

THE KAGURA SALON

TRAVEL AGENCY

Terms and Conditions of the Organized Tour Contract *(General Provisions)*

This document sets forth the Terms and Conditions of the Organized Tour and constitutes a part of the "**Explanation Document of Terms and Conditions**" as stipulated in Article 12-4, as well as a part of the "**Contract Document**" as stipulated in Article 12-5 of the **Travel Agency Act of Japan**, together with the corresponding tour brochure.

Please be sure to read and understand these terms prior to applying for the tour.

Matters not stipulated in this document shall be governed by the relevant provisions in our **General Terms and Conditions of Organized Tours**, as specified in our company's **Standard Form Travel Agency Terms and Conditions**.

The full text of our Travel Agency Terms and Conditions is available on our website: www.travel.kagurasalon.com

1. Organized Tour Contract

- (1) This tour is planned and operated by **THE KAGURA SALON TRAVEL AGENCY** (hereinafter referred to as "the Company").
Customers participating in this tour shall enter into an **Organized Tour Contract** (hereinafter referred to as "the Contract") with the Company.
- (2) The contents and conditions of the Contract shall be governed by the tour brochure, these Terms and Conditions, the finalized itinerary document to be provided prior to departure (hereinafter referred to as the "Itinerary"), and the Company's **General Terms and Conditions for Organized Tours** (hereinafter referred to as the "Company's Terms and Conditions").
- (3) The Company shall make the necessary arrangements and manage the itinerary to ensure that the customer receives transportation, accommodation, and other travel-related services (hereinafter referred to as "Travel Services") provided by transportation and accommodation providers and other relevant service providers, in accordance with the travel schedule designated by the Company.

2 – 1. Application and Reservation for the Tour

- (1) To apply for the tour, the customer must complete the required sections of the designated tour application form (hereinafter referred to as the "Application Form") and submit it along with the application fee, as specified below. Alternatively, the application fee may be applied as part of the payment for the tour price when the full payment is made. The application fee will be considered as part or all of the cancellation fee or penalty, as applicable.

Amount of the Tour Price	Application Fee (Per Person)
Less than 10,000 yen	3,000 yen
10,000 yen or more but less than 30,000 yen	6,000 yen
30,000 yen or more but less than 60,000 yen	12,000 yen
60,000 yen or more but less than 100,000 yen	20,000 yen
100,000 yen or more but less than 150,000 yen	30,000 yen
150,000 yen or more	An amount equivalent to 20% of the tour price

- (2) The Company accepts reservations for the Contract through various communication methods, including telephone, mail, facsimile, internet, email, and other means. In such cases, the contract is not considered finalized at the time of reservation. The customer must submit the application form and application fee within three days from the day following the Company's acceptance of the reservation (with acceptance being during the Company's

business hours; facsimiles, emails, and other communications 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 non-existent.

- (3) The Company obtains prior consent from the card members (hereinafter referred to as "Members") of the credit card companies partnered with the Company (hereinafter referred to as "Partner Companies") to settle debts and obligations related to the tour price under the Company's contract in accordance with the Member Agreement of the Partner Companies by the specified settlement date. Additionally, the Company is authorized to accept payments for the tour price, cancellation fees, and other charges without the Member's signature on the designated voucher. The Company may enter into a contract based on applications made via telephone, facsimile, internet, email, or other communication methods (hereinafter referred to as "Communication Contracts" when special provisions are stipulated). For customers wishing to conclude a contract through a Communication Contract, the travel conditions are specified in the following sections: (i) to (iii), the timing of contract formation is addressed in Section 3(2), customer cancellation is covered in Section 13(1), and refunds of the tour price are outlined in Section 18(2).

① When applying for a Communication Contract, the Member customer must provide the Company with the following details in addition to the "name of the organized tour," "tour start date," and other relevant information: "credit card name," "membership number," "credit card expiration date," and other required information.

② The "credit card usage date" in a Communication Contract shall be the date on which the customer and the Company are obligated to fulfill the payment or refund obligations for the tour price and other charges under the contract.

③ If, for reasons such as credit approval, the payment cannot be processed using the credit card provided by the customer, the Company shall terminate the Communication Contract. However, this does not apply if the customer makes the payment for the tour price in cash by a date specified separately by the Company.

2 – 2. Special Provisions Regarding Waiting List

- (1) If, at the time of application, the tour is fully booked or unavailable due to other reasons and immediate acceptance of the contract cannot be made, and the customer wishes to continue with the contract, the Company may register the customer as being on the waiting list (hereinafter referred to as "Waiting") after confirming with the customer the period within which the acceptance of the contract (hereinafter referred to as the "Period") may be awaited.
- (2) In this case, the Company will collect a "deposit" in an amount equal to or greater than the application fee. When

the contract can be accepted, the Company will send a notification of acceptance of the contract (hereinafter referred to as the "Acceptance Notice") and, at the time the Acceptance Notice is sent, the "deposit" will be applied to the application fee.

- (3) In the event that the customer requests withdrawal from the waiting list prior to the Company's notification of acceptance, or if the Company is unable to send the Acceptance Notice by the specified period, the "deposit" will be refunded in full.
- (4) At the time of submission of the "deposit" and the registration on the waiting list, no travel contract is considered to be formed, and the Company does not guarantee that a travel contract will be concluded in the future.

3. Timing of Contract Formation

- (1) The contract with the customer is formed when the Company accepts the conclusion of the contract and receives the application fee. Specifically, this is as follows:
 - ① In the case of in-store sales or sales conducted by the Company's external staff through visits, the contract is formed when the Company accepts the conclusion of the contract and receives the application fee.
 - ② In the case of contract reservations made through communication methods such as telephone, the contract is formed when the Company receives the application fee from the customer by the third day after the day following the Company's notification of acceptance of the reservation.
 - ③ In the case of contract reservations made through communication methods such as telephone, the contract is formed when the Company receives the application fee from the customer by the third day after the day following the Company's notification of acceptance of the reservation.
 - ④ In the case of customers referred to in Section 2-2, "Special Provisions Regarding Waiting List," the contract is formed when the Company sends the acceptance notice to the customer and applies the "deposit" to the application fee (provided that there has been no request from the customer to withdraw from the waiting list prior to the Company's acceptance notice).
- (2) The Communication Contract is formed when the notification of the Company's acceptance of the communication contract reaches the customer (meaning when the customer is in a position to be aware of its content, not when the customer has fully understood it).

4. Application Conditions

- (1) In the case of a minor participating, as a general rule, the submission of a consent form from a legal guardian (such as a parent) is required.
- (2) In the case of a minor who is in middle school or below, if no adult companion accompanies the minor, the Company may

refuse the application.

- (3) For trips with specific participation requirements, if the participant's gender, age, qualifications, skills, or other conditions do not meet the requirements specified by the Company, the application may be refused.
- (4) Individuals with health issues, those using mobility aids such as wheelchairs, individuals with physical or mental disabilities, those with food allergies or animal allergies, pregnant individuals, individuals who may be pregnant, those accompanied by service animals for persons with disabilities (guide dogs, hearing dogs, assistance dogs), and others requiring special consideration must inform the Company at the time of application if special accommodations are needed for participation (this also applies if such conditions arise after the conclusion of the travel contract). The Company will provide further guidance and request specific details regarding any necessary measures during the trip.
- (5) Upon receiving the request mentioned in the previous clause, the Company will respond within a possible and reasonable range. To do so, the Company may inquire about the customer's situation and the required measures, or request that these be submitted in writing.
- (6) In response to a request based on the previous clause, the Company may require the accompaniment of an assistant or companion, submission of a doctor's certificate, or changes to parts of the course, among other conditions, to ensure the safe and smooth execution of the trip. If the Company is unable to arrange the requested measures, the application for the travel contract may be refused, or the travel contract may be canceled. Furthermore, any costs incurred by the Company for special measures taken on behalf of the customer based on their request will, in principle, be borne by the customer.
- (7) In principle, separate actions or independent activities by the customer are not permitted.
 - (8) If the customer needs to depart from the itinerary (or group) due to personal reasons, they must notify the tour conductor or staff of the departure and the expected time of return. If the customer departs without prior notice, the Company will not be responsible for any damages incurred during the period of departure.
 - (9) If the Company determines that the customer may cause inconvenience to other customers or hinder the smooth conduct of the group tour, the application may be refused.
- (10) The Company may refuse the application if the customer falls under any of the following categories ① to ③.
 - ① When the customer is recognized as a member of a criminal organization, a quasi-member of a criminal organization, an associate of a criminal organization, a company related to a criminal organization, or any other anti-social force such as

racketeers.

- ② When the customer engages in violent demands, unreasonable demands, threatening behavior or acts of violence in relation to transactions with the Company, or any actions similar to these.
- ③ When the customer spreads rumors, uses falsehoods or force to damage the Company's reputation or interfere with the Company's operations, or engages in any acts similar to these.
- (11) When there are other operational reasons for the Company, the application may be refused.

5. Application by the Contractual Responsible Person

- (1) When the representative of a group or party of customers (hereinafter referred to as the "Contractual Responsible Person") applies for the trip, the Contractual Responsible Person is deemed to have full authority to act as an agent for all matters related to the conclusion and cancellation of the contract, and all transactions related to travel services will be conducted with the Contractual Responsible Person.
- (2) The Contractual Responsible Person must submit a roster of the group members to the company by the specified date set by the company.
- (3) The company shall not be responsible for any debts or obligations that the Contractual Responsible Person currently owes or may incur in the future to the group members.
- (4) If the Contractual Responsible Person does not accompany the group, the company will consider a group member, previously appointed by the Contractual Responsible Person, as the Contractual Responsible Person after the start of the trip.

6. Provision of the "Itinerary" (Confirmed Document)

If the confirmed travel details, including the travel schedule and major transportation and accommodation providers, cannot be included in the contract document, the Company will provide the customer with an 'Itinerary' detailing the confirmed status no later than the day before the departure date. However, if the contract is made on or after the seventh day prior to the departure date, the itinerary will be provided by the day of the travel commencement. Additionally, even before the delivery date, the Company will provide explanations regarding the arrangements upon request.

7. Travel Price and Payment Deadline

- (1) The "travel price," unless otherwise noted, is based on the travel start date. For individuals aged 12 years or older, the adult travel price applies; for individuals aged 6 to under 12 years, the child travel price applies.
- (2) If there is no distinction between adult and child in the travel price, the applicable price will be charged to all individuals aged 12 years or older.
- (3) The "travel price" serves as the basis for calculating the amounts of the "application fee" in Section 2-1 (1), the "penalty" in Section 14 (1), the "cancellation fee" in Section 15, and the "modification compensation" in Section 24.
- (4) The balance of the travel price (after deducting the application fee) must be paid in full no later than 14 days prior to the travel start date. However, if the booking is made within 14 days of the travel start date, the full amount must be paid at the time of booking.

8. What is Included in the Travel Price

- (1) The following items explicitly listed in the travel itinerary in the brochure or on the website.
 - ① Transportation fares and charges for transportation services (unless otherwise noted, flights will be in economy class and trains will be in standard class).
 - ② Accommodation, meal charges, and service fees/taxes.
 - ③ Entrance fees for sightseeing and guide fees clearly indicated as included in the travel price.
 - ④ The cost of the tour conductor, including expenses for the tour conductor on courses where a tour conductor accompanies the group.
 - ⑤ Other costs explicitly stated as "included in the travel price."
- (2) The amounts specified in Section (1) above will not be refunded, even if you choose not to use part of the services for personal reasons.

9. The main items not included in the travel price

In addition to Item 8, the following items (examples are provided).

- (1) Airport facility usage fees (if required by the airport).
- (2) Excess baggage fees (for items exceeding the prescribed weight, size, or number).
- (3) Meal costs not specified in the travel itinerary and expenses during free time.
- (4) Additional charges for using a single room.
- (5) Transportation costs from your home to the meeting and dispersal points, as well as accommodation costs for the day before the trip begins and on the day the trip ends.
- (6) Transportation costs, meals, and other expenses not included in the travel itinerary, as well as personal expenses such as laundry, phone charges, and related service fees and taxes.
- (7) Admission fees and other costs associated with sightseeing, clearly stated as "customer's responsibility" or not included in the travel price.
- (8) Fees for optional tours and other activities available only to those who choose to participate.

10. Changes to the Contract Terms

- (1) Even after the conclusion of the contract, if unforeseen circumstances arise such as natural disasters, the cancellation of travel services by transport or accommodation providers, orders from government authorities, or the provision of transport services that deviate from the original schedule, and when it becomes necessary to ensure the safety and smooth implementation of the trip, the company may change the travel itinerary, content of travel services, or other terms of the contract.

- (2) In such cases, the company will promptly explain to the customer the reasons why the circumstances are beyond its control and the causal relationship with the event in question. However, in emergency situations where it is unavoidable, the explanation will be provided after the change has been made.

1 1 . The Change of Travel Price

- (1) If the fares or charges of the transportation providers used for the trip are significantly revised due to substantial changes in economic conditions or other factors, and the revisions exceed the expected extent, the travel price will be adjusted by the amount of the difference in the revised fares. However, if the travel price is increased, the customer will be notified at least 15 days before the day prior to the travel start date.
- (2) If the costs required for the implementation of the trip increase or decrease due to changes in the contract content as described in the previous section (1), the travel price may be adjusted within the scope of the cost difference resulting from the change, except in cases of changes caused by a shortage of seats, rooms, or other facilities from transportation or accommodation providers, even though those services have been provided (hereinafter referred to as "Overbooking").
- (3) Notwithstanding the provisions of the previous section, any cancellation fees, penalty fees, or other costs that have already been paid or must be paid for travel services that were not provided due to the change in the contract content shall be borne by the customer.
- (4) If it is specified in the contract document that the travel price varies depending on the number of passengers using transportation or accommodation services, the travel price will be adjusted if the number of passengers changes after the contract is concluded, provided that the change is not due to any fault of the company.

1 2 . Customer Substitution

- (1) The customer may transfer their contractual position to a third party with prior approval from the company.
- (2) In this case, the customer will be required to pay the specified fee. Furthermore, the transfer of the contractual position will become effective upon approval from the company. However, if reservations or name changes cannot be made due to availability of seats or rooms with transportation or accommodation providers, applicable rules, or other unavoidable circumstances, the customer's substitution may be declined.

1 3 . Cancellation of the Contract by the Customer (Before the Start of the Trip)

- (1) The customer may cancel the contract at any time by paying the cancellation fee stipulated in Section 15 to the company. However, the acceptance of the cancellation request will be within the business hours of the company where the booking was made. (Requests received after business hours, such as by fax or email, will be processed on the next business day.) In the case of cancellation of a

communication contract, the company may accept the cancellation fee payment without the member's signature on the prescribed slip via the credit card of the affiliated company.

- (2) Notwithstanding the provisions of Section (1) above, the customer may cancel the contract without paying the cancellation fee before the travel begins in the following cases:

- ① When the contract details are changed by us. However, this applies only if the change is significant, as listed in the left column of the table in Section 24, or if it involves other important matters.
- ② In the event of natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders from government authorities, or other circumstances that make it impossible or extremely likely to make it impossible to safely and smoothly carry out the trip.
- ③ If the company fails to provide the "itinerary" to the customer by the deadline specified in Article 6.
- ④ If, due to reasons attributable to the company, it becomes impossible to carry out the travel according to the itinerary specified in the contract document.

1 4 . Termination of Contract by Us (Before the Start of the Trip)

- (1) If the customer fails to pay the travel fee by the deadline specified in Section 7(4), we will consider the contract as canceled by the customer on the following day. In this case, the customer will be required to pay a "penalty fee" equivalent to the cancellation fee.
- (2) We may cancel the contract with the customer, providing an explanation for the reason, in the following cases:
- ① When it is determined that the customer does not meet the travel participation conditions, such as gender, age, qualifications, skills, or other requirements, which were clearly stated by us in advance.
- ② When it is determined that the customer is unable to endure the trip due to illness, the absence of a required caregiver, or other reasons.
- ③ When it is determined that the customer may cause inconvenience to other customers or hinder the smooth implementation of group activities.
- ④ When the customer demands a burden beyond a reasonable scope concerning the contract terms.
- ⑤ When the number of customers falls short of the minimum required number of participants specified in the contract documents. In this case, the customer will be notified of the cancellation of the trip no later than 13 days (3 days for one-day trips) prior to the travel start date.
- ⑥ When the travel conditions specified by the company in advance, such as insufficient snowfall for ski trips, are not met, or when there is a very high possibility

that they will not be met.

- ⑦ In the event of natural disasters, war, riots, the suspension of travel services by transportation or accommodation providers, government orders, or other circumstances beyond the company's control, when the safe and smooth implementation of the travel itinerary as stated in the contract becomes impossible or is highly likely to become impossible.
- ⑧ When it is found that the customer falls under any of the conditions specified in Section 4, Item (10) ① to ③.
- (3) If the company cancels the contract pursuant to Item (2) of this section, the full amount of the travel fees (or deposit) already received will be refunded to the customer. If the cancellation causes the company any damages, the company may seek compensation from the customer.

1 5 . Cancellation Charges (Customer-Initiated Cancellation)

In the event that the customer cancels the contract for personal reasons after the contract has been concluded, a cancellation fee will be charged per person as specified below, based on the total tour price.

Cancellation Date (Date of Contract Termination)		Cancellation Fee (Per Person)
Calculated retroactively from the day prior to the tour commencement date	[1] From 20 to 8 days prior to the tour start date (Note 1: From 10 to 8 days prior to the tour start date)	Not exceeding 20% of the tour price
	[2] From 7 to 2 days prior to the tour start date	Not exceeding 30% of the tour price
[3] The day before the tour start date		Not exceeding 40% of the tour price
[4] On the tour start date, except as specified in item [5]		Not exceeding 50% of the tour price
[5] After the commencement of the tour or failure to attend without prior notification (Note 2)		Not exceeding 100% of the tour price

(Note 1) For **day trips** only, the cancellation fee for item [1] will apply to the period "from 10 to 8 days prior to the tour start date."

(Note 2) "After the commencement of the tour" refers to the time

defined in Article 2, Paragraph 3 of the Special Compensation Regulations attached to our travel agency terms and conditions, which is the time when the provision of services begins. "No-show without prior notice" refers to the situation where the customer fails to receive the first travel service listed in the itinerary without notifying us by the time the service is available.

1 6 . Cancellation of Contract by the Customer (After the Tour has Started)

(1) If the customer cancels or withdraws (or leaves the group) from the contract mid-way for personal reasons, it will be regarded as a waiver of the customer's rights, and no refund will be provided.

(2) If the customer becomes unable to receive the travel services specified in the contract for reasons not attributable to the customer, or if the company notifies the customer of such circumstances, the customer may cancel the portion of the contract related to the services they are unable to receive without paying a cancellation fee, regardless of the provisions in Article 13, Paragraph 1.

(3) In the case mentioned in the previous paragraph, the company will refund the customer the amount corresponding to the portion of the travel services that they were unable to receive, after deducting any cancellation fees, penalties, or other costs already paid or that must be paid (only if the cause is not attributable to the company).

1 7 . Cancellation of the Contract by Our Company (After the Start of the Trip)

(1) Even after the trip has commenced, the Company may partially terminate the contract by providing the customer with an explanation, in any of the following cases:

① If the customer is unable to continue the trip due to illness, the absence of a necessary caregiver, or other reasons.

② If the customer disrupts group order and interferes with the safe and smooth operation of the trip by failing to follow the instructions of the tour conductor, local staff, or other personnel involved in the operation of the tour, or by committing acts of violence or threats against these personnel or fellow travelers.

③ If continuation of the trip becomes impossible due to natural disasters, war, civil unrest, suspension of travel services such as transportation or accommodation, orders from public authorities, or other causes beyond the Company's control.

④ If it is discovered that the customer falls under any of the items listed in Article 4 (10), subparagraphs (i) through (iii).

(2) In the event that the Company cancels the contract in accordance with the preceding paragraph, the contractual relationship between the customer and the Company shall be terminated only with respect to future obligations. In such cases, the Company shall be deemed to have fulfilled its obligations for travel services already provided to the customer.

(3) In such cases, the Company shall refund to the customer the portion of the tour fare corresponding to the travel

services that have not yet been provided, after deducting any cancellation charges, penalties, or other expenses that have already been paid or are required to be paid in connection with such services.

- (4) If the Company terminates the contract under subparagraphs 1 (1) or (3), the Company shall, upon request from the customer, make necessary arrangements for the customer to return to the departure point. All costs incurred in this process shall be borne by the customer.

1 8 . Refund of Tour Fare

- (1) In cases where a reduction in the tour fare under Article 11, or cancellation of the contract under Articles 13 through 17, results in a refund to the customer, the Company shall make the refund within the following periods:
 - For cancellations before the start of the trip: within 7 days from the day following the date of cancellation;
 - For reductions or cancellations after the start of the trip: within 30 days from the day following the scheduled end date of the trip, as stated in the contract document.
- (2) If the customer entered into a travel contract through a telecommunications agreement (i.e., online or card-based booking), and a refund becomes due as outlined in the preceding paragraph, the Company shall process the refund in accordance with the credit card member regulations of the partner company. In such cases, the Company shall notify the customer of the refund amount:
 - Within 7 days from the day following the date of cancellation (in the case of cancellation before the start of the trip); or
 - Within 30 days from the day following the scheduled end date of the trip (in the case of a reduction or cancellation after the start of the trip).The date on which this notification is issued shall be deemed the transaction date for the credit card.

1 9 . Itinerary Management

- (1) The Company shall make every effort to ensure the safe and smooth operation of the trip and shall perform the following duties for the customer:
 - ① If it is deemed likely that the customer may not be able to receive the travel services during the trip, the Company shall take necessary measures to ensure that the services specified in the contract are duly provided.
 - ② If, despite such efforts, it becomes unavoidable to change the contents of the contract, the Company shall arrange alternative services. In doing so, the Company shall endeavor to minimize changes to the contract by:
 - Ensuring that any revised itinerary remains consistent with the intent of the original itinerary; and
 - Making the replacement travel services as similar as possible to the originally

contracted services.

- (2) If the Company has clearly indicated in advance that itinerary management will not be provided and has delivered the necessary coupons or documents to the customer, then in the event that changes to travel services are required due to circumstances such as inclement weather, the customer shall be responsible for arranging alternative services and completing any necessary procedures on their own.
- (3) With regard to paragraph 1 above, for courses marked "Accompanied by Tour Conductor" or "Accompanied by Local Tour Conductor" (hereinafter collectively referred to as "Tour Conductors"), the provisions in Article 20, paragraphs (1) and (2), shall apply.

2 0 . Tour Conductors

- (1) For tours labeled "Accompanied by Tour Conductor," a tour conductor shall accompany the group throughout the entire itinerary. The tour conductor will perform the duties set forth in the previous article, as well as any other duties deemed necessary by the Company in connection with the tour. As a general rule, the working hours of the tour conductor shall be from 8:00 a.m. to 8:00 p.m.
- (2) For tours labeled "Accompanied by Local Tour Conductor," a local tour conductor shall accompany the group only at the tour destination (within the area specified from arrival to departure). The scope of duties of the local tour conductor shall, in principle, be equivalent to those of the tour conductor mentioned in the preceding paragraph.
- (3) For tours labeled "Assisted by Local Staff," no tour conductor will accompany the group; however, local staff shall perform necessary duties as authorized by the Company.

2 1 . Protective Measures

- (1) The Company may take necessary measures if it deems that the customer requires protection due to illness, injury, or other circumstances during the trip.
- (2) In the case described in the preceding paragraph, if the need for such measures is not caused by any fault of the Company, the customer shall bear the costs incurred for such measures. The customer must pay these costs by the date specified by the Company and in the manner designated by the Company.

2 2 . Company's Liability for Damages

- (1) The Company shall compensate for damages caused to the customer due to intentional or negligent actions by the Company or any agents arranged by the Company (hereinafter referred to as "arranged agents") in the performance of the contract, provided that the customer notifies the Company of the damage within 2 years from the day following the occurrence of the damage. However, in the case of damage to baggage,

compensation shall be limited to ¥150,000 per customer (excluding cases of intent or gross negligence by the Company), provided that the customer notifies the Company within 14 days from the day following the occurrence of the damage.

- (2) If the customer suffers damage due to reasons beyond the control of the Company or the arranged agents, such as natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, government orders, or other causes, the Company shall not be liable for compensation, except in the cases specified in the preceding paragraph.

2 3. Special Compensation Liability

- (1) Regardless of whether the Company is liable under the provisions of the preceding section, the Company shall provide compensation for certain damages to the customer's life or body caused by a sudden and accidental external incident during participation in a package tour, according to the Company's "Special Compensation Regulations." The compensation is as follows:

- Death compensation: ¥15,000,000 per customer
- Hospitalization condolence payment: ¥20,000 to ¥200,000, depending on the number of days hospitalized
- Outpatient condolence payment: ¥10,000 to ¥50,000 if the number of outpatient treatment days exceeds 3 days
- Compensation for damage to personal belongings: Up to ¥150,000 per customer (However, the compensation limit for a single item or pair is ¥100,000)

- (2) Notwithstanding the provisions of the preceding paragraph, the Company will not provide compensation for valuables (such as cash, securities, jewelry, precious metals, etc.), airline tickets, coupons, passports, credit cards, driver's licenses, bank books (including withdrawal cards), important documents, various electronic media containing data (such as SD cards, DVDs, USBs, etc.), contact lenses, dentures, prosthetics, and other items specified in Article 18, Section 2 of the "Special Compensation Regulations."

- (3) To receive compensation for damages, the customer must submit the documents stipulated in Article 21 of the "Special Compensation Regulations." Third parties, as described in that section, do not include travel companions.

- (4) If the Company is liable for damages under the provisions of Section 22, Paragraph 1, the compensation paid under this section (1) shall be deemed part of the damages to be paid based on the Company's liability, and will be limited to the maximum amount of damages.

- (5) The Company will not pay compensation or condolence payments in the event of damages caused by the following reasons:

- The customer's intentional actions, illness, driving under the influence, intentional violation of laws, or accidents caused by accepting services in violation of laws.
- Accidents during free activities not included in the itinerary, such as mountain climbing (using climbing equipment),

skydiving, hang gliding, or other "dangerous sports" as defined in Appendix 1 of the "Special Compensation Regulations."

- Other cases that fall under Articles 3, 4, and 5 of the "Special Compensation Regulations."

- (6) For package tours organized by the Company, additional travel fees may be charged for optional tours offered as part of the main package. These optional tours are considered part of the main travel contract (in this case, the optional tours will be clearly marked in the contract documents as "Travel Planning & Implementation by THE KAGURA SALON TRAVEL AGENCY").

- (7) For days when no travel services are arranged by the Company (no arrangement days) as specified in the contract documents, the customer will not be eligible for compensation for damages incurred on such days, provided this is clearly stated in the contract documents.

2 4. Itinerary Guarantee Liability

(1) If a significant change occurs in the contract details listed in the left column of the table of this section, the company will pay "Change Compensation" calculated by multiplying the amount of the travel fare by the rate indicated in the right column of the table. This will be paid within 30 days from the day after the completion of the trip. In some cases, with the customer's consent, the company may offer goods or services of equal or greater value.

(2) Notwithstanding the provisions of the previous section, in the case of changes as defined in items (i) and (ii) below, no change compensation will be paid (except in cases caused by overbooking):

(i) Changes caused by natural disasters, war, riots, government orders, cancellation of travel services by transportation or accommodation providers, provision of transportation services not according to the original schedule, or changes necessary for the safety of the participants' lives or health.

(ii) Changes related to the cancellation of the contract under the provisions of Sections 13 to 17.

(3) The maximum amount of change compensation the company will pay under one contract is limited to 15% of the travel fare. Additionally, if the amount of change compensation to be paid to a customer is less than 1,000 yen, the company will not pay any change compensation.

(4) If, after the company has paid change compensation under the provisions of this section, it is determined that the company has liability for damages in accordance with Section 22 regarding the change, the company will pay the damage compensation minus the amount already paid as change compensation.

Changes Requiring Payment of Change Compensation		Rate per Case (%)	
		Before the Start of the Trip	After the Start of the Trip
①	Changes to the Travel Start or End Dates Stated in the Contract	1.5	3.0
②	Changes to the Tourist Attractions, Tourist Facilities (Including Restaurants), or Other Travel Destinations Stated in the Contract	1.0	2.0
③	Changes to a Lower-Class or Lower-Grade Transport Service or Facilities Than Those Stated in the Contract (Only if the Total Price of the Changed Class and Facilities is Below the Amount Stated in the Contract)	1.0	2.0
④	Change of the Type or Company Name of the Transportation Service Stated in the Contract	1.0	2.0
⑤	Change to a Flight Departing from or Arriving at a Different Airport in Japan than Stated in the Contract (Departure or Return Airport)	1.0	2.0
⑥	Change to the Type or Name of Accommodation Stated in the Contract	1.0	2.0
⑦	Change to the Type, Facilities, View, or Other Conditions of the Guest Room Stated in the Contract	1.0	2.0
⑧	Change to Matters Stated in the Tour Title in the Contract, Among the Changes Listed in the Previous Items	2.5	5.0

Notes

(1) "Before the start of the trip" refers to cases where the customer is notified of the change by the day before the start date of the trip; "after the start of the trip" refers to cases where the customer is notified on or after the start date of the trip.

(2) When a finalized itinerary ("Itinerary Sheet") has been issued, the term "Contract Document" in this table shall be read as "Itinerary Sheet." In this case, if there are any changes between the content stated in the Contract Document and the Itinerary Sheet, or between the Itinerary

Sheet and the actual services provided, each such change shall be treated as a separate case.

(3) For changes listed in item (3) or (4) involving transportation services that include accommodation facilities, each night of accommodation shall be counted as one case.

(4) For changes in transportation company names listed in item (4), this provision does not apply if the change results in a higher class or upgraded facilities.

(5) Even if multiple changes listed in item (4), (6), or (7) occur during a single ride, voyage, or night, such changes shall be treated as one case per ride, voyage, or night.

(6) For changes listed in item (8), the percentages stated in items (1) through (7) do not apply; item (8) shall apply instead.

(7) Changes to the date and order of travel services provided are not considered "changes" under this table.

2 5. Responsibilities of the Customer

(1) If the Company suffers damage due to the willful misconduct or negligence of the Customer, the Company may claim compensation for such damage from the Customer.

(2) The Customer must make efforts to understand their rights, obligations, and other details of the travel contract by reviewing and utilizing the information provided by the Company.

(3) After the start of the trip, if the Customer perceives that any of the travel services described in the contract documents differ from what is actually provided, the Customer must promptly notify the Company, the Company's designated agent, or the relevant service provider at the destination.

2 6. Reporting Accidents and Related Incidents

If an accident or other incident occurs during your trip, please contact the number listed as the "Emergency Contact" in your itinerary as soon as possible.

If you are unable to contact us immediately, please do so as soon as the situation allows.

2 7. Handling of Personal Information

(1) The Company and any contracted travel agencies will use the personal information provided by customers at the time of application for the purpose of contacting the customer and arranging transportation, accommodation, and other travel services. This information may also be shared with relevant service providers as necessary for handling travel insurance and fulfilling our contractual responsibilities in the event of an accident.

(2) For the customer's convenience when shopping at the destination, we may provide the customer's name and flight information to souvenir shops or similar vendors using electronic methods. Customers are asked to consent to this provision of personal information at the time of application.

(3) The Company may share personal information such as name, address, telephone number, and email address with its group companies and travel agencies for the purposes of product

development, promotional communications, and customer support. For details on our privacy policy and the list of our group companies, please contact us at +81-596-63-9300 or visit our website at www.travel.kagurasalon.com.

2 8 . 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.

2 9 . Basis Date for Travel Conditions and Travel Prices

The basis date for these travel conditions and travel prices is April 8, 2025. The travel prices are calculated based on the fares and applicable regulations publicly announced as of April 8, 2025, or fares and applicable regulations that were under approval as of April 8, 2025.

< Travel Planning and Implementation >

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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).



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