

## Domestic Package Tour Terms and Conditions

This document serves as part of the explanatory document on transaction conditions as stipulated in Article 12-4 of the Travel Agency Act, as well as part of the contract document stipulated in Article 12-5 of the same Act. Please make sure to read this document before applying.

### Package Tour Contract

- (1) This tour is planned, organized, and operated by Atago Shoji Co., Ltd. (hereinafter referred to as "the Company"), and customers participating in this tour will enter into a Package Tour Contract (hereinafter referred to as "Travel Contract") with the Company.
- (2) The contents and conditions of the Travel Contract shall be governed by the recruitment advertisements, pamphlets, this terms and conditions document, the finalized document (final itinerary) provided before the tour departure, and the Company's travel agency terms for package tour contracts.
- (3) The Company undertakes to make arrangements and manage the itinerary so that customers can receive transportation, accommodation, and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation and accommodation providers, etc., as specified in the Company's travel itinerary.

### How to Apply for the Tour

- (1) Customers are required to fill out the prescribed application form and submit it along with the specified application fee or the full travel fee for each individual as indicated below. The application fee will be treated as part of the travel fee, cancellation fee, or penalty.

### Travel Fee

- Less than 30,000 yen: 6,000 yen to the full travel fee  
30,000 yen to less than 60,000 yen: 12,000 yen to the full travel fee  
60,000 yen to less than 100,000 yen: 20,000 yen to the full travel fee  
100,000 yen to less than 150,000 yen: 30,000 yen to the full travel fee  
150,000 yen or more: 20% to the full travel fee

However, if a separate pamphlet specifies the application fee, that shall prevail.

- (2) The Company may accept applications for travel contracts by telephone, mail, fax, or other communication methods. In such cases, the contract is not established at the time of reservation. Customers must submit the application form and application fee within three days from the day after receiving the Company's confirmation of the reservation. If the application fee is not submitted within this period, the reservation will be treated as non-existent.
- (3) The order of acceptance of travel contracts shall be determined by the order in which reservations are received.
- (4) The application fee will be applied as part of the travel fee. If customers cancel voluntarily, it will be treated as part of the cancellation fee. If the travel fee is not paid by the specified date, it will be treated as part of the penalty.
- (5) If the travel contract cannot be immediately concluded due to full bookings, the Company will explain this to the customer and confirm the period for which the customer agrees to wait in a "waiting list" status. During this period, the application form and an "advance payment" equal to the application fee will be requested. If the reservation is completed, the advance payment will be treated as the application fee, and the contract will be established. If the customer cancels before the reservation is completed or if the reservation cannot be confirmed by the deadline, the advance payment

will be fully refunded.

#### Application Conditions

- (1) Participants under the age of 15 must be accompanied by a parent or guardian (except for some courses). Participants aged 15 to under 20 must provide a consent form from a parent or guardian.
- (2) For tours with specific participation conditions, the Company may refuse participation if customers do not meet the specified conditions (gender, age, qualifications, skills, etc.).
- (3) Customers requiring special assistance (e.g., health conditions, use of wheelchairs, allergies, pregnancy) must notify the Company at the time of application. Depending on the situation, the Company may require a written request for the necessary measures.
- (4) The Company may require the presence of an accompanying person or caregiver for safe and smooth operation of the tour. If the requested measures cannot be arranged, the Company may refuse or cancel the application.

#### Contract Establishment and Document Delivery

- (1) The travel contract is established when the Company accepts the contract and receives the application fee.
- (2) Upon the conclusion of the contract, the Company will promptly provide a document ("Contract Document") specifying the travel itinerary, services, travel fees, and Company's responsibility.
- (3) If the finalized travel itinerary or service details cannot be provided at the time of contract, a "Finalized Document" will be provided before the tour's departure.

#### Payment of Travel Fees

The remaining balance of the travel fee must be paid before the 14th day prior to the start of the tour (the "Base Date"). If the application is made after the Base Date, the payment must be completed at the time of application or by the date specified by the Company.

#### Items Included in the Travel Fee

- (1) Transportation fares and charges specified in the pamphlet (economy class unless otherwise noted), accommodation fees, meal costs, sightseeing charges (entrance, admission, guide fees), and taxes (limited to those announced as of the date specified in the pamphlet).
- (2) For courses with an accompanying tour conductor, the tour conductor's expenses and gratuities for group activities are included.

#### Items Not Included in the Travel Fee

The following are examples of items not included:

- (1) Transportation costs, admission fees, and other expenses in areas specified as "Free Time," "Independent Activities," or "At Your Own Expense."
- (2) Excess baggage charges exceeding specified weight, volume, or number.
- (3) Personal expenses such as laundry, phone charges, additional meals, and accompanying taxes and service fees.
- (4) Transportation costs to and from the departure and dispersal points.
- (5) Fees for optional tours not included in the main itinerary.
- (6) Taxes and charges announced after the pamphlet's specified date.
- (7) Medical expenses related to injury or illness.

#### Changes to Tour Content

The Company may change the travel itinerary, travel services, or other travel contract contents when necessary due to natural disasters, war, civil disturbances, suspension of services by transportation or accommodation providers, government orders, or other circumstances beyond the Company's control to ensure the safe and smooth operation of the tour. In such cases, the Company will explain the reason and the causal relationship of the change

to customers promptly.

#### Changes to Travel Fees

(1) The Company may change the travel fees within the scope of the applicable fares and charges of the transportation facilities used when these fares and charges are significantly revised due to substantial changes in economic conditions beyond the extent normally expected after the reference date specified in the pamphlet. In such cases, the Company will notify the customer of this change no later than 15 days prior to the start of the trip.

(2) If the travel fee is reduced based on the provisions of (1) above, the travel fee will be reduced by the amount of the decrease in the fares and charges of the transportation facilities used. If the travel fee has already been paid, the refund will be made within 30 days from the day following the end of the trip as specified in the contract document.

(3) If there is an increase or decrease in the cost required for the implementation of the trip due to changes in the contract contents based on the provisions of Section 8 (including cancellation fees, penalty fees, and other expenses already paid or to be paid for travel services that were not provided due to these changes), the travel fee may be adjusted within the range of such changes. This excludes cases where an increase in cost is due to insufficient seats, rooms, or other facilities of the transportation or accommodation facilities, even though they are providing the travel service.

(4) If the travel fee varies depending on the number of users of the transportation or accommodation facilities, as specified in the contract document, and this number changes after the conclusion of the travel contract for reasons not attributable to the Company, the travel fee will be adjusted according to the provisions specified in the contract document.

#### Customer Substitution

Customers may transfer their contractual status to a third party with the Company's consent. In this case, customers are required to fill out the Company's prescribed form with the necessary information and submit it along with the actual costs required for the substitution.

#### Customer's Cancellation and Refund (Before the Start of Travel)

(1) Customers may cancel the travel contract at any time by paying the cancellation fee specified in Section 15. The cancellation date of the travel contract is determined based on the date and time when the customer notifies the Company or the "Authorized Sales Office" specified by the Travel Agency Law (hereinafter referred to as "the Company, etc.") of their intention to cancel within the business hours of each entity. Requests for changes or cancellations outside business hours or on non-business days will be handled on the next business day.

(2) Customers may cancel the travel contract without paying a cancellation fee in the following cases:

- a. When the contract contents are changed, provided that the changes are those listed in the left column of the table in Section 21 or other significant changes.
- b. When the travel fee is increased based on Section 9 (1).
- c. When it becomes impossible or highly likely that it will become impossible to ensure the safe and smooth implementation of the trip due to natural disasters, wars, riots, suspension of travel services by transportation or accommodation facilities, orders from public authorities, or other reasons.
- d. When the Company fails to provide the final document by the date specified in Section 4 (3).
- e. When the implementation of the trip as specified in the contract document becomes impossible due to reasons attributable to the Company.

(3) If the travel contract is canceled under Section (1), the Company will refund the travel fee (or application fee) after deducting the specified cancellation fee. If the cancellation fee exceeds the application fee, the difference will be charged to the customer. In the case of cancellation under Section (2), the Company will refund the full amount of the travel fee (or application fee) within seven days from the day following the cancellation

date.

(4) If customers change the travel start date or course at their convenience, they will need to cancel the initial travel contract and enter into a new one. In this case, the Company will charge a cancellation fee based on the cancellation date specified in Section 15 (1).

#### Customer's Cancellation and Refund (After the Start of Travel)

(1) If customers leave the group due to their own circumstances, it will be considered a waiver of their rights, and no refund will be provided.

(2) If, for reasons beyond the customer's control, it becomes impossible to receive travel services specified in the final document, the customer may cancel the portion of the contract related to the travel services that cannot be provided. In this case, the Company will refund the portion of the travel fee corresponding to the services that could not be provided, after deducting cancellation fees, penalty fees, and other expenses already paid or to be paid (only if not attributable to the Company).

#### Cancellation of Travel Contract by Our Company (Before Travel Start)

(1) If the customer fails to pay the travel fee by the specified date set by our company, we may cancel the travel contract on the following day of that date. In this case, the customer must pay a penalty equivalent to the cancellation fee specified in Section 15.

(2) Our company may cancel the travel contract before the start of the trip, after explaining the reason to the customer, under the following circumstances:

- a. It becomes clear that the customer does not meet the conditions of participation (such as gender, age, qualifications, or skills) specified by our company.
- b. Our company determines that the customer cannot endure the trip due to illness, absence of a necessary caregiver, or other reasons.
- c. The customer demands an unreasonable burden exceeding the contract's terms.
- d. The number of customers does not meet the minimum number specified in the contract document. In this case, we will notify the customer of the cancellation at least 13 days before the start of the trip (or 3 days for day trips).
- e. The required conditions for the travel, such as necessary snowfall for ski trips, are unlikely to be met.
- f. Due to natural disasters, war, riots, suspension of travel services by transport or accommodation providers, government orders, or other reasons beyond our control, the safe and smooth implementation of the travel as per the schedule becomes impossible or highly likely to be impossible.
- g. It becomes clear that the customer falls under any of the conditions listed in Section 3(7)(i)-(iv).

#### Cancellation of Travel Contract by Our Company (After Travel Start)

(1) Our company may cancel the travel contract in the following cases:

- a. Our company determines that the customer cannot continue the trip due to illness, absence of a necessary caregiver, or other reasons.
- b. The customer violates instructions from our staff or escorts, or engages in actions that disrupt group discipline, making it difficult to ensure safe and smooth travel.
- c. Due to natural disasters, war, riots, suspension of travel services, government orders, or other reasons beyond our control, continuation of the travel becomes impossible.
- d. It becomes clear that the customer falls under any of the conditions listed in Section 3(7)(ii)-(iv).

(2) Even if the travel contract is canceled in accordance with paragraph (1), the contracts for the travel services already provided to the customer shall be considered valid. Our company will refund the portion of the travel fee corresponding to the travel services that the customer has not yet received, minus any cancellation fees, penalties, or other expenses already paid or to be paid by our company to the travel service provider, within 30 days from the day following the scheduled end of the trip.

## Travel Conditions for Customers Who Wish to Conclude a Travel Contract via Communication

We may accept applications for travel by telephone, mail, the internet, or other communication methods (hereinafter referred to as "Communication Contract") under the condition that we receive payment for travel fees, etc., from members of our partner credit card companies (hereinafter referred to as "Partner Companies") without requiring the member's signature on the designated payment slip. The travel conditions for Communication Contracts are generally governed by this "Planned Travel Terms and Conditions," but there are some differences. The differing points are as follows:

(1) When applying for a Communication Contract, the member must provide the following information: the name of the planned travel, the departure date, the name of the credit card, the membership number, the card's expiration date, etc. (hereinafter referred to as "Member Information").

(2) A Communication Contract is concluded at the moment we accept the application by phone. In the case of applications by mail, internet, or other communication means, the contract is concluded when we issue a notification of acceptance. If the acceptance notification is sent by email, fax, voicemail, or other electronic methods, the contract is considered concluded when the notification reaches the customer. The date of conclusion is considered the card usage date.

(3) If payment cannot be processed using the credit card provided by the member due to credit issues, we reserve the right to cancel the Communication Contract and charge a cancellation fee equivalent to the cancellation charges outlined in Article 15, Item (1). However, if payment is made in cash by the specified date, this clause does not apply.

(4) If the travel fee is reduced under Article 9, Items (2) to (4), or the Communication Contract is canceled under Articles 11 to 14, any refundable amount due to the member will be processed in accordance with the Partner Company's card member regulations. In the case of refunds for cancellations before the start of travel, the amount will be notified to the member within seven days from the date of cancellation. For refunds due to reductions or cancellations after the start of travel, the notification will be made within 30 days from the day after the travel end date stated in the contract document.

(5) If the credit card held by the member is invalid or cannot be processed under the Partner Company's regulations, we may refuse the travel application.

(6) We may also refuse Communication Contracts if we do not have a merchant agreement with the Partner Company, including a signature waiver agreement, or for other operational reasons.

## Contracts for Groups and Organizations

(1) If an application is made by a representative (Contract Manager) of a group, we will assume that the Contract Manager has the authority to represent all group members in all matters related to the contract, including conclusion and cancellation.

(2) The Contract Manager must submit a list of group members to us by the date specified by us.

(3) We are not responsible for any debts or obligations that the Contract Manager may owe or be expected to owe to group members.

(4) If the Contract Manager does not accompany the group, the member previously designated by the Contract Manager will be regarded as the

Contract Manager after the start of travel.

#### Basis for Travel Conditions and Travel Fees

- (1) The base date for these travel conditions and travel fees is as indicated in the brochure.
- (2) Unless otherwise specified, those aged 12 years and older are charged the adult fee, and those aged 6 to 12 years (or 3 to 12 years for courses using aircraft) are charged the child fee.
- (3) Travel fees are displayed for each course. Please confirm based on the departure date and the number of participants.
- (4) Additional fees refer to fees indicated in the brochure, including those for selecting airlines, flight classes, hotel options, single-room occupancy, extended stays, and weekday or weekend departures.
- (5) The travel fee referred to in each section of this document is the sum of the course fee and any additional or discounted fees displayed in the advertisement or brochure.

#### Other Provisions

- (1) Shopping Guidance: We may guide you to souvenir shops during sightseeing or transfers for your convenience. We ensure careful selection of shops, but please purchase at your own responsibility. We cannot assist with exchanges or returns.
- (2) Domestic Travel Insurance: We recommend that you arrange your own travel insurance. Please inquire with our staff for details.
- (3) We do not offer any re-execution of travel under any circumstances.
- (4) Matters not specified in these conditions shall be governed by our General Terms and Conditions for Planned Travel Contracts.
- (5) The resale or use of reserved rooms for commercial purposes is strictly prohibited. If we determine that the room is being used for such purposes, we may cancel the travel contract without notice.
- (6) Handling of Personal Information: We may use your personal information for travel arrangements, communication, and insurance procedures. We may share necessary information with relevant parties.
- (7) Travel Service Supervisor: Mr. Kazunori Oshima is the Travel Service Supervisor. Please contact him if you have any questions regarding your travel contract.
- (8) Complaints and Inquiries: Please contact the Travel Division of Atago Shoji Co., Ltd. at 025-365-0001, Mr. Kazunori Oshima.