

Statement of Transaction Terms and Conditions (for Travel Arrangement Services)

Article 1 Agreement regarding Travel Arrangement Services

This Agreement regarding Travel Arrangement Services (hereinafter referred to as the “Agreement”) is a contract under which the Company agrees to make the necessary arrangements in order to enable the Customer to be provided with the travel services requested by the Customer. This Statement of Transaction Terms and Conditions constitutes the statement of transaction terms and conditions described under Article 12-4 of Japan’s Travel Agency Act and shall constitute part of the contract documents in the event that a legally binding agreement is formed between the parties.

Article 2 Request for Arrangement of Travel Services and Legal Formation of Agreement

- (1) In order to request the arrangement of travel services, the Customer should complete the attached Request Form and submit said Form to the Company along with the required deposit.
- (2) The Agreement between the Company and the Customer shall become legally binding upon agreement by the Company to enter into said agreement and receipt by the Company of the deposit described in the preceding paragraph.
- (3) By special stipulation, the Company may accept a Customer’s request for the arrangement of travel services without receipt of payment of the deposit.
- (4) The deposit described under Paragraph (1) above shall be applied towards the payment for travel, cancellation fees and/or other applicable amounts payable by the Customer to the Company
- (5) If any individual[s] in your party have any health conditions, require the use of a wheelchair or other assistive device, have any physical and/or mental disabilities, have any food and/or animal allergies, are pregnant or may be expecting, require the assistance of a service dog (seeing-eye dog, hearing dog, etc.) or otherwise require any special accommodations, please inform the Company of the relevant requirements when submitting a request for the arrangement of travel services. (In addition, please immediately advise the Company in the event that the need for any such special accommodation arises subsequent to the execution of the Agreement between the Customer and the Company) In order to enable us to better serve you, please provide a specific description of the accommodations that will be required during travel.
- (6) To the extent reasonably possible, the Company shall accommodate requests received pursuant to the preceding paragraph (5). In order to better serve you, the Company may ask to be furnished with additional information either orally or in writing regarding the traveler’s condition and any required accommodations.
- (7) the Company reserves the right to refuse service to any Customer that is determined to be a member of an organized crime group, affiliated with an organized crime group or otherwise associated with any criminal or corruptive element or who makes any violent or improper request or uses threatening behavior or violence against the Company or takes any action which serves to defame the Company or obstruct its operations through the dissemination of false information or the use of fraud or force.
- (8) Parental consent shall be required for all travelers under the age of twenty (20).
- (9) the Company reserves the right to otherwise refuse service to any Customer at any time for operational reasons.

Article 3 Payment for Travel; Payment Due Date

- (1) Customers shall be required to pay for travel in full (payment for travel specifically includes payment of the costs of travel as well as all applicable Travel Agent Service Fees payable to the Company) no later than the day prior to the date of departure.
- (2) The amount of payment due may change in the event of revisions to fares and/or fees charged by transportation carriers, accommodations providers or other travel service provider and/or exchange rate fluctuations prior to the commencement of travel.
- (3) Upon the conclusion of travel, the Company shall promptly undertake a reconciliation of any discrepancy between the amount actually due from the Customer for travel and the amount actually received by the Company

Article 4 Travel Agent Service Fees

- (1) When furnishing travel arrangement services, the Company shall receive payment from the Customer of all applicable fares, fees and other charges payable to transportation carriers, accommodations providers and other travel service providers (hereinafter referred to as “Vendor Charges”) as well as the Travel Agent Service Fees described below:

	Domestic Travel Within Japan	Overseas Travel Outside Japan
Travel Agent Service Fee	Maximum of 20% of total Vendor Chargers	See separate schedule (Fees for Travel Arrangement Services for Overseas Travel Outside Japan)

- (2) The Customer shall be liable for payment of the prescribed Travel Agent Service Fees even in the event that the transportation, accommodations and/or other arrangements requested by the Customer cannot be made for any reason, including but not limited to a lack of available seats or rooms, etc.

Article 5 Modifications to Agreement

- (1) If the Customer requests a change to the Agreement, the Company shall accommodate said request to the extent possible. In such instance, the price of travel may change.
- (2) In the event that a Customer requests a change to the Agreement, the Customer shall be responsible for the payment of any cancellation fees and other charges payable to any transportation carrier, accommodations provider or other service provider in connection with said change as well as for the following Change Fees.

	Domestic Travel Within Travel	Overseas Travel Outside Japan
Change Fees Payable to JTB	Maximum of 20% of Vendor Charges (accommodations, transportation, sightseeing vouchers, airline tickets, etc.) associated with the subject change. * Notwithstanding the Maximum Charge described above, the	See separate schedule (Fees for Travel Arrangement Services for Overseas Travel Outside Japan)

	Customer shall be charged a minimum Change Fee consisting of 540 yen per change as well as 540 yen per person per flight segment for airline tickets.	
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Article 6 Termination of Agreement

- (1) In the event of termination of the Agreement by the Customer, the Customer shall be responsible for the payment of the following charges:
- ① Travel Agent Service Fees as described in Article 4 above.
 - ② Vendor Charges associated with any travel services already received by the Customer.
 - ③ Cancellation fees and any other charges payable to any travel service provider in connection with any travel services not yet received by the Customer.
 - ④ Cancellation fees payable to the Company associated with the cancellation of any travel arrangement services under the preceding Subparagraph ③:

	Domestic Travel Within Japan	Overseas Travel Outside Japan
Cancellation Fees Payable to JTB	<p>Maximum of 20% of Vendor Charges (accommodations, transportation, sightseeing vouchers, airline tickets, etc.) associated with cancellation.</p> <p>* Notwithstanding the Maximum Charge described above, the Customer shall be charged a minimum Cancellation Fee consisting of 540 yen per cancellation as well as 540 yen per person per flight segment for airline tickets.</p>	See separate schedule (Fees for Travel Arrangement Services for Overseas Travel Outside Japan)

- (2) the Company reserves the right to terminate any Agreement with any Customer that is determined to be a member of an organized crime group, affiliated with an organized crime group or otherwise associated with any criminal or corruptive element, or who makes any violent or wrongful request or uses threatening behavior or violence against the Company, or takes any action which serves to defame the Company or obstruct its operations through the dissemination of false information or the use of fraud or force. In such case, the Customer shall be liable for payment of the amounts described in Paragraph (1) of this Article 6.

Article 7 Arrangements for Groups/Parties

The following provisions shall apply to Agreements involving simultaneous travel by multiple travelers under the same travel itinerary (hereinafter referred to as “members of the party”) when the relevant travel arrangements are requested by a designated authorized representative.

- (1) the Company shall deem the representative designated by the Customer (hereinafter referred to as “the Authorized Contracting Party”) to be in possession of full powers of agency with respect to the execution of the travel services agreement on behalf of the members of the party and shall undertake all action regarding said travel services agreement with said Authorized Contracting Party.
- (2) the Company shall assume no liability whatsoever in connection with any obligations or duties currently owed or anticipated to be owed at any future time by the Authorized Contracting Party to any members of the party.

- (3) Subsequent to the execution of the Agreement, the Authorized Contracting Party shall furnish the Company with a list of the members of the party by the deadline specified by the Company. The Authorized Contracting Party shall also obtain consent from the members of the party with regard to the furnishing of information to third parties as described under Article 16 below.
- (4) If the Authorized Contracting Party will not be traveling with the group, the member of the party preselected by said Authorized Contracting Party shall be deemed to be serving as the Authorized Contracting Party subsequent to the commencement of travel.
- (5) In the event that the Authorized Contracting Party requests a change to the members of the party, the Company shall accommodate said request to the extent possible. Any change to Vendor Charges arising as a result of any such change to the members of the party shall be attributed to the members of the party.
- (6) The Customer shall be responsible for the administration of travel. However, the Company shall provide tour conducting services upon request by the Authorized Contracting Party and subject to receipt of payment of the prescribed Tour Conducting Fees. As a general rule, the services to be provided by any tour conductor shall be those services required for the conduct of group activity in accordance with the predetermined travel itinerary. The tour conductor shall perform said services at the direction of the Authorized Contracting Party. As a general rule, tour conductor service hours shall commence at 8:00AM and conclude at 8:00PM.

Article 8 Tour Conducting Services

- (1) Upon request by the Customer and subject to receipt of payment of the Tour Conducting Fees indicated below, the Company shall provide the tour conducting services described below. In addition to Tour Conducting Fees, the Customer shall also be responsible for the payment of all out-of-pocket costs (travel costs, lodging costs, etc.) required in order to enable the tour conductor to travel with the group.
- (2) As a general rule, the services to be provided by a tour conductor shall be those services required in order to carry out the activities of the group/party pursuant to the predetermined travel itinerary. As a general rule, tour conductor service hours shall commence at 8:00AM and conclude at 8:00PM.

Tour Conducting Fees (per tour conductor per day)	Domestic travel within Japan: 32,400 Yen (includes Japan consumption tax)
	Overseas travel outside Japan: 64,800 Yen (includes Japan consumption tax)

Note: Tour Conducting Fees are 60,000 yen per tour conductor per day for overseas travel outside Japan commencing and concluding outside of Japan as said services are not subject to Japan consumption tax.

Article 9 Responsibilities of the Company

- (1) the Company shall be responsible for compensating the Customer for any losses incurred by the Customer as a result of any willful or negligent act on the part of the Company or any agent or other party furnishing travel arrangement services on behalf of the Company (In the case of luggage, the maximum amount of compensation to be furnished by the Company shall be limited to 150,000 yen per person. However, said limitation shall not apply in the event of any willful or grossly negligent act on the part of the Company) the Company's

responsibility to compensate the Customer for losses under this Article 9 shall apply only in the event that notice is received by the Company within two (2) years from the day following the occurrence of loss. (For luggage, notice must be received by the Company within fourteen (14) days in the case of domestic travel within Japan and twenty-one (21) days in the case of overseas travel outside Japan).

- (2) As a general rule, the Company shall assume no liability in the event of natural disaster, war, rioting, accidents or fires involving any transportation carrier or accommodations provider, any delays or suspension of service by any transportation carrier as well as any resulting modification to the travel itinerary or cancellation of travel, government orders, immigration restrictions, quarantine due to communicable illness, accidents occurring during free time, food poisoning, theft or similar such occurrence.

Article 10 Responsibilities of the Customer

The Customer shall be responsible for compensating the Company for any losses incurred by the Company as a result of any willful or negligent act on the part of the Customer.

Article 11 Travel Service Supervisor

The Travel Service Supervisor is the individual responsible for the transaction at the branch location of the Company handling the arrangement of travel services for the Customer. If you have any questions about the explanation you receive from your Sales Representative regarding this Agreement, please inquire with the Travel Service Supervisor identified below:

General Travel Service Supervisor:	
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Article 12 Agreements based on Credit Card Payment Preauthorization

the Company may accept requests for travel arrangement services by telephone, mail, facsimile or other electronic means from any cardholder (hereinafter referred to as “Cardholder”) of any JTB-issued credit card or any credit card issued by any company partnering with the Company (hereinafter referred to as the “Partner Credit Card Company”) subject to the submittal of the designated form confirming that payment for travel and other applicable charges may be charged to the Cardholder’s credit card without the Cardholder’s signature (hereinafter referred to as “Credit Card Payment Preauthorization”). The terms and conditions governing Agreements based on Credit Card Payment Preauthorization differ from those governing conventional travel service agreements in the following ways:

- (1) Agreements based on Credit Card Payment Authorization shall become legally binding upon the issuance of notice by the Company of its agreement to execute the Agreement with the Customer in the event that said notice is issued by the Company via telephone or mail. Agreements based on Credit Card Payment Authorization shall become legally binding upon delivery of notice by the Company to the Customer of the Company’s agreement to execute the Agreement with the Customer in the event that said notice is issued by the Company via e-mail or other electronic means. Customers shall be required to furnish a credit card number, expiration date and other card information at the time that travel arrangement services are requested.

- (2) The “Card Transaction Date” shall refer to the date on which any obligation to make payment for travel or to refund any applicable sums is to be performed by the Cardholder or the Company pursuant to the Agreement. The “Card Transaction Date” for the payment of travel shall be the date on which notice is issued to the Customer by the Company regarding confirmed travel services. Upon receipt of a request for termination of the Agreement, the Company shall process a refund to the Customer’s credit card of any payment for travel less any applicable cancellation fees within seven (7) days from the day following the receipt of said termination request.
- (3) If payment cannot be made using the Cardholder’s credit card for any reason, including but not limited to a lack of available credit, the Company shall terminate the agreement regarding Credit Card Payment Preauthorization and an amount equal to the cancellation fees described under Paragraph (1) of Article 6 above shall be charged and payable by Customer to the Company. However, the foregoing provision shall not apply in the event that the Customer remits payment for travel in cash by the deadline specified by the Company

Article 13 Travel Safety Advisories

Travel safety advisories may be issued by the Ministry of Foreign Affairs of Japan or other government agencies for certain destination countries or regions. the Company shall furnish the Customer with written information regarding Travel Safety Advisories upon receipt of the Customer’s request for the arrangement of travel services. Travelers should also consult Japan’s Ministry of Foreign Affairs website regarding travel safety at (<http://www.anzen.mofa.go.jp/masters/explanation.html>). the Company does not arrange travel services to any countries or regions for which a Level 4 Warning (Evacuate and Avoid All Travel) is issued by the Ministry of Foreign Affairs of Japan. In addition, with the exception of business travel and other unavoidable situations, the Company does not arrange travel services to any countries or regions subject to a Level 3 Warning (Avoid All Travel) issued by the Ministry of Foreign Affairs of Japan. the Company also recommends that travelers register with *TABIREG* at (<https://www.ezairyu.mofa.go.jp/tabireg/>). This service offered by the Ministry of Foreign Affairs of Japan enables travelers who pre-register* their itinerary, place of stay and contact information online to be furnished with updated notifications regarding travel safety advisories and emergencies via e-mail, etc.

* Information can only be registered online in Japanese at this time. Thank you for your understanding

Article 14 Public Health Information

For information regarding public health at the destination of travel, please visit the Ministry of Health, Labour and Welfare of Japan’s website on Quarantine and Infectious Disease Information at <http://www.forth.go.jp>.

Article 15 International Travel Insurance

Illness or injury during travel may result in considerable expenses for medical care, evacuation and other services. In some cases, it may be extremely difficult to pursue a claim for accident-related damages and/or to collect damages from the party/parties at fault. In order to protect against these risks, the Company recommends that Customers enroll in international travel insurance with adequate coverages. Please inquire with your JTB sales representative for details regarding international travel insurance.

Article 16 Handling of Personal Information

- (1) Upon the submittal of the Customer's request for the arrangement of travel services, the Company acquires certain personal information regarding the Customer. While customers are free to determine what personal information they choose to share with the Company, we reserve the right to refuse to accommodate any requests for the arrangement of travel services in the event that the Customer opts not to furnish any or all requested personal information and the non-furnishing of said information renders it impossible for the Company to contact the Customer, arrange for travel services or undertake any formalities required in order to enable the Customer to receive any travel services. The (General) Travel Service Supervisor acting on behalf of the Company's Personal Information Officer shall be responsible for ensuring the proper handling of personal information acquired by the Company
- (2) In addition to using personal information acquired pursuant to the preceding Paragraph (1) to contact the Customer, the Company may also furnish said personal information as well as searchable personal information data sets containing customer flight information to transportation carriers, accommodations providers and other travel service providers as well as to gift shops by transmitting said information in advance via electronic or other means to the extent necessary in order to arrange the requested travel services, to undertake formalities required in order to enable the Customer to receive travel services and/or to enhance the Customer's shopping experience at gift shops at the travel destination. In addition, the Company may also use the Customer's personal information in order to (1) provide information regarding products, services and promotional campaigns offered by the Company partners, (2) request feedback and/or input following the completion of travel, (3) request participation in surveys, (4) offer special services and benefits and (5) compile statistical data.
- (3) the Company may request the personal information of an individual who is to serve as the Customer's emergency contact person during travel in the event of illness, accident or other contingency. The personal information of said emergency contact person shall be used in the event that the Company deems it necessary to contact said emergency contact person if the Customer suffers any illness or other unforeseen contingency during travel. The Customer shall be responsible for obtaining the consent of his/her emergency contact person regarding the furnishing of said personal information to the Company
- (4) In retaining any third parties to perform travel arrangement services, tour conducting services, airport meet-and-greet services or any similar such services on behalf of the Company, the Company may outsource, in whole or in part, operations involving the handling of personal information acquired pursuant to Paragraph (1) above. In such instance, the Company shall select its vendors based on the same standards as those established by the Company and shall share said personal information with any such vendors only upon execution of a non-disclosure agreement.
- (5) To the minimum extent necessary in order to communicate with the Customer, the Company may share searchable data sets containing customer information in its possession (including but not limited to names, addresses, telephone numbers and e-mail addresses) with other companies in the JTB Group. Said JTB Group companies may use said information in order to provide the Customer with sales information, to simplify the process of purchasing travel products and services, to furnish information regarding events and functions and/or to deliver merchandise purchased by the Customer. For information regarding the Customer Service Desk that handles requests for disclosure, correction or deletion of searchable data sets containing personal information, the names of the JTB Group companies with whom

searchable data sets containing personal information are shared or JTB Group companies that manage searchable data sets containing personal information, please visit the Company's website at <http://www.jtbcorp.jp/jp/privacy>.

Article 17 Applicable Language and Governing Law

This is an English-language translation of the Company's standard Japanese-language. This translation is provided strictly for the convenience of the Customer. In the event of any discrepancy between this translation and the original Japanese-language document, the Japanese-language version shall control in all respects.

This Agreement between the Customer and the Company shall be governed by and construed in accordance with the laws of Japan. Any dispute arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the Tokyo District Court in the first instance.

Any matters not provided for under this Statement of Transaction Terms and Conditions shall be governed by the provisions set forth in the Company's General Terms and Conditions regarding Travel Arrangement Services.

Fees for Travel Arrangement Services for Overseas Travel Outside Japan

		Travel Agent Service Fees	Change Fees	Cancellation Fees
For composite arrangements including transportation, accommodations, etc.		Maximum of 20% of total Vendor Charges	Maximum of 20% of total Vendor Charges	Maximum of 20% of total Vendor Charges
Hotels	Per Arrangement	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥1,080)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥1,080)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥1,080)
Rental Car	Per Arrangement	¥2,160	¥2,160	15% of Voucher Face Value
Rail	Per person per item	¥1,080	¥2,160	¥2,160
Bus	Per Arrangement	¥5,400	¥3,240	15% of Voucher Face Value
Optional tours, shuttle service, tour guides, weddings (halls, photo shoots, etc.)	Per Arrangement	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥1,080)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥1,080)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥1,080)
Marine vessels, restaurants, etc. * No changes or refunds allowed for admission tickets	Per Arrangement	¥5,400	¥3,240	¥3,240

Airline tickets for outbound international air travel from Japan	Per person per item	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥8,640)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥7,560)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥7,560)
Airline tickets for air travel departing and arriving outside of Japan	Per person per item	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥8,640)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥7,560)	Maximum of 20% of total Vendor Charges (Minimum Fee: ¥7,560)

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