

Statement of the General Terms and Conditions for Custom-Ordered Domestic Tour

(The statement of travel conditions defined in Article 12, item 4 in the Travel Industry Laws)

This document shall become an integral part of the contract documents upon conclusion of the contract

In the following sentences, JTB Corporate Sales Inc. is referred to as 'Company'.

In case Company undertakes a Custom-Ordered Domestic Tour by the request of travelers, Company may accept the Tour according to the contents described in the Statement of the General Terms and Conditions. Any subject not mentioned in the Statement is subject to the definition of Company's travel industry clause (the Custom-Ordered Tour Contract section). If you have any question please feel free to inquire to the person in charge.

Article 1. Custom-Ordered Tour Contract

The "Custom-Ordered Tour Contract" (hereinafter referred to as the "Contract") means a type of travel contract made between the Company and a traveler for which the Company prepares a travel plan based on the request of the traveler who specifies the destinations, the itinerary and the details of services which the traveler is entitled to receive during the travel, including transportation facilities etc. The plan also includes the amount of travel fees the traveler has to pay to the Company. Then the Company undertakes the execution of the travel as specified in the contract.

Article 2. Application of the contract

- (1) A traveler who wishes to make a contract based on the proposal the Company has issued to the traveler shall submit an application form after filling in the necessary information in the form together with the application fee the Company has specified separately.
- (2) A traveler who wishes to arrange a communication contract with the Company must notify the Company of the membership number, despite the provision in the previous clause.
- (3) In case one of the members of the party or group has made an application representing the group, the Company assumes that the person is responsible for the contract holding the whole agency rights for the group that includes the rights to conclude and cancel the contract etc.

- (4) The person responsible for the contract shall submit a member list of all of the travelers by the date designated by the Company.
- (5) The Company has no responsibility to any obligation or debt to the member the person responsible for the contract owes or is expected to owe in the future.
- (6) The Company will assume a person of the member whom the person responsible for the contract has appointed in advance as the new person responsible for the contract after the travel has begun if the original person responsible for the contract can not accompany the party or group.
- (7) We advise that you notify us if 1) you are physically challenged 2) you are not feeling well 3) you are pregnant or 4) you need any special care. The Company shall take every possible measure assist to these persons. However, if any cost arises due to any special arrangements the Company has to provide for the traveler upon the request by the traveler, such costs shall be borne by the traveler.
- (8) In case of above (7), the Company may request the medical certificate by the doctor or the Company may request the assistant or caregiver to the traveler, or the Company may have to refuse the participation of the traveler to the travel.
- (9) If the Company finds that a traveler needs to be checked or treated by a doctor due to illness or other reasons during the travel, the Company will prepare necessary arrangements. All the costs arising from the arrangements shall be borne by the traveler.

Article 3. Refusal of conclusion of contract

The Company may not conclude the contract with a traveler in the following cases:

- (1) If it is deemed that a traveler may cause trouble to other traveler(s) or disturb the smooth activities of the group.
- (2) In concluding Communications Contract, if the traveler can not settle traveler's debts relating to the payment of all or part of the travel fees.
- (3) If the Traveler is recognized as or believed to be a gang, a member of gang-affiliated organizations, extortionist, antisocial power or a racketeer.
- (4) If the Traveler performed an act with a violent demand, unreasonable demand, threatening behavior or resort to force violently or any similar acts.
- (5) If the Traveler damages our reputation, trust or obstruct our business by including without limitation spreading groundless rumors, performing fraudulent acts or any similar acts,
- (6) If Company finds it necessary not to conclude the contract due to business reasons.

Article 4. Time to conclude the contract

- (1) The contract is concluded at the time when the Company has agreed the conclusion of the contract and the application fee has been received.
- (2) When a contract is concluded with the person responsible for the contract, the Company may accept the application without receiving the application fees, if a document with the special provisions is issued. In such cases, the contract is deemed to be concluded when the document with the special provisions has been issued.
- (3) The application fee will be applied to the part of the amount of money to be paid by the travelers such as travel fees, cancellation fees and other charges the travelers owe us.
- (4) Despite the definition above (1), the communication contract will be concluded when the Company sends a notice accepting the traveler's application. However if the approval notice is sent electronically under the communication contract, the contract will be deemed to be concluded when it reaches the traveler.

Article 5. Issue of the contract documents

- (1) The Company will issue contract documents to the traveler immediately after conclusion of the contract, describing the itinerary, contents of travel services, travel fees, other travel conditions and the scope of our liabilities.
- (2) In case contract documents are issued, the scope of our travel services which the Company shall arrange and manage the itinerary under the contract is described in the contract documents mentioned in above (1).

Article 6. Final documents

- (1) When information such as the fixed itinerary, the name of accommodation facilities, the name of the transportation which is a requisite to the document, in the contract documents are not able to be identified in the contract, the Company will list the names of anticipated accommodation facilities and transportation names which is requisite, then after the issue of the contract documents, but not later than one day before the day of the travel starts (in case the application was made after seventh day prior to the day before the travel day, on the day the travel starts), the Company shall issue the final documents identifying these unspecified information
- (2) In the case of the previous paragraph, if the Company receives an inquiry from

travelers about the progress of the arrangement, the Company will respond as quickly and as appropriately as possible even if it is still before the issue of the final document.

- (3) In case the final documents have been issued, the scope of the travel services the Company is responsible for arrangement and management of itinerary is specified in the final documents.

Article 7. Travel fees: Timing of payment and change of the Travel fee

- (1) The amount of the Travel Fee is stipulated in the proposal of the Custom-Ordered Tour. The Travel Fee must be paid by the date before the starting date designated by the Company.
- (2) In the event that the publicly announced rate or fares of the transportation facilities on the base date appeared as valid in the proposal has been substantially revised over or below the general assumption due to drastic changes of economic situations etc., the fee may be adjusted upward or downward by the amount of difference. If the fee should be increased, the Company will notice such increase at least 15 days prior to the day before the travel date, and the traveler may cancel the contract without paying proposal fee or cancellation fees. On the other hand, in case the applicable fare is reduced, the travel fee also is reduced by that amount.
- (3) In case the document has a stipulation that the each travel amount may be altered according to the number of travelers using the transportation and accommodations facilities, the company may change the amount of the travel fee according to the description of the contract documents, if the number of travelers using the facilities has altered owing to the reason beyond the Company's control.

Article 8. Change of the contents of the contract

- (1) If a traveler requests the change of the content in the contract, we will try our best to meet the traveler's request. In this case, the Company may change the travel fee.
- (2) If the event in which the Company is unable to control has occurred such as natural disasters, wars, riots, the suspension of the travel service of transportation and accommodations facilities, orders by governments and other public offices, transportation services not based on original plan, the Company may, if it is necessary to do for the safe and smooth travel, change the content of the travel contract, that includes the itinerary, the content of the travel services and others, after explaining to the travelers of the reason why the Company has no control over and the chain of the cause. In case of emergency and it is deemed to be necessary,

the Company may explain the reason after the change has been made.

Article 9. Change of the traveler

- (1) Upon approval of the Company, a traveler shall transfer the status in the contract to another person or the constituents of the member shall be changed. In these cases, the alteration fees required for the change as defined by the Company shall be paid by the traveler (if the air ticket has been already issued, fees for the re-issue may be additionally charged)..
- (2) Despite the definition in above (1), there may be some situation where the Company can not accept the change due to the disapproval by the transportation or accommodations facilities of the change of the traveler.

Article 10. Cancellation of the travel contract

- (1) The cases the traveler shall pay the proposal fee or cancellation fee:
 - 1) A traveler may cancel the travel contract by paying a planning charge or cancellation fee as specified in the Proposal.
 - 2) In case of cancellation owing to the reason due to the loan arrangement or other reasons not attributable to the Company, the traveler shall pay the proposal fee or cancellation fee.
 - 3) The Company may cancel the travel contract, if the Traveler correspond to either from the Article 3 (3) to (5).
In that case the Company may charge a plan charge or cancellation fee specified in the Proposal.
- (2) The cases the traveler shall not pay the planning charge or cancellation fee:
In the following cases, the traveler can cancel the contract prior to the start of the travel without paying the planning charge or cancellation fee
 - 1) In case the content of the travel contract is changed. The change in this section shall be limited to those changes applicable to the left side sections of the Article-14 or of other critical changes.
 - 2) If the travel fee is increased.
 - 3) Judging from the objective information by public offices or other sources, if natural disasters, wars, riots, the suspension of the travel service of transportation and accommodations facilities, orders by governments and other public offices, or other reasons have occurred, which prevent continuation of smooth and safe operations or likelihood of such risk persists.
 - 4) If the Company has failed to issue the final document by the date stipulated in the

contract.

- 5) If the travel in accordance with the itinerary stipulated in the contract can not be executed owing to the reason by the Company.
- 6) After the travel has started, the traveler can not receive the services stipulated in the contract document by the reason not owing to the liability of the traveler, or if such case is notified by the traveler. However, if the non-fulfillment of the service is not owing to the Company, the Company shall refund to the traveler the amount of the travel services related to the non-fulfillment of the service less the amount of cancellation fee and penalty and other cost which have been or will be paid in relation to the service.

Article 11. Tour conductor service

- (1) Upon request by the traveler, the Company will in principle provide the tour conductor service with the receipt of the conductor service fee. Please be noted that necessary travel expense, accommodations fees for the tour conductor will be paid in addition to the tour conductor service fee.
- (2) The tour conductor's working hours are from 8:00 to 20:00 in principal.
- (3) In case no tour conductor accompanies to the travel, the necessary procedure to receive the travel service may be arranged by the traveler.

Article 12. Responsibility of the Company

- (1) The Company shall compensate the damage to the traveler caused intentionally or by negligence by our person or person working as our agent. This applies only when the report is made to us within 2 years from the day following the occurrence of the damage.
- (2) The Company shall not be liable for compensating the damage to the traveler if it was caused as a result of the situations where the Company or the person working as our agent is unable to control as stipulated in the following paragraph (3) except in the case of the previous paragraph (1).
- (3) 1) natural disasters, wars, riots, or the change of itinerary or the suspension of the travel service caused by these reasons 2) damage caused by the accident or fire of transportation or accommodations facilities 3) suspension of the services by the transportation or accommodations facilities, or change or suspension of the itinerary caused by these reasons 4) orders by governments and other public offices, containment of epidemics or the change of itinerary or the suspension of the travel service caused by these reasons 5) Accident during a free time 6) food poisoning 7)

theft 8) delay, suspension, change of schedule or change of routing of transportation facilities, or change of itinerary or shortened stay at the destination cause by these reasons.

(4) The Company shall pay compensation for the damage caused to the baggage if the Company has been informed of the damage within 14 days counting from the following day the damage occurred with the maximum limit of 150,000 yen per traveler (except in the case the damage being caused by the Company intentionally or with gross negligence).

Article 13. Special compensation

If a traveler has received damage to the body or to the life by an external accident happened abruptly, in according with the special compensation provision under the Company's travel industry clause, the Company shall pay compensation for the damages with the maximum amount stipulated as below,;

- . Death Compensation: 15 million yen
- . Hospitalization Compensation: 20 thousand to 200 thousand yen
- . Out-patient Compensation: 10 thousand to 50 thousand yen
- . Compensation for Personal Belongings: maximum 150 thousand yen per traveler (with maximum compensation of 100 thousand yen per one item, either the item being once piece or one-pair)

If there are the stipulations of no service days in which the traveler will receive no services arranged by the Company in the travel itinerary, and the contract document has clarified that no compensation shall be paid to the damage to the life, body or baggage occurred during such no-service-days, such days are not treated as the "travel participation period"

Article 14. Guarantee of itinerary

If one of the changes as listed below has occurred to the travel itinerary, the Company shall pay the compensation for the change of the amount reached by multiplying the ratio stipulated below in accordance with the rule under the Company's travel industry clause for the Custom-Ordered Tour Contract. However, in the case of standard travel contract, the amount of the compensation for the change has maximum limit of 15% of travel fee. If the amount of the compensation to be paid for a travel contract becomes less than 1000 yen, the Company shall not pay the compensation.

The kind of changes which require “change compensation”.	Ratio per occurrence (%)	
	If noticed one day before the travel day has started	If noticed, after the travel day has started
1) Change of the starting day or finishing day of the travel period stipulated in the contract document or final document	1.5	3.0
2) Change of the sightseeing areas or facilities (including restaurants) stipulated in the contract document or final documents	1.0	2.0
3) Change of the grade or facility of transportation facility to less expensive grade than stipulated in the contract document or final document	1.0	2.0
4) Change of the type or company name of the transportation facility stipulated in the contract document or final document	1.0	2.0
5) The change of the flight from the airport at the travel starting place or the airport at the end of the travel stipulated in the contract document or final document	1.0	2.0
6) The change of direct flight between Japan and foreign country as stipulated in the contract document or final document to connecting flight or indirect flight	1.0	2.0
7) Change of the type or company name of the accommodations facility stipulated in the contract document or final document	1.0	2.0
8) Change of type or facility or view or other condition of the room at accommodations facility stipulated in the contract document or final document	1.0	2.0

*If the change is made due to the reason mentioned below, “change compensation” shall not be paid:

a. Natural disasters

b. Wars

c. Riots

- d. Orders by governments and other public office
- e. The suspension of the travel service of transportation and accommodations facilities
- f. Transportation services not based on the original transportation plan
- g. Necessary measures for protection of life or safety of the participants
- h. The change required by the traveler.

Article 15. Responsibility of a traveler

- (1) If the Company suffers damages caused by a traveler intentionally or by negligence, the traveler shall compensate the Company for the damage.
- (2) A traveler is requested to fully utilize the information we provide and to understand contents of the custom-ordered tour including the traveler's rights, obligations and other matters described in the contract documents.
- (3) If the traveler has noticed difference from the one stipulated in the document after the travel has started, the traveler is requested to make prompt report to the Company or the service provider in the travel area.
- (4) If an accident or similar nature occurred during the travel period, please immediately notify it to the Company or the contact whose details is advised separately (if there is any situation where you can not make such notice immediately, please do so right after such preventing situation has been cleared).

Article 16. Shopping Guide

For the convenience of the travelers, we may take travelers to souvenir stores in the course of sightseeing or transferring to and from the hotels. The company takes full measures in selecting the stores, but travelers themselves have the responsibility for the purchase of goods at the stores. The Company is not in a position to help the purchaser for the trade or return of the purchased goods. We advise purchasers to confirm the purchased good, obtain and keep the receipt to avoid any future trouble with the stores.

Article 17. Advice to purchase domestic travel insurance

In case a traveler gets sick, injured during the travel period, there may involve large amount of money for treatment and transportations. Further, in case an accident occurs, there may be situation where it may be very difficult to make claim for compensation to the individual at fault or to get the person pay the compensation. As one of the

protective measures, we recommend you to cover these risks by purchasing domestic travel insurance. You may ask our person in charge to assist your selection of the appropriate insurance.

Article 18. Personal Data

- (1) The Company and our sales stores shall restrict the use of the personal data of the traveler described in the travel application form etc. to such purposes as the communication with the traveler, and for the prearrangement and provision of the service to be provided by transportation and accommodations facilities during the travel period. Further, the Company and our sales stores may use the traveler's personal data 1) to inform the products, services and campaign by the Company and our affiliated companies 2) to request traveler's opinion or comments after the participation to the travel 3) to request questionnaires 4) to provide privileged services 5) to prepare the statistical data. In case we may use the data for other purpose than specified above, we will inform the travelers in advance to obtain their consent or disapproval.
- (2) Among personal data of travelers we hold, the Company shares minimum required information for communication to the traveler such as name, address, phone number or e-mail address etc. with our affiliated group companies. Our group companies may use such data for the information of business of each company, promotional items and delivery of the purchased goods. If you wish to find out names of our group companies and name of the personal information management controller, please visit JTB Corp. Web site at <http://www.jtb.co.jp>.
- (3) The Company may supply your personal data we hold to souvenir stores for your shopping convenience. In this case, we supply personal data on traveler's name, flight number by electronic method in advance. If a traveler wishes to suspend the supply of the information to those stores, please inform accordingly before the departure to the travel.

Article 19. The governing rules

Any subject not mentioned in this statement is subject to the definition of the rule under the Company's travel industry clause for the Custom-Ordered Tour Contract.

Article 20 Original Statement

The original of this statement is written in Japanese. This English version is for reference only. If there is any difference between the Japanese original statement and

this statement, the Japanese statement will prevail.

The original statement is given upon request.