first paragraph, provided that the claim is made to the Company within 14 days for the domestic travel and 21 days for the international travel from the day after the occurrence, the Company compensates up to 150,000yen per traveller (unless the case is caused by the Company's intention or gross negligence.)

Article 29. Special Compensation

Regardless of whether or not the Company's liabilities pursuant to the provisions of the first paragraph in the preceding article is appointed, the Company pays the predetermined amount of compensation and consolation money for the certain damage to life, body or luggage the traveller has suffered while participating Ordered Package Travel based on the provisions of the special compensation in attached annex.

(2) When the Company accepts the liabilities pursuant to the provisions of the first paragraph in the preceding article for the damage mentioned in the preceding paragraph, to the extent of the compensation amount to be paid on the basis of the Company's liabilities, the compensation in the preceding paragraph payable by the Company is regarded as the compensation for the damage.

(3) In the case of the preceding paragraph, the compensation payment obligations of the Company based on the provisions of the first paragraph shall be reduced to the equivalent of the compensation amount for the damage payable by the Company (including the compensation considered to be the compensation for the damage by the provisions of the preceding paragraph) in accordance with the provisions of the first paragraph in the preceding article.

(4) Targeting on the traveller who is already partaking Ordered Package Travel, the Company regards the other Offered Package Travel the Company carries out upon the collection of a separate travel price as a part of the contents of the main Ordered Package Travel Contract.

Article 30. Travel Itinerary Guarantee

When there is a significant alteration (excluding the alterations made due to items listed below (except for the changes occurred due to lack of seats, rooms or other relevant equipment despite the fact that the transportation and accommodation facilities and the like are providing the travel services) to the contract contents set forth in the upper column of Appendix 2, the Company pays the compensation for the alteration, of which amount is equal to or more than the travel price multiplied by the rate stated in the bottom of the table in Appendix 2, within 30 days from the day after the return date. However, this shall not apply when the Company clearly has the liabilities for the alteration pursuant to the provisions of the first paragraph in Article28.

- a. natural disasters
- b. wars
- c. riots
- d. the Foreign Office advising against travel to a particular destination
- e. closures of the transports and accommodations
- f. changes of the transportation services that are not initially planned
- g. necessary measures to ensure the safety of the travelling participants' life or body

(ii) The altered parts of Ordered Package Travel Contract upon alteration in accordance with the provisions of the first paragraph of Article 13, and the alterations related to the cancelled parts of the Ordered Package Travel Contract upon cancellation in accordance with the provisions of the Article 16 to 18

(2) The maximum amount of the compensation for the alteration payable by the Company per traveller per Ordered Package Travel is calculated by multiplying the travel price by 15% or more, which is determined by the Company. In addition, when the amount of compensation for the alteration per traveller per Ordered Package Travel is smaller than 1,000 yen, the Company does not make the compensation payment.

(3) In the case where the Company's liabilities stated in the provisions of the first paragraph in Article28 is discovered after the Company has made the payment of the compensation for the alteration in accordance with the provisions of the first paragraph, the traveller must return the compensation for the alteration. In such case, the Company pays the counterbalance of the amount of the compensation for the damage that the Company is subject to payment according to the provisions of the first paragraph in Article28 and the amount of compensation for the alteration that the traveller needs to return.

Article 31. Traveller's Liability

When the Company suffers the damage caused by the traveller's intention or negligence, the traveller must compensate for the damage.

(2) When concluding Ordered Package Travel Contract, the traveller must strive to understand the right and obligation of the traveller and other contents of Ordered Package Travel Contract by using the information provided by the Company.

(3) If, on a rare possibility, the traveller noticed after departure that the travel services provided are different from the services in the contract document, the traveller must report so promptly to the Company, the Company's arrangement agent or the supplier of the travel services in order for the traveller to receive the travel services stated in the contract document smoothly.

Chapter 8. Security Money for Repayment Duty

Article 32. Security Money for Repayment Duty

The Company is an active member of Japan Association of Travel Agents (3-3 Kasumigaseki 3-Chome, Chiyoda-ku, Tokyo).

(2) For the claims arose in the travel dealings, the traveller or the group members who have concluded Ordered Package Travel Contract with the Company are entitled to receive the repayment up to the value of 2,200,000 yen from the security money for repayment duty deposited by Japan Association of Travel Agent mentioned in the preceding paragraph.

(3) The Company does not deposit the security money for sales business stated in the provisions of No.1 in Article 7 of Travel Agency Act as the Company pays its share of security money for repayment duty to Japan Association of Travel Agent in accordance with the provisions of No.1 in Article 22.10 of Travel Agency Act.

Appendix 1. Cancellation Fee (Related to the first paragraph of Article 16)

(1) Cancellation fee for the domestic travel

Classification	Cancellation Fee
i. Ordered Package Travel Contract other than the following items	
a. Cancellations other than the cases listed in b to f (provided that the amount of planning fee is stated in the contract document by the Company)	Equivalent to the amount of planning fee
b. Cancelled on or after the date 20 days (10 days for day trips) prior to the day before departure date (except for the cases listed in c to f)	Within 20% of the travel price
c. Cancelled on or after the date 7 days prior to the day before departure date (except for the cases listed in d to f)	Within 30% of the travel price
d. Cancelled the day before departure date	Within 40% of the travel price
e. Cancelled on the day of departure (except for the case listed in f)	Within 50% of the travel price
f. Cancelled after departure or no-show	Within 100% of the travel price
ii. Ordered Package Travel Contract with chartered vessels	The terms and conditions of cancellation for the chartered vessel apply
<p>NOTE:</p> <p>(1) The amount of cancellation fee is specified in the contract document.</p> <p>(2) "After departure" mentioned in the table means after "when the traveller begins to receive the travel services" as defined in the third paragraph of Article 2 of the stipulation for the special compensation in attached annex.</p>	

Appendix 2. Compensation for Alteration (Related to the first paragraph of Article 29)

Alterations that require compensation	Rate per case (%)	
	Before Departure	After Departure
1. Change of departure or return date stated in the contract document	1.5	3.0
2. Change of tourist spot or facility (including restaurants), or other destination of the travel stated in the contract document	1.0	2.0
3. Change of transportation facility to a lower grade or price than the grade or price stated in the contract document (unless the sum of the grade and the facility price after the change is lower than of which stated in the contract document)	1.0	2.0
4. Change of type or company name of the transportation facility in the contract document	1.0	2.0

5.Change of flight at the airport of departure or the airport of arrival within Japan stated in the contract document	1.0	2.0
6.Changes to connections of direct flights or indirect flights between Japan and abroad	1.0	2.0
7.Change of type or name of the accommodation facility stated in the contract document	1.0	2.0
8.Change of type, service, view or other conditions of the accommodation facility stated in the contract document	1.0	2.0
<p>Note 1: "Before departure" means that the notice of alterations is given to the traveller the day before departure and "after departure" means that the notice is given after the day of departure.</p> <p>Note 2: When the confirmed document is issued, this table applies with "confirmed document" instead of "contract document". In this case, when the contents of contract document differs from confirmed document or the contents of actual travel service provided differs from the confirmed document, each change is counted as one alteration.</p> <p>Note 3: When the changes listed in the items 3 or 4 are made to the transportation facility which comes with accommodation services, an overnight stop is counted as one alteration.</p> <p>Note 4: The change of the company name of the transportation facility listed in item 4 does not apply to changes made to higher grade or higher price services.</p> <p>Note 5: Even when two or more of the changes listed in the items 4, 7 or 8 occur in one riding of a vessel or one overnight stop, one riding of the vessel or one overnight stop is counted as one alteration.</p>		