

DOMESTIC PACKAGE TOURS

TRAVEL CONDITIONS

1. PURPOSE OF THESE TRAVEL CONDITIONS

These Travel Conditions constitute part of the “Transaction Terms Explanation Document” as stipulated in Article 12-4 of the Travel Agency Act of Japan and part of the “Contract Document” as stipulated in Article 12-5 of the same Act.

2. PACKAGE TOUR CONTRACT

(1) This tour is a domestic package tour organized and operated by **Ezosika Travel Co., Ltd.**

(1-2 Minami 1-jo Nishi 17-chome, Chuo-ku, Sapporo, Hokkaido, Japan;

Hokkaido Governor-Registered Travel Agency No. 2-802)

(hereinafter referred to as the “Company”).

Customers who participate in this tour shall enter into a package tour contract (hereinafter referred to as the “Tour Contract”) with the Company.

The Tour Contract includes courses that use airline tickets issued under inclusive individual airfare systems established by airlines, the fares of which may fluctuate depending on the timing of application and seat availability (hereinafter referred to as “Variable Airfare Plans”).

(2) The Company undertakes to arrange and manage the itinerary so that customers may receive transportation, accommodation, and other travel-related services (hereinafter referred to as “Travel Services”) provided by transportation and accommodation providers in accordance with the itinerary determined by the Company.

(3) The content and conditions of the Tour Contract shall be governed by the Company’s website, brochures, and other materials, these Travel Conditions, and the final confirmed itinerary document provided prior to departure (hereinafter referred to as the “Final Itinerary”).

Matters not stipulated in these Travel Conditions shall be governed by the Company’s Standard Travel Agency Terms and Conditions for Package Tours (hereinafter referred to as the “Company Terms”).

The Company Terms are available on the Company’s website.

3-1. APPLICATION AND TIME OF FORMATION OF THE CONTRACT

(1) Customers shall apply by providing the required information to the Company and paying the application deposit stated on the website or in brochures.

For operational reasons, customers may be required to complete designated forms or screens.

The application deposit shall be applied as part of the tour price.

The Tour Contract shall be deemed concluded when the Company accepts the conclusion of the contract and receives the application deposit.

(2) [1] The Company may accept reservation applications for the Tour Contract by telephone, mail, facsimile, or other communication methods.

In such cases, the contract shall not be concluded at the time of reservation.

Customers must confirm the application details and pay the application deposit within three (3) days from the day following the date on which the Company's notice of acceptance of the reservation reaches the customer.

If the application deposit is not paid within this period, the Company shall treat the reservation as if it had not been made.

[2] If the customer chooses to reserve through a travel reservation website and make payment at a store, the customer must confirm the application details and pay the application deposit within two (2) days from the day following the date on which the Company's notice of acceptance reaches the customer.

In this case, the Tour Contract shall be concluded in accordance with the preceding paragraph.

[3] If the customer chooses to reserve and make payment through a travel reservation website, the travel conditions for communication contracts set forth in Clause 24 shall apply, and the Tour Contract shall be concluded in accordance with Clause 24(3).

(3) For applications made by telephone, the Tour Contract shall be concluded when the Company receives the application deposit pursuant to item (2)[1].

For applications made by mail, facsimile, or other communication methods, the Tour Contract shall be concluded when notice of the Company's acceptance of the Tour Contract reaches the customer after payment of the application deposit.

Even in cases where the application is made by telephone, mail, facsimile, or other communication methods, if the Tour Contract is concluded as a communication contract, Clause 24(3) shall apply.

(4) When an application is made by a representative responsible for a group or organization, the Company shall deem that such representative has full authority to act on behalf of all participants with respect to the conclusion, cancellation, and all other matters related to the Tour Contract.

(5) The contract representative must submit a list of participants to the Company by the date specified by the Company.

The contract representative must obtain the consent of each participant regarding the provision of personal data to third parties as stipulated in Clause 26.

(6) The Company shall not be responsible for any obligations or liabilities that the contract representative currently owes or is expected to owe to participants in the future.

(7) If the contract representative does not accompany the group, the Company shall treat a participant designated in advance by the contract representative as the contract representative after the commencement of the tour.

3-2. SPECIAL AGREEMENT REGARDING WAITING LIST HANDLING

If the requested tour cannot be contracted at the time of application due to full capacity or other

reasons, and the customer specifically requests it, the Company may enter into a special agreement with the customer and handle the application under a system whereby the Tour Contract shall be concluded at the time when the Company becomes able to enter into the Tour Contract with the customer (hereinafter referred to as “Waiting List Handling”).

Waiting List Handling is not available for Variable Airfare Plans.

(1) If the customer requests Waiting List Handling, the Company shall confirm the period during which the customer can wait for the Company’s response (hereinafter referred to as the “Waiting Period”), and the customer shall submit an application form and an amount equivalent to the application deposit.

At this stage, the Tour Contract shall not be concluded, and the Company does not guarantee that the Tour Contract will be concluded in the future.

(2) The Company shall hold the amount equivalent to the application deposit as a “deposit held.” When the Company becomes able to conclude the Tour Contract, the Company shall notify the customer of its acceptance and apply the held deposit to the application deposit.

(3) The Tour Contract shall be concluded when the Company issues the notice of acceptance described in the preceding paragraph.

If such notice is issued electronically, the Tour Contract shall be concluded when the notice reaches the customer.

(4) If the Company is unable to conclude the Tour Contract within the Waiting Period, the Company shall refund the full amount of the held deposit to the customer.

(5) If the customer requests cancellation of Waiting List Handling before the Company issues a notice of acceptance within the Waiting Period, the Company shall refund the full amount of the held deposit.

In this case, no cancellation fee shall be charged even if the request is made during a period that would otherwise be subject to cancellation fees.

4. CONDITIONS FOR APPLICATION

(1) Customers under 20 years of age must submit written consent from a parent or legal guardian. Customers under 15 years of age or junior high school students or younger must be accompanied by a guardian.

(2) For tours for which special conditions are specified, the Company may refuse participation if the customer does not meet the conditions specified by the Company, such as gender, age, qualifications, skills, or other requirements.

(3) The Company may refuse participation if the customer is found to be a member of an organized crime group, an affiliate thereof, or any other anti-social force.

(4) The Company may refuse participation if the customer engages in violent or unreasonable demands, threatening language, or violent acts in connection with transactions with the Company.

(5) The Company may refuse participation if the customer spreads rumors, uses deception or force,

damages the Company's credibility, or interferes with the Company's operations.

(6) Customers who require special consideration due to health conditions, use of wheelchairs or other assistive devices, physical or mental disabilities, food or animal allergies, pregnancy or the possibility of pregnancy, traveling with assistance dogs (guide dogs, hearing dogs, or service dogs), or other special circumstances must inform the Company at the time of application, or immediately if such conditions arise after the Tour Contract is concluded.

The Company will provide guidance, and customers must explain in concrete terms the measures required during the tour.

(7) Upon receiving such notification, the Company shall respond within a reasonable and feasible scope and may inquire about the customer's condition or request written documentation regarding necessary measures.

(8) For the safe and smooth operation of the tour, the Company may require the accompaniment of an assistant or companion, submission of a medical certificate, modification of part of the itinerary, or other conditions.

If the Company is unable to arrange the measures requested by the customer, the Company may refuse the application or cancel the Tour Contract.

Costs for special measures taken by the Company at the customer's request shall, in principle, be borne by the customer.

(9) In cases under items (1), (2), and (6) through (8) where the Company needs to contact the customer, the Company shall, in principle, contact the customer within one (1) week.

(10) If the Company determines during the tour that a customer requires medical diagnosis or treatment due to illness, injury, or other reasons, the Company may take necessary measures to ensure the smooth conduct of the tour.

All costs incurred in connection with such measures shall be borne by the customer.

(11) Separate actions for the customer's convenience are generally not permitted, except where accepted under separate conditions depending on the tour.

(12) The Company may refuse participation if it determines that the customer may cause inconvenience to other customers or obstruct the smooth operation of the group tour.

(13) The Company may refuse applications when other operational circumstances make participation inappropriate.

5. DELIVERY OF CONTRACT DOCUMENTS AND FINAL ITINERARY

(1) After the Tour Contract is concluded, the Company shall promptly provide the customer with contract documents describing the itinerary, content of Travel Services, travel conditions, and matters concerning the Company's responsibility.

The contract documents shall consist of the website, brochures, these Travel Conditions, and other relevant documents.

(2) As a supplement to the contract documents described in the preceding paragraph, the Company

shall provide the customer with the Final Itinerary containing confirmed information such as meeting time and place, transportation providers, and accommodation providers no later than the day before the start of the tour.

However, if the application is made within seven (7) days prior to the start of the tour, the Final Itinerary may be provided on the day of departure.

6. PAYMENT OF TOUR PRICE

(1) The tour price must be paid by the date that falls thirteen (13) days prior to the day before the start of the tour.

If the application is made thirteen (13) days or fewer before the day before the start of the tour, the tour price must be paid by the date specified by the Company prior to departure.

Even when a communication contract is not concluded under Clause 24, if the customer is a cardholder of an affiliated credit card company and has given consent, the Company may charge the tour price, application deposit, additional charges, cancellation fees, penalties, and other fees to the customer's credit card without the customer's signature.

In such cases, unless otherwise requested by the customer, the credit card usage date shall be the date on which the customer gave consent.

(2) Notwithstanding the preceding paragraph, for Variable Airfare Plans, the tour price must be paid within three (3) days from the date on which the Company's notice of acceptance reaches the customer.

7. TOUR PRICE

(1) Unless otherwise specified, customers aged 12 or older shall be charged the adult price, and customers aged 6 or older (or aged 3 or older for air travel courses) and under 12 shall be charged the child price.

(2) The tour price is displayed for each course. Customers should confirm the price based on the departure date and number of participants.

(3) The term "Tour Price" as used in these Travel Conditions shall serve as the basis for calculating the application deposit, cancellation fees, penalties, and change compensation.

In advertisements, websites, or brochures, the Tour Price is calculated as the amount shown as the "Tour Price (or Base Price)" plus any amounts shown as "Additional Charges" minus any amounts shown as "Discounts."

8. ITEMS INCLUDED IN THE TOUR PRICE

(1) The tour price includes the following items as specified in the travel itinerary:

Transportation fares and charges for transportation providers indicated in the itinerary (economy class unless otherwise noted), accommodation charges, meal charges, admission and viewing fees, and applicable consumption taxes and other taxes.

(2) For tours accompanied by a tour escort, expenses related to the tour escort and gratuities necessary for group travel.

(3) Other items explicitly stated as being included in the tour price on the website, in brochures, or in other promotional materials.

As a general rule, no refunds shall be made even if part of the included services are not used for the customer's convenience.

9. ITEMS NOT INCLUDED IN THE TOUR PRICE

Items other than those listed in Clauses 8(1) through 8(3) are not included in the tour price. Examples include, but are not limited to, the following:

(1) Excess baggage charges for baggage exceeding specified weight, size, or quantity limits.

(2) Accommodation taxes charged by lodging facilities (except where explicitly noted for certain tours), airport facility usage fees, and similar charges, unless otherwise stated on the website or in brochures.

(3) Personal expenses such as cleaning charges, telegram and telephone charges, additional food and beverages, and related taxes and service charges.

(4) Fees for optional tours (side trips offered for an additional fee) that customers choose to participate in.

(5) Additional fares or charges imposed by transportation providers, such as fuel surcharges.

(6) Transportation and accommodation expenses from the customer's residence to the departure point and from the arrival point back to the customer's residence.

10. ADDITIONAL CHARGES

The term "Additional Charges" as used in Clause 7 refers to the following charges, unless such charges are included in the tour price in advance:

(1) Additional charges for upgrading hotels or room types, referred to as "Upgrade Plans" on the website or in brochures.

(2) Price differences for plans that include meals when the basic plan is a "no-meal plan" or similar.

(3) Additional charges for extending hotel stays, referred to as "Extended Stay Plans" on the website or in brochures.

(4) Fare differences required to change airline seat classes, referred to as "Premium Seat Additional Charges" or similar on the website or in brochures.

(5) Other charges referred to as "additional charges" under various names on the website or in brochures, such as charges for straight check-in services or charges for accepting customer requests to specify airlines.

11. CHANGES TO THE CONTENT OF THE TOUR CONTRACT

Even after the conclusion of the Tour Contract, if unavoidable circumstances arise such as natural

disasters, war, riots, suspension of Travel Services by transportation or accommodation providers, governmental orders, provision of transportation services not in accordance with the original operation plan, or other circumstances beyond the Company's control, and if such changes are unavoidable for the safe and smooth operation of the tour, the Company may change the itinerary or the content of Travel Services after promptly explaining to the customer the reason why such circumstances are beyond the Company's control and the causal relationship between such circumstances and the changes.

In cases of emergency where advance explanation is not possible, the Company shall provide an explanation after the changes have been made.

12. CHANGES TO THE AMOUNT OF THE TOUR PRICE

After the conclusion of the Tour Contract, the Company shall not change the tour price, additional charges, or discount amounts except in the following cases:

(1) If the fares or charges of transportation providers are revised to a degree that significantly exceeds the normally anticipated range due to significant changes in economic conditions, the Company may revise the tour price by the amount of such difference.

In the event of an increase in the tour price, the Company shall notify the customer no later than fifteen (15) days prior to the day before the start of the tour.

(2) If transportation fares or charges are significantly reduced under the conditions described in the preceding paragraph, the Company shall reduce the tour price by the amount of such reduction.

(3) If changes to the tour content result in a reduction in the costs required to operate the tour, the Company shall reduce the tour price by the amount of such difference.

(4) If changes under Clause 11 result in an increase in the costs required to operate the tour, including cancellation fees, penalties, or other costs already paid or to be paid for Travel Services that were not provided due to such changes, the Company may increase the tour price by the amount of such difference, except in cases where the change is caused by a shortage of seats, rooms, or other facilities despite the provision of services.

(5) If the website, brochures, or other materials state that the tour price varies depending on the number of users of transportation or accommodation providers, and such number changes after the conclusion of the Tour Contract due to reasons not attributable to the Company, the Company may change the tour price within the scope stated in the contract documents.

13. TRANSFER OF THE TOUR CONTRACT

With the Company's consent, the customer may transfer their contractual position under the Tour Contract to another person by completing the prescribed procedures and submitting the required information to the Company.

In such cases, the customer shall pay the prescribed transfer fee. If airline tickets have already been issued, additional costs related to reissuance may be charged separately.

The transfer of the contractual position shall take effect when the Company gives its consent. Thereafter, the transferee shall succeed to all rights and obligations under the Tour Contract. The Company may refuse such transfer if transportation or accommodation providers do not accept changes of travelers or for other unavoidable reasons.

14. CANCELLATION FEES

(1) After the Tour Contract has been concluded, if the customer cancels the tour for personal reasons, the cancellation fees stated on the website or in brochures shall apply.

For customers participating in group travel, any price differences arising from changes in the number of occupants per room shall also be charged.

The term “date of cancellation of the Tour Contract” as used in the following tables refers to the time when the Company receives and confirms the customer’s notice of cancellation during the Company’s business days and business hours.

■ PACKAGE TOURS INCLUDING ACCOMMODATION

CANCELLATION DATE (COUNTED BACKWARD FROM THE DAY BEFORE THE START OF THE TOUR)

NO.	DATE OF CANCELLATION	CANCELLATION FEE
[1]	21 days or earlier before departure	No charge
[2]	20 days or earlier before departure (excluding [3]–[7])	20% of the tour price
[3]	10 days or earlier before departure (excluding [4]–[7])	20% of the tour price
[4]	7 days or earlier before departure (excluding [5]–[7])	30% of the tour price
[5]	Day before departure	40% of the tour price
[6]	Day of departure (excluding [7])	50% of the tour price
[7]	No-show or cancellation after tour commencement	100% of the tour price

NOTE:

“After tour commencement” means the time defined in the Special Compensation Regulations as “the time when the provision of Travel Services has begun.”

Examples of “after tour commencement” include:

- When a tour escort, Company staff, or reception personnel conducts check-in: the time when check-in is completed
- When no reception is conducted by the Company and the customer holds an airline ticket: the time when baggage inspection or other entry procedures inside the airport restricted area are completed

■ ACCOMMODATION-ONLY PLANS (TOURS CONSISTING SOLELY OF ACCOMMODATION SERVICES)

CANCELLATION DATE (COUNTED BACKWARD FROM THE DAY BEFORE THE START OF THE TOUR)

(A) OTHER THAN SPECIFIED DATES

(B) SPECIFIED DATES: APRIL 26–MAY 5, AUGUST 8–AUGUST 16, DECEMBER 28–JANUARY 5

NO.	DATE OF CANCELLATION	(A) OTHER DATES	(B) SPECIFIED DATES
[1]	21 days or earlier before departure	No charge	No charge
[2]	20 days or earlier before departure (excluding [3]–[7])	No charge	20% of the tour price
[3]	7 days or earlier before departure (excluding [4]–[7])	No charge	30% of the tour price
[4]	3 days or earlier before departure (excluding [5]–[7])	20% of the tour price	30% of the tour price
[5]	Day before departure	20% of the tour price	40% of the tour price
[6]	Day of departure (excluding [7])	50% of the tour price	50% of the tour price
[7]	No-show or cancellation after tour commencement	100% of the tour price	100% of the tour price

NOTES:

- For reservations of 15 persons or more, cancellation fees for specified dates shall apply regardless of the accommodation date.
- If cancellation fee provisions are explicitly stated for a specific tour, those provisions shall apply.

(2) Even if the customer cancels due to reasons related to loan handling that are not attributable to the Company, the prescribed cancellation fees shall apply.

(3) If the tour price is not paid by the designated deadline, the Company shall deem that the customer has canceled the Tour Contract on the day following the deadline, and a penalty equal to the cancellation fee shall be charged.

(4) Changes requested by the customer to the departure date, tour course, or any part of the itinerary involving transportation or accommodation providers (including changes to flight numbers or seat classes for Variable Airfare Plans) shall be treated as a full cancellation of the tour, and the prescribed cancellation fees shall apply.

15. CANCELLATION BEFORE THE COMMENCEMENT OF THE TOUR

(1) CUSTOMER'S RIGHT TO CANCEL

[1] The customer may cancel the Tour Contract at any time by paying the cancellation fees stated on the website or in brochures.

Requests for cancellation shall be accepted only during the business hours of the store where the application was made.

[2] The customer may cancel the Tour Contract without incurring cancellation fees in the following cases:

- a. When the content of the Tour Contract is changed, provided that such change is material, including changes listed in the left column of the table in Clause 23.

- b. When the tour price is increased pursuant to Clause 12(1).
- c. When natural disasters, war, riots, suspension of Travel Services by transportation or accommodation providers, governmental orders, or other circumstances arise, making the safe and smooth implementation of the tour impossible or extremely likely to become impossible.
- d. When the Company fails to deliver the Final Itinerary described in Clause 5(2) by the date specified therein.
- e. When the tour cannot be conducted in accordance with the itinerary stated on the website or in brochures due to reasons attributable to the Company.

(2) COMPANY'S RIGHT TO CANCEL

[1] If the customer fails to pay the tour price by the deadline specified in Clause 6, the Company may cancel the Tour Contract.

In such cases, the customer shall pay a penalty equal to the cancellation fee described in Clause 15(1)[1].

[2] The Company may cancel the Tour Contract in the following cases:

- a. When it becomes clear that the customer does not meet the participation conditions regarding gender, age, qualifications, skills, or other requirements specified in advance by the Company.
- b. When the customer is found to fall under any of Clauses 4(3) through 4(5).
- c. When the customer is deemed unable to endure the tour due to illness, absence of a required assistant, or other reasons.
- d. When the customer is deemed likely to cause inconvenience to other customers or disrupt the smooth operation of the group tour.
- e. When the customer demands an unreasonable burden beyond a reasonable scope in relation to the Tour Contract.
- f. When the number of participants does not reach the minimum number required to operate the tour as stated on the website or in brochures.

In such cases, the Company shall notify the customer of tour cancellation no later than thirteen (13) days prior to the day before departure (or three (3) days prior for day trips).

- g. When preconditions for tour implementation explicitly stated by the Company, such as insufficient snowfall for ski tours, are not met or are extremely likely not to be met.
- h. When natural disasters, war, riots, suspension of Travel Services by transportation or accommodation providers, governmental orders, or other circumstances beyond the Company's control arise, making the safe and smooth implementation of the tour impossible or extremely likely to become impossible.

[3] When the Company cancels the Tour Contract pursuant to item [1], the Company shall refund the tour price (or application deposit) after deducting the penalty.

When the Company cancels the Tour Contract pursuant to item [2], the Company shall refund the full amount of the tour price (or application deposit) already received.

16. CANCELLATION AFTER THE COMMENCEMENT OF THE TOUR

(1) CUSTOMER'S RIGHT TO CANCEL

[1] If the customer leaves the tour partway through for personal reasons, such action shall be deemed a waiver of rights, and no refunds shall be made.

[2] If the customer is unable to receive Travel Services stated on the website or in brochures due to reasons not attributable to the customer, the customer may cancel the portion of the contract related to the unavailable Travel Services without incurring cancellation fees.

[3] In the case described in the preceding paragraph, the Company shall refund the portion of the tour price corresponding to the unavailable Travel Services.

However, if such unavailability is not attributable to the Company, the Company shall refund the amount after deducting cancellation fees, penalties, or other costs already paid or to be paid to Travel Service providers.

(2) COMPANY'S RIGHT TO CANCEL

[1] The Company may cancel part of the Tour Contract after explaining the reasons to the customer in advance in the following cases:

a. When the customer is deemed unable to continue the tour due to illness, absence of a required assistant, or other reasons.

b. When the customer is found to fall under any of Clauses 4(3) through 4(5).

c. When the customer violates the instructions of tour escorts or Company staff, or commits violence or threats against such persons or other participants, thereby disrupting group discipline and hindering the safe and smooth operation of the tour.

d. When natural disasters, war, riots, suspension of Travel Services by transportation or accommodation providers, governmental orders, or other circumstances beyond the Company's control arise, making continuation of the tour impossible.

[2] EFFECTS OF CANCELLATION AND REFUNDS

When the Company cancels the Tour Contract under item [1], if cancellation fees, penalties, or other costs have already been paid or must be paid to Travel Service providers for services not received due to such cancellation, such costs shall be borne by the customer.

In such cases, the Company shall refund the portion of the tour price corresponding to Travel Services not yet received, after deducting the amounts paid or payable to Travel Service providers as cancellation fees or penalties.

[3] When the Company cancels the Tour Contract pursuant to items [1]a or [1]d, the Company shall, at the customer's request and at the customer's expense, arrange necessary services for the customer to return to the departure point.

[4] When the Company cancels the Tour Contract pursuant to item [1], the contractual relationship between the Company and the customer shall be terminated only prospectively.

Obligations related to Travel Services already provided shall be deemed validly fulfilled.

17. REFUNDS OF TOUR PRICE

(1) When a refund is due to the customer as a result of a reduction in the tour price pursuant to Clauses 12(2), 12(3), or 12(5), or due to cancellation of the Tour Contract pursuant to Clauses 14 through 16, the Company shall refund the amount as follows:

- In the case of cancellation before tour commencement: within seven (7) days from the day following the cancellation
- In the case of tour price reduction or cancellation after tour commencement: within thirty (30) days from the day following the tour end date stated on the website or in brochures

(2) The provisions of the preceding paragraph shall not prevent the customer or the Company from exercising the right to claim damages pursuant to Clause 19 (Responsibility of the Company) or Clause 21 (Responsibility of the Customer).

(3) The customer must request a refund at the store where the application was made within one (1) month from the departure date.

(4) Refunds after the delivery of coupons or vouchers require submission of such coupons or vouchers.

If such coupons or vouchers are not submitted, refunds may not be possible.

18. TOUR ESCORTS

(1) "TOUR ESCORT ACCOMPANIED"

For tours indicated as "Tour Escort Accompanied," a tour escort shall accompany the tour throughout the entire itinerary.

The services provided by the tour escort shall, in principle, be limited to those necessary for the smooth execution of the itinerary as stipulated in the contract documents.

During the tour, customers are requested to follow the instructions of the tour escort for the safe and smooth conduct of the tour.

The tour escort's working hours shall, in principle, be from 8:00 a.m. to 8:00 p.m.

In accordance with labor standards laws, the tour escort shall take appropriate rest periods during working hours.

(2) "LOCAL TOUR ESCORT ACCOMPANIED"

For tours indicated as "Local Tour Escort Accompanied," a local tour escort shall, in principle, accompany the tour from arrival at the destination until departure.

The duties of the local tour escort shall be equivalent to those of a tour escort described in item (1).

(3) "LOCAL STAFF ASSISTANCE"

For tours indicated as "Local Staff Assistance," no tour escort shall accompany the tour.

However, local staff shall provide services necessary for the smooth conduct of the tour.

(4) INDIVIDUAL-TYPE PLANS

For individual-type plans, no tour escort or local staff shall accompany the tour.

Customers shall manage their own itinerary.

The Company shall provide customers with coupons or vouchers necessary to receive Travel Services, and customers must complete the procedures required to receive such services themselves.

If transportation services are suspended or if the customer cancels the tour for personal reasons, the customer must contact the handling sales office.

If the sales office is closed or cannot be contacted outside business hours, the customer must personally contact the remaining service providers (hotels, transportation providers, etc.) to arrange cancellations.

Failure to make such cancellation arrangements shall be deemed a waiver of rights, and no refunds shall be made.

(5) In sections where no local tour escort accompanies the tour and no local staff provide services, if changes to Travel Services are required due to bad weather or other circumstances, customers must arrange alternative services and complete necessary procedures themselves.

19. RESPONSIBILITY OF THE COMPANY

(1) In the performance of the Tour Contract, if the Company or a party acting on behalf of the Company intentionally or negligently causes damage to the customer, the Company shall compensate the customer for such damage.

However, this shall apply only if the customer notifies the Company of the damage within two (2) years from the day following the occurrence of the damage.

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

[1] Natural disasters, war, riots, or changes to the itinerary or cancellation of the tour resulting therefrom

[2] Accidents or fires involving transportation or accommodation providers

[3] Suspension of Travel Services by transportation or accommodation providers, or changes to the itinerary or cancellation of the tour resulting therefrom

[4] Governmental orders, quarantine due to infectious diseases, or changes to the itinerary or cancellation of the tour resulting therefrom

[5] Accidents occurring during free time

[6] Food poisoning

[7] Theft

[8] Delays, suspensions, schedule changes, or route changes of transportation services, or changes

to the itinerary or reduction of stay time resulting therefrom

(3) With respect to damage to baggage under item (1), notwithstanding the notification period stipulated therein, compensation shall be provided only if the customer notifies the Company within fourteen (14) days from the day following the occurrence of the damage.

Regardless of the amount of damage, the maximum compensation payable by the Company shall be limited to **JPY 150,000 per customer**, except in cases where the Company has acted intentionally or with gross negligence.

(4) A “handling agent” refers to a party that arranges Travel Services provided by transportation or accommodation providers (such as airlines, railways, buses, hotels, restaurants, etc.) on behalf of the Company.

If damage occurs to the customer due to the intentional act or negligence of a Travel Service provider, liability shall rest with that Travel Service provider.

20. SPECIAL COMPENSATION

(1) Regardless of whether liability arises under Clause 19(1), the Company shall pay compensation in accordance with the Company’s Special Compensation Regulations when a customer suffers certain damages to life or body due to a sudden and accidental external accident while participating in a package tour.

The compensation amounts are as follows:

- Death Compensation: **JPY 15,000,000**
- Permanent Disability Compensation: up to **JPY 15,000,000**
- Hospitalization Allowance: **JPY 20,000 to JPY 200,000**
- Outpatient Treatment Allowance: **JPY 10,000 to JPY 50,000**

For damage to baggage, compensation shall be paid up to **JPY 100,000 per item or pair**, and up to **JPY 150,000 per customer per package tour**.

If insurance coverage exists for baggage damage, the Company may reduce the compensation amount accordingly.

(2) Notwithstanding the preceding paragraph, for days on which no Travel Services arranged by the Company are provided as part of the package tour, such days shall not be considered as participation in the package tour, provided that such days are clearly indicated on the website or in brochures.

(3) The Company shall not pay compensation or allowances under item (1) for damages suffered by the customer due to intentional acts, drunken driving, illness, or accidents occurring during dangerous activities not included in the package tour itinerary, such as:

Mountain climbing using specialized equipment (ice axes, crampons, ropes, hammers, etc.), luge, bobsleigh, skydiving, hang-gliding, boarding ultralight aircraft (motorized hang gliders, microlight aircraft, ultralight aircraft, etc.), gyroplane boarding, or other similar hazardous activities.

However, this shall not apply if such activities are included in the package tour itinerary.

(4) The Company shall not pay compensation for damage to cash, securities, credit cards, coupons,

airline tickets, passports, licenses, visas, deposit certificates, bankbooks, ATM cards, data, contact lenses, or other items excluded from coverage under the Company Terms.

(5) Even if the Company bears both an obligation to pay special compensation under item (1) and an obligation to pay damages under Clause 19, fulfillment of either obligation shall discharge both obligations to the extent of the amount paid.

21. RESPONSIBILITY OF THE CUSTOMER

(1) If the Company suffers damage due to the customer's intentional act, negligence, violation of laws or public order, or failure to comply with the Company Terms, the customer shall compensate the Company for such damage.

(2) When concluding the Tour Contract, customers shall endeavor to understand their rights and obligations and the content of the Tour Contract by making use of the information provided by the Company.

(3) After the commencement of the tour, if the customer recognizes that Travel Services provided differ from those stated in the contract documents, the customer must promptly notify the tour escort, local staff, local guide, Travel Service provider, or the store where the application was made.

(4) If the Company determines that a customer requires protection due to illness or injury during the tour, the Company may take necessary measures.

If such measures are not attributable to the Company's responsibility, the costs incurred shall be borne by the customer, who must pay such costs by the method and deadline designated by the Company.

(5) If coupons or vouchers are lost, the customer shall bear the transportation fares or charges required for reissuance.

Such fares or charges shall be those determined by the relevant transportation provider.

22. OPTIONAL TOURS OR PROVISION OF INFORMATION

(1) Optional package tours organized and operated by the Company for customers participating in a package tour (hereinafter referred to as "Company Optional Tours"), for which a separate participation fee is charged, shall be treated as part of the main package tour contract with respect to the application of Clause 20 (Special Compensation).

Company Optional Tours shall be clearly indicated as "Planned and Operated by the Company" on the website or in brochures.

(2) If it is clearly stated on the website or in brochures that an optional tour is operated by an entity other than the Company, the Company shall pay compensation or allowances pursuant to Clause 20 (Special Compensation) for damages incurred by customers during participation in such optional tours, except where the optional tour takes place on an "unarranged day" of the main package tour and such fact is clearly stated in the website, brochure, or final itinerary.

Responsibility of the operator of such optional tours and responsibility of the customer shall be

governed entirely by the terms and conditions of the operator of the optional tour.

(3) If sports or other activities are listed on the website or in brochures as “information only,” such fact shall be clearly stated.

In such cases, the Company shall apply Clause 20 (Special Compensation) for damages incurred during participation in such activities, except where such activities take place on an “unarranged day” of the main package tour and such fact is clearly stated in the website, brochure, or final itinerary.

Other than this, the Company shall bear no responsibility.

23. ITINERARY GUARANTEE

(1) If any material change listed in the left column of the table below occurs to the Tour Contract (excluding changes stipulated in items [1] through [3] below), the Company shall pay a change compensation amount calculated by multiplying the Tour Price defined in Clause 7 by the rate shown in the right column of the table.

Such payment shall be made within thirty (30) days from the day following the end date of the tour. However, if it is clear that the Company bears responsibility for such change under Clause 19(1), the compensation shall be paid as damages in whole or in part, rather than as change compensation.

[1] No change compensation shall be paid for changes caused by the following reasons, except in cases of overbooking where services are provided but insufficient facilities such as seats or rooms are available:

- a. Bad weather or natural disasters affecting the itinerary
- b. War
- c. Riots
- d. Governmental orders
- e. Cancellation of Travel Services by transportation or accommodation providers
- f. Delays, schedule changes, or provision of transportation services not in accordance with the original operation plan
- g. Measures necessary to ensure the safety of travelers

[2] No change compensation shall be paid for changes related to portions of the Tour Contract canceled pursuant to Clauses 15 or 16.

[3] No change compensation shall be paid if the order of Travel Services stated on the website, in brochures, or in the final itinerary is changed but the customer is able to receive such Travel Services during the tour.

(2) Notwithstanding the preceding paragraph, the maximum total amount of change compensation payable by the Company for a single Tour Contract shall be limited to an amount equal to **15% of the Tour Price**.

If the amount of change compensation payable per customer is less than **JPY 1,000**, no payment shall be made.

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

■ TABLE OF CHANGE COMPENSATION RATES

CHANGE COMPENSATION AMOUNT = RATE × TOUR PRICE (PER OCCURRENCE)

NO.	CHANGE SUBJECT	NOTIFIED BY DAY BEFORE DEPARTURE	NOTIFIED AFTER DEPARTURE
[1]	Change to departure date or return date	1.5%	3.0%
[2]	Change to destination, sightseeing spot, or facility (including restaurants)	1.0%	2.0%
[3]	Change to lower class or equipment of transportation	1.0%	2.0%
[4]	Change to transportation provider or company name	1.0%	2.0%
[5]	Change to departure or arrival airport within Japan	1.0%	2.0%
[6]	Change from direct flight to connecting or via flight between Japan and overseas	1.0%	2.0%
[7]	Change to accommodation provider or type	1.0%	2.0%
[8]	Change to room type, facilities, view, or room conditions	1.0%	2.0%
[9]	Changes listed in [1]–[8] included in the tour title	2.5%	5.0%

NOTES:

1. Each change between website/brochure and final itinerary, or between final itinerary and actual services, shall be treated as one occurrence.
2. For item [9], rates in [9] shall apply instead of rates in [1]–[8].
3. “One occurrence” means per boarding per transportation provider, per night per accommodation provider, or per applicable Travel Service.
4. Multiple changes within one boarding or one night shall be treated as one change.
5. Transportation involving overnight accommodation shall be treated as one occurrence per night.
6. Changes to provider names refer to changes involving the provider itself.
7. Item [4] shall not apply when accompanied by an upgrade in class or equipment.
8. Accommodation grades shall be determined by lists shown in the contract documents or on the Company's website at the time of contract formation.

24. TRAVEL CONDITIONS FOR COMMUNICATION CONTRACTS

The Company may accept applications for tours under conditions whereby payment of tour price, cancellation fees, or other charges is made without the customer's signature using a credit card issued by a credit card company affiliated with the Company or its entrusted travel agents (hereinafter referred to as "Communication Contracts").

(1) The term "card usage date" refers to the date on which the customer and the Company are obligated to perform payment or refund obligations under the Tour Contract.

(2) At the time of application, the customer must notify the Company of the credit card number, expiration date, and other required information.

(3) A Tour Contract under a Communication Contract shall be concluded when notice of the Company's acceptance reaches the customer.

(4) The Company shall charge the tour price or cancellation fees to the affiliated credit card without the customer's signature.

In such cases, the card usage date shall be the date of contract formation.

(5) In the event of cancellation, the Company shall refund the amount after deducting cancellation fees, using the credit card within seven (7) days (or within thirty (30) days in the case of price reduction or cancellation after tour commencement).

(6) If payment cannot be processed due to credit authorization issues, the Company may cancel the Communication Contract and require payment in cash by a specified deadline.

Failure to make such payment shall result in a penalty equal to the cancellation fee stipulated in Clause 14(1).

25. RECOMMENDATION FOR DOMESTIC TRAVEL INSURANCE

During travel, injuries may result in high medical or transportation expenses, and in the event of accidents, claims for damages against third parties may be difficult to recover.

For these reasons, customers are strongly advised to purchase adequate domestic travel insurance at their own responsibility.

26. HANDLING OF PERSONAL INFORMATION

(1) The Company shall obtain customers' personal information necessary for travel arrangements.

If customers do not provide required personal information, the Company may be unable to accept applications or provide Travel Services.

Personal information shall be handled by the Domestic Travel Service Manager acting as the personal information manager.

(2) The Company may use personal information for contacting customers, arranging Travel Services, insurance procedures, facilitating shopping at souvenir shops, providing information on Company products or campaigns, requesting feedback, conducting surveys, providing benefits, and creating statistical data.

Personal information may be provided electronically to transportation providers, accommodation

providers, insurance companies, and souvenir shops as necessary.

(3) The Company may collect emergency contact information for use in case of illness or accidents during travel, with the customer's consent.

(4) The Company may outsource handling of personal information to third parties under confidentiality agreements.

(5) Requests for disclosure, correction, deletion, or suspension of use of personal data shall be handled in accordance with the Company's privacy policy published on its website.

(6) The Company shall respond promptly to requests regarding personal data rights.

27. REFERENCE DATE FOR TRAVEL CONDITIONS AND TOUR PRICE

The reference date for these Travel Conditions and the tour price shall be the date stated on the website or in brochures.

28. MISCELLANEOUS

(1) Any expenses incurred due to personal requests to tour escorts or staff, injuries, illnesses, loss of baggage, recovery of lost items, or arrangements for separate actions shall be borne by the customer.

(2) Customers may be guided to souvenir shops for convenience; however, purchases shall be made at the customer's own responsibility, and the Company shall not assist with exchanges or returns.

(3) If customers agree to airline flexible travel systems and board flights other than those arranged by the Company, the Company's arrangement and itinerary management obligations shall be deemed fulfilled, and the Company shall be exempt from itinerary guarantee and special compensation obligations related to such changes.

(4) The Company shall not re-conduct tours under any circumstances.

(5) Mileage services offered by airlines may be available; however, inquiries and registration shall be handled directly by the customer with the airline.

Changes in airline providers shall not give rise to responsibility under Clauses 19(1) or 23(1).

NOTE:

Additional services such as alcohol or meals added at accommodations may be subject to applicable taxes.

REFERENCE DATE

These Travel Conditions are based on the standards effective as of **January 1, 2026**.

COMPANY INFORMATION

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REGISTERED TRAVEL AGENCY LICENSE: Hokkaido Governor-Registered Travel Agency No. 2-802

TRAVEL SERVICES MANAGER: Hiroki Nakane (Domestic Travel Services Manager)