

Terms of Business (Arrange Tour and Travel Consultation)

(Explanatory statement regarding Terms of Business as stipulated in Article 12, 4 of the Travel Agency Law)

This statement shall be included in the travel agreement (including travel consultation) upon the completion of the agreement.

Thank you for your continued patronage. JTB is proud to serve its customers' needs for domestic travel arrangements in Japan, and consultation thereof, based on the conditions described in the "Terms of Business." Matters not mentioned in the "Terms of Business" shall be based on JTB's adhesive terms and conditions for the travel industry (portions regarding arranged tour agreements and travel consultation agreement).

Please ask one of our staff regarding any matters not covered or clarified in this "Terms of Business."

1. Application Fee and Completion of Agreement

(1) When applying for travel arrangements, in addition to filling out the necessary portions of the application form stipulated by JTB, customers are required to pay an application fee equivalent to 20% of travel expenses. The application fee will be used toward the total amount the customer will be required to pay for travel expenses, cancellation fees and other costs.

(2) Travel agreements for which applications have been received (agreements for arranged tour) shall be considered complete after the conclusion of the agreement has been approved and the necessary application fee has been received by JTB. However, applications for individual travel arrangements, including those for train tickets and accommodation coupons, might be made verbally (by phone). Such arrangements will be considered complete when the conclusion of the agreement has been approved by JTB. Travel consultation agreements will be considered complete when the conclusion of the agreement has been approved and an application form has been received by JTB.

(3) Customers Making Reservations and Paying Over the Internet, and Completion of Agreement

The following, which is different from items (1) and (2) above, applies for applications made by people using JTB-affiliated credit cards (hereinafter referred to as cardholders), who pay travel expenses and cancellation charges without signing (hereinafter referred to as communication agreement).

[1] An agreement will be considered complete when approved by JTB over the phone, or in if notification of approval is to be made electronically, when JTB issues the such notification of approval. When applying, customers must notify JTB of the number and the expiration date on their card.

[2] "Date of card use" indicates the date that the travel fees were paid or refunded. The date of card use for travel expenses is the date on which the traveler is notified of the details of the travel services as confirmed by JTB. The date of card use for cancellations is the date of request for cancellation of agreement. (If refund for cancellation is after the date of card use for travel fees, the refund will be made for period within 7 days next after application as date of card use.)

[3] If payment cannot be processed by the credit card provided by the cardholder due to credit-related reasons, JTB will cancel the communication agreement and collect a cancellation charge (as indicated on the attached table) along with a cancellation processing fee as indicated below.

However, this shall not apply for cases in which JTB has received a cash payment for travel fees by a date separately stipulated by JTB.

[4] For customers making reservations and paying over the Internet, or anyone other than a JTB Info Crew cardholder making reservations and paying over the Internet (other than bonus points against purchases), transactions will be approved by JTB and considered complete after the customer confirms the information on the credit card that has been used for payment along with the travel conditions, on the tour application screen of the JTB Web site, and “agrees” to make the payment.

2. Travel Handling Charge

JTB collects the following travel handling charges for drawing up itineraries and estimates of fees, the necessary arrangements, changes and cancellations thereof, the issuance of coupons, and confirmation reservation (confirming reservation made by customer with responsibility of JTB and issuing coupons thereof).

Services Provided		Services Provided	
Arranged Travel	(1)	For making multiple arrangements, including with transportation agencies, hotels, etc.	20% or the less of the total travel fees
	(2)	For making individual arrangements, including with transportation agencies, hotels, etc., and for making couponless hotel arrangements paid for with JTB-affiliated credit cards	Handling Charges Charges which are less than 20% of the total fees for staying at the same accommodations which cost more than 525 yen per arrangement are handled as 1 transaction. The charge is 525 yen for total travel fees which are less than 2,500 yen.
	(3)	Processing changes	Processing fee for changes
	(4)	Processing cancellations	Processing fee for cancellations
	(5)	Communicating for purposes of making urgent arrangements with local hotels, etc., changes, or cancellations at the customers request	Communication fee
	(6)	Tour conductor service	Tour conductor service fee
	(7)	Assistant service at airports	Assistant service fee
Travel Consultation	(8)	Consultation for making customer travel plans	Basic fee 30 minutes: 2,100 yen (2,100 yen per each additional 30-minute periods)
	(9)	Drawing up travel itineraries	2,100 yen each
	(10)	Drawing up estimates of travel expenses	2,100 yen each
	(11)	Providing information about local travel destinations, transportation, hotels, etc.	1,050 yen per A4-size page
	(12)	Off-site consultation by customer's request	Add 5,250 to the charges indicated in items (8) through (11) above.

Notes:

[1] Consumption tax is included in the above-mentioned handling charges.

[2] For cases in which travel plans are cancelled due personal reasons of the customer, if JTB has partially or completely finished with the travel arrangements or consultation, regardless of whether this is before or after the coupons have been delivered to the customer, JTB will collect any and all pertinent handling charges as described in items (1) through (12) above.

[3] The “individual arrangements with transportation agencies” mentioned in item (2) mean arrangements with private railroads, buses, ferries, etc., except airlines and JR.

[4] Requests for changes and cancellations will be accepted only during the business hours of the office where the application was received.

[5] Handling charges for changes and cancellations mentioned in items (3) and (4) will be collected separately from cancellations and refund stipulated by transportation agencies and hotels (see attached table). However, for cancellation and refunding of JR tickets and air tickets, handling charges will not be collected for changes, cancellations and refunds, regardless of the provisions stated in items (3) and (4). However, handling charges for cancellations and refunds stipulated by transportation agencies will be collected.

[6] Transportation and accommodation costs for tour conductor and assistant will be charged separately.

[7] Telephone charges, communication costs and shipping charge costs are not included in the charges described above. Actual communication expenses may apply.

[8] An additional 5,250 yen will be charged for services mentioned in item (7) between the hours of 10:00 pm and 5:00 am, and on Sundays, holidays, and the year-end and New Year holidays.

3. Travel Fees

(1) Travel fees should be received by a date stipulated by JTB before the commencement of travel.

(2) JTB reserves the right to change travel fees if there are revisions in fares and charges by transportation agencies and hotels, etc., even after the completion of an agreement.

4. JTB’s Responsibility, and Compensation for Loss and Exemption of Liability

[Arranged tour]

(1) JTB’s Responsibility and Liability

If JTB or its representative should cause a customer to incur loss during the fulfillment of the agreement, either intentionally or by error, JTB shall compensate the customer for such loss. However, this is under the condition that JTB receives notification thereof no more than 2 years from the day after the loss has been incurred. For loss or damage to luggage, this will only apply if JTB is notified within 14 days from the day after the occurrence of such loss or damage. (However, this is only if such loss or damage has been intentionally caused by JTB or is a result of gross negligence on the part of JTB.)

(2) Exemptions

JTB shall not be responsible for compensation of the above for loss incurred by the customer due to the following reasons:

- a) Consumption tax is included in the above-mentioned travel handling charges.
- b) Food poisoning.

- c) Intentional or accidental loss by the customer.
- d) Loss for any other reasons not connected to JTB or its representatives.

(3) Customer Responsibility

If a customer should cause JTB to incur loss, either intentionally or by error, JTB shall receive compensation for such loss from the customer.

[Travel Consultation]

(1) JTB's Responsibility and Exemption

- If JTB should cause a customer to incur loss during the fulfillment of the agreement, either intentionally or by error, JTB shall compensate the customer for such loss. However, this is under the condition that JTB receives notification thereof no more than 6 months from the day after the loss has been incurred.
- JTB does not guarantee that it will be possible to actually arrange for transportation and/or hotels indicated in travel plans drawn up by JTB. Accordingly, JTB shall not be responsible for reservations which cannot be made because the transportation and/or hotel is full to capacity, or any such other reason.

5. Handling of Personal Information

(1) JTB and/or its sales offices shall use personal information included in the application form submitted by the customer when applying for travel-related services for purposes of communicating with the customer, as well as in making arrangements with transportation agencies and hotels, and in procedures for receiving services, to the extent necessary. The personal information of customers might also be used for [1] products and services offered by JTB and/or companies affiliated with JTB, and to notify customers of campaigns conducted by JTB and its affiliates, [2] to request customers' views and impressions after they have completed their travels, [3] to request customers' participation in surveys, [4] to offer special promotions, and [5] for creating statistical materials. JTB shall not use a customer's personal information for any other reason than those mentioned above without first obtaining the approval of the customer by means of a method to be separately stipulated.

(2) JTB may share with its group companies customers' contact information, including name, address, phone number and email address, from the personal information in its possession, to the minimum extent required. JTB group companies might use this personal information to send out business-related information, event-related information, and products that have been purchased by customers. A list of the names of the group companies with which JTB shares customers' personal information, and the group companies which manage personal information, is available on the JTB Web site.

Attached Table: Cancellation fees and refund fees charged by transportation agencies and hotels

1. JR (Before using [before boarding trains] and during validity period of tickets)

Ticket Type	Refund fee (including consumption tax)
Normal ticket, limited express ticket (unreserved seating), "Green Car" ticket (unreserved seating), regular express coupon ticket (none of which have been used)	210 yen per ticket (210 yen per coupon ticket book)
Limited express ticket (standing)	210 yen per ticket up to time of train's departure

Limited express ticket (reserved seating), "Green Car" ticket (reserved seating), sleeper compartment ticket, reserved seating ticket	320yen per ticket up to 2 days before train's departure, or 30% of ticket cost thereafter (minimum 320 yen)
Bus ticket (in Honshu and Hokkaido, Honshu ~ other areas)	100 yen per ticket * For details ask one of our staff.
Bus ticket (in other areas)	210 yen per ticket
Bus ticket (reserved seating)	100 yen per ticket up to time of bus' departure

Notes:

[1] Other conditions apply to special tickets, including "Full Moon Passes." For details ask one of our staff.

[2] If unused mileage on a normal ticket exceeds 100 kilometers, refunds are available even after travel has commenced, as long as the ticket is still valid. (Conditions apply.)

2. Flights

(Refunds must be requested while an air ticket is still valid, or within 10 days from the day after the air ticket has expired.)

- A refund fee of 420 yen (including consumption tax) per ticket will be charged for air ticket refunds.
- When refunding an air ticket for which seating has already been reserved, in addition to a refund fee based on the time of cancellation, a cancellation fee will also be charged in accordance with the terms and conditions, as well as the policies, of the air carriers. For further details ask one of our staff.

Note[1] cancellation should be made during office hour of the JAPANiCAN Customer Support where the application was made.

[2] Partially discounted fares are separately specified. For details ask one of our staff.

3. Transportation Agencies Other than JR and Airlines (private railroads, buses, ferries, etc.)

Cancellation fees are based on the terms and conditions, as well as the policies, of the transportation agencies. (Consumption tax is included in the cancellation fee.) Refunds must be requested within 1 month from the date the tickets have been issued or used. Refund inquiries should be made with the sales office where the tickets were purchased. (Unless otherwise stipulated in the terms and conditions of the transportation agencies indicated on the ticket.)

4. Lodging

(1) A specified cancellation fee will be charged for reservation cancellations. If you have a certificate of acknowledgement of accommodations you will be refunded travel fees minus the cancellation fee and travel services cancellation fee.

(2) Refunds must be requested within 1 month from the date the tickets have been issued or used. Certificates of acknowledgement of accommodations are accepted at the sales offices of JTB.

(3) Cancellation fees depend on the lodging facility. For details ask one of our staff.

Room Charges

JTB handles the following taxable classifications of room charges. Please confirm the details as indicated in writing when paying.

- (1) If (tax and service charge included) appears in the column indicating the amount of certificate of acknowledgement of accommodations, consumption tax will be included in this amount, in addition to the basic room charges and service charge. A

- breakdown appears in the column. If additional taxes (for example, bath tax, lodging tax in Tokyo) apply, they must be paid to lodging facilities at the site.
- (2) If (includes taxes to be paid separately and service charge) appears in the column indicating the amount of certificate of acknowledgement of accommodations, only the basic room charges and service charge are included. If additional taxes (consumption tax, bath tax, etc.) apply, they must be paid to lodging facilities at the site.

Certified travel managers are the people who manage the travel business conducted at JTB sales offices. If you have any questions regarding the information you have received from the JTB staff person handling your travel agreement, please do not hesitate to ask the last-mentioned certified travel manager.

Cancellation Fees

- (1) Hotel cancellation fees are based on the accommodation policies of the individual hotel. (See the following standard example.)

Cancellation Fee

Date of cancellation	Date of stay	Previous day	2 days in advance	3 days in advance	4 days in advance	5 days in advance	6 days in advance	7 days in advance
Number of people covered in reservation								
1 ~ 14 people	50%	20%	20%	20%				
15 ~ 30 people	50%	20%	20%	20%	20%	20%		

Notes: The rate of cancellation charge (excluding taxes and including service charge) is applied to the room charges.

- (2) Cancellation charges for hotel room charges are based on the accommodation policies of each hotel. See the Web site for details.
- (3) For other cancellation charges, refer to the JAPANiCAN cancellation policy.
- (4) Refunds must be requested within 1 month from the date the hotel coupon has been issued or the date of usage. Please inquire at any of the following offices.

Offices

For inquiries regarding reservations and payment made over the Internet

Akiko Fujikura
 Certified Travel Service Manager
 JTB Global Marketing & Travel
 Travel agent registered by the Commissioner of Japan Tourism Agency No.1723
 140-8602 JTB Building 2-3-11 Higashi-shinagawa, Shinagawa-ku, Tokyo