

Domestic Organized Tour Terms and Conditions
(Explanatory document of travel transaction conditions
according to Article 12-4 of the Travel Agency Law)

1. Sales-type Tour Contract

(1) This is a tour planned and organized by Sado Tourism Association (384-11 Ryotsu, Sado City, Niigata Prefecture, Registered Travel Agency No. 2-342, hereinafter referred to as "the Association"). The customer who participates in this tour enters into an organized tour contract (hereinafter referred to as "tour contract") with the Association.
(2) The tour is planned, solicited, and conducted by the Association. The Association shall arrange for the provision of transportation, accommodation, and other services related to the trip (hereinafter referred to as "travel services") in accordance with the itinerary specified by the Association, and shall undertake to manage the itinerary. The Association does not provide the travel services on its own.
(3) The contents and conditions of the contract shall be subject to the terms and conditions stated for each course, as well as this Travel Conditions Document, the Confirmation Document separately provided prior to departure, and ETIC's General Terms and Conditions for Travel Agents (Organized Tour Terms and Conditions).

2. Time of application and conclusion of contract

(1) When applying in person at our office, please fill out the prescribed application form and submit it with the application fee. The application fee will be treated as part or all of the "tour fee," "cancellation fee," and "penalty fee," respectively.
(2) In case of application by telephone, mail, fax, or other means of communication, the applicant must submit the application form and pay the application fee within 3 days from the day following the day on which the reservation is accepted by the Association.
(3) If the application money is transferred to an account at a financial institution designated by the Association, the receipt issued by the financial institution will be substituted for the receipt by the Association.
(4) Please inform us if you are a. elderly, b. disabled, c. in poor health, d. pregnant, e. an assistance dog user, or require any other special consideration. We will respond to this request to the extent possible. The cost of any special measures taken by the Association for the customer based on the customer's request shall be borne by the customer.
(5) If you are under 20 years old at the time of application, a parental consent form is required. Customers under 15 years old must be accompanied by a parent or guardian, unless otherwise specified.
(6) The travel contract will be decided when the Association receives the application fee and confirms the contract.
(7) Application fee

Tour Price	Application Fee (per person)
Less than 10,000 yen	2,000 yen or more, up to the cost of the tour
Less than 30,000 yen	6,000 yen or more, up to the cost of the tour
Less than 60,000 yen	12,000 yen or more, up to the cost of the tour
Less than 100,000 yen	20,000 yen or more, up to the cost of the tour
Less than 150,000 yen	30,000 yen or more, up to the cost of the tour
More than 150,000 yen	20% of the cost of the tour

※ The specific period and specific course will be separately indicated in the contract document.

3. Refusal to enter a contract

The Association may refuse to confirm (or may cancel) a contract for a tour in the following cases

(1) When the Association intends to confirm a correspondence contract and the customer's credit card is invalid or the customer is unable to settle part or all of the obligations related to the tour fee in accordance with the terms and conditions of the credit card company.
(1) When a credit card held by the customer is invalid, etc., and the customer is unable to settle all or part of the obligations pertaining to the tour fee in accordance with the credit card company.
(2) When the customer causes inconvenience to other travelers or interferes with the implementation of group activities
(3) When a customer is recognized as a member of a crime syndicate, a quasi member of a crime syndicate, a person related to a crime syndicate, a company related to a crime syndicate, or a general meeting house or other anti-social force.
(4) The customer engages in violent or unreasonable demands, or uses threatening language or violence in connection with transactions with the Association, or commits any of these acts or any other similar acts. or any other similar act.
(5) The customer spreads false rumors, uses deception or force to damage the reputation of the Association or obstruct the business of the Association, or commits any other similar act to those described above.
(6) The customer commits any other act that is unacceptable to the business operations of the Association.

4. Trip Fees and Payment Period

(1) Child fare is applicable to children who are at least 2 years old and less than 12 years old at the start of the tour. (Preschool children may be charged at the infant rate.)
(2) The single room surcharge is the price for one adult and one child.
(3) The Participant shall pay to the Association the tour fee in the amount specified in the contract document by the date specified in the contract document prior to the commencement date of the tour.
(3) The customer must pay to the Association the tour fee in the amount stated in the contract document by the date stated in the contract document before the commencement of the tour.
(4) When a correspondence contract is concluded, the Association will accept the payment of the tour fee without the Customer's signature by the credit card of the Partner Company.
(4) When a correspondence contract is concluded, the Association will accept payment of the tour fee in the amount stated in the contract document without the signature of the customer by card of the partner company. The date of use of the card shall be the date of conclusion of the travel contract.

5. Additional Charges

Additional charges are defined as: ① selection of airline, ② selection of flight, ③ selection of aircraft class, ④ selection of hotel, ⑤ additional charge for single occupancy, ⑥ additional charge for extra night, ⑦ additional charge for departure and return on weekdays and days before holidays, etc. ⑧ Additional charges for departing and returning on weekdays and days before holidays. Additional charges are those indicated as "Additional Charges" in the sales advertisement.

6. Standard Tour Fee

The standard tour fee includes the application fee, cancellation fee, compensation for changes fee, and additional charges.

7. Items included in the Tour Fee

Fares and charges for transportation (unless otherwise noted), accommodation, meals, entrance and entrance fees, consumption tax and other taxes as specified in the itinerary, and other expenses, etc. as specified in the itinerary (including accommodation tax in cases where accommodation tax is applicable), and expenses for the accompanying tour guide on the courses accompanied by a tour conductor. The above expenses are subject to change without notice. No refunds will be made for the customer's convenience, even if some of the above expenses are not used.

8. Items not included in the tour fee

Transportation and other expenses not included in the itinerary, personal expenses (phone charges and other communication charges, charges to the hotel (e.g., phone charges and other communication charges, hotel accessories, additional food and beverage charges, charged baggage fees as determined by the transportation agency, gratuities, etc.), additional fares and charges imposed by transportation companies, fees for optional plans (separate charges), transportation and accommodation expenses from your home to the meeting/ending point, airport facility charges in Japan, etc. (Airport facility charges, etc. will not be included in the price of the tour unless explicitly stated that airport facility fees are included.)

9. Tour guides

(1) No tour guide will accompany the tour, except for courses that are marked as accompanied by a tour guide. If no tour operator accompanies the customer, the customer will be given coupons necessary for the trip, and the customer will be responsible for the procedures to receive the travel services. The contact details of the Association will be clearly indicated in the Confirmation Document.
(2) In principle, a tour conductor will accompany the tour for those courses that are marked as tour conductor-accompanied, and will perform necessary duties to ensure the safe and smooth implementation of the itinerary as stipulated in the tour guide's document.

10. Changes to the contents of the tour contract and price

(1) The Association shall not be liable for changes to the tour contract or original operation plan caused by reasons beyond the control of the Association such as natural disasters, war, riot, cancellation of services provided by transportation or accommodation agencies, orders of public offices, etc. In the case that these events occur, there may be changes made to the tour contract, and the tour price may be subject to change. The tour fee may be subject to change in the event of economic conditions resulting in a significant change in the fares and charges of the transportation services to be used. In case of an increase, we will notify you before the 15th day before the trip start date.

(2) A single room supplement is charged in the case where customers who use a single room when there is an odd number of persons in the group. In the case that a customer who applied for more than one room cancels the contract for one of the rooms, and the remaining customers are subsequently assigned to a single room, a cancellation fee will be charged to the customer who cancels the contract, and a single room supplement fee will be charged to the group using a single room.

11. Cancellation Fees

When the customer cancels the contract for his/her own reasons after the contract has been decided, or in the event that the tour fee has not been paid in full by the designated date and the Association is forced to cancel the contract, a cancellation fee or a penalty fee of the same amount will be charged per person at the following rates. Note that if you have multiple people in your group, and partially cancel your tour (cancellation for one or more participants from the group), the following cancellation fees will be charged for the participants who are canceling. In this case, the difference between the price of the transportation and accommodations for a change in the number of passengers (per vehicle and per room) may be charged.

<Cancellation Fees>

Classification	Cancellation Fee (per person)
Retroactive from the day before the trip start date	Free
① Cancellation 21 days before	Free
② Cancellation 20-8 days before (Or in the case of a day-trip, 10 days before)	20% of the tour fee
③ Cancellation 7-2 days before	30% of the tour fee
④ Cancellation on the day before the tour	40% of the tour fee
⑤ Cancellation on the day of the tour	50% of the tour fee
⑥ Cancellation or no-show after the start of the tour	100% of the tour fee

Notes · The cancellation fee amounts will be clearly indicated in the contract document. For the purpose of application of these cancellation fees, "after the start of the tour" means after the "time of commencement of the provision of services" as provided in Article 2, Paragraph 3 of the Special Compensation Regulations.

※ Changes in departure dates, course plans, or loans for which the Association is not responsible will also be subject to the above cancellation fees.

※ The tour fee subject to the cancellation charge is the total tour fee (6) combined with any 'additional charges' (5).

※ Optional plans and additional charges for lodging, etc. are also subject to the above cancellation fees. However, 100% of the cancellation fee will be charged if the customer cancels after the trip has started.

12. Cases where cancellation at request of customer is not charged

No cancellation fees will be charged in the following cases.

- ① When there is a material change in the contents of the tour contract as exemplified below.
 - a. Change of the trip start or end date
 - b. Changes in sightseeing spots, tourist facilities, or other travel destinations
 - c. Changes in the type of transportation or company name
 - d. Change to a lower "facility or class" of transportation
 - e. Change of flight to a different airport within Japan where the trip starts or ends
 - f. Change in the type or name of accommodation
 - g. Changes in the type, facilities, view, or other room conditions of the accommodation facility
- ② In the event of an increase in the tour fee.
- ③ If the Association fails to deliver the Confirmation Document by the date indicated therein.
- ④ When it becomes impossible to carry out the itinerary as originally planned due to reasons attributable to the Association.

13. Cancellation of the travel contract by the Association

The Association may cancel the tour contract in the following cases:

- The tour fee is not paid by the customer by the due date.
- Nonconformity to the terms and conditions of the application.
- When the tour becomes impossible due to illness, hindrance to group activities, or other reasons.
- When 3. (2)~(5) apply

14. Association Liability Disclaimer

In the event that the Association or its agents cause damage to the passenger, the Association will compensate the passenger for the damage. The maximum amount of compensation in relation to baggage is 150,000 yen per person

(except in the case of willful misconduct or gross negligence on the part of the Association). The Association shall not be liable in the following situations: the event that the passenger suffers damage due to natural disasters, war, riot, suspension of travel services by transportation, accommodation, etc., orders by government authorities, or other reasons beyond the control of the Association or its agents.

15. Special Compensation

In accordance with the Special Compensation Regulations of the Terms and Conditions of the Travel Agency, the Association will pay 15 million yen as compensation for death "while participating in a tour", 20,000 to 200,000 yen as compensation for hospitalization as a result of injury "while participating in a tour" depending on the number of days of hospitalization, 10,000 to 50,000 yen as compensation for hospital visits as a result of injury "while participating in a tour" depending on the number of days of hospitalization, and compensation for damage to personal belongings (up to 150,000 yen). However, if the itinerary clearly indicates that no tour services will be provided by the Association, the term "while participating in a tour" shall not apply, and no compensation shall be provided in the above instances, unless otherwise stated.

16. Itinerary Guarantee

If any of the changes listed on the following table are made to the itinerary, the Association will pay compensation for the change in the amount of the trip price multiplied by the rate specified in the following table according to the details of the change in accordance with the provisions of the General Terms and Conditions of Travel Business (section of the contract for organized tour). However, the amount of compensation for change paid for a single tour contract is limited to a maximum of 15% of the tour fee. If the amount of compensation for change is less than 1,000 yen, no compensation for change will be paid.

The trip price that will be used as the basis for calculating the compensation for change is the total amount of the indicated trip price plus the "Additional Charges" (see 5. Additional Charges).

Changes requiring payment of compensation for change	Percentage for Each	
	Before the trip starts	After the trip starts
1. Change of the trip start date or trip end date specified in the contract document	1.5%	3.0%
2. Changes in the sightseeing spots or tourist facilities (including restaurants) to be entered or other destinations of the trip as described in the contract document	1.0%	2.0%
3. Change to a transportation service of a lower class or facility at a lower rate than that stated in the contract document	1.0%	2.0%
4. Change of the type of transportation or the name of the transportation company stated in the contract document	1.0%	2.0%
5. Change of flight to a different airport within Japan from the airport at which the tour starts or ends as specified in the contract document	1.0%	2.0%
6. Change in the type or name of the accommodation described in the contract document	1.0%	1.0%
7. Change in the type, facilities, view, or other room conditions of the accommodation institution described in the contract document	1.0%	2.0%
8. In the case where 1-7 are included in the tour title and are changed	2.5%	5.0%

17. Customer's Liability

If the Association suffers any damage due to the intentional or negligent act of the customer, the customer must compensate the Association for the damage. The customer shall endeavor to understand the rights and obligations of the traveler and other details of the tour contract as described in the contract document. If, after the commencement of the tour, the customer recognizes that the tour services differ from those described in the contract document, the customer shall promptly inform the Association, its agents, or the tour service providers at the place of the tour.

18. Transferring the tour to another individual

- (1) The customer may, with the consent of the Association, transfer his/her position under the contract to another person.
- (2) The transfer of the contractual status as described in the preceding paragraph shall become effective upon the approval of the Association.
- (3) The transferee of the travel contract shall succeed to all rights and obligations related to this tour contract.
Please note that the Association reserves the right to refuse the substitution.

19. Shopping at Souvenir Shops

For the convenience of our customers, we may take them to souvenir stores during sightseeing and transportation. We take all possible measures to select the best stores for you. However, customers are solely responsible for their own purchases. We cannot assist you in exchanging or returning products. Please be sure to check the product and receive the receipt to avoid any problems.

20. Reporting of Accidents

In the event of an accident or other incident during the trip, please notify us immediately at the contact point provided in the confirmation document (If there are circumstances that prevent you from notifying us, please notify us as soon as those circumstances cease to exist.)

21. Handling of Personal Information

The Association and the travel agents or contracted travel agencies (hereinafter referred to as "Agents") listed in the "Inquiries and Applications" section will use the personal information provided on the application form submitted at the time of application for the trip in the following manner. Please note that the items on the application are required in order for us to provide travel arrangement services, so you are requested to provide all the relevant information.

- (1) Name of operator: Sado Tourism Association (2) Purpose of use of personal information 1. Travel contract procedures for customers 2. Communication with the customer regarding said travel 3. To provide the customer's name, address, and contact information to transportation and lodging agencies by electronic means to the extent necessary for the requested travel arrangements (transportation and lodging). 4. To request to provide opinions and feedback after participating in the tour and to request completion of questionnaires regarding the tour 5. Provision of privilege services, if any 6. To provide information on travel products, services, and campaigns of the Association, its group companies, and partner companies 7. To prepare statistical data (3) When outsourcing customers' personal information, we will limit the outsourcing to contractors who meet our selection criteria and who have signed a personal information protection agreement with us. (4) For inquiries regarding notification of purpose of use, disclosure, correction, addition, deletion, suspension of use, elimination, or suspension of provision to a third party of your personal information, please contact the Personal Information Consultation Service of the Association.

22. Correspondence Contract

If a credit card member of a credit card company affiliated with the Association (hereinafter referred to as "Member") makes an application under the condition of "receiving payment of the tour fee and cancellation fee without Member's signature" (hereinafter referred to as "correspondence contract"), the following points are different from the normal travel conditions. (There may be cases where such handling is not possible or where there are restrictions on the types of cards that can be used, depending on the entrusted travel agency.)

- (1) The contract is considered to be concluded when the Association sends a notice of acceptance of the conclusion of the tour contract by telephone, mail, fax, or other means of communication (or when the notice reaches the customer if electronic acceptance notice such as e-mail is used). In addition, the "card number, card expiration date," etc. must be notified at the time of application.
- (2) "Date of use of the credit card" means the date on which the obligation for payment or refund of the trip price, etc. is to be fulfilled. The date of use of the credit card for the trip fee shall be the "date of conclusion of contract." The date of use of the credit card for the cancellation fee shall be the "date of request for cancellation of contract." (However, if the requested date of cancellation is after the date of credit card usage, the Association will refund the trip fee minus the cancellation fee within 7 days from the day following the requested date of cancellation, assuming that the date of credit card usage is within 7 days.)
- (3) If payment cannot be made by the customer's credit card for credit or other reasons, the Association will cancel the Correspondence Agreement and charge a penalty fee equal to the cancellation fee specified in the contract. However, this will not apply if the payment of the tour fee is made in cash by the date separately designated by the Association.

23. Purchasing Domestic Travel Insurance

If you are injured during your trip, you may incur substantial medical and transportation expenses. In addition, in the event of an accident, it may be very difficult to file a claim for damages or recover compensation from the offender. We recommend that you purchase sufficient domestic travel insurance to protect yourself against such losses

24. Additional Cautions

(1) Changes to itineraries such as flight changes and overnight stay extensions at the customer's convenience and refunds for unused portions of tickets are not possible. (2) If you miss a flight or ship due to reasons beyond the control of the Association, you will be required to purchase a separate ticket, and the cost will not be reimbursed. * The Association will not re-implement the trip under any circumstances.

25. Terms and Conditions of the Contract for Offered Packaged Tours

Matters not stipulated in these terms and conditions shall be in accordance with the Association's General Terms and Conditions of Travel (The Section for Offered Package Travel Contract). If you would like to obtain a copy of the Association's General Conditions of Travel Service, please request it from the Association. The Conditions of Contract for Travel Service of the Association can also be viewed on the Association's website (<http://www.visitsado.com>).

26. Standard Travel Conditions

These Travel Conditions have been prepared based on the Standard Travel Conditions on April 1, 2020.

【Travel Planning and Execution】

General Incorporated Association, Sado Tourism Association
Registered Travel Agency No. 2-342 with the Governor of Niigata
Prefecture

Domestic Travel Service Supervisor: Terue Willoughby and Emi Suzuki
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The Domestic Travel Service Supervisor is the person in charge of transactions at the sales office handling your trip. If you have any questions regarding this travel contract, please do not hesitate to ask the above-mentioned handling manager.