



Arranged-Tour Terms & Conditions

This document forms part of and as described in article 12-4 and 12-5 of the Japanese Travel Agency Law

This explanatory document becomes a part of the contract document once the contract is complete

1. Arranged Tour Contract

This travel is arranged by SATOYAMA EXPERIENCE (hereinafter referred as SE) and the Client shall enter into an "Arranged Tour Contract" with SE.

SE, commissioned by the Client, undertakes to make arrangements for transportation, accommodation and other services for travel by acting as a representative, as an intermediary, as an agent.

2. Application for a Contract

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.

The Client must provide information as required by SE by submitting the application form or by sending such information by telephone, e-mail, facsimile and other means of communication. At the timing of application, we require a non-refundable application fee, the amount of which shall be specified by SE. The application fee will be treated as part of the Travel Fare, the cancellation fee or other money which the Client should pay to the SE.

3. Time of Entry into Effect of a Contract

An Arranged Tour Contract enters into effect when SE has been agreed to conclude it and has received the application fee.

4. Travel Fare

The Client must pay to SE Travel Fare including prices which SE pays to transportation/accommodation suppliers etc., such as a train fare, accommodation charges, etc., and travel handling fees.

5. Handling Charges/Fees

Handling charges/fees will be indicated on the travel estimate sheet.

Booking of transportation and accommodation facilities:

Up to 20% of travel costs

6. Payment Procedures and Time Period for Travel Fees

The whole amount of the Travel Fare must be paid by 31 days prior to the first day of travel.

7. A change of Travel Fees

If fluctuation in the Travel Fees has occurred prior to the commencement of the travel due to a revision of a fare/charge of the transportation/accommodation facilities, etc., due to the exchange rate or any other cause, SE reserves the right to revise the Travel Fare accordingly.

8. Change in Contract Contents

When the Client requests SE to change the contents of Travel Services of the Arranged Tour Contract, SE will try to meet the Client's request to the reasonably practical extent. In this case, the Client shall bear a cancellation fee or an amendment fee or any other penalty to be paid to the third party including transportation/accommodation facilities, as well as handling charge as



specified by SE.

Handling charges for amending reservations:
1,050yen per change (transportation, accommodation and other facilities) in addition to the charges or penalties which suppliers charge to SE

9. Cancellation

(1) Voluntary Cancellation by the Client

The Client may cancel the Arranged Tour Contract in whole or in part at any time by paying cancellation charges as specified by SE. Cancellation charges consists of i) the charges concerning services already provided, ii) charges which must be paid to transportation/accommodation facilities, etc., as the cancellation fee, the penalty, etc., for the Travel Services not yet received, iii) costs required for procedures for making a cancellation.

(2) Cancellation Due to a Cause Attributable to the Client

SE reserves the right to cancel the Arranged Tour Contract in any of the following cases:

i) If the Client has not paid the Travel Fare by the prescribed date; ii) If the Client, who would like to pay by credit card, has become unable to settle the payment by the credit card. In these cases, the Client must bear cancellation charges.

(3) Cancellation Due To a Cause Attributable to SE

The Client may cancel the Arranged Tour Contract if it has become impossible to make arrangements for Travel Services due to causes attributable to SE. In this case, SE shall refund the Client the Travel Fare already received, excluding the cost which has already been paid, or which must be paid in the future, to transportation/accommodation facilities, etc., as a consideration for the Travel Services already received by the Client.

Cancellation Charges for Arranged Tour:

Date of cancellation request received by us	Cancellation Charges
31 or more days prior to the first day of travel	10% of the total travel cost
30-8 days prior to the first day of travel	20% of the total travel cost
7-2days prior to the first day of travel	50% of the total travel cost
2-0 days prior to the first day of travel, or non-appearance	100% of the total travel cost

Date of cancellation refers to the date and time when cancellation notice is received by us based on Japan time.

Requests for changes and cancellations will be accepted only during the business hours.(9:00-17:00)

10. SE's Responsibility and Exemptions

(1) When SE has made arrangements with good faith to ful the customer's requests for arrangement, the SE's obligations under an Arranged Tour Contract shall be deemed as being fulfilled. Thus, failing to make booking due to lack of vacancies or to meet the customer's requests, etc. does not constitute any liability of SE as long as SE performed its obligations in a proper manner.

(2) In performing its obligations, should SE cause damage to the Client through willful negligence or fault, SE shall be liable for such damages. However, this only applies if the damage is reported within 2 years from the day following the occurrence of the damage.

(3)SE is not liable for any negligent or willful act of suppliers of accommodations/transportations or the other services, since they are independent contractors and are not agents or employees of SE.

(4) SE shall compensate for damage to baggage if the damage is caused by SE's negligence or



fault, provided that said damage is reported within 14 days from the day after the occurrence, up to a maximum of 150,000 yen per person. Not applicable when damage is caused intentionally by SE or through gross negligence.

(5) SE shall not be liable for Client's damages due to such reasons as natural disaster, war, disturbances, accident, fire, acts of government, and alteration or cancellation of tour itinerary due to such causes, accidents occurring during clients' free activities, food poisoning, theft, delays, and any cause beyond the control of SE and/or agents in charge of tour arrangements.

11. Responsibility of the Client

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

12. Travel Advisories and warnings

(1) It is the responsibility of the Client to make necessary preparations including, but not limited to, passport, Visa and other requirement.

(2) Travel insurance is strongly recommended.

13. Privacy Policy

We collect the personal information only in compliance with relevant regulations and guidelines. We

use personal information collected from customers as reasonably required to contact customers as well as

to provide travel related services such as reservations of transportation and accommodations.

14. 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.

The certified travel manager is the person who manages the travel business. If you have any questions regarding the information you have received from the staff person handling your travel agreement, please do not hesitate to ask the last-mentioned certified travel manager

Shiho Yamada
Certified Travel Services Manager

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