

Travel Terms and Conditions (Domestic – Organized Tour)

☆ Please be sure to read these terms and conditions before making a reservation ☆

1. Purpose of This Travel Terms Document

This document forms part of the *Transaction Terms Explanation Document* as stipulated in Article 12-4 of the Travel Agency Act, as well as the *Contract Document* as outlined in Article 12-5 of the same Act.

2. Organized Tour Contract

(1) This tour is planned and operated by our company, and customers participating in the tour will enter into an *Organized Tour Contract* (hereinafter referred to as “Tour Contract”) with us.

(2) The contents and conditions of the Tour Contract are based on this Travel Terms and Conditions document, our brochures, website, written contract, and the Company’s *General Terms and Conditions for Organized Tour Contracts*. These documents may also include files provided using information and communication technologies.

(3) The Company undertakes to arrange and manage the itinerary so that customers may receive transportation, accommodation, and other services (hereinafter referred to as “Travel Services”) provided by relevant service providers in accordance with the travel schedule determined by the Company.

3. Application and Timing of Contract Formation

(1) The Company or its commissioned travel agents (hereinafter collectively referred to as “the Company, etc.”) accepts applications for tour contracts via the internet or other communication means.

(2) A tour contract is considered concluded when the Company, etc. accepts the contract and receives either partial or full payment of the tour price.

(3) When paying the tour price by credit card:

A tour contract (hereinafter referred to as a “Communication Contract”) is formed under the condition that the full amount of the tour price is charged to the cardholder’s credit card without requiring a signature, provided the card is issued by one of the Company’s partner credit card companies (hereinafter “Partner Company”), and the cardholder (hereinafter “Member”) agrees.

If the contract is confirmed through electronic means such as email, it is considered effective when the confirmation reaches the customer.

However, the Communication Contract may not be accepted if:

The Company does not have an appropriate agreement with the Partner Company (including provisions for no-signature handling), or

There are operational reasons preventing acceptance.

a. When applying for a Communication Contract, the Member must provide information such as the tour name, departure date, card name, card number, and card expiration date.

b. The “Card Usage Date” is considered the date when the customer and the Company, etc. must fulfill payment or refund obligations. In the case of payment, it is the date the contract is concluded. In the case of cancellation, it is the date the cancellation request is received.

c. If payment cannot be processed due to credit issues, the Company may cancel the Communication Contract and charge a penalty equal to the cancellation fee listed in Section 12 (1) i. However, if the customer pays the tour price in cash by a separately designated date, the penalty will not apply.

d. If the Member’s credit card is invalid or otherwise cannot be used in accordance with the card company’s rules, the Company reserves the right to reject the tour contract.

(2) When paying the tour price by bank transfer:

Although reservations are accepted online, a tour contract is not yet concluded at the time of reservation. The customer must pay the tour price by the specified due date, in principle within 10 days from the day after reservation (hereinafter “Specified Date”).

If payment is not received by the Specified Date set by the Company, the reservation may be treated as canceled.

If an advance reservation is made online, the contract is deemed to be concluded at the following time:

- a. If payment is made in advance: when the Company’s confirmation reaches the customer.
- b. If payment is not made in advance: when the Company accepts the payment and confirms receipt.

(3) If a reservation is made by a representative of a group or organization, that representative is deemed to have full authority to act on behalf of all members for contract formation, cancellation, and other related matters.

(4) The Company, etc. regards the representative of the group or organization as having full authority to handle all contractual matters, including conclusion and cancellation, on behalf of all participants.

(5) The representative must submit a list of group members by the date specified by the Company, etc.

(6) The Company, etc. assumes no responsibility for any debts or obligations that the representative may currently or in the future owe to group members.

(7) If the representative does not accompany the group on the tour, a member designated in advance by the representative shall be considered the acting representative after the start of the tour.

4. Application Requirements

(1) If a person under the age of 18 wishes to participate alone, parental or guardian consent is required. Participants under the age of 15 must be accompanied by a guardian.

For tours with specific conditions, we may decline applications if participants do not meet criteria such as gender, age, qualifications, or skills designated by the Company.

Additionally, participation may be refused if we determine that the applicant is a member of an organized crime group, affiliated with such groups, or otherwise part of an anti-social organization.

(2) Customers who require special consideration—such as those with health issues, physical or mental disabilities, use of wheelchairs or assistive devices, food or animal allergies, those who are pregnant or may be pregnant, or those accompanied by service animals (guide dogs, hearing dogs, or assistance dogs)—must notify the Company at the time of application (or immediately if such conditions arise after contract formation).

Please specify the nature of support needed during the trip in detail.

The Company will respond within reasonable and practicable limits.

To ensure safe and smooth travel, the Company may request that a caregiver or companion accompany the participant, ask for a physician’s certificate, or suggest itinerary modifications.

If it is not possible to arrange the necessary support measures, we reserve the right to decline the application or cancel the tour contract.

Costs associated with such special arrangements, based on the customer’s request, shall generally be borne by the customer.

(3) If the customer suffers from illness, injury, or any condition during the tour that requires medical attention or treatment as determined by the Company, we may take necessary measures to ensure smooth tour operation. All associated expenses shall be borne by the customer.

(4) As a general rule, customers may not deviate from the group itinerary for personal reasons. However, exceptions may be made depending on the tour course.

(5) If the Company determines that the customer may cause trouble to other participants or interfere with the smooth

operation of the group, we may refuse their participation.

(6) The Company may also decline applications due to operational reasons or internal circumstances.

5. Delivery of Contract Document and Final Travel Itinerary

After the tour contract is concluded, the Company will promptly provide the customer with a contract document that includes the travel itinerary, details of travel services, other travel conditions, and matters concerning the Company's responsibility.

This contract document consists of the brochure, these travel terms and conditions, and related materials.

For tours in which a final travel itinerary is issued, it will be provided no later than the day before the tour begins.

However, if the application is made within 7 days prior to the departure date, the final itinerary may be delivered on the day of departure.

Delivery may be made via mail, email, or through internet-based applications or platforms.

6. Items Included in the Tour Price

The tour price includes transportation fares and fees for admissions as explicitly listed in the itinerary, as well as consumption tax and other applicable taxes.

※ Please note that even if certain services are not used due to the customer's personal circumstances, no refunds will generally be provided.

7. Items Not Included in the Tour Price

Items not specified in the previous section are not included in the tour price. Examples include, but are not limited to:

(1) Transportation and accommodation expenses between the customer's home and the tour departure or dispersal location

(2) Medical expenses related to injury or illness

(3) Surcharges imposed by transportation providers (applicable only when uniformly applied to all passengers under specific conditions and timeframes to accommodate abnormal cost fluctuations), unless already included in the tour price

8. Changes to Tour Contract Contents

Even after the tour contract has been concluded, the Company may change the itinerary or content of travel services if the safe and smooth execution of the tour would otherwise be jeopardized due to unavoidable circumstances beyond the Company's control, such as:

Natural disasters

War or civil unrest

Suspension of services by transportation or accommodation providers

Orders issued by government authorities

Provision of transport services not based on the original plan

In such cases, the Company will promptly explain to the customer the reasons for the changes and their causal relationship with the circumstances.

In urgent or unavoidable situations, the explanation may be provided after the change has been made.

9. Changes to the Tour Price

After the tour contract has been concluded, the Company will not alter the tour price, any additional charges, or discounts, except in the following cases:

(1) If transportation fares and charges to be used in the tour are significantly revised beyond what is normally expected due to major economic changes, the tour price may be adjusted by the difference in cost. However, in the case of a price increase, the customer will be notified no later than 15 days before the tour start date.

(2) If there is a significant fare reduction under the same conditions as (1), the tour price will be reduced accordingly.

(3) If the tour contents are changed under Section 8 and the required implementation cost increases (including cancellation fees or penalties for unused services that must be paid), the Company will revise the tour price accordingly—unless the change is due to a lack of available facilities such as transport seats or accommodations even though the service was supposed to be provided.

(4) If the tour price varies depending on the number of participants as stated in brochures or the website, and the actual number of users changes for reasons not attributable to the Company after the contract is concluded, the Company may revise the tour price within the range specified in the contract.

10. Change of Participants

Participant substitutions are not allowed for this tour.

11. Cancellation Fees

(1) If the customer cancels the tour after the contract has been concluded for personal reasons, a cancellation fee will apply.

(2) If the tour price is not paid by the specified deadline, the Company will consider the contract as canceled by the customer on the following day and will charge a cancellation fee equivalent to a penalty.

(3) If the customer requests changes to the departure date or any portion of the itinerary (transportation/accommodation services), such changes will be treated as a full cancellation of the tour, and the corresponding cancellation fee will apply.

(4) If the customer cancels due to personal loan arrangements unrelated to the Company, the applicable cancellation fee will still apply.

Timing of Cancellation	Cancellation Fee
Up to 7 days before the tour	Free of charge
6 to 3 days before the tour	20%
2 days to the day before the tou	30%
Same day of the tour	50%
Cancellation after the start of the trip or no-show without notice	100%

12. Cancellation Before the Start of the Tour

(1) Customer's Right to Cancel

① The customer may cancel the tour contract at any time by paying the cancellation fee specified in the preceding section.

The “card usage date” for cancellation fees shall be considered the date the cancellation request is made.

If the cancellation request is made after the tour price has already been paid, the Company will refund the amount remaining after deducting the cancellation fee, with the card usage date considered as within 7 days from the day after the cancellation request was received.

The cancellation request must be made during the Company’s business hours or within the cancellation window specified on the website.

If the customer changes the course or departure date after the contract is formed, it is treated as a cancellation and subject to the same cancellation fees.

For Communication Contracts (contracts concluded via credit card), the cancellation fee will be charged to the designated credit card without the customer’s signature.

- ② The customer may cancel the contract without incurring a cancellation fee if any of the following apply:
- a. When the contents of the tour contract are changed in a significant manner as outlined in Section 19(1)
 - b. When the tour price is increased based on Section 9(1)
 - c. When a natural disaster, war, civil unrest, suspension of services, or government order makes safe and smooth execution of the tour impossible or highly likely to become impossible
 - d. When the Company fails to provide the final travel itinerary by the date stipulated in Section 5
 - e. When, due to reasons attributable to the Company, the tour cannot be executed as described in the website or brochure

(2) Company's Right to Cancel

The Company may cancel the contract in any of the following cases:

- a. If it becomes evident that the customer does not meet the gender, age, qualifications, skills, or other participation conditions clearly stated in advance
- b. If the customer is deemed unfit to participate due to illness, lack of necessary assistance, or other reasons
- c. If the customer is deemed likely to cause trouble for other participants or disrupt group activities
- d. If the customer demands a burden that exceeds what is reasonable in relation to the contract contents
- e. If the number of participants falls below the minimum number specified in the website or brochure
 - In this case, the Company will notify the customer no later than 13 days before the tour start date (or 3 days for day tours)
- f. If travel conditions clearly outlined in advance by the Company—such as snowfall for ski tours—are not met, or are highly likely to be unmet
- g. If natural disasters, war, civil unrest, suspension of services, government orders, or other circumstances beyond the Company's control make it impossible (or highly likely to become impossible) to safely and smoothly carry out the tour as scheduled in the brochure

13. Cancellation After the Start of the Tour

(1) Customer's Right to Cancel

- ① If the customer voluntarily leaves the tour midway for personal reasons, it will be considered a waiver of rights, and no refund will be issued.
- ② If, for reasons not attributable to the customer, the travel services described in the brochure or website cannot be provided, the customer may cancel the portion of the tour contract related to the unavailable services without paying a cancellation fee.
- ③ In case (②) applies, the Company will refund the amount corresponding to the unprovided portion of the travel services.

If the cause is not attributable to the Company, the refund will be reduced by any cancellation fees, penalties, or other costs already paid or to be paid for the unprovided services.

(2) Company's Right to Cancel

- ① The Company may partially cancel the tour contract by providing a prior explanation to the customer if any of the following apply:
 - a. The customer is deemed unable to continue the tour due to illness, absence of necessary assistance, or other reasons.
 - b. The customer disobeys instructions from the Company's staff or escorts, acts violently or threatens others, or otherwise disrupts group discipline and jeopardizes the safe and smooth conduct of the tour.
 - c. Due to force majeure such as natural disasters, war, riots, service suspensions, or government orders, it becomes

impossible to continue the tour.

② Effect and Refund of Cancellation by the Company

If the Company cancels the tour under any of the conditions above, the customer will be responsible for any cancellation or penalty fees already paid or payable to service providers.

The Company will refund the portion of the tour price corresponding to the unprovided services, minus any such applicable fees.

③ If the Company cancels the tour under items a or c above, the Company will arrange for the customer's return to the departure point at the customer's expense, upon request.

④ When the contract is canceled under this clause, the contractual relationship between the customer and the Company terminates only moving forward.

Any obligations already fulfilled by the Company remain valid and are considered duly performed.

14. Refunds of the Tour Price

(1) If a refund is required due to a reduction in tour price under Section 9(2)(3), or cancellation under Sections 11 to 13, the Company will issue:

Within 7 days from the day after the cancellation for pre-departure cancellations

Within 30 days from the day after the final tour date for price reductions or cancellations after the start of the tour

(2) This refund policy does not prevent the customer or the Company from seeking additional compensation for damages under Section 16 (Company's liability) or Section 18 (Customer's liability).

15. Tour Escort and Itinerary Management

(1) No tour conductor will accompany the tour.

(2) Customers are responsible for managing their own itinerary.

The Company will provide any required coupons or documents to receive services.

If alternative services or procedures become necessary due to weather or other changes, the customer must arrange these independently.

(3) If the customer cancels the tour at the last minute due to service suspension or personal reasons, they must inform the sales agent.

If the sales office is closed or unreachable, the customer must contact the relevant service providers (e.g., hotel, transportation company) directly.

If the procedures are not completed before the scheduled departure time, it will be considered a post-departure cancellation, and no refund will be provided.

16. Company's Liability

(1) If the Company or its agents cause damage to the customer through intentional acts or negligence in the fulfillment of the organized tour contract, the Company shall compensate the customer.

However, compensation is only applicable if the damage is reported to the Company within 2 years from the day after it occurred.

(2) The Company is not liable for damages resulting from:

① Natural disasters, war, riots, suspension of services, government orders, or other events beyond the Company's control

② Quarantine due to infectious diseases, accidents during free time, food poisoning, theft, fraud, or other criminal acts outside the Company's or its agents' control

③ Delays, interruptions, schedule changes, or route changes by transportation providers, and any resulting shortening

of stay or trip cancellation

(3) For damage related to baggage, compensation will be provided only if reported within 14 days from the day after the damage occurred.

Unless caused by willful misconduct or gross negligence, compensation is limited to JPY 150,000 per person.

17. Special Compensation

(1) Regardless of whether the Company is liable under Section 16(1), the Company will provide special compensation in accordance with its Special Compensation Regulations for Organized Tours.

If the customer suffers accidental and sudden injury or loss to life or body while participating in the organized tour, the following will be paid:

Death benefit: Up to JPY 15,000,000

Disability benefit: Up to JPY 15,000,000

Hospitalization allowance: JPY 20,000 to 200,000

Outpatient allowance: JPY 10,000 to 50,000

Baggage loss compensation: Up to JPY 100,000 per item or set, and up to JPY 150,000 per participant per tour

If the customer already has insurance covering baggage loss, the compensation amount from the Company may be reduced accordingly.

(2) Notwithstanding item (1), if a specific date is indicated in the brochure or website as excluded from the tour service period, no compensation shall apply for that day.

(3) Compensation or allowances described in item (1) will not be paid in the event of incidents caused by:

Willful misconduct, drunk driving, illness

Dangerous activities not included in the tour itinerary (e.g., skydiving, hang gliding, microlight or ultralight aircraft, gyrocopter, etc.) during free time

However, if such activities are officially included in the tour schedule, this exception does not apply.

(4) The Company does not compensate for damage or loss to the following items: cash, securities, credit cards, coupons, airline tickets, passports, licenses, visas, bankbooks or ATM cards, various forms of data, contact lenses, or any other excluded items as defined in the Company's Special Compensation Regulations.

(5) If both the Company's special compensation and legal liability for damages apply simultaneously, fulfillment of one will offset the other up to the same monetary value.

The customer must report details of the incident, injury severity, and circumstances within 30 days of the accident.

18. Customer Responsibilities

(1) If the Company suffers damages due to the customer's willful misconduct, negligence, violations of law or public order, or failure to comply with the travel agreement, the customer shall be liable for compensation.

(2) When entering into an organized tour contract, the customer must utilize the information provided and strive to fully understand the terms and conditions, rights, and obligations.

(3) After the tour begins, if a customer recognizes a service being provided that differs from the contract, they must promptly report the issue to the escort, guide, local operator, or booking agent.

(4) If the Company determines that the customer requires protection due to illness or injury, the Company may take necessary measures.

If the cause is not attributable to the Company, the customer shall bear the full cost and must pay by the method and deadline specified by the Company.

(5) In the case of lost coupons or travel vouchers, the cost of reissuance and any associated transportation fees shall be borne by the customer, and based on the rates set by the transport provider.

19. Itinerary Guarantee

(1) If the Company makes important changes to the content of the tour contract as listed in the "Compensation for Changes" table, it shall pay a compensation amount calculated as a percentage of the tour price, within 30 days from the day after the tour ends.

However, the following types of changes are excluded from compensation:

- ① Natural disasters (including bad weather)
- ② War
- ③ Civil unrest
- ④ Suspension of services such as transportation or accommodations
- ⑤ Government orders
- ⑥ Service changes not based on the original transport schedule
- ⑦ Changes required for the protection of customer safety

(2) If a tour is canceled under Section 12 or 13, no compensation is paid for changes related to the canceled portion.

(3) If the order of services listed in the brochure or website is changed, but all services are ultimately received, no compensation is paid.

(4) Regardless of (1), the total amount of compensation per person is limited to 15% of the total tour price, and compensation below JPY 1,000 per person will not be paid.

(5) With the customer's consent, the Company may offer goods or alternative services of equal or greater value instead of monetary compensation.

(6) If liability is later confirmed under Section 16 after compensation has been paid under this section, the Company will pay the difference between the compensation amount and the actual damages owed.

Table: Changes Requiring Compensation and Applicable Rates	Rate per Change (%)	
	Before Tour Start	After the Start of the Tour
① Change to the start date or end date of the tour as specified in the contract document	1.5	3.0
② Change to destinations or sightseeing facilities (including restaurants) listed in the contract document	1.0	2.0
③ Downgrade to a lower class or service level of transportation (only when the total value is less than originally listed)	1.0	2.0
④ Change to the type or name of transportation company listed in the contract	1.0	2.0
⑤ Change to a different domestic airport for departure or arrival in Japan	1.0	2.0
⑥ Change from a direct international flight to a connecting or stopover flight	1.0	2.0
⑦ Change to the type or name of accommodation listed in the contract	1.0	2.0
⑧ Change to the room type, amenities, view, or other conditions at the	1.0	2.0

listed accommodation		
⑨ Any of the above changes that apply to items included in the tour title in the contract document	2.5	5.0

20. Recommendation to Purchase Domestic Travel Insurance

During your trip, illnesses or injuries may result in high medical and transportation expenses.

In the case of accidents, it may also be difficult to seek compensation from liable parties.

To protect yourself, we strongly recommend that you obtain sufficient domestic travel insurance at your own discretion.

21. Handling of Personal Information

(1) Personal information provided in the application form will be used to contact the customer and to arrange and facilitate travel services.

Additionally, we may use your personal information for the following purposes:

- ① To inform you about products, services, or campaigns of our affiliated partners
- ② To request feedback or comments after tour participation
- ③ To conduct surveys
- ④ To offer special services
- ⑤ To prepare statistical data

(2) Among the personal data we retain, we will use only the minimum information necessary for contact—such as name, address, phone number, and email address.

For information regarding the name of our personal information manager, please contact the Company.

22. Basis Date for Terms and Prices

The basis date for the travel terms and conditions and the tour price is February 1, 2025.

23. Other Notes

(1) Any expenses arising from personal requests for guides or escorts (e.g., for shopping), treatment of injuries or illnesses, recovery of lost or forgotten belongings, or arrangements for separate travel must be borne by the customer.

(2) Landscape photos shown in brochures or on the website are for illustrative purposes only and may not reflect actual conditions during your trip.

Meal and room images are samples and may differ from actual offerings.

(3) The Company will not re-operate or re-run the tour under any circumstances.

☆ If you have any questions regarding this tour or these travel conditions, please feel free to contact the Certified Travel Service Supervisor listed below.

Planned and Operated by

名 称：リンクティビティ株式会社

営業所名：本社営業所

所 在 地：東京都千代田区内幸町 2-1-6

電話番号：050-1790-1580 ファクシミリ：

電子メール：cs@linktivity.co.jp

総合旅行業務取扱管理者：内川 美恵子

東京都知事登録旅行業 旅行業 第 2-8013 号

A Certified Travel Service Supervisor is the person responsible for transactions related to your tour at the sales office.

If you have any questions regarding this travel contract, please do not hesitate to contact the supervisor listed above.