

Arranged-Tour Terms & Conditions

Kinki Nippon Tourist Co.,Ltd.
Event Convention Congress Company

In the case that the Company undertakes the travel arrangements as requested by the Traveler, with the exception of the travel itinerary (course schedule) and travel estimate sheet (quote), the terms and conditions are as follows.
This document forms part of *setsumei shomen* and *keiyaku shomen* as described in article 12-4 and 12-5 of the Japanese Travel Agency Law. This document explaining the terms and conditions becomes binding once the contract is complete.

1. Arranged Tour Contracts

An "Arranged Tour Contract" is a contract under which the Company, commissioned by the Traveler, undertakes to make arrangements so that the Traveler can receive travel services.

2. Types of Travel

There are two types of travel:

- (1) Domestic Travel – for travel within Japan only
- (2) Overseas Travel – for travel outside of Japan

3. Application for a Contract

Customers who are participating on the same group travel tour together (hereinafter Participants) must designate a responsible representative (hereinafter the Person Responsible for Contract) at the time of application. It shall be deemed that the Person Responsible for Contract has all power of agency concerning the conclusion of an Arranged Tour Contract for the Travelers constituting the party/group concerned, and the Company will conduct the transactions concerning the travel business in connection with the said party/group. Once the Arranged Tour Application Form has been completed in full, payment of the application fee must be made by the Person Liable/Responsible for the Contract. The total application fee amount is indicated on the travel estimate sheet.

4. Time of Entry into Effect of a Contract

An Arranged Tour Contract enters into effect when the Company has been agreed to and signed and has received the application fee. There may be a case in which an Arranged Tour Contract has been signed with the Person Responsible for Contract, whatever the Company may agree to sign an Arranged Tour Contract without receiving the application fee. If an Arranged Tour Contract is signed without receiving the application fee, the Company shall issue to the Person Responsible for Contract a document containing an entry to that effect, and the Arranged Tour Contract shall enter into effect at the time when the Company has issued the said document.

5. Travel Fees

The traveler must pay the charges to which the Company pays transportation/accommodation facilities, etc., the appropriate including fares, accommodation charges, etc., and the prescribed travel business handling fee of the Company in order for the Company to make arrangements for Travel Services.

- (1) A Travel Fee is a charge of which the Company pays to transportation/accommodation facilities, etc., such as fares, accommodation charges, etc., and the prescribed travel business handling fee of the Company in order for the Company to make arrangements for Travel Services. Travel fees as well as the total amount of other costs pertaining to the travel plans (hereinafter called Other Travel Fees) and its breakdown is indicated in the travel estimate sheet (quote).
- (2) The receipt of travel handling charges/fees is recognized by Japanese Travel Agency Laws and the charges/fees of the Company are posted at each branch (sales office) according to the provision of those laws. In addition, a list of travel handling charges/fees will be given to the Traveler upon request. Even if for the reason that the transportation and accommodation facilities, etc. as requested by the Traveler exceeds the maximum capacity, payment of the travel handling charges/fees must be made by the Traveler.

6. Handling Charges/Fees

Handling charges/fees along with the travel fees will be indicated on the travel estimate sheet (quote).

Handling Charges/Fees	Within 20% of the total travel costs for domestic travel (in the case of multiple arrangements)
	Within 20% of the total travel costs for overseas travel (in the case of multiple arrangements).

7. Payment Procedures and Time Period for Travel Fees

In general, the travel fees must be paid in full by the preceding day of the departure date. In the case that the procedure and time period for payment differs from this, it will be indicated in detail on the Contract and other related documents.

8.A change of Travel Fees

If fluctuation in the Travel Fees has occurred prior to the commencement of the tour due to a revision of a fare/charge of the transportation/accommodation facilities, etc., due to the exchange rate or any other cause, the Company can change the Travel Fees concerned.

9. Adjustment of the Travel Fees

If the Handling Charge and the amount of cost paid by the Company to the transportation/accommodation facilities, etc., to make arrangements for Travel Services which should be borne by the Traveler, on one hand, and the amount already received as the Travel Fee, on the other, are not in agreement, the Company shall promptly adjust the Travel Fees after completion of travel.

10. Change in Contract Contents

- (1) The Traveler may request the Company to change the itinerary, the contents of Travel Services and other contents of the Arranged Tour Contract. In this case, the Company will comply with the Traveler's request to a reasonable and practical extent.
- (2) If a change is to be made in the contents of the Arranged Tour Contract at the request of the Traveler, the Traveler must bear the cancellation fee, a penalty charge to be paid to transportation/accommodation facilities, etc., when canceling the made arrangements

already completed, as well as any other costs required for the change in arrangements, and pay to the Company a fee regarding procedures for making the change as prescribed by the Company. Any increase or reduction in the Travel Fees resulting from the change shall be attributed to the Traveler.

(a) Domestic Travel		(Including consumption taxes)
Handling charges for changes	Changes pertaining to reservation of transportation, accommodation and sightseeing facilities, etc	1,050 yen per change

(b) Overseas Travel		(Including consumption taxes)
Handling charges for changes	Changes pertaining to hotel and rental car reservations (including changeover and redistribution of coupons)	2,100 yen per change
	Changes pertaining to reservation of transportation such as railway, sea vessels, buses, etc (including changeover and redistribution of coupons)	3,150 yen per change
	Changes pertaining to sightseeing and other related services	3,150 yen per change
	Reservation changes pertaining to airline tickets	The charge indicated at the time of contract completion

NOTE: The increase or decrease in travel fees as a result of any changes will be attributed to the Traveler.

11. Tour Conducting Services

- (1) At the request of the Person Responsible for the Contract, the Company may provide tour conducting services by having a tour conductor accompany the party/group concerned.
- (2) In principle, the contents of the tour conducting services performed by the tour conductor will consist of work necessary for securing the Party/Group activities by following the itinerary fixed in advance. In principle, the period of time during which the tour conductor provides tour conducting services is from 8:00 to 20:00.
- (3) When the Company has provided tour conducting services, the Person Responsible for the Contract must pay to the Company the prescribed fee for the tour conducting services. The costs (total amount including service and other necessary fees) pertaining to the accompaniment of a tour conductor to the tour applied will be indicated on the travel estimate sheet (quote).

(Including consumption taxes)	
Tour Conductor Service fees	Domestic Travel (1 tour conductor per day) 31,500 yen
	Overseas Travel (1 tour conductor per day) 63,000 yen

12. Voluntary Cancellation by the Traveler

The Traveler may cancel the Arranged Tour Contract in whole or in part at any time. If the Arranged Tour Contract has been canceled, the Traveler must, in addition to bearing the cost which has already been paid, or must be paid in the future to transportation/accommodation facilities, etc. as a consideration for the Travel Services already received by the Traveler; or as the cancellation fee, the penalty, etc., for the Travel Services not yet received, pay to the Company the fee for procedures for making a cancellation as prescribed by the Company and the Handling Charge which the Company would have received.

Handling Charge will be indicated on the travel estimate sheet (quote). Cancellation fees are follows.

(a) Domestic Travel (including consumption taxes)	
Cancellation fees	Reservation cancellation and reimbursement pertaining to transportation, accommodation and sightseeing facilities, etc
	1,050 yen per cancellation

(b) Overseas Travel (including consumption taxes)		
Cancellation fees	Reservation cancellation and reimbursement pertaining to hotel and rental car	2,100 yen per cancellation
	Reservation cancellation and reimbursement pertaining to transportation such as railway, buses, etc	15% of the face value of the ticket per cancellation
	Reservation cancellation and reimbursement pertaining to sea vessel, sightseeing and other related services	3,150 yen per cancellation
	Cancellation of airline tickets	The charge indicated at the time of contract completion
	The cost handling charges for unused airline tickets	5,250 per person on cancellation

13. Completion of Obligations Concerning Arrangements

When the Company has made arrangements for Travel Services with the good manager's duty of due care, the performance of the Company's obligations based on the Arranged Tour Contract is deemed completed.

14. Responsibility of the Company

- (1) The Traveler may cancel the Arranged Tour Contract if it has become impossible to make arrangements for Travel Services due to causes attributable to the Company. If the Arranged Tour Contract has been canceled, the Company shall refund the Traveler the Travel Fee already received, excluding the cost which has already been paid or which must be paid in the future for transportation/accommodation facilities, etc., as a consideration for the Travel Services already received by the Traveler. The provisions in the preceding Paragraph do not prevent the Traveler from making a claim against the Company for damages.
- (2) In performing an Arranged Tour Contract, if the Company or the agent with whom the Company has had assigned in making arrangements has caused damage to a Traveler intentionally or by negligence, the Company shall be responsible for compensating the damage, provided that the Company is notified within 2 years of the day following the date of occurrence of such an incident. Notwithstanding the preceding Paragraph, for the damage caused to baggage, the Company shall compensate within the limits of 150,000 yen per Traveler (except in a case where the damage was due to intention or gross negligence on the part of the Company), provided that the Company has been notified of the damage within 14 days in case of Domestic Travel, or within 21 days in case of Overseas Travel, from the day following the date of occurrence of such damage.

15. Responsibility of the Traveler

If the Company incurs any damage caused by a Traveler intentionally or by negligence, the Traveler must compensate for the damage.

16. Passports and Visas

Travelers are responsible for ensuring that they have the proper travel documents and must check whether any visas or passports are required.

17. Health Services

For service conditions pertaining to your travel destination, please check the homepage of the Ministry of Health, Labour and Welfare Quarantine Station for the latest information on quarantine and infectious diseases at URL: <http://www.forth.go.jp>

18. Information on Overseas Hazards

There are cases in which information on overseas travel hazards according to travel destination (including country or area) is made public by the Ministry of Foreign Affairs. The sales office will provide a document regarding information on overseas hazards upon application. Please also check the homepage of the Ministry of Foreign Affairs on overseas safety at URL: <http://www.anzen.mofa.go.jp>

19. Guidance on Shopping

For the favorable convenience of the Traveler, there will be visits to gift shops during sightseeing and transfer periods.

The Company does ensure the authenticity of the selected shops; however, it is the Traveler's responsibility when it comes down to the purchasing of goods.

The Company will not assist in the exchange of purchases, returned merchandise, etc; therefore, to avoid any miscommunication or trouble, please confirm the goods that you purchase and ensure that you receive and keep any sales receipts.

In the case of duty free reimbursement, please absolutely ensure that you keep the purchased goods as hand baggage (carry-on) and understand that it is the Traveler's responsibility to understand and make the appropriate arrangements according to the gift store or airport. There are goods that are not allowed entry into Japan according to the Washington Convention and Japanese law so please heed warning when making your purchases.

20. Report of Accidents, etc.

In the case of accidents or other unfortunate incidents during travel, please contact the appropriate parties indicated on the fixed document promptly (if there is a circumstance in which the matter cannot be reported, please report the incident once the situation has been resolved).

21. Privacy Policy

(1) KNT uses personal data submitted with trip orders for communication with customers and will use such information within the scope necessary for arrangement and receipt of services provided by transportation and accommodations, etc. in trips ordered by customers.

(2) Additionally, in order to develop better travel products and deliver the travel product guides, there are cases where customer's personal data will be used by Kinki Nippon Tourist Group and sales offices.

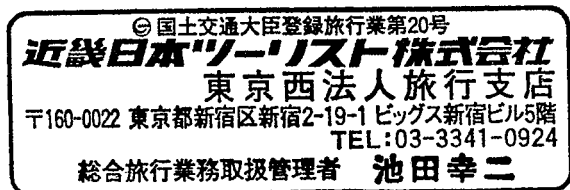
(3) Please refer to our website (<http://www.knt.co.jp>) concerning the company contacts for personal information.

22. Compliance of the Terms and Conditions of Travel Contracts

Any items not indicated on this Terms and Conditions document will be stipulated in the Company's Terms and Conditions of Travel Contracts.

Handled by:

(Branch Office Seal and Stamp)



The Certified Travel Services Manager is the person responsible for the transaction made between the branch office handling the travel arrangements and the Traveler. If in any case, there is any uncertainty in the explanation or any other related matters concerning the travel contract and its contents by the person-in-charge, there will be an explanation from the Certified Travel Services Manager hereby aforementioned.