

手配旅行条件書 Travel Conditions

*Please be sure to read these Terms and Conditions and the Standard Conditions of Business before applying.

1. Significance of these travel conditions

This travel conditions document is a part of the transaction conditions explanation document stipulated in Article 12-4 of the Travel Agency Law and the contract document stipulated in Article 12-5 of the same law.

2. Arranged tour contract

(1) Arranged tour contract means a contract under which Aoimori Trading (hereinafter referred to as "we"), at the request of the traveler, undertakes to arrange for the traveler to receive transportation, accommodation and other tour-related services provided by a transportation or accommodation agency, etc. by acting as an agent, intermediary or agency for the traveler.

(2) The contents and conditions of the travel contract shall be in accordance with the pamphlet, the website, this Travel Conditions, and our Travel Business Conditions.

3. Tour application and time of signing of contract

(1) A traveler who wishes to apply for an arranged tour contract with the Company shall fill in the prescribed items on the application form prescribed by the Company and submit it to the Company together with an application fee in an amount separately determined by the Company.

(2) The arranged tour contract shall become effective when we accept the conclusion of the contract and receive the application fee.

4. Terms and Conditions

The Company may refuse to conclude an arranged tour contract in the following cases:

(1) When the Company intends to conclude a correspondence contract and the credit card of the traveler is invalid.

(2) If the traveler is a member of organized crime groups, a quasi-organized member of organized crime groups, a person related to organized crime groups, a company related to organized crime groups, or a general meeting house, etc.

(3) The traveler makes a violent or unreasonable demand, uses threatening language or violence in connection with a transaction, or engages in any other act of violence against the Company.

(4) The traveler spreads false rumors, uses deception or force to damage the Company's credibility or obstruct the Company's business, or commits any other similar act.

5. Delivery of Contract Document

(1) Promptly after the conclusion of the contract, the Company shall deliver to the traveler a contract document describing the itinerary, contents of tour services, tour fee and other tour conditions, and the Company's responsibilities.

(2) The scope of the tour services that we are obligated to arrange and manage the itinerary under the arranged tour contract shall be as described in the contract document in the preceding paragraph. The contract document shall consist of a website, a pamphlet, these travel conditions, etc.

6. Payment of tour fee

(1) The traveler shall pay to us the amount of the tour fee as specified in the contract document by the date specified in the contract document prior to the commencement date of the tour.

(2) When a correspondence contract is concluded, we will accept payment of the tour fee without the traveler's signature on the prescribed slip by using the credit card of a partner company. In this case, the date of use of the credit card shall be the date when we have notified the traveler of the confirmed details of the travel services.

7. Unless otherwise indicated, participants aged 12 or older will be charged the adult price, and participants aged 6 to 12 will be charged the child price.

8. Items included in the tour fee

(1) Fares and charges for transportation, accommodations, meals, entrance fees, entrance fees, and other entrance fees, as well as consumption tax and other applicable taxes, as specified in the itinerary.

(2) Other items indicated as being included in the tour price in the pamphlet or website.

In principle, no refunds will be made for any of the above expenses even if some of them are not used for the customer's convenience.

9. Items not included in the tour fee

Items other than (1) through (3) in the preceding paragraph are not included in the tour price. Some examples are as follows

(1) Expenses of a personal nature such as dry cleaning, telegram, telephone charges, and other additional food and beverages, as well as related taxes and service charges.

(2) Optional excursion fees for those who wish to participate.

(3) Additional fares and charges imposed by transportation agencies, except when included in the tour price

(4) Transportation and accommodation expenses from home to departure and arrival points

10. Changes to the contents of the tour contract

(1) The traveler may request us to change the contents of the arranged tour contract, such as the itinerary, contents of tour services, etc. In such a case, we will comply with the traveler's request as much as possible. In this case, we will comply with the traveler's request as much as possible.

(2) In the event that the contents of the arranged tour contract are changed at the request of the traveler under the preceding paragraph, the traveler shall bear the cancellation fee, penalty fee and other expenses required for the change of arrangements to be paid to the transportation and accommodation agency for cancellation of arrangements already completed, and shall pay

to us the prescribed change procedure fee. Any increase or decrease in the tour fee resulting from such change in the contents of the arranged tour contract shall belong to the traveler.

11. Change in the amount of the tour fee

(1) We reserve the right to change the tour fee in the event of a change in the price of transportation, accommodation, etc., due to revisions in fares and charges, fluctuations in exchange rates, or other reasons prior to the commencement of the tour.

(2) In the case of the preceding paragraph, any increase or decrease in the tour fee shall belong to the traveler.

12. Change of Constituent

(1) If the person responsible for the contract requests a change in the members, JTB will comply with the request as much as possible.

(2) Any increase or decrease in the tour fee and expenses required for such change resulting from a change in the preceding paragraph shall belong to the person responsible for the contract.

13. Cancellation Charges

(1) The traveler may cancel all or part of the arranged tour contract at any time.

(2) If the arranged tour contract is cancelled pursuant to the provisions of the preceding paragraph, the traveler shall not only bear the cancellation charge, penalty charge and other expenses already paid or to be paid to the transportation and accommodation facilities, etc., but also pay to us the cancellation processing fee and handling charges prescribed by us that we should have obtained.

Cancellation fee for domestic travel

Time of Cancellation of Travel Contract	Cancellation Fee
21 days prior to the day before the departure date of the trip	None
20 days prior to the first day of the tour (10 days in the case of one-day trip)	20% of trip fee
7 days prior to the start of the tour	30% of trip fee
One day before the trip start date	40% of trip fee
On the day the trip starts	50% of trip fee
Cancellation or no-show after the start of the trip	100% of trip fee

14. Cancellation of arranged tour contract

(1) Cancellation due to reasons attributable to the traveler

We may cancel the arranged tour contract in the following cases:

1. The traveler fails to pay the tour fee by the designated date;
2. The traveler enters into a correspondence contract and the credit card held by the traveler is invalid
3. When it is found that the traveler falls under any of the provisions of Article 4, Paragraphs 1 through 4.
4. In the event that the arranged tour contract is cancelled pursuant to the provisions of the preceding paragraph, the traveler shall bear the cancellation charge, penalty charge and other expenses already paid or to be paid to the transportation and accommodation facilities, etc. for the tour services that have not yet been provided, and shall also pay to us the cancellation processing fee and handling charges that we have prescribed and that he/she would have received.

(2) Cancellation for reasons attributable to us

1. The traveler may cancel the arranged tour contract when it becomes impossible to arrange the tour services due to reasons attributable to the Company.
2. If the arranged tour contract is cancelled pursuant to the provision of the preceding paragraph, we will not pay any compensation for the travel services already provided by the traveler, such as transportation, accommodation, etc., to the traveler.
3. The provisions of the preceding paragraph shall not preclude the traveler from claiming compensation for damages from us.

15. Settlement of trip fee

(1) In the event that the expenses paid by the Company to the transportation and accommodation facilities, etc. for arranging the tour services, which are to be borne by the traveler, and the handling charges (hereinafter referred to as the "Settlement Trip Charges") do not match the amount already received as the Trip Charges, the Company shall promptly settle the Trip Charges as provided in the following paragraph and paragraph 3 after the completion of the tour.

(2) If the amount of the settled tour fee exceeds the amount already collected as the tour fee, the traveler shall pay the difference to the Company.

(3) If the amount of the settled tour fee is less than the amount already collected as the tour fee, we will refund the difference to the traveler.

16. Tour operator service

(1) At the request of the traveler, the company may provide tour guide services by having a tour guide accompany the group.

(2) The contents of the tour services to be provided by tour guides shall, in principle, be those necessary for the group activities in accordance with the predetermined itinerary.

(3) As a general rule, the tour operator shall provide tour services from 8:00 a.m. to 8:00 p.m.

(4) When we provide escort services, the person responsible for the contract shall pay us the prescribed escort service fee.

17. Our responsibility

(1) If, in the performance of the arranged tour contract, we or any person on whose behalf we have made arrangements causes any loss or damage to the traveler, either intentionally or negligently, we will compensate the traveler for the loss or damage suffered by the traveler.

(2) We shall not be liable for any loss or damage as described in (1) of this Article in the event that the traveler suffers loss or damage as a result of any of the following events.

1. Changes in itinerary or cancellation of the tour due to natural disasters, war, riot, or other causes
2. Damages caused by accident or fire of transportation, accommodation, etc.
3. Cancellation of services provided by transportation, accommodation, etc., or change of itinerary or cancellation of the tour due to such reasons
4. Change of itinerary or cancellation of trip caused by order of government or municipal office, quarantine due to contagious disease, or these
5. Accidents during free activities
6. Food poisoning
7. Theft
8. Changes in itinerary or shortening of stay at the destination caused by delays, cancellations, schedule changes, route changes, etc., of transportation services

(3) We will compensate for any Damage described in (1) of this sub-paragraph (1) only if you notify us of the Damage within 14 days from the day following the occurrence of the Damage, notwithstanding the time limit for notification of the Damage described in (1) of this sub-paragraph. However, regardless of the amount of the damage, the maximum amount of compensation we will pay is 150,000 yen per person (except in the case of willful misconduct or gross negligence on our part).

18. Customer Responsibility

(1) The traveler shall indemnify us for any loss or damage incurred by us due to the intentional or negligent act or omission of the traveler.

(2) The traveler shall, in entering into the arranged tour contract, endeavor to understand the rights and obligations of the traveler and other contents of the arranged tour contract by utilizing the information provided by us.

(3) In order to ensure smooth receipt of the tour services described in the contract document after the commencement of the tour, if the traveler becomes aware that the travel services are not in accordance with the contract document, the traveler shall promptly inform us, our agent or the relevant tour service provider thereof at the tour site.

19. Domestic Travel Insurance Coverage

If you become ill or 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 claim compensation from the offender and recover compensation. We recommend that you take out sufficient domestic travel insurance to cover these expenses.

20. Handling of Personal Information

We will use the personal information provided on the application form submitted at the time of application for the tour to communicate with the customer and to the extent necessary for the

arrangement of tour services and procedures for receipt of such services for the tour for which the customer has applied. In addition, we may use the personal information to provide information on products, services, and campaigns of our partner companies, to request customers to provide opinions and impressions after participating in the tour, to ask customers to fill out questionnaires, and to prepare statistical data, etc.

21. Standard of travel conditions and tour fee

The base date for these travel conditions and the base date for the tour fee is February 1, 2022.

22. Standard Travel Agency Clauses

The Standard Travel Agency Clauses are the clauses established by the Japan Tourism Agency and the Consumer Affairs Agency for travel contracts between travel agencies and travelers in accordance with the Travel Agency Law. We have adopted the Standard Travel Agency Conditions of Contract. These travel conditions are only a part of the terms and conditions, and some parts may be omitted. For more detailed information, please be sure to read the Standard Travel Agency Terms and Conditions before applying.

Travel planning and implementation information:

Registration Number:

Aomori Prefecture Government Registered Travel Agency No. Ji-14

Name of Company: Aoimori Trading

Location: Aomori Prefecture, Sannohe-gun, Takko-machi, Oaza Takko Aza Tako 54-1

Phone Number: 080-3006-9050

Name of Person in Charge: Takanao Igarashi (Regional Travel Service Supervisor)

Business Region: (Aomori Prefecture) Takko Town, Sannohe Town; (Akita Prefecture) Kazuno City; (Iwate Prefecture) Ninohe City, Hachimantai City