

# THE KAGURA SALON

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## TRAVEL AGENCY

### Terms and Conditions for Arranged Travel and Travel Consultation (General Provisions)

This document, together with the travel brochure, constitutes part of the "Explanatory Document for Terms and Conditions" as stipulated in Article 12-4 of the Travel Agency Act and the "Contract Document" as stipulated in Article 12-5 of the same Act. Please be sure to review this document prior to applying for any travel services. For matters not specified in this document, the terms and conditions of our Travel Agency General Terms for Arranged Travel Contracts and Travel Consultation Contracts shall apply. The full text of our Travel Agency General Terms can be viewed on our website ([www.travel.kagurasalon.com](http://www.travel.kagurasalon.com)).

## 1. Arranged Travel Contracts and Travel

### Consultation Contracts

- (1) An Arranged Travel Contract refers to an agreement in which THE KAGURA SALON TRAVEL AGENCY (hereinafter referred to as "the Company") undertakes, upon the request of the traveler, to arrange for the traveler to receive transportation, accommodation, or other travel-related services (hereinafter referred to as "Travel Services") provided by transportation and accommodation facilities, either through representation, mediation, or intermediary services.
- (2) The Company's obligations under the Arranged Travel Contract shall be deemed fulfilled once the Company has made arrangements for Travel Services with the due care of a prudent manager. Therefore, even if the Company is unable to conclude agreements for the provision of Travel Services with transportation or accommodation providers due to reasons such as full bookings, closures, or unsuitability of conditions, the traveler shall still be required to pay the Company the designated Travel Service Handling Fee (hereinafter referred to as the "Handling Fee"), provided the Company has fulfilled its obligations.
- (3) A Travel Consultation Contract refers to an agreement in which the Company undertakes to provide various types of information related to travel and respond to consultations based on the traveler's request.

## 2. Application and Reservation for Travel

- (1) Travelers who wish to enter into an Arranged Travel Contract or a Travel Consultation Contract with the Company must complete the designated application form with the required information and submit it to the Company along with the application fee, the amount of which is separately specified by the Company. The application fee will be credited as part of the Handling Fee and Travel Consultation Fee when they are paid.
- (2) The Company accepts reservations for contracts via telephone, mail, facsimile, the internet, email, or other communication methods. In this case, the contract is not considered finalized at the time of the reservation. The traveler must submit the application form and application fee within 3 days starting from the day following the Company's acceptance of the reservation (submissions are accepted during the Company's business hours; facsimiles, emails, etc., received after business hours will be considered received on the next business day). If the application fee is not paid within this period, the Company will treat the reservation as if it had not been made.

## 3. Travel Service Handling Fees

For the reservation and arrangement of your travel services, as well as the issuance of accommodation vouchers, the following Travel Service Handling Fees will apply.

Handling Fees		
In the case of a combination of arrangements for transportation and	Per transaction for the total travel cost	Within 30%

accommodation providers		
In the case of accommodation vouchers only	Per accommodation voucher with a face value of	Within 30%
In the case of transportation providers only	Per item	Within 30%
In the case of arrangements for sightseeing vouchers, etc.	Per item	Within 5,500 yen
In the case of arrangements for guide services	Per item	Refer to the price list
Travel Consultation Fee	Per page (A4 size)	Within 3,300 yen

(Note) "Arrangement" includes issuance of tickets where no reservation is required.

(Note) "Arrangement of sightseeing vouchers" refers to the arrangement of sightseeing, admission, meals, and other services, excluding TDR and USJ.

## 4. Timing of Contract Formation

- (1) The contract with the customer is established when the Company accepts the contract and receives the application fee. Specifically, this occurs under the following conditions:
  - ① In the case of in-store or door-to-door sales by the Company's sales representatives, the contract is established when the Company accepts the contract and receives the application fee.
  - ② In the case of reservations made via communication methods such as telephone, the contract is established when the Company receives the application fee from the customer by the third day following the date on which the Company notifies the customer of the acceptance of the reservation.
- (2) When applying for a package tour organized by the Company and entering into an Arranged Travel Contract for part of the package, the application fee for the Arranged Travel Contract will be combined with the application fee for the package tour contract.
- (3) Notwithstanding the provisions of (1), the Company may accept verbal applications for an Arranged Travel Contract that is solely for the purpose of arranging transportation or accommodation services, where a document indicating the right to receive the relevant travel services in exchange for the payment of the travel fee is provided.

## 5. Application by the Contracting Party

- (1) When the representative of a group or organization (hereinafter referred to as the "Contracting Party") submits an application for arranged travel, the Company shall consider the Contracting Party as having full authority to act as the agent for the conclusion, cancellation, and other matters related to the contract, and all transactions related to travel services will be conducted with the Contracting Party.
- (2) The Contracting Party must submit a roster of the participants to the Company by the date specified by the Company.

- (3) The Company shall not be held responsible for any debts or obligations that the Contracting Party currently owes or is expected to owe to the participants.
- (4) If the Contracting Party does not accompany the group or organization, the Company shall consider a participant previously designated by the Contracting Party as the Contracting Party for the purposes of the contract after the commencement of the trip.

## 6. Delivery of the Contract Document

The Company shall promptly provide the traveler with a written document (hereinafter referred to as the "Contract Document") that outlines the details of the travel services, the travel fees, other travel conditions, and matters related to the Company's responsibilities after the Arranged Travel Contract is established. However, if the Company provides a document indicating the right to receive travel services such as tickets, accommodation vouchers, or other related services, the Contract Document may not be provided.

## 7. Travel Fees and Payment Deadlines

- (1) Unless otherwise specified, the "travel fees" are based on the travel start date, with adults (aged 12 and over) being charged the adult travel fee, and children (aged 6 to 12) being charged the child travel fee.
- (2) If no distinction is made between adults and children in the travel fees, the applicable travel fee will be applied to all individuals aged 12 and over.
- (3) If there is no distinction between adult and child fares in the tour price, the applicable tour price will be applied to all participants aged 12 and older.
- (4) The "tour price" shall serve as the basis for calculating the "deposit" in Section 2 (1), the "penalty fee" in Section 14 (1), and the "cancellation fee" in Section 15.
- (5) The remaining balance of the tour price, after deducting the deposit, must be paid in full no later than 14 days prior to the tour start date. However, if the booking is made within 14 days of the tour start date, the full amount must be paid at the time of booking.
- (6) If you apply for a packaged group tour organized by our company and enter into an arrangement-based travel contract for part of the tour, the travel cost for the arrangement-based travel contract will be billed together with the tour price for the packaged group tour contract.

## 8. Changes to the Contract Terms

- (1) Travelers may request changes to the itinerary, travel services, or other terms of the arrangement-based travel contract. In such cases, we will accommodate the request to the extent possible.
- (2) If changes are made to the arrangement-based travel contract at the traveler's request as stated in the preceding clause, the traveler shall bear any cancellation fees, penalty charges, and other costs incurred due to modifications to arrangements already made with transportation, accommodation, or other service providers. Additionally, the traveler must pay the modification processing fee prescribed by our company. Any increase or decrease in the tour price resulting from such changes shall be the responsibility of the

traveler.

Modification Processing Fee		
In the case of a combination of arrangements for transportation and accommodation providers	Per transaction, based on the original tour price for the modified part.	Within 30%
Changes to Transportation Reservations/Arrangements	Per item	Within 30%
Changes to Accommodation Reservations/Arrangements (including the need for voucher exchanges, if applicable)	Per item	Within 5,500 yen
In the case of arrangements for sightseeing vouchers, etc.	Per item	Within 5,500 yen
In the case of arrangements for guide services	Per item	Within 30%

## 9. Cancellation of the Contract by the Customer

- (1) The customer may cancel all or part of the arrangement-based travel contract at any time.
- (2) If the arrangement-based travel contract is canceled pursuant to the provisions of the preceding clause, the traveler shall bear the costs for the travel services already provided, as well as cancellation fees, penalty charges, and any other fees paid or to be paid to transportation, accommodation, or other service providers for services not yet received. Additionally, the traveler must pay the cancellation processing fee prescribed by our company, as well as the handling fee that our company would have otherwise earned.

Cancellation Fee		
In the case of a combination of arrangements for transportation and accommodation providers	Per transaction, based on the original tour price before cancellation.	Within 30%
Cancellation of Transportation Reservations/Arrangements	Per item	Within 30%
Cancellation of Accommodation Reservations/Arrangements (including the need for voucher exchanges, if applicable)	Per item	Within 30%
Cancellation of Arrangements for Sightseeing Tickets and Similar Services	Per item	Within 5,500 yen
Cancellation of Guide Service Arrangements	Per item	Within 30%

## **1 0 . Cancellation of the Contract by Our Company**

If the customer fails to pay the tour price by the due date specified in Section 7 (4), our company will consider the contract canceled as of the following day. In this case, the customer must pay a "penalty fee" equivalent to the cancellation fee.

## **1 1 . Settlement of the Tour Price**

- (1) If the amount paid by our company to transportation, accommodation providers, or other service providers for travel services arranged on behalf of the traveler, along with handling fees (hereinafter referred to as "settlement tour price"), does not match the amount already received as the tour price, we will promptly settle the tour price after the completion of the trip, in accordance with the provisions of the following and third sections.
- (2) If the settlement tour price exceeds the amount already received as the tour price, the traveler must pay the difference to our company.
- (3) If the settlement tour price is less than the amount already received as the tour price, our company will refund the difference to the traveler.

## **1 2 . Refund of the Tour Price**

If a refund is due to the customer as a result of contract cancellation under the provisions of Sections 13 to 17, our company will process the refund within seven days from the day following the cancellation.

## **1 3 . Liability for Compensation by Our Company**

Our company shall compensate for any damage caused to the customer due to intentional misconduct or negligence by our company or its appointed agents (hereinafter referred to as "arrangement agents") in the performance of the contract, provided that the customer notifies us within two years from the day following the occurrence of the damage. However, for damage to baggage, compensation shall be limited to a maximum of 150,000 yen per customer, unless our company is found to have acted with intent or gross negligence, and only if the customer notifies us within 14 days from the day following the occurrence of the damage.

## **1 4 . Exemption from Liability by Our Company**

- (1) This contract is for an arrangement-based travel service. Our company does not assume responsibility for "itinerary management," "itinerary guarantee," or "special compensation" as defined in the terms and conditions for packaged group tours or custom-organized tours.
- (2) Our company shall not be liable for any damages incurred by the customer due to natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, government orders, or other circumstances beyond the control of our company or its arrangement agents, except as specified in the preceding clause.

## **1 5 . Customer's Responsibility**

- (1) If our company incurs damages due to the intentional misconduct or negligence of the customer, we shall seek compensation for the damages from the customer.
- (2) The customer shall make an effort to utilize the information provided by our company and understand their rights,

obligations, and other details of the travel contract.

After the start of the trip, if the customer recognizes that any travel service described in the contract documents differs from what was provided, the customer must promptly notify our company, our arrangement agents, or the respective travel service provider at the travel location.

## **1 6 . Handling of Personal Information**

- (1) Our company and the entrusted travel agencies will use the personal information submitted at the time of booking for communication with the customer and for making arrangements with transportation, accommodation providers, and other related services. Additionally, we may provide this information to such entities as necessary for fulfilling our responsibilities under the travel contract or for insurance procedures related to covering costs in the event of an accident.
- (2) For the convenience of the customer, such as during shopping at the travel destination, we may provide the customer's name and personal information, including the flight details, to souvenir shops and other businesses via electronic methods. The customer's consent for the provision of this personal information will be obtained at the time of booking.

Our company will jointly use the personal information we hold, such as address, name, phone number, and email address, with our group companies and sales agents for purposes such as product development, promotional activities, and customer communications. For more details about our policy on handling personal information and information about our group companies, please contact us at our office (TEL: 0596-63-9300) or visit our website ([www.travel.kagurasalon.com](http://www.travel.kagurasalon.com)).

## **17. Language**

These Terms and Conditions are made in Japanese and translated into English. The Japanese text is the original and the English text is for reference purposes. If there is any conflict or inconsistency between these two texts, the Japanese text shall prevail.

## 1 8. Travel Conditions and Basis Date for the Tour Price

The travel conditions and the basis date for the tour price are as

of January 30, 2025. The tour price is calculated based on the fares and applicable rules that are in effect as of January 30, 2025, or fares and applicable rules that are currently under approval as of that date.

### < Travel Planning and Implementation >

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Full Member of the All Nippon Travel Agents  
Association (ANTA)

If there are any unclear points in the explanation provided by the person in charge, please direct your questions to the Travel Service Supervisor (the person responsible for transactions at this office).