

Chino Tourism Organization Travel Terms and Conditions
(Domestic Package Tour)

1. Purpose of These Travel Terms and Conditions

These Travel Terms and Conditions constitute part of the document explaining transaction terms as stipulated in Article 12-4 of the Travel Agency Act, as well as part of the contract document as stipulated in Article 12-5 of the same Act.

2. Package Tour Contract

(1) This tour is a package tour planned and operated by Chino Tourism Organization (located at 3506 Chino, Chino City, Nagano Prefecture; registered with the Governor of Nagano under license number 2-611; hereinafter referred to as “the Organization”). Customers who participate in this tour will enter into a package tour contract (hereinafter referred to as the “Tour Contract”) with the Organization.

(2) Under the Tour Contract, the Organization undertakes to make arrangements and manage the itinerary so that the customer can receive transportation, accommodation, and other travel-related services (hereinafter referred to as “Travel Services”) provided by transportation and accommodation providers, in accordance with the travel schedule set by the Organization.

(3) The contents and conditions of the Tour Contract are based on this Travel Terms and Conditions document, the Organization’s website, brochures, the finalized travel itinerary document to be provided before departure (hereinafter referred to as the “Final Travel Itinerary”), and the Organization’s Terms and Conditions for Package Tours (hereinafter referred to as the “Organization’s Terms and Conditions”).

3. Application for the Tour and Timing of Contract Formation

(1) Customers may apply for the tour by submitting an application form, filled out with the required information specified by the Organization, at the designated office, or by using fax, mail, telephone, or other communication methods. The customer must also pay the tour fee by the deadline specified by the Organization. The Tour Contract shall be deemed concluded when the Organization accepts the application and receives the tour fee.

(2) When an application is made by a representative acting on behalf of a group or organization of travelers, the Organization shall consider that representative to have full authority to act as an agent for all matters related to the conclusion, cancellation, and other aspects of the Tour Contract.

(3) The representative must submit a list of the group members to the Organization by the deadline specified by the Organization.

(4) The Organization shall bear no responsibility whatsoever for any debts or obligations that the representative

may currently owe or is expected to owe in the future to the group members.

(5) If the representative does not accompany the group on the tour, a group member appointed in advance by the representative shall be deemed the representative after the tour begins.

(6) If, at the time of application, the tour is fully booked or otherwise unavailable, the customer may be asked to wait, with their consent and after confirming a deadline with them (this state is hereinafter referred to as a “waiting list”). In such cases, the Organization will make every effort to secure the necessary reservations. The Tour Contract will be concluded, and the reservation confirmed, when the Organization notifies the customer that a reservation has become available and receives the tour fee.

(7) The conclusion of a Tour Contract via telecommunications (communication contract) shall be governed by the provisions of Article 22.

4. Conditions for Application

(1) Applicants under the age of 20 must have the consent of a parent or legal guardian. In principle, applicants under the age of 15 at the start of the tour must be accompanied by a guardian, unless the tour is specifically designed for unaccompanied minors.

(2) For tours intended for specific participants or with specific purposes, the Organization may refuse participation if the applicant does not meet the conditions specified by the Organization, such as age, qualifications, or required skills.

(3) Customers who have chronic illnesses, are currently in poor health, are pregnant, or have physical disabilities and require special consideration must inform the Organization of their condition at the time of application. The Organization will respond to such requests to the extent that it is reasonably and practically possible. In such cases, any costs incurred in providing special arrangements based on the customer’s request will be borne by the customer. A medical certificate may be required, and depending on the circumstances, the customer may be asked to travel with an assistant or companion, have parts of the tour itinerary adjusted, or may be refused participation.

(4) In the cases described in items (1), (2), and (3) above, if it is necessary for the Organization to contact the customer, we will do so within one week of the application or request in principle.

(5) If the Organization determines that the customer requires a medical examination or treatment due to illness, injury, or other reasons during the tour, we may take necessary measures to ensure the smooth operation of the tour. All costs related to such measures will be borne by the customer.

(6) As a general rule, customers may not act independently for their own convenience during the tour. However, exceptions may be made depending on the situation and under separate conditions.

(7) If the Organization determines that a customer may cause trouble for other participants or hinder the smooth conduct of group activities, the Organization may refuse their participation.

(8) The Organization may also decline applications due to operational or business-related reasons.

5. Delivery of the Contract Document and Final Travel Itinerary

(1) After the Tour Contract has been concluded, the Organization will promptly provide the customer with a contract document that includes the travel itinerary, details of the Travel Services, other travel conditions, and matters related to the Organization's responsibilities. This contract document consists of materials such as the Organization's website, brochures, and the Organization's Travel Terms and Conditions.

(2) As a supplementary document to the contract described in item (1), the Organization will provide the customer with a Final Travel Itinerary containing confirmed details such as the meeting time and location, and the transportation and accommodation providers to be used. This will be provided no later than the day before the tour begins. However, if the application is made within seven days prior to the tour start date (counting from the day before), the Final Travel Itinerary may be provided on the day the tour begins.

6. Payment of the Tour Fee

The tour fee must be paid by the date separately specified by the Organization. If cancellation fees, penalties, or additional charges arise, the customer may be required to pay them.

7. About the Tour Fee

(1) Unless otherwise noted, the standard classification is as follows: customers aged 12 and older are charged the adult rate, and those aged 6 to under 12 are charged the child rate.

(2) The tour fee is indicated for each course. Please check it along with the listed terms and conditions.

8. Items Included in the Tour Fee

The tour fee includes transportation fares and charges specified in the itinerary, accommodation costs, meal expenses, experience/activity fees, guide fees, consumption tax and other relevant taxes, as well as any items specifically indicated in brochures or similar materials as being included in the tour fee, and tour handling charges. As a general rule, no refund will be made if any of these services are not used due to the customer's personal circumstances.

9. Items Not Included in the Tour Fee

Any items not listed in the previous paragraph are not included in the tour fee. In particular, excess baggage charges, airport facility usage fees, surcharges imposed by transportation providers (e.g., fuel surcharges), personal expenses such as laundry, telephone calls, personal taxes and fees, costs incurred during free time, and transportation or accommodation costs to and from the meeting and dispersal locations are not included.

10. Additional Charges

Additional charges apply to optional travel services selected by the customer, as indicated in brochures or other materials under terms such as "additional charges" or "additional fees."

11. Changes to the Tour Contract

Even after the Tour Contract is concluded, if natural disasters, wars, riots, suspension of travel services such as transportation or accommodation, government orders, changes to the original transportation plans, or other reasons beyond the Organization's control occur, and it becomes unavoidable to ensure the safe and smooth operation of the tour, the Organization may promptly explain to the customer the reasons why the cause is beyond its control and the causal relationship, and change the itinerary or content of travel services accordingly. However, in emergencies where advance notice is not possible, the Organization will explain changes after they have been made.

12. Changes to the Amount of the Tour Fee

After the Tour Contract has been concluded, the Organization will not change the tour fee except in the following cases:

- (1) When fares or charges of transportation providers used are significantly revised due to major changes in economic conditions or other reasons, and the revision results in a substantial increase or decrease beyond the normally expected range.
- (2) When the content of the tour changes and the costs required to conduct the tour decrease, the tour fee will be reduced by the corresponding amount.
- (3) When the content of the tour changes as per Article 11, and the costs required to conduct the tour increase (including cancellation fees, penalties, and other payments for travel services that are not provided due to the contract change), the tour fee will be adjusted by the amount of the increase.

13. Cancellation Fees

- (1) After the Tour Contract has been concluded, if the customer cancels the tour due to personal reasons, a cancellation fee will be charged per person based on the rates below (however, if cancellation fees are specified in the brochure or on the website, those shall apply), as well as any additional charges resulting from changes in the number of people sharing a room.

Cancellation Deadlines	Cancellation Fees (Per Person)
(a) Cancellation on or after the 20th day before the tour start date (for day trips, the 10th day before), except for cases listed from (b) to (c) below.	20% of the tour fee
(b) Cancellation on or after the 7th day before the tour start date, except for cases listed from (c) to (e) below.	30% of the tour fee
(c) Cancellation on the day before the tour start date.	40% of the tour fee
(d) Cancellation on the day the tour starts, except for cases listed in (e) below.	50% of the tour fee
(e) No-show without notice and cancellation after the tour has started.	100% of the tour fee

(2) Changes to the departure date or partial changes to the itinerary involving transportation, accommodation, or other services due to the customer's circumstances will be regarded as a cancellation of the entire trip, and the prescribed cancellation fee will be charged.

14. Cancellation Before the Start of the Tour

(1) Customer's Right to Cancel

① The customer may cancel the tour contract at any time during the Organization's business hours by paying the cancellation fee stated in the brochure.

② The customer may cancel the tour contract without paying a cancellation fee if any of the following apply:

a. The tour content has been changed, provided that the change is one of the important changes listed in the table in Article 21 or other significant changes.

b. The tour fee is increased or revised based on Article 12, paragraph (1).

c. Due to natural disasters, wars, riots, suspension of travel services such as transportation or accommodation, government orders, or other reasons, it becomes impossible or extremely likely to become impossible to safely and smoothly conduct the tour.

d. The Organization fails to provide the final itinerary document described in Article 5, paragraph (2) to the

customer by the prescribed date.

e. The tour cannot be conducted according to the itinerary stated in the brochure due to reasons attributable to the Organization.

③ If the tour contract is cancelled in accordance with ① or ② above, the Organization will refund the tour fee already received. If a cancellation fee applies, the amount will be deducted before the refund is issued.

(2) Organization's Right to Cancel

① If the customer fails to pay the tour fee by the due date specified in Article 6, the Organization may cancel the tour contract. In such a case, the customer shall pay a penalty equivalent to the cancellation fee stipulated in item (1).

② The Organization may cancel the tour contract if any of the following apply:

a. It becomes clear that the customer does not meet the application conditions clearly specified in advance by the Organization under Article 4.

b. The number of participants does not reach the minimum number required to operate the tour as stated in the brochure. In this case, notice of cancellation will be given no later than the 13th day prior to the tour start date (or the 3rd day prior in the case of a one-day tour).

c. In cases where the tour is intended for skiing, snowboarding, or snowshoeing, and conditions clearly stated in advance by the Organization—such as adequate snowfall—are not met or are very unlikely to be met.

d. When natural disasters, war, civil unrest, suspension of travel services such as transportation or accommodation, government orders, or other circumstances occur, and the safe and smooth execution of the tour as scheduled in the brochure becomes impossible or is highly likely to become impossible.

③ If the tour contract is cancelled under (1) or (2), the Organization will refund the tour fee already received. If a cancellation fee applies, the corresponding amount will be deducted before the refund is issued.

15. Cancellation After the Start of the Tour

(1) Customer's Right to Cancel

① If the customer leaves the group during the tour for personal reasons, it will be considered a voluntary forfeiture of rights, and no refund will be provided.

② If the customer is unable to receive travel services as described in the brochure due to reasons not attributable to the customer, the customer may cancel that portion of the contract related to the unavailable services without incurring a cancellation fee.

③ In the case of (1)-② above, the Organization will refund the portion of the tour fee corresponding to the travel services that the customer was unable to receive. However, if the cause is not attributable to the Organization, any applicable cancellation fees, penalties, etc., related to those services will be deducted before issuing the refund.

(2) Organization's Right to Cancel

① The Organization may partially cancel the travel contract after providing the customer with an explanation of the reason, in any of the following cases:

a. When it is recognized that the customer cannot continue the tour due to illness, the absence of a necessary caregiver, or other reasons.

b. When the customer disrupts the order of group activities and hinders the safe and smooth operation of the tour by failing to follow instructions given by the tour conductor or other representatives of the Organization, or by committing acts of violence or threats against these individuals or fellow travelers.

c. When natural disasters, war, civil unrest, suspension of services by transportation or accommodation providers, orders from public authorities, or other such events make it impossible to continue the tour.

② Effects of Cancellation and Refunds

If the Organization cancels the travel contract based on any of the reasons listed in ① above, and cancellation or penalty fees must be paid to the providers of the travel services that were not rendered due to the cancellation, the customer shall bear such costs. In such cases, the Organization will refund the portion of the tour fee corresponding to the services not yet received by the customer, minus the cancellation or penalty fees paid to those service providers.

③ In the event that the Organization cancels the travel contract under item a or c of paragraph ① in this section (2), the Organization will, at the customer's request and at the customer's own expense, make the necessary arrangements for the customer to return to the departure location.

④ If the Organization cancels the travel contract pursuant to paragraph ① of this section (2), the contractual relationship between the Organization and the customer shall be deemed terminated only with respect to the future. In other words, obligations of the Organization related to travel services already provided to the customer shall be considered to have been duly fulfilled.

16. Refund of Travel Fees

(1) In the event that a refund is due to the customer under the provisions of Article 12 (Reduction of Travel Fees) or Articles 13 to 15 (Cancellation of the Travel Contract by the Customer or the Organization), the Organization shall refund the applicable amount as follows:

- For cancellations made before the start of the trip, the refund shall be made within 7 days from the day following the date of cancellation.
- For reductions in travel fees or cancellations after the start of the trip, the refund shall be made within 30 days from the day following the travel end date stated on the homepage and other promotional materials.

(2) The provisions of paragraph (1) of this section do not preclude the customer or the Organization from exercising their right to claim compensation for damages as stipulated in Article 18 (Responsibility of the Organization) or Article 20 (Responsibility of the Customer).

(3) The customer must request any applicable refund from the Organization within one month from the departure date.

17. Tour Conductors (Tour Escorts)

(1) For tours labeled as "with tour conductor", a tour conductor will accompany the entire itinerary. The tour conductor's responsibilities are, in principle, limited to the duties necessary to ensure the smooth execution of the itinerary as specified in the travel contract. During the tour, customers are requested to follow the tour conductor's instructions for the sake of safety and smooth operation. The standard working hours for the tour conductor are from 8:00 a.m. to 8:00 p.m.

(2) For tours labeled as "with local tour conductor", a local tour conductor will, in principle, accompany the group from arrival at the destination to departure. Their duties will be generally the same as those described in paragraph (1).

(3) For tours labeled as "with local assistant", no tour conductor will accompany the tour. A local assistant will carry out tasks necessary to ensure the smooth progress of the tour.

(4) In sections of the itinerary where no local tour conductor or assistant accompanies the tour or performs duties, and changes to the services become necessary due to adverse weather or other conditions, the customer will be responsible for arranging alternative services and completing any required procedures themselves.

18. Responsibility of the Organization

(1) The Organization shall compensate the customer for any damages caused by the Organization's willful misconduct or negligence during the performance of the Group-Organized Tour Contract. However, this shall

apply only if the customer notifies the Organization of the damage within two years from the day following the date the damage occurred.

(2) The Organization shall not, in principle, be liable for damages suffered by the customer due to the following reasons:

- ① Natural disasters, war, civil unrest, or any change or cancellation of the itinerary resulting from such events
- ② Accidents or fires involving transportation or accommodation facilities
- ③ Suspension of services by transportation or accommodation facilities, or any change or cancellation of the itinerary resulting from such suspension
- ④ Orders from public authorities, quarantine due to infectious diseases, or any change or cancellation of the itinerary resulting from such causes
- ⑤ Accidents occurring during periods of free activity
- ⑥ Food poisoning
- ⑦ Theft
- ⑧ Delays, interruptions, schedule changes, or route changes of transportation facilities, or any change in the itinerary or reduction in stay time at destinations resulting from such events

(3) For damages related to baggage under the scope of paragraph (1), compensation shall only be provided if the customer notifies the Organization within 14 days from the day following the occurrence of the damage. Regardless of the actual damage amount, compensation by the Organization shall be limited to a maximum of 150,000 yen per person, except where the Organization acted with intent or gross negligence.

19. Special Compensation

(1) Regardless of whether the Organization is liable under the preceding Article 18, paragraph (1), the Organization shall provide compensation in accordance with the Special Compensation Provisions of its Terms and Conditions. If a customer suffers certain damages to life or body due to an accidental and sudden external incident while participating in a group-organized tour, the Organization shall pay the following:

- Death compensation: up to 15 million yen
- Compensation for residual disability: up to 15 million yen
- Hospitalization allowance: from 20,000 yen to 200,000 yen
- Outpatient treatment allowance: from 10,000 yen to 50,000 yen

Additionally, for damage to baggage, the Organization shall pay compensation of up to 100,000 yen per item or pair and up to 150,000 yen per customer per group-organized tour.

(2) Notwithstanding the provisions of paragraph (1), if there is a day during the group-organized tour arranged by the Organization when no travel services included in the tour are provided at all, and this fact is clearly stated in the brochure, that day shall not be considered part of the participation period in the group-organized tour.

(3) Notwithstanding paragraph (1), compensation shall not be provided for damages suffered by the customer during participation in the group-organized tour if such damages are due to the customer's intentional acts, driving under the influence of alcohol, illness, or accidents occurring during activities not included in the tour, such as skydiving, hang gliding, ultralight powered aircraft (motorized hang gliders, microlights, etc.), gyroplanes, or other similarly dangerous activities during free time.

(4) The Organization shall not pay compensation for damages involving cash, securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, deposit certificates, savings books (including passbooks and cash cards), various data or similar items, contact lenses, and other items excluded from compensation under the Organization's Terms and Conditions.

(5) In cases where the Organization is liable for both compensation under paragraph (1) of this Article and for damages under the preceding paragraph, the fulfillment of either obligation shall be deemed to constitute the performance of both obligations up to the amount fulfilled.

20. Responsibilities of the Customer

(1) If the Organization incurs damages due to the customer's willful misconduct, negligence, violation of laws or public order and morals, or failure to comply with the Organization's Terms and Conditions, the Organization shall claim compensation for such damages from the customer.

(2) When entering into a group-organized tour contract, the customer shall make efforts to understand their rights, obligations, and other contents of the contract by making use of the information provided by the Organization.

(3) After the commencement of the tour, if the customer recognizes that a travel service differs from what is described in the contract document, they must promptly notify a tour conductor, intermediary, local guide, the relevant service provider, or the Organization on-site in order to facilitate the proper delivery of services as stipulated.

(4) If the Organization determines that, during the tour, the customer is in a condition requiring protection due to illness, injury, or other reasons, the Organization may take necessary measures. In such cases, if the cause is not attributable to the Organization, the customer shall bear the costs incurred for such measures. The customer shall either pay the costs directly or, if the Organization makes a temporary payment on behalf of the customer, reimburse the Organization by the designated due date using the method specified by the Organization.

21. Itinerary Guarantee

(1) In the event of significant changes to the contract details listed in the left-hand column of the table below (excluding the changes specified in items ①, ②, and ③ below), the Organization shall pay the customer a

compensation for changes calculated by multiplying the travel fee defined in Article 7 by the rate listed in the right-hand column of the same table. This compensation shall be paid within 30 days from the day following the scheduled end date of the tour. However, if it is clear that the Organization bears responsibility for the change under the provisions of Article 18, paragraph (1), such payment shall be made in whole or in part as compensation for damages, not as change compensation.

① The Organization shall not pay change compensation in the event of changes caused by the following reasons. (However, if changes occur due to a shortage of seats, rooms, or other facilities of transportation or accommodation providers, despite the service being otherwise provided, the Organization shall pay change compensation.)

- a. Bad weather or natural disasters that disrupt the travel itinerary
- b. War
- c. Civil unrest
- d. Government orders
- e. Suspension of travel services such as transportation or accommodation due to cancellations or service disruptions
- f. Delays or changes in transportation schedules, or the provision of transportation services not based on the original operation plan
- g. Measures necessary to ensure the safety of the life or physical well-being of tour participants

② The Organization shall not pay change compensation for changes related to the portion of the tour contract that was cancelled under the provisions of Article 14 or Article 15.

③ The Organization shall not pay change compensation if the order of services described in the brochure is altered, provided that the services were ultimately received during the course of the trip.

(2) Notwithstanding the provisions of paragraph (1) of this section, the amount of the compensation for changes payable by the Organization under a single Tour Contract shall not exceed 15% of the “Tour Price” as stipulated in Article 7. Furthermore, if the total amount of compensation for changes payable under a single Tour Contract is less than 1,000 yen per person, the Organization shall not pay such compensation.

(3) With the customer’s consent, the Organization may provide goods or services of equivalent value in lieu of monetary payment of the change compensation or damages.

Amount of change compensation = applicable percentage below × travel price per incident

Changes subject to change compensation payment by the Organization	Amount of change compensation = applicable percentage below × travel price per incident	
	Before the start of the trip	After the start of the trip
(1) Changes to the departure date or return date of the trip as stated in the contract documents (website, brochure, or final itinerary)	1.5%	3.0%
(2) Changes to the tourist sites or tourist facilities (including restaurants), or other destinations of the trip as stated in the contract documents (website, brochure, or final itinerary)	1.0%	2.0%
(3) Changes to a lower class or facility of transportation than stated in the contract documents (website, brochure, or final itinerary), provided that the total fare for the downgraded class or facility is less than that stated in the contract documents	1.0%	2.0%
(4) Changes to the type of transportation or the name of the carrier as stated in the contract documents (website, brochure, or final itinerary)	1.0%	2.0%
(5) Changes to flights departing from or arriving at airports in Japan that differ from those stated as the starting or ending point of the trip in the contract documents (website, brochure, or final itinerary)	1.0%	2.0%
(6) Changes to the type or name of the accommodation stated in the contract documents (website, brochure, or final itinerary), except in cases where the new accommodation is of a higher grade than that originally stated, as determined by the Organization	1.0%	2.0%
(7) Changes to the room type, facilities, view, or other room conditions of the accommodation as stated in the contract documents (website, brochure, or final itinerary)	1.0%	2.0%
(8) Among the changes listed in items (1) through (7) above, any change to an item specifically mentioned in the tour title in the website, brochure, or final itinerary	2.5%	5.0%

Note 1: In cases where there is a change between the contents stated in the brochure and those stated in the final itinerary, or between the contents stated in the final itinerary and the actual travel services provided, each such change shall be treated as a separate instance.

Note 2: For changes listed in item (8), the rate specified for item (8) shall apply, rather than the rates specified for items (1) through (7).

Note 3: A “single instance” refers to:

- For transportation: per boarding (or embarkation/disembarkation)
- For accommodation: per night
- For other services: per applicable item

Note 4: Even if multiple changes listed in items (4), (6), or (7) occur within the same boarding or the same overnight stay, they shall be treated as one change per boarding or per night.

Note 5: For transportation services listed in items (3) or (4) that involve the use of accommodation facilities, such services shall be treated as one instance per night.

Note 6: Changes to the name of the carrier in item (4) or to the name of the accommodation in item (6) refer to changes that accompany a change in the actual transportation or accommodation provider.

Note 7: Item (4) regarding changes to the name of the carrier shall not apply if the change involves an upgrade to a higher class or better facilities.

22. Telecommunication Contract

Telecommunication contracts shall also be governed by the provisions of the Organization’s “Standard Terms and Conditions of the Contract for Organized Tours.”

(1) The Organization may accept tour applications by means of telephone, mail, facsimile, or other communication methods from members of credit card companies affiliated with the Organization (hereinafter referred to as “Affiliated Companies”), on the condition that such members (hereinafter referred to as “Members”) agree to pay the full amount of the tour price without signing the designated sales slip (hereinafter referred to as a “Telecommunication Contract”). In such cases, the full amount of the tour price shall be settled via the Member’s credit card. However, the Organization may not be able to accept such applications if it does not have a merchant agreement, including a no-signature handling agreement with the Affiliated Company, or if operational circumstances or other reasons prevent acceptance. (Please note that if the Member provides a signature on the designated sales slip and pays by credit card, such contract shall not fall under a Telecommunication Contract, but rather be treated as a standard tour contract.)

(2) Certain terms and conditions of tour contracts concluded through a Telecommunication Contract differ from those of standard Organized Tour Contracts. The main differences are as follows:

(a) When applying under a Telecommunication Contract, the Member shall provide the Organization with the name of the Organized Tour to be applied for, the departure date, as well as the name of the credit card, membership number, expiration date, and other relevant information.

(b) A tour contract under a Telecommunication Contract shall be deemed concluded at the time when:

- in the case of applications made by telephone, the Organization agrees to accept the contract, or
- in the case of other means of communication, the Organization sends a notice of acceptance of the contract.

(c) The “card usage date” under a Telecommunication Contract shall be the date on which the Member and the Organization are to fulfill their respective obligations to pay or refund the tour fare and other related charges. In the case of payment, this date shall be the date the contract is concluded; in the case of a refund, this date shall be the date on which the request for cancellation is made.

(d) If, in the course of concluding a Telecommunication Contract, the Member’s credit card is found to be invalid or otherwise unusable, resulting in the inability to settle all or part of the payment obligations in accordance with the Affiliated Company’s membership terms and conditions, the Organization may refuse to conclude the tour contract.

(e) The Organization shall receive payment of the tour fare, as stated in the contract document, via the affiliated credit card without the Member’s signature on the prescribed credit card slip. In this case, the card usage date shall be the date on which the tour contract is concluded.

(f) If a tour application is made using mobile communication devices, the internet, or other IT-based telecommunication technologies, and the details that are to be provided in documents such as the itinerary, content of travel services, travel conditions, and matters concerning the Organization’s responsibility are instead provided using such telecommunication technologies, the Organization shall confirm that the Member has properly received the relevant information digitally, in lieu of delivering written materials such as the Contract Document or Final Document.

23. Recommendation to Purchase International Travel Insurance

During the course of their trip, customers may incur significant medical or transportation expenses due to illness or injury. In the event of an accident, it may also be extremely difficult to claim damages from the liable party or to recover compensation. To safeguard against such risks, the Organization strongly recommends that customers purchase international travel insurance with sufficient coverage at their own discretion.

24. Handling of Personal Information

For information on how the Organization handles personal information, please refer to the Privacy Policy listed on the tour homepage.

25. Basis of Travel Conditions and Travel Price

The reference date for these travel conditions and the travel price shall be as specified in the brochure or other relevant materials.

26. Miscellaneous

(1) If a customer requests personal services such as private guidance or shopping assistance from a tour escort, the expenses incurred shall be borne by the customer. In addition, any expenses resulting from a customer's injury or illness, or costs related to the loss or retrieval of luggage or belongings due to the customer's negligence, shall also be the responsibility of the customer.

(2) For the customer's convenience, the tour may include visits to souvenir shops; however, any purchases made are the sole responsibility of the customer. The Organization shall not provide support for the exchange or return of purchased goods.

(3) If the customer agrees to participate in an airline's voluntary program to board a flight other than the originally scheduled one (e.g., a Flex Traveler program), and boards an alternative flight not arranged by the Organization, the Organization shall be deemed to have fulfilled its obligations related to travel arrangements and itinerary management. In such cases, the Organization shall bear no responsibility for itinerary guarantees or special compensation related to the affected portions of the itinerary.

(4) The Organization shall not re-operate or reschedule a tour under any circumstances.

(5) Customers participating in an Organized Tour may be eligible for mileage programs offered by airlines. However, any inquiries or registrations related to such mileage programs must be handled directly by the customer with the relevant airline. The Organization shall not be held responsible under Article 18, paragraph (1) and Article 21, paragraph (1) in the event of a change in the airline used.

Contact Information (Planning and Operation)

Chino Tourism Organization

Tel: 0266-73-8550 (Office hours: 9:00-17:00, closed on weekends and national holidays)

Website: chinotabi.jp/en/

3506 Chino, Chino City, Nagano Prefecture 391-0001, Japan

Travel Agency registered with the Governor of Nagano (license number 2-611)

Comprehensive Travel Services Manager: Mika Imai

Note: A Comprehensive Travel Services Manager is the person responsible for transactions at the office handling your travel arrangements. If you have any questions or concerns about this travel contract or the explanation provided by our staff, please feel free to contact the above-mentioned manager