

<Operation Conditions/Tour Conditions>

- This tour is a virtual tour via Zoom. Please note that this is not a live broadcast of an actual tour or from sightseeing sights.
- Please download Zoom on a smartphone or computer beforehand.
- The Zoom URL will be sent to the email address entered during booking by the day prior to the tour.
*Use of the login URL is limited to customers who have made a booking.
- On the day, the National Government Licensed Guide Interpreter will be on standby 30 minutes prior to start. Customers are recommended to connect early.
- There may be a change of time, etc. depending on signal conditions on the day or other reason. Thank you for your understanding.
- There will also be a question and answer session. Please feel free to say something.
- The video and guide may be difficult to hear. Customers are recommended to participate in a quiet location.
- If the minimum number of participants (1) is not met by 2 days before the scheduled date, or due to other operational management circumstances, the tour on that date may be canceled.

Regarding Using Zoom:

- The Zoom meeting room opened online can be entered 10 minutes prior to start.
- For first-time users of Zoom, in order to prevent trouble when starting, please enter the room prior to the start time.
- While participants can enter and leave the room as they please, refunds will not be issued if participation time is shortened due to participant circumstances.
- For Zoom's basic operation methods, please check the Zoom official website below.
<https://support.zoom.us/hc/ja>
- *We will not take any questions relating to Zoom. Also, we take no responsibility for any errors or trouble that occur because of Zoom.

If you have any questions on how to use it, etc. please inquire with Zoom.

<Disclaimers>

- Please note that refunds cannot be issued in the event that customers cannot participate on the virtual tour or end up participating partway due to trouble with the Zoom app or their device or due to an unstable Internet environment.
- During the virtual tour, there may be unexpected disruptions to images or sound depending on the signal condition. Please be aware that no refunds will be issued even in such cases.
- [Virtual Tour] Each course has the same contents even though the starting time is different. Please select one of the times that fits your schedule.

<[Important Notes/Supplements: Flow of Tour Participation]>

[Booking to Day Prior]

- (1) Book virtual tour
- (2) Zoom URL is sent to email address entered during booking

[Day of Tour]

- (1) Connect to Internet
- (2) Click on sent Zoom URL
- (3) Enjoy a virtual tour with online conversation with the guide and tour video of sightseeing spots on Zoom.

*In the event that the email with the Zoom URL does not arrive by the day prior, please contact the agent that handled your tour booking.

<Handling of Personal Information>

(1)

Upon submittal of the Customer's virtual tour participation request, the Company acquires certain personal information that the Customer provides on the prescribed tour participation request form. While Customers are free to determine what personal information they choose to share with the Company, the Company reserve the right to refuse to accommodate any requests for virtual tour participation or other services in the event that the Customer opts not to provide any or all requested personal information and the non-furnishing of said personal information renders it impossible for the Company to contact the Customer, provide virtual tour services or undertake any formalities required in order to enable the Customer to receive said services.

The (General) Travel Service Supervisor identified by the Company shall act on behalf of the Company's Personal Information Officer in order to ensure the proper handling of personal information acquired by the Company.

(2)

In addition to using any personal information acquired pursuant to the preceding paragraph to contact the Customer, the Company may also use a Customer's personal information to the extent necessary in order to provide the requested virtual tour services in connection with the tour, undertake any formalities required in order to enable the Customer to receive said services.

(3)

The Company shall promptly respond when the Customer requests notification and disclosure of the purpose of use, or correction, addition or deletion of the content, or suspension of use, or elimination, or request a record of provision to a third party ("disclosure, etc.") .