

Tour Terms and Conditions

1. Significance of this Tour Condition

This outline of tour conditions represents part of the terms of transaction stipulated in Article 12-4 of the Travel Agency Law, and the contract specifying services rendered for travel and other matters as stated in Article 12-5 of the law.

2. Package Tour Contract

- (1) This travel is arranged by White Ring Co., Ltd. (De65-1 Kinameri, Hakusan-Shi, Ishikawa. (Refer to the travel agent registration for office address, [Ishikawa Prefectural Governor Registration Travel Industry #3-284], here in after referred to as "The Company") and the customer joining tours shall conclude an Agent- Package Tour Contract (here in after referred to as the Travel Contract) with White Ring.
- (2) The Company shall provide tour arrangements and itinerary management so that the customer receives tour services including transport/accommodations (hereinafter referred to as "tour services") provided by transportation/accommodation operators during the tour itinerary set by the Company.
- (3) The contents and conditions of the travel contract shall be in accordance with the Internet homepage (hereinafter referred to as the "website"), pamphlets, etc., these travel conditions, the final document called the final itinerary (hereinafter referred to as the "final itinerary") to be given before departure, and the section of the Company's travel business terms and conditions for solicited type Package Tour Contract (hereinafter referred to as the "Company Terms and Conditions").

3. Application for the tour and time of conclusion of the contract

- (1) The Company or its contracted sales offices (hereinafter referred to as "the Company") will accept applications for the tour by filling out the prescribed items on the tour application form and submitting the application fee as indicated on the Company's website, pamphlet, etc. The application fee will be transferred as part of the tour fee when the tour fee is paid. The tour contract shall be concluded when the Company accepts the reservation and receives the application fee.
- (2) The Company may accept reservations for travel contracts by telephone, mail, facsimile, Internet, or other means of communication. In this case, the contract is not concluded at the time of reservation, and the customer shall be required to submit an application form and pay the application fee within three days counting from the day following the day on which the Company notifies the customer of its acceptance of the reservation. If the application form is not submitted and the deposit is not paid within this period, The Company will treat the application as if it had not been made.
- (3) In the case of an application made by telephone, the tour contract shall be concluded when the Company receives the application fee in accordance with Paragraph (2) of this Article, and in the case of an application made by mail, facsimile, or the Internet, when the Company issues a notice of acceptance of the tour contract with the customer after payment of the application fee. In the case of an application made by telephone, mail, facsimile, Internet, or other means of communication, the contract shall be formed in accordance with the provisions of Paragraph 24 (3) when the contract is formed by correspondence.

- (4) In the event that the Company receives an application for a tour from the person responsible for the contract as a representative of the travelers comprising the group or groups, the Company shall be deemed to have all the rights of representation concerning the conclusion and cancellation of the contract.
- (5) The person responsible for the contract shall submit to the Company a list of the members of the group by the date determined by the Company.
- (6) The Company shall not be liable for any debt or obligation that the person responsible for the contract owes or is expected to owe in the future to the member.
- (7) In the event that the Contracting Representative does not accompany the group or group, the Company shall regard the member appointed in advance by the Contracting Officer as the Contracting Officer at the start of the tour.
- (8) If, at the stage of application, it is not possible to immediately conclude a tour contract due to full seats, full occupancy, or other reasons, the Company may, with the approval of the customer, ask the customer to wait until the deadline has been confirmed. (This state of affairs is hereinafter referred to as "waiting.") In this case, The Company will register the customer as a waiting customer and make every effort to arrange for the reservation to become available. In this case, The Company will still charge an application fee. (Registration as a waiting customer does not guarantee completion of the reservation.) However, in the event that the customer requests cancellation of the waiting list before the Company notifies the customer that a reservation is available, or in the event that the customer is unable to make a reservation by the deadline for waiting, the Company shall refund the relevant application fee in full.
- (9) In the case of sub-paragraph (8) of this paragraph, the contract for the waiting course shall be concluded when the Company notifies the customer that the reservation is available.

4. Application Requirements

- (1) A written consent of a person with parental authority is required for minors at the time of application, and those under 15 years of age must be accompanied by a parent or guardian.
- (2) In the case of a tour targeted at a specific customer group or with a specific purpose of travel, the Company may refuse participation if the age, qualifications, skills or other conditions do not meet the Company's specified conditions.
- (3) If the customer is in poor health, use a wheelchair or other equipment, have a physical or mental disability, have a food allergy or animal allergy, are pregnant or may become pregnant, or are traveling with an assistance dog (guide dog, hearing dog, or service dog) for the physically disabled, or otherwise require special consideration, please notify the Company at the time of application. (Please inform the Company immediately even if the customer become so after the tour contract is concluded.) The customer will be contacted by the Company, so please provide specific details of the measures the customer will need to take during the tour.
- (4) If the Company receives a request as described in the preceding item, the Company will respond to it to the extent possible and reasonable. In doing so, the Company may ask the customer about the customer's situation and any necessary measures, or the Company may ask the customer to provide such information in writing.
- (5) In order to ensure the safe and smooth implementation of the tour, the Company may make it a condition that the customer be accompanied by a caregiver or companion, submit a doctor's certificate, or change

the content of part of the course. In addition, the Company may refuse the application for the tour contract or cancel the tour contract if the Company is unable to arrange the measures requested by the customer. In principle, the cost of any special measures taken by the Company for the benefit of the customer based on the customer's request shall be borne by the customer.

- (6) In the event that the Company deems that the customer has become ill, injured or otherwise in need of medical diagnosis or treatment during the tour, the Company will take the necessary measures to ensure the smooth operation of the tour. Any and all costs associated with this will be borne by the customer.
- (7) As a general rule, it is not possible to separate for the convenience of the customer. However, depending on the course, it may be accepted under different conditions.
- (8) If the customer wishes to leave the tour for any reason, the customer must notify the Company in writing whether or not the customer wishes to return to the tour and when the customer plans to return.
- (9) The Company may refuse the customer's participation if the Company determines that the customer is likely to cause inconvenience to other passengers or interfere with the smooth implementation of group activities.
- (10) The Company may refuse participation in the tour if it is deemed that the customer is 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 extortionist that threatens to disrupt stock-holder meetings or other anti-social force.
- (11) The Company may refuse the customer's participation if the customer engages in violent or unreasonable demands, threatening words or actions or use violence in connection with transactions with The Company, or any other similar acts.
- (12) The Company may refuse participation if the customer spreads false rumors, uses deception or force to damage the Company's reputation or interfere with the Company's business, or commits any other similar act.
- (13) The Company may refuse the customer's application if there are other business reasons for The Company to do so.

5. Delivery of contract document and final itinerary

- (1) Promptly after the conclusion of the tour contract, the Company shall provide the customer with a contract document that describes the tour itinerary, details of tour services and other tour conditions, and matters concerning the responsibility of the Company. The contract document shall consist of a pamphlet, website, these tour conditions, etc.
- (2) As a supplement to the contract document in (1) of this section, the Company shall provide the customer with the final itinerary containing finalized information on the time and place of the meeting, transportation, accommodation, etc., at the latest one day prior to the start of the tour. However, if the application is made 7 days or more prior to the start of the tour, the final itinerary may be delivered on the day of the start of the tour.

6. Payment of the tour fee

The tour fee shall be paid on or before the 13th day prior to the start of the tour. In the event that the customer applies for the tour on or after the 13th day prior to the start of the tour, the customer shall pay the tour fee by the date designated by the Company prior to the start of the tour. Even in the event that the Company

and the customer do not enter into a communication contract as provided in Paragraph 24, if the customer is a cardholder of an affiliated credit card company and the Company has the customer's consent, the customer may be required to pay the tour fee (including the application fee and additional fee) from the card of the affiliated company without the customer's signature, cancellation/penalty fee as provided in Paragraph 14, additional fee as provided in Paragraph 10, and Fees required for the customer replacement as provided in Paragraph 13. In this case, the date of use of the card shall be the date of acceptance by the customer, unless otherwise requested by the customer.

7. Tour Fee

- (1) Unless otherwise noted, the adult fee will be charged to persons aged 12 or older, and the child fee will be charged to the persons aged 6 or older (3 or older for courses using airplanes) and under 12.
- (2) The tour fee is indicated for each course. Please check the departure date and the number of participants.
- (3) The "tour fee" is the basis for calculating the amount of the "application fee" in Paragraph 3, the "cancellation fee" in Paragraph 14 (1), the "penalty fee" in Paragraph 14 (3), and the "compensation for changes" in Paragraph 23. The calculation of the "tour fee" in advertisements, brochures, websites, etc. shall be the "amount indicated as the tour fee" plus the "amount indicated as the additional fee" minus the "amount indicated as the discount fee."

8. Included in the tour fee

- (1) Fares and charges for transportation (economy class, unless otherwise noted), accommodation, meals, entrance fees, worship fees, and consumption and other taxes as specified in the itinerary.
- (2) Expenses for tour guides on courses accompanied by tour guides, and gratuities necessary for group activities.
- (3) Other expenses indicated as being included in the tour price in brochures, websites, etc.

As a general rule, the above expenses are non-refundable even if some of them are not used for the customer's convenience.

9. Not included in the tour fee

Items other than those listed in (1) through (3) above are not included in the tour fee. Some examples are as follows.

- (1) Excess baggage charges (for portions exceeding a specific weight, capacity, or number of pieces).
- (2) Entrance fees, transportation fees, etc. for areas or sections of the itinerary that are marked as "free walk," "free tour," "extra charge," etc.
- (3) Expenses of a personal nature, such as dry cleaning, telegram telephone charges, and other additional beverages, as well as associated taxes and service charges.
- (4) Charges for optional tours (excursions at extra cost) that are taken only by those who wish to participate.
- (5) Additional fares and charges imposed by transportation agencies (e.g., fuel surcharges).
- (6) Transportation and accommodation costs from home to the departure and arrival points.

10. The Additional Fee

The "Additional Fee" referred to in Paragraph 7 shall mean the following charges. (Except in cases where the price is indicated in advance as being included in the "tour fee")

- (1) An additional fee for upgrading the hotel or room type referred to as an "upgrade plan" by the Company in its brochure, website, etc.
- (2) Differential charges for a "meal plan" based on a "plan without meals," etc.
- (3) Additional fee for extended stay at a hotel referred to as "extra night plan" in the Company's brochure or website.
- (4) Any difference in fare required for a change in airline seat class referred to as "Super Seat Surcharge" in the Company's brochures and website.
- (5) Other items referred to in the Company's brochures or on the Company's website as "xxx additional fee" (such as additional fee for straight check-in, additional fee when we state in the Company's brochures or on the Company's website that the Company accept requests to specify an airline, etc.).

11. Changes to the contents of the tour contract

Even after the conclusion of the tour contract, in the event of a natural disaster, war, riot, suspension of the provision of tour services by transportation and accommodation agencies, etc., an order by a public office, the provision of transportation services not in accordance with the original operation plan, or any other event beyond the Company's control, the Company may, If it is unavoidable in order to ensure the safe and smooth implementation of the tour, the Company may change the tour itinerary or the contents of the tour services by prompt explanation in advance to the customer in advance the reasons why such events are beyond the Company's control and the causal relationship between such events and the Company. However, in the case of an emergency, if the change is unavoidable, the Company will explain the change after the change.

12. Change of the tour fee

After the conclusion of the tour contract, the Company will not make any changes to the tour fee or the amount of additional or discounted charges, except in the following cases.

- (1) If the fares and charges of the transportation to be used are revised substantially beyond the degree normally expected due to significant changes in economic conditions, etc., the tour fee will be changed by the difference in the revision. However, in the event of an increase in the tour fee, the customer shall be notified prior to the 15th day prior to the start of the tour.
- (2) In the event of a substantial reduction in the applicable fares and charges as specified in Paragraph (1) of this Article, the Company shall reduce the tour fee by the amount of such reduction as specified in Paragraph (1) of this Article.
- (3) If the contents of the tour are changed and the cost of implementing the tour is reduced, the Company shall reduce the tour fee by the difference between such changes.
- (4) In the event that the contents of the tour are changed in accordance with Paragraph 11, and the cost of implementing the tour (including cancellation fees, penalty fees and other expenses already paid or to be paid for travel services not provided due to such change in the contract) increases, the Company shall change the tour fee by the difference of such change, except in the case of a change due to shortage of seats, rooms and other facilities of transportation and accommodation facilities, even though such services have been provided.
- (5) In the event that the Company has stated in a brochure, website, etc. that the tour fee varies depending on the number of persons using transportation and accommodation, etc., and that the number of persons using such transportation and accommodation, etc., changes after the conclusion of the tour contract for

reasons not attributable to the Company, the Company shall change the tour fee to the extent stated in the contract document.

13. Change of tour participants

The customer may, with the consent of the Company, transfer his/her position under the contract to another person. In this case, the customer shall fill in the prescribed items and submit them to the Company. In this case, the customer will be charged a prescribed fee for the change. (If a ticket has already been issued, the customer may be charged a separate fee for reissuing the ticket.) The transfer of the position on the contract shall become effective upon acceptance by the Company, and thereafter the person who has accepted the position on the travel contract shall succeed to all rights and obligations related to this travel contract. Please note that the Company may refuse the transfer for reasons such as transportation and accommodation agencies not accepting the transfer of the traveler.

14. Cancellation fees

- (1) A cancellation fee will be charged in the event that a customer cancels the tour for reasons beyond the control of the tour operator. In the case of a course that includes lodging, the customer who participates together (in the same room) will be charged the difference in price for the change in the number of persons per room.
- (2) In the event of cancellation based on loan handling reasons that are not the responsibility of the Company, the prescribed cancellation fee will be charged.
- (3) If the tour fee is not paid by the due date, the Company will assume that the customer has cancelled the tour contract as of the day following the due date, and will charge a penalty equal to the cancellation fee.
- (4) A change in the departure date or a change in a part of the itinerary, such as transportation or accommodation, due to the customer's convenience shall be deemed a cancellation of the entire tour and the prescribed cancellation fee shall be collected.

Cancellation fees for domestic travel

Time of Cancellation of Travel Contract	Cancellation Rate
Up to 21 days prior to the departure date of the tour	No Charge
At least 20 days prior to the day before the start of the tour (10th day in the case of a one-day tour)	20% of the tour fee
At least 7 days prior to the day before the start of the tour	30% of the tour fee
The day before the start of the tour	40% of the tour fee
On the day the tour starts	50% of the tour fee
Cancellation or no-show after the tour starts	100% of the tour fee

15. Cancellation before departure

(1) Customer's right of cancellation

- 1 The customer may cancel the tour contract at any time by paying the cancellation fee set forth in the preceding paragraph. However, the request for cancellation of the contract shall be accepted during the business hours of the store where the application is made.
- 2 The customer may cancel the tour contract without a cancellation fee in the following cases.
 - A. When the contents of the tour contract have been changed.; provided, however, that such changes

are limited to those listed in the left column of the table in Paragraph 23 and other important changes.

B. When the tour fee is increased and changed in accordance with Paragraph 12 (1).

C. In the event of a natural disaster, war, riot, cessation of provision of tour services by transportation or accommodation, an order by a public office, or any other event that makes it impossible or is highly likely to make it impossible to carry out the tour safely and smoothly.

D. In the event that the Company fails to deliver the final itinerary described in Paragraph 5 (2) to the customer by the date specified in the same Paragraph.

E. When it becomes impossible to carry out the tour in accordance with the tour itinerary described in the brochure, website, etc. due to reasons attributable to the Company.

(2) The Company's Right of Cancellation

1 The Company may cancel the tour contract if the customer does not pay the tour fee by the date specified in Paragraph 6. In such a case, the customer shall pay a penalty fee equal to the cancellation fee stipulated in Paragraph (1), Item (1) of this Article.

2 The Company may cancel the tour contract in the following cases.

A. When it becomes clear that the customer does not meet the conditions for participation in the tour, such as gender, age, qualifications, skills, etc., specified in advance by the Company.

B. When it becomes clear that the customer falls under any of (10) through (12) of Paragraph 4.

C. The customer is unable to endure the tour due to illness, absence of necessary caregivers or other reasons.

D. The customer is found to be likely to cause inconvenience to other customers or to interfere with the smooth implementation of group activities.

E. When the customer requests a greater burden than is reasonably possible in connection with the contents of the contract.

F. When the number of participants is less than the minimum number of participants stated in the brochure or website. In this case, the Company will notify the customer of the cancellation of the tour no later than the 13th day prior to the start of the tour (no later than the 5th day for a one-day tour).

G. In the event that the conditions for the implementation of the tour, which have been clearly indicated in advance by the Company, cannot be fulfilled, such as in the case of insufficient snowfall on a ski tour, or in the event that the possibility of such an event is extremely great.

H. In the event of a natural disaster, war, riot, suspension of the provision of tour services by transportation and accommodation agencies, etc., an order by a governmental authority, or any other event beyond the Company's control, when the safe and smooth implementation of the tour in accordance with the tour itinerary described in the brochure, website, etc. becomes impossible or is highly likely to become impossible.

3 If the Company cancels the tour contract in accordance with Paragraph (2), Item (1) of this Article, the Company will refund the tour fee (or application fee) that has already been received, minus a penalty fee. If the Company cancels the tour contract in accordance with Paragraph (2), Item (2) of this Article, the Company will refund the full amount of the tour fee (or application fee) that has already been received.

16. Cancellation after departure

(1) Customer's right of cancellation

- 1 If the customer leaves the tour in the middle of the tour for reasons of the customer's own, it will be regarded as a waiver of the customer's rights and no refund will be made.
- 2 In the event that the tour services described in the brochure, website, etc. cannot be provided for reasons not attributable to the customer, the customer may cancel the contract for the portion of the tour services that are no longer available without paying a cancellation fee.
- 3 In the case of (1)-2 of this paragraph, the Company shall refund to the customer the amount of the tour fee for the portion of the tour services that the customer is unable to receive. However, if the reason is not attributable to the Company, the Company shall refund to the customer the amount of the tour fee after subtracting the cancellation fee, penalty fee, and other expenses already paid or to be paid for the tour services.

(2) The Company's Right of Cancellation

- 1 In the following cases, the Company may cancel a part of the tour contract after explaining the reason to the customer in advance.
 - A. The customer is found to be unable to endure the tour due to illness, absence of necessary caregivers or other reasons.
 - B. When the customer is found to fall under any of (10) through (12) of Paragraph 4.
 - C. When the customer disobeys the Company's instructions given by the tour guide or other persons to ensure safe and smooth implementation of the tour, or disturbs the discipline of group activities by assaulting or threatening these persons or other accompanying Travelers, and hinders the safe and smooth implementation of the tour.
 - D. When the continuation of the tour becomes impossible due to a natural disaster, war, riot, suspension of the provision of tour services by transportation and accommodation facilities, an order by a public office, or any other event beyond the Company's control.

2 Effect of Cancellation and Refund

If the Company cancels the tour contract for any of the reasons described in (2)-1 of this section, the customer shall bear the costs, if any, that have already been paid or must be paid to the provider of the tour services that the customer was unable to receive because of the cancellation of the contract under the name of cancellation fees, penalty fees, etc. In such a case, the Company shall refund the portion of the tour fee that relates to the tour services that the customer has not yet received, after deducting the cancellation fee, penalty fee, or other nominal fee that the Company has paid or will pay to such tour service provider.

- 3 In the event that the Company cancels the tour contract in accordance with A or B of subparagraph 1 of this paragraph (2), the Company will make the necessary arrangements to return to the place of departure at the customer's expense upon the customer's request.
- 4 When the Company cancels the tour contract based on the provisions of (2)-1 of this paragraph, the contractual relationship between the Company and the Customer shall be extinguished only toward the future. In other words, the responsibility of the Company for the tour services already provided by the Customer shall be deemed to have been repaid.

17. Refund of the tour fee

- (1) In the event that the tour fee is reduced pursuant to the provisions of Paragraph 12 (2) (3) and (5) or in the event that the customer or the Company cancels the tour contract pursuant to the provisions of Paragraphs 14 through 16, and there is an amount of money to be refunded to the customer, the Company shall refund the amount due to the customer within 7 days from the day following the cancellation in the case of a refund due to cancellation prior to the start of the tour. In the case of a refund due to a reduction in the tour fee or cancellation after the tour has started, the Company shall refund the relevant amount to the customer within 30 days from the day following the end of the tour as stated in the brochure or website.
- (2) The provisions of sub-paragraph (1) of this paragraph shall not preclude the customer or the Company from exercising their right to claim compensation for damages as provided in Paragraph 19 (Liability of the Company) or Paragraph 21 (Customer's Responsibility).
- (3) The customer must request a refund from the store of application within one month of the departure date.
- (4) For refunds after the coupons have been delivered, the coupons delivered will be required. In the event that the coupons are not submitted, the tour fee may not be refunded.

18. Tour guide

- (1) For courses that indicate "accompanied by tour guide," the tour guide will accompany the tour for the entire duration. In principle, the services to be provided by the tour guide shall be those necessary for the smooth implementation of the itinerary specified in the contract document. During the tour, please follow the instructions of the tour guide for smooth implementation of the itinerary and safety. As a general rule, the tour guide will work from 8:00 to 20:00.
- (2) For courses with a local tour guide, a local tour guide will, in principle, accompany the tour from arrival at the tour destination to departure. The duties of the local tour guide shall be the same as those described in (1) of this section.
- (3) For courses with the local staff, in principle, no tour guide will accompany the tour, but the local staff will perform necessary duties to facilitate the tour.
- (4) No tour guide will accompany the Individual Plan. The customer will be given coupons necessary to receive travel services, and the customer will be responsible for completing the procedures to receive travel services by yourself.
- (5) In the event that a change in service content is required due to inclement weather, etc., on a route where a local tour guide does not accompany the tour or where a local staff member does not work, the customer shall be responsible for making arrangements and taking procedures for alternative services.

19. Liability of the Company

- (1) In the event that the Company causes damage to the customer due to the intentional or negligent acts of the Company or a person the Company has arranged on behalf of the customer in the performance of the Package Tour Contract, the Company shall compensate the customer for the damage suffered. However, this shall be limited to the case where the Company is notified within 2 years from the day following the occurrence of the damage.
- (2) In principle, the Company shall not be liable for this paragraph (1) incurred by the customer suffers damage due to the following reasons.
 1. Changes in the itinerary or suspension of the tour caused by natural disasters, war, riots, or the like

2. Damage caused by accidents or fires at transportation and accommodation facilities, etc.
 3. Discontinuation of services provided by transportation and accommodation institutions, etc., or changes to the itinerary or discontinuation of the tour resulting from these
 4. Changes to the itinerary or cancellation of the tour resulting from an order by a government agency, quarantine due to an infectious disease, or other reasons
 5. Accidents during free activities
 6. Theft
 7. Food poisoning
 8. Delays, suspensions, schedule changes, route changes, etc., of transportation, or changes to the itinerary or shortening of the time spent at the destination caused by such delays, suspensions, schedule changes, route changes, etc.
- (3) The Company will compensate the customer for any damage to the customer's baggage as described in sub-paragraph (1) of this paragraph only if the customer notifies the Company within 14 days from the day following the occurrence of the damage, regardless of the time limit for notification of damage by the customer as described in sub-paragraph (1) of this paragraph. However, regardless of the amount of damage, the maximum amount of compensation to be paid by the Company shall be up to 150,000 yen per person (except in the case of willful misconduct or gross negligence on the part of the Company).

20. Special Compensation

- (1) Regardless of whether or not the Company's responsibility under (1) of the preceding paragraph arises, the Company will pay compensation for death (15,000,000 yen), compensation for permanent disability (up to 15,000,000 yen), hospitalization allowances (20,000 to 200,000 yen), and hospital visitations (10,000 to 50,000 yen) for certain damages to the life or body of the customer caused by an accidental and sudden outpatient accident while the customer is participating in the Package Tour in accordance with the Company's Special Compensation Rules. In addition, the Company will pay compensation for damage to baggage (up to ¥100,000 per piece of baggage or pair of baggage, and up to ¥150,000 per person on an application-type tour).
- (2) Notwithstanding Paragraph (1) of this Article, a day on which the Company does not provide any of the tour services included in the Package Tour arranged by the Company shall not be considered as a day on which the customer is participating in the Package Tour, provided that the Company has clearly indicated to that effect on its brochure, website, etc.
- (3) In addition to the customer's intentional or willful violation of laws and regulations, illness, etc., if the loss or damage suffered by the customer while participating in the Package Tour is not included in the Package Tour and the customer is on a mountain climbing, skydiving, hang-gliding, ultra-light aircraft (motor hang-gliding, microlight aircraft, microlight aircraft, etc.) during free activities, or if the customer is on a tour that does not include the Package Tour, the customer will be liable for the loss or damage incurred by the customer while participating in the Package Tour. In the event that the accident is caused by an accident during exercise such as ultralight aircraft, gyroplane boarding, or other similar dangerous exercise, the Company will not pay compensation or compensation for damages as set forth in (1) of this paragraph. However, this shall not apply if such exercise is included in the itinerary of the tour.
- (4) The Company will not pay compensation for damage to cash, securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, certificates of deposit and savings certificates (including

bankbooks and cash dispenser cards), various data and other similar items, contact lenses, and other items excluded from compensation as defined in the Company's policy.

- (5) In the event that the Company is obligated to pay compensation pursuant to (1) of this paragraph and to compensate for damages pursuant to the preceding paragraph, both the obligation to pay compensation and the obligation to compensate for damages shall be deemed to have been fulfilled to the extent of the amount of one obligation when the other obligation has been fulfilled.

21. Liability of the customer

- (1) In the event that the Company suffers damage as a result of the Customer's willful misconduct, negligence, violation of laws, regulations, or public order and morals, or the Customer's failure to comply with the provisions of the Company's General Conditions of Contract, the Company shall accept compensation for the damage from the Customer.
- (2) When entering into the Package Tour Contract, the Customer shall endeavor to understand the rights and obligations of the Customer and other details of the Package Tour Contract by utilizing the information provided by the Company.
- (3) In order to receive the tour services described in the contract document smoothly after the start of the tour, the customer must promptly inform the tour guide, intermediary, local guide, the tour service provider, or the applying agency to that effect at the tour site if the customer becomes aware that tour services different from those described in the contract document have been provided.
- (4) If the Company recognizes that the customer is in need of protection during the tour due to illness or injury, etc., the Company may take necessary measures. In such cases, if such measures are not due to reasons attributable to the Company, the cost of such measures shall be borne by the customer, and the customer shall pay such costs by the method designated by the Company by the date designated by the Company.
- (5) In the event of the loss of a coupon, the fare and charges for transportation services for reissuing the coupon shall be borne by the customer. In such a case, the fare and charges shall be the amount set by the transportation service.

22. Optional tours or provision of information

- (1) With respect to the application of Paragraph 20 (Special Compensation) to an Optional Tour planned and conducted by the Company for a separate participation fee for the customers participating in the Package Tour Contract (hereinafter referred to as "the Company's Optional Tour"), the Company shall treat such Optional Tour as part of the main Package Tour Contract.
- (2) In the event that the Company clearly indicates in a brochure, website, etc. that the operator of an optional tour is other than the Company, the Company shall pay compensation or consolation money in accordance with the provisions of Paragraph 20 (Special Compensation) for any loss or damage stipulated in Paragraph 20 (Special Compensation) incurred by the customer while participating in such optional tour. (However, this excludes the case where the day of the optional tour is an "unarranged day" of the main tour, and this is stated in the brochure, website or final document.) The liability of the operator of such optional tour and the liability of the customer shall be subject to the provisions of such operator.
- (3) If the Company describes a possible sport, etc. in its brochure, website, etc. as "mere information", the Company will clearly indicate such fact. In such case, the Company shall apply the Special Compensation

Terms and Conditions set forth in Article 20 to any loss or damage incurred by the customer while participating in such possible sports, etc. (however, this shall not apply in cases where the date of such optional tour is a "No Arrangement Day" of the main Package Tour and such information is stated in the brochure, homepage or final itinerary). but will not be held liable for any other liability.

23. Itinerary Guarantee

- (1) In the event of a material change in the terms and conditions of the contract as shown in the left column of the following table (except for the changes specified in 1, 2, and 3 below), the Company will, in accordance with the following terms and conditions, make the following changes to the terms and conditions), the Company shall pay to the customer, within 30 days from the day following the date of termination of the tour, the amount of compensation for the change obtained by multiplying the "tour fee" set forth in Paragraph 7 by the rate set forth in the right-hand column of the following table. However, if it is clear that the Company is liable for the said change in accordance with the provisions of Paragraph 19 (1), the Company will pay the compensation not as compensation for the change but as all or part of the compensation for damages.
- 1 The Company will not pay compensation for changes in the following cases. (However, compensation for change will be paid in the event of a change due to a shortage of seats, rooms or other facilities at transportation or accommodation facilities, etc., even though services are being provided.)
 - (a) Bad weather or natural disasters that interfere with the itinerary
 - (b) War
 - (c) Riot
 - (d) An order of a public office
 - (e) Discontinuation of the provision of travel services by transportation, accommodation, etc., such as flight cancellation, suspension of service, etc.
 - (f) Provision of services that are not in accordance with the original operation plan, such as delays and changes in transportation schedules
 - (g) Necessary measures to ensure the safety of the lives or bodies of tour customers
 - 2 In the event that the tour contract is cancelled in accordance with the provisions of Paragraphs 15 and 16 and the change relates to the cancelled portion of the tour contract, the Company will not pay compensation for the change.
 - 3 Even if the order in which the tour services are provided as described in the brochure, website, etc. is changed, the Company will not pay compensation for the change if the tour services could have been provided during the tour.
- (2) Notwithstanding the provisions of Paragraph (1) of this Article, the maximum amount of compensation for changes to be paid by the Company under a single tour contract shall be the amount obtained by multiplying the "tour fare" specified in Paragraph 7 by 15%. If the amount of compensation for a change paid under a single tour contract is less than 1,000 yen per person, the Company shall not pay compensation for the change.
- (3) With the consent of the customer, the Company may compensate the customer by providing appropriate goods and services in lieu of payment of compensation for changes and damages in money.

Compensation for changes

Changes that require the payment of compensation for changes	Rate per case (%)	
	Before start of tour	After start of tour
1 Change of the start or end date of the tour as stated in the brochure, website, or the final itinerary.	1.5%	3.0%
2 Changes to sightseeing and dining facilities to be entered or to the destination of the tour as stated in the brochure, website, or the final itinerary.	1.0%	2.0%
3 Change to a lower grade of transportation or equipment than that indicated in the brochure, website or the final itinerary (only when the total amount of charges for the grade and equipment after the change is less than that for the grade and equipment indicated in the brochure, website or the final itinerary).	1.0%	2.0%
4 Change of the type of transportation or the name of the company mentioned in the brochure, website or the final itinerary.	1.0%	2.0%
5 Change to a flight with a different starting or ending airport in Japan as stated in the brochure, website or the final itinerary.	1.0%	2.0%
6 Change of direct flight between within and outside of Japan to a connecting flight or a transit flight as stated in the brochure, website or the final itinerary.	1.0%	2.0%
7 Change of the type or name of the accommodation agency described in the brochure, website, or the final itinerary.	1.0%	2.0%
8 Changes to the room conditions, facilities, scenery, etc. of the accommodation agency described in the brochure, website, or the final itinerary.	1.0%	2.0%
9 Changes in matters described in the tour or title of the offering brochure, website, or the final itinerary among the changes described in 1 through 8 above.	2.5%	5.0%
<p>Note 1: When there is a change between the description in the brochure, website, etc. and the description in the final itinerary, or between the final itinerary and the actual tour services provided, each change shall be treated as one case.</p> <p>Note 2: For changes listed in item 9, the rates in items 1 through 8 shall not apply, but the rate in item 9 shall apply.</p> <p>Note 3: One change shall be deemed to be one per ship in the case of transportation, one per night in the case of accommodation, and one per applicable matter in the case of other services.</p> <p>Note 4: Even if multiple changes listed in 4, 7, and 8 occur within one ride or one night, each change shall be considered as one change per ride or one night.</p> <p>Note 5: When transportation as mentioned in 3 and 4 involves the use of accommodation, it will be treated as one case per one night.</p> <p>Note 6: 4 Change in the name of the transportation company, and 7 Change in the name of the accommodation agency shall mean a change in the transportation/accommodation agency itself.</p>		

Note 7: 4 The change of transportation shall not be applied when the change involves a change to a higher grade or higher equipment.

24. Terms and Conditions for Travel by Correspondence Contract

The Company shall accept applications for travel on the condition that the Company or its contracted tour operator shall "receive payment of the tour price and cancellation fees, etc. without the member's signature" (hereinafter referred to as "Correspondence Contract") from cardholders (hereinafter referred to as "Members") of credit card companies with which the Company or its contracted tour operator has a partnership (hereinafter referred to as "Partner Companies"). The travel conditions for a correspondence contract differ from the normal travel conditions in the following respects. (Please note that some travel agencies may not be able to offer this service. The types of cards that can be used are also different.)

- (1) The "date of use of the Card" referred to in this section shall mean the date on which the Member and the Company are to fulfill the obligations of payment or refund of the tour fee, etc. under the tour contract.
- (2) Upon application, the Member shall notify the Company of the Member number (credit card number) and the expiration date of the card.
- (3) A travel contract based on a correspondence contract shall be deemed to be concluded when a notice to the effect that the Company accepts the conclusion of the travel contract by the Company reaches the customer.
- (4) The Company shall accept payment of the "tour fee of the amount stated in the brochure, website, etc." or the "cancellation fee stipulated in Paragraph 14" by the card of the partner company without the signature of the member on the prescribed slip. In this case, the date of use of the card for the tour fee shall be the "date of contract formation."
- (5) In the event that the customer requests cancellation of the contract, the Company shall refund the amount of the tour fee minus the cancellation fee within 7 days (within 30 days in the case of a reduction or cancellation after the start of the tour) counting from the day following the day on which the request for cancellation is made.
- (6) In the event that payment cannot be made by the credit card requested by the member for reasons such as credit, etc., the Company shall cancel the communications contract and the cancellation fee in Paragraph 14 (1) shall be charged. However, this shall not apply if payment of the tour fee in cash is received by the date separately designated by the Company.

25. Purchasing Domestic Travel Insurance

If the customer gets sick or injured during the tour, the customer may have to pay a large amount of money for medical treatment and transportation. Also, in the event of an accident, it may be very difficult to claim compensation from the perpetrator or collect compensation. The Company recommends that the customer take out sufficient domestic travel insurance to cover these expenses. For more information about domestic travel insurance, please contact the sales representative at the store where the customer applied.

26. Handling of Personal Information

- (1) The Company will use the personal information provided in the application form submitted at the time of application for the tour to contact the customer and to the extent necessary for the arrangement of tour services and the procedures for receiving those services for the tour for which the customer has applied.

In addition, the Company may use the customer's personal information for the following purposes: (1) to provide the customer with information on services and campaigns of the Company's partner companies; (2) to ask the customer to provide us with the customer's opinions and impressions after the customer's participation in the tour; (3) to ask the customer to participate in questionnaires; (4) to provide the customer with special services; and (5) to prepare statistical materials.

- (2) The Company may outsource part or all of the operations that handle personal information obtained in accordance with (1) of this section to other companies for the purpose of arranging agency services, travel escort services, and airport brokerage services. In this case, the Company will select the company to be entrusted with the personal information in accordance with the Company's standards and sign a confidentiality agreement with the company.
- (3) Of the customer data held by the Company, the Company will share with its partner companies the minimum range of information necessary to contact the customer, such as name, address, telephone number or e-mail address. The partner companies may use the information for their own business information, to simplify customer applications, and to ship purchased products. For more information about our privacy policy, please refer to our website (https://whitering.co.jp/home_jp.html).
- (4) Customers may request the disclosure, correction, deletion, or suspension of use of personal data held by the Company.

27. Reference date for tour conditions and tour fee

The base date for these tour conditions and the base date for the tour fee will be the date specified in the brochure, website, etc.

28. Others

- (1) In the event that the customer requests the tour guide for personal guidance, shopping, etc., the customer shall bear the costs associated with such requests, the costs associated with the customer's injury, illness, etc., the costs associated with the loss of luggage due to the customer's carelessness, the costs associated with the collection of forgotten items, and the costs associated with arrangements for separate activities.
- (2) For the customer's convenience, the Company may take the customer to souvenir stores, but the customer is responsible for the customer's purchases. However, the customer is responsible for the customer's purchases and the Company will not be able to assist the customer in exchanging or returning items.
- (3) In the event that the customer agree to a system whereby airlines may, at their discretion, request the customer to board an aircraft other than the one the customer is scheduled to board (flex traveler system) and the customer board an aircraft other than the one the Company have arranged for the customer, the Company will assume that our obligations to make arrangements and manage the customer's itinerary have been fulfilled, and the Company will be exempted from liability for itinerary guarantee and special compensation for such changes.
- (4) The Company will not re-enforce the tour under any circumstances.
- (5) In the event that the customer is eligible to receive airline mileage services as a result of participating in the Package Tour by the Company, the customer must make inquiries and register for such services by yourself. The Company shall not be liable for any change in the airline company as described in Paragraphs 19(1) and 23(1).

29. Terms and Conditions of the Package Tour Contract

All matters not stipulated in these conditions are subject to the Company's Travel Agent Contract (for Subscription Type Package Tour Contract Section). If you would like a copy of the Company's Travel Agent Contract, please request one from the Company. The Company's Travel Agent Contract can also be viewed on the Company's website (https://whitering.co.jp/home_jp.html).

These Tour Terms and Conditions are based on April 2020 standards..

(Updated on April 5, 2021)

Travel planning and implementation

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