

Terms and Conditions of Travel

Please read these Terms and Conditions of Travel in full when applying for travel. (This document comprises part of “the statement explaining trade terms” in Article 12-4 of the Travel Agency Law, and “the Contract Document” issued under Article 12-5 of the Law when an agreement is concluded in accordance with these terms and conditions.)

1. Agent-Organized Travel Contract

- (1) This travel is planned, offered and operated by JR EAST View Travel Service (“VTS”), and a customer who participates in such travel shall conclude an agent-organized travel contract.
- (2) The terms and conditions of travel shall conform to those specified hereunder in addition to brochures (itinerary descriptions), confirmation documents (final travel itinerary) and the section on package tours in VTS’ s general terms and conditions.
- (3) VTS hereby accepts to make arrangements and manage the travel itinerary so that travel services, such as transport, accommodation and other related services (“Travel Services”) will be provided to the customer in accordance with the travel itinerary determined by VTS.

2. Application for Travel

- (1) The customer is requested to apply by completing VTS’ s Travel Application Form (“Application Form”) as specified and paying the deposit (per person) specified in (4) below. The deposit shall be treated as a portion of the travel fare, the cancellation fee or the penalties.
- (2) Customers who require special arrangements during the travel shall advise VTS when applying for travel. VTS shall comply with such requests as much as possible. The customer shall be responsible for expenses incurred for such special arrangements that VTS makes for the customer.
- (3) VTS may accept a reservation application for the Travel Contract by telephone, post mail, facsimile and other communication methods. In such cases, a contract will not be concluded at the time of application, and the customer will be required to submit an Application Form and pay the deposit within 3 days (the period specified by VTS) of the date following the day when VTS confirmed acceptance of the reservation. If the customer fails to pay the deposit within this period, VTS may deem the reservation void.
- (4) Deposit (Per person)

Travel Fare	Deposit
Less than ¥10,000	¥3,000
¥10,000–less than ¥30,000	¥6,000
¥30,000–less than ¥60,000	¥12,000
¥60,000–less than ¥100,000	¥20,000
¥100,000–	20% of travel fare

Deposits for specific travel packages are as specified separately in the brochures. Deposits may differ when customers use loan payment.

- (5) VTS may accept an application by telephone, mail, facsimile or other communication methods and payment of financial obligations including travel fares (“Travel Fares, etc.”) from a credit cardholder (“Cardholder”) who uses a View Card or the card of a credit card company that has an affiliation with VTS (“Affiliated Card”) to pay travel fares, etc., without the signature of the cardholder in concluding a travel contract (“Contract by Correspondence”). In such cases, the terms and conditions shall differ from those usually applied as specified below.
 - 1) The contract shall be concluded when VTS has accepted it in the case of a telephone application, and when VTS has confirmed its acceptance in the case of other communication methods.
 - 2) The credit card transaction date shall be the date of payment or reimbursement of the Travel Fare, etc. The credit card transaction date for the travel fare shall be the date when the contract is concluded.
 - 3) When payment cannot be made using the credit card in the cardholder’s application due to reasons such as the credit limit of the card, VTS shall cancel the Contract by Correspondence and charge the penalties corresponding to the cancellation fee set out in Clause 13. However, this shall not apply when VTS receives payment of the travel fare in cash by a date that it specifies separately.

3. Terms and Conditions for Applications

- (1) A customer under 20 years of age may be required to provide consent from a parent or guardian. All passengers must be 12 years old or above at the date of the departure.
- (2) With regard to tours with special requirements for participation that we set, if your conditions, such as sex, age, qualification, and skill, do not meet the requirements, you may be rejected for application for the tours.
- (3) A customer in poor health, including abnormal blood pressure, heart disease, etc., is requested to present a medical certificate. VTS may refuse an application if it deems that the customer’ s medical condition will impede group activities, or it may require that the customer be accompanied by an escort.
- (4) VTS shall take the necessary measures if it judges that a customer requires medical examination or treatment by a physician owing to illness, disorder or other reasons during the travel. Any and all expenses so incurred shall be borne by the customer.
- (5) As a rule, customers will not be able to undertake independent activities for their own reasons. However, VTS may arrange for such activities under separate conditions depending on the travel package.
- (6) VTS may refuse an application if it determines that a customer is likely to disturb other customers or impede with the smooth operation of group travel.
- (7) If it is discovered that you are a member of a criminal organization, are involved with one, or are a member of any other antisocial forces, your participation may be rejected.
- (8) Your participation may be rejected, in case any unruly or disruptive behavior poses risk to the safety and security of the operation.
- (9) Your participation may be rejected, in case of spreading harmful rumors or fraudulent action.
- (10) If you are out of health, users of a wheelchair or other supportive devices, the mentally and physically handicapped, allergic to foods/animals, pregnant, trying to conceive, accompanied by assistant dogs for the disabled (guide dogs, hearing dogs and service dogs) or in need of any other kind of extra attention in order to participate in tours, notify us of your particular requests when applying for the tours. (If you reach such a state after a travel contract is concluded, also notify us of it promptly.) As we will get back to you, please tell us concretely about the support you need during the tours.
- (11) When we receive your requests as described in the above paragraph, we will meet it to the extent possible and reasonable. In order to do so, we may ask you about your state and support you need or ask you to make a notification about them in writing.
- (12) We may impose requirements on you for the safe and smooth operation of tours, such as being accompanied by a care assistant or a companion, submitting a doctor’ s certificate or allowing a partial change of the course. If we cannot make arrangements for your particular requests, we may reject your application for a travel contract or cancel it. The expense for the arrangements we have made for you according to your particular requests shall be borne by you, in principle.

4. Conclusion of Contract and Delivery of Documents

- (1) The agent-organized travel contract shall be concluded when VTS approves the conclusion of the contract and receives the deposit in Clause 2.
- (2) For a Contract by Correspondence, the contract by telephone shall be concluded when VTS approves the conclusion of the contract, and the contract by other means of communication shall be concluded when VTS confirms approval of the contract, notwithstanding the provisions of the preceding paragraph.
- (3) Immediately after the conclusion of the Travel Contract, VTS will deliver to the customer the contract documents describing the travel itinerary, the content of travel services, the travel fare, and other terms and conditions of travel and VTS’ s responsibilities (“Contract Documents”).
- (4) On conclusion of the Travel Contract, these Terms and Conditions of Travel shall comprise part of the Contract Documents. The scope of the travel services to be arranged and itinerary management by VTS shall be as described in the Contract Documents.

5. Delivery of Confirmation Document (Final Itinerary)

- (1) In the case that the itinerary and/or the names of transport and accommodation providers are not confirmed in the Contract Documents, VTS shall provide a limited list of some names of scheduled accommodation providers and major transport services in the Contract Document, then deliver to the customer a document detailing confirmation (“Confirmation Document”) by the day preceding the travel departure date (by the travel departure date for applications within a seven-day period in advance of the departure date). In this case, the scope of the travel services to be arranged and itinerary management shall be specified in the Confirmation Document.
- (2) In such cases, VTS shall respond swiftly and in an appropriate manner to inquiries from customers who wish to confirm arrangements even prior to delivery of the Confirmation Document.

6. Payment of Travel Fare

- (1) Payment of the travel fare shall be made before the 14th day prior to the day preceding the departure date. In the case of applications within 14 days of the day preceding the departure date, payment must be made by the date specified by VTS prior to the departure date.
- (2) VTS may accept payment of the travel fare using Affiliated Cards without the signature of the cardholder on the specified sales voucher. In such cases, the card transaction date shall be the date of conclusion of the Travel Contract.

7. Application of Travel Fare

- (1) Customers aged 12 years or more shall be charged the adult fare and those aged 6 years (3 years for travel packages including air travel) to 11 years of age shall be charged the child fare unless otherwise specified.

- (2) Travel fares are displayed for each travel package. Customers are requested to confirm the fare according to their departure date and number of travelers.

8. Inclusions in Travel Fare

The travel fare includes the transport fares and charges below specified in the itinerary. However, items specified as borne by the customer are excluded.

- (1) Fares and charges for transport used, such as airplane, ship and railway;
 - (2) Shuttle bus fares between airports, railway stations and ports and hotels and guesthouses specified in the itinerary;
 - (3) Sightseeing fees specified in the itinerary (bus fares, expenses for guides, entrance fees);
 - (4) Accommodation charges, taxes and service fees specified in the itinerary;
 - (5) The travel fare includes expenses for meals and drinks, taxes and service fees specified in the itinerary.
 - (6) Tips during group activities;
 - (7) Expenses for travel conductors for travel conductor escorted travel
- As a rule, the above costs will not be reimbursed even if a customer chooses not to use part of the service.

9. Exclusions from Travel Fare

Items other than those in Clause 8 are not included in the travel fare. Some of these exclusions are listed below.

- (1) Excess baggage fees (for baggage that exceeds weight, size and number of pieces specified by transport providers);
- (2) Miscellaneous personal expenses such as cleaning fees, telegram and telephone charges, tips for room service at hotels and guesthouses, etc., extra food and beverages, etc., and the incidental taxes and service fees;
- (3) Medical expenses for bodily injury or disease;
- (4) Extra fees for when a room is occupied by one person only at the customer’ s request;
- (5) Expenses for optional tours with separate charges;
- (6) Transport and accommodation fees for between the customer’ s residence and the starting point of the travel;
- (7) Some drinks or meals specially arranged are not included in the travels fare.

10. Revision of Travel Content

In the event of natural disaster, war, riot, suspension of travel services by transport and/or accommodation providers, government order, provision of transport service not consistent with the original schedule, or any event that is beyond the control of VTS, and when it is necessary to ensure safe and smooth implementation of the travel, VTS may provide immediate and prior explanation to a customer about the reason why such event is beyond the control of VTS and about the causal relationship between the change of the Travel Contract and such event, and may change the content of the itinerary and travel services and other details of the Agent-Organized Travel Contract even after the conclusion of the Travel Contract. However, in the case of emergency outside of VTS’ s control, VTS will provide explanation after making such changes.

11. Revision of Travel Fare

- (1) VTS may revise the travel fare even after the conclusion of the Travel Contract in the following cases.
 - (1) If the fares or charges for transport to be used are revised to an extent that is significantly beyond normal expectations as a result of substantial changes in economic conditions, etc., VTS will revise the travel fare by the amount arising from such amendment. However, VTS will give the customer notice of an increase in the travel fare before the 15th day prior to the day preceding the departure date.
 - (2) VTS may revise the travel fare only by the amount of the change when revision of the travel content is accompanied by a reduction in expenses required to operate the travel and/or revision of the travel content under the provision of the preceding paragraph (excludes revisions due to insufficient seats, rooms and other facilities at transport and accommodation providers when otherwise in service) is accompanied by an increase in the expenses (includes cancellation fees, penalties and other necessary expenses due to the revision of travel content) required to operate the travel.
 - (3) When the Contract Documents state that the travel fare may differ depending on the number of persons using the transport or accommodation service, etc., VTS may adjust the travel fare as described in the Contract Documents if the number of persons changes after the conclusion of the Travel Contract due to any reason not attributable to VTS.

12. Change of Customer

The customer may, with the prior approval of VTS, transfer the status under the Travel Contract to a third party. In such cases, the customer is required to complete and submit the form specified by VTS and to pay the actual expenses required to make the change. The transfer of status under the Travel Contract shall become valid when VTS approves the change, and thereafter the third party to whom the status under the Travel Contract is transferred shall succeed all the customer’ s rights and obligations pertaining to the Travel Contract.

13. Cancellation of the Travel Contract by the Customer

- (1) The customer may cancel the Travel Contract at any time on payment of the cancellation fee (per person) specified below. In such cases, VTS will reimburse the travel fare (and/or deposit) already paid after deducting the specified cancellation fee. In the case of a Contract by Correspondence, VTS shall charge the cancellation fee to the Affiliated Card without the cardholder’ s signature on the sales voucher. In such cases, the date when the customer requested the cancellation shall be the card transaction date, and VTS shall directly reimburse the difference after deducting the cancellation fee from the travel fare already charged.
- (2) When the deposit by itself does not cover the cancellation fee, VTS will charge the difference. The cancellation fees below shall also apply to changes in the travel package and/or departure date after the conclusion of the Travel Contract.

Cancellation date of Travel Contract	Cancellation fee
(1) Cancellation earlier than 21 days prior to the day preceding departure (11 days for day trips)	No fee
(2) Cancellation 20 days or less prior to the day preceding departure (10 days for day trips) (excludes (3)–(6))	20% of travel fare
(3) Cancellation 7 days or less prior to the day preceding departure (excludes (4)–(6))	30% of travel fare
(4) Cancellation on day preceding departure date	40% of travel fare
(5) Cancellation on departure date	50% of travel fare
(6) Cancellation after departure or non-participation without notification	100% of travel fare

The following cancellation fees apply for accommodation only travel packages.

Cancellation date	Cancellation fee
(1) Cancellation earlier than 6 days prior to the day preceding departure	No fee
(2) Cancellation 5 days or less prior to the day preceding departure (excludes (3)–(5))	No fee when 14 or fewer customers cancel 20% of travel fare when 15 or more customers cancel
(3) Cancellation 3 days or less prior to the day preceding departure (excludes (4)–(5))	20% of travel fare
(4) Cancellation on departure date	50% of travel fare
(5) Cancellation after departure or non-participation without notification	100% of travel fare

VTS will also charge the cancellation fees above when a customer cancels the Travel Contract due to reasons related to a loan, which is not the responsibility of VTS.

- (3) The customer may cancel the Travel Contract before departure without paying a cancellation fee in the cases described below.
 - 1) When there are changes to the contract content which are listed in the left of the table in Clause 21 or other important changes;
 - 2) When the travel fare is increased under Clause 11;
 - 3) When the safe and smooth operation of the travel is impossible or highly likely to be impossible due to natural disaster, war, riot, suspension of service by transport and accommodation providers, government order or other reason;
 - 4) When VTS has not delivered the Confirmation Document to the customer by the specified date;

- 5) When it is impossible to operate the travel in accordance with the itinerary described in the Contract Documents for reasons attributable to VTS.
- (4) After departure
- 1) If, during travel, the customer cancels the contract or temporarily leaves for their own reasons, the customer will be deemed to have waived his/her rights, and VTS will not make any reimbursement.
 - 2) If any of the travel services described in the contract documents and/or brochures were not available for reasons not attributable to the customer, or when VTS has advised the customer to this effect the customer may cancel the unavailable portion of the travel service without paying a cancellation fee. In this case, VTS will reimburse the customer for the amount of the travel fare that corresponds to the unavailable portion of the travel service. However, when such unavailability is not due to any reason attributable to VTS, VTS will reimburse the amount to the customer after deducting the cancellation fee, penalties or other expenses already paid or payable in relation to the unavailable service.
- (3) As a rule, VTS shall not bear the liability in (1) of this Clause for damage incurred by customers for any of the reasons listed below.
- a) Natural disaster, war, riot, and alteration or cancellation of itinerary due to such causes;
 - b) Suspension of services by transport and accommodation providers, and alteration or cancellation of itinerary due to such causes;
 - c) Government orders, quarantine due to infectious disease, and alteration or cancellation of itinerary due to such causes;
 - d) Accidents during the customer's free activities;
 - e) Food poisoning;
 - f) Theft;
 - g) Delays, stoppages, changes of schedule and route by transport providers, alteration of itinerary and shortened stays at destinations due to such causes.

14. Cancellation by VTS

- (1) VTS may cancel the Travel Contract if the customer has failed to pay the travel fare by the date specified by VTS. In this case, VTS will charge penalties that correspond to the cancellation fees in the preceding Clause.
- (2) VTS may cancel the Travel Contract after providing explanation to the customer should any of the following apply. In such cases, VTS will reimburse the full amount of the travel fare (and/or deposit) already paid.
 - 1) If it becomes evident that the customer does not satisfy the requirements for participating in the travel, including, but not limited to, sex, age, qualification, or skill;
 - 2) If it is determined that the customer is unfit to join the travel, due to disease, absence of necessary carer or any other reason;
 - 3) If it is determined that the customer is likely to disturb other customers or hinder the smooth operation of group travel;
 - 4) If the customer demands that VTS should bear an unreasonable burden with respect to the contract content;
 - 5) If the number of customers is less than the minimum number of participants described in the Contract Documents. In such cases, VTS shall notify the customer of travel cancellation earlier than 13 days prior to the day preceding departure (3 days prior for day trips).
 - 6) When essential travel conditions that VTS has expressly stated in advance are extremely unlikely to materialize, such as insufficient snowfall in the case of ski travel;
 - 7) When the safe and smooth operation of the travel in accordance with the travel itinerary described in the Contract Documents is impossible or highly likely to be impossible due to natural disaster, war, riot, suspension of service by transport and accommodation providers, government order or other reason not attributable to VTS;
 - 8) When the Contract by Correspondence has been concluded, and the customer fails to make payment of part or all of the liability relating to the Travel Fare, etc., in accordance with the Affiliated Card company's cardholder agreement due to the invalidity of the customer's credit card or other reasons;
 - 9) If the customer is recognized as a member of an organized crime group, a semi-regular of an organized crime group, a person associated with an organized crime group, company associated with an organized crime group, racketeer, etc. or any other antisocial forces.
 - 10) If the customer makes a violent or unreasonable demand, uses intimidation or violence in relation to a transaction, or conducts other similar acts against VTS.
 - 11) If the customer impairs the credibility of VTS, interferes with our business by disseminating rumors or by using fraudulent means or force, or conducts other similar acts.
- (3) If VTS cancels the Travel Contract under paragraph 1 of this Clause, it will reimburse the travel fare (and/or deposit) already paid after deducting a penalty that corresponds to the cancellation fee in the preceding Clause. When the contract has been concluded by correspondence, VTS will charge the penalty to the Affiliated Card without the signature of the cardholder on the sales voucher. In such cases, the date when VTS confirmed the cancellation shall be the card transaction date, and VTS shall directly reimburse the travel fare already paid after deducting the penalty.

(4) After departure

- Even after departure, VTS may cancel part of the Travel Contract after providing explanation to the customer in the cases listed below. In such cases, VTS will reimburse the customer with the portion of the travel fare that relates to any travel services that are not provided after deducting the cancellation fee, penalties and any other expenses paid or payable for the relevant travel service.
- 1) If it is determined that the customer is unfit to continue the travel, due to disease, absence of necessary carer or any other reason;
 - 2) If the customer fails to follow the directions of VTS given through a travel conductor or other person for the safe and smooth operation of the travel, disrupts the order of group activities through violence or threats towards the travel conductor, other persons, or other customers and hinders the safe and smooth operation of the travel;
 - 3) If it becomes clear that the customer falls into any of the items in paragraphs 9 to 11 of Clause 14.
 - 4) When the safe and smooth continuation of the travel is impossible or highly likely to be impossible due to natural disaster, war, riot, suspension of service by transport and accommodation providers, government order or other reason not under the control of VTS. If VTS cancels the Travel Contract for the reasons above or _____, VTS will, upon request of the customer, make arrangements necessary for the customer to return to the departure point, at the customer's expense.

15. Reimbursement of the Travel Fare

- (1) When the travel fare is reduced under Clause 11, and when VTS or the customer cancels the Agent-Organized Travel Contract and any reimbursement is required, VTS shall pay the relevant amount to the customer within 7 days of the day following the cancellation for reimbursement due to cancellation before departure and within 30 days of the day following the final day of the travel described in the Contract Documents for reimbursement due to a reduction in the travel fare or cancellation after departure. However, any cancellation fees, penalties or other expenses paid or payable for travel services not provided due to travel cancellation shall be borne by the customer. This shall not prevent the customer or VTS from exercising the right to claim compensation for damage under Clause 19 and Clause 23.
- (2) The provision of Paragraph (1) shall not prevent you or us from exercising the right to seek damages according to the provisions of Paragraph 19 (Responsibilities of Our Company) or Paragraph 23 (Responsibilities of Customers).
- (3) A request for refunding your payment on a tour shall be made to the shop where you made an application for the tour by the day a month before the departure.
- (4) If you make a request for such a refund after we have delivered coupons, they are necessary for the refund. If you do not provide us with the coupons, the refund of your payment on the tour may be unaccepted.

16. Itinerary Management

- (Travel Conductor Escorted Travel)
- VTS shall endeavor to secure the safe and smooth operation of travel by providing the customer with services described below. However, this shall not apply if VTS and the customer conclude a special contract with different terms.
- (1) When VTS determines that the customer may not be able to receive travel services during the travel, VTS shall take the necessary steps to ensure the provision of travel services as specified in the Travel Contract.
 - (2) When VTS is forced to change the content of the Travel Contract despite taking the steps in (1), VTS shall make every effort to ensure that the revised itinerary serves the same purposes as the original one when it changes the itinerary. VTS shall also endeavor to minimize changes to the Travel Contract to ensure that the revised travel services are equivalent to the original travel services. (Independent Travel)
- A travel conductor does not escort independent travel. Prior to departure, VTS will issue vouchers needed for the customer to receive travel services, and the customer should take the procedures to receive travel services by themselves. The method for contacting VTS in such cases will be stated in the Contract Documents and/or the Confirmation Document.

17. Directions of VTS

The customer is required to comply with VTS' s directions for the safe and smooth operation of the travel while participating in group activities from the commencement of travel until the end of travel.

18. Services of Travel Conductor, etc.

- (1) VTS will arrange for a travel conductor or other person to escort the travel depending on its content and provide all or some of the services set out in Clause 16 and the other services that VTS determines to be required.
- (2) The hours during which the travel conductor or other person in this Clause render services shall be 08.00 to 20.00.

19. VTS's Liability and Exemptions

- (1) If, in the performance of the Agent-Organized Travel Contract, VTS or VTS's agent causes damage to the customer through deliberate act or negligence, VTS shall be liable to make compensation for such damage. However, this shall only apply when VTS is informed of such damage within 2 years of the day after the date when the damage occurred.
- (2) Notwithstanding the provision in (1) of this Clause, VTS shall provide compensation for damage to baggage provided that such damage is reported to VTS within 14 days of the day after the date when the damage occurred for travel in Japan up to a maximum of ¥150,000 per person. This excludes deliberate damage or damage due to gross negligence on the part of VTS.

20. Special Compensation

- (1) Regardless of whether the liability set out in (1) of Clause 19 arises or not, VTS shall pay the compensation and condolence money set out in advance for specified damage to life, limb or property sustained during participation in travel as provided for in the special compensation rules of the general terms and conditions for agent-organized travel.
- (2) If VTS bears the liability set out in (1) of Clause 19 for the damage in (1) of this Clause, such liability shall be deemed the relevant compensation that VTS should pay, up to the limit of liability in accordance with (1) of Clause 19.
- (3) VTS shall not pay the compensation and condolence money in (1) if the damage that the customer sustained during the agent-organized travel is caused by the customer's willful act, driving under the influence of alcohol, disease, etc., or other causes which are not included in the agent-organized travel such as skydiving, mountaineering, bobsledding, hang gliding, etc. However, this shall not apply when the activity is included in the itinerary. -

21. Itinerary Booking Guarantee

- (1) In the event that any major change arises in the contract content as indicated in the left column of the following table (excludes changes listed in 1) and 2) below (except for changes that arise due to shortages in seats, rooms or other transport or accommodation facilities otherwise in service)), VTS will pay the customer compensation for change, which is the amount of the travel fare multiplied by the rate indicated in the right column of the table, within 30 days of the day after the final day of the travel. However, this shall not apply if it is clear that VTS is liable for the change under the provision of (1) of Clause 19.
 - 1) Changes due to natural disaster, war, riot, government order, suspension of services by transport and accommodation providers, provision of transport services inconsistent with the original schedule, measures necessary to secure the life or physical safety of travel participants;
 - 2) When the Travel Contract is cancelled under the provisions of Clause 13 through 14, the changes related to such cancelled portions of the contract.
- (2) One change for the items in the left column of the following table refers to one flight, one journey and one voyage for transport services, one night's stay for accommodation facilities and one change for other services with each change counted. Consequently, a number of compensation payments are possible for the same travel.
- (3) Rate per Change in the right column of the following table is the ratio of the travel fare for each change. The upper rate applies when the change is notified prior to departure and the lower rate applies when the change is notified after departure.
- (4) Notwithstanding the provision of (1) of this Clause, the amount of compensation for change payable by VTS per customer per travel package will be limited to 15% of the travel fares. If the amount of compensation for change payable to one customer for one travel package is less than ¥1,000, VTS will not pay the compensation for change.

Change requiring payment of compensation for change	Rate per change
(1) Change in the departure date or return date for the travel stated in the Contract Documents	1.5% 3.0%
(2) Change in the sightseeing locations and/or facilities (including restaurants) to be visited or other destinations visited on the travel stated in the Contract Documents	1.0% 2.0%
(3) Change in the class or facilities of a transport service to those at a lower charge than those described in the Contract Documents (in cases where the total amount of charges for the class and facilities after the change is lower than the total amount of charges stated in the Contract Documents only)	1.0% 2.0%
(4) Change in the type or the name of the company for the transport services stated in the Contract Documents	1.0% 2.0%
(5) Change to a flight at the airport which is the departure point or the point of completion for the travel in Japan different from that stated in the Contract Documents	1.0% 2.0%
(6) Change in the type or the name of the accommodation facilities stated in the Contract Documents	1.0% 2.0%
(7) Change in the type of room, facilities, view or any other condition of the room in the accommodation facilities stated in the Contract Documents	1.0% 2.0%
(8) Any change of items described in a travel title in the Contract Document out of the changes listed in (1) through (8) above	2.5% 5.0%

22. Base for Terms and Conditions of Travel and Travel Fares

The base date for these Terms and Conditions of Travel and for travel fares shall be the dates stated in brochures.

23. Customer's Liability

- (1) If VTS incurs losses as a result of the customer's deliberate act, negligence, illegal or disorderly conduct, VTS shall seek compensation from the customer for such losses.
- (2) The customer is requested to make his/her best efforts to utilize the information provided by VTS and be aware of the rights and obligations of the customer as well as other details of the Agent-Organized Travel Contract.
- (3) In order to be provided with the travel services described in the Contract Documents after departure, should the customer perceive that he/she is being furnished with service that differs from the Contract Documents, he/she is requested to promptly notify VTS, its agent or the service provider at the destination.
- (4) If you have lost coupons, etc., you shall bear the fares and charges for transportation incurred for the reissuance of the coupons, etc. The fares and charges shall be the amounts specified by the transportation companies.

24. Other

As a rule, the customer shall be charged consumption tax on top of the cost of any additional food, beverages and other services at guesthouses and/or hotels.

Handling of Personal Information

VTS and its contracted travel agents shall use the personal information provided on the application form submitted when applying for travel for the purposes of communicating with the customer as well as for arranging services from transport and accommodation providers included in the travel and the procedures for being furnished with these services. In addition to this, VTS and its contracted travel agents shall use the personal information of customers in (1) providing information on the goods, services and promotions of VTS and affiliated companies; (2) soliciting opinions and comments from customers after participation in travel; (3) sending questionnaires; and (4) providing bonus services.

※This is a translation of a Japanese original.

Applications/Inquiries

Certified general/domestic travel service supervisors are responsible for transactions handling customer travel at sales offices. Feel free to consult a travel service supervisor if any section of the Travel Contract is unclear.

Sales Representative's Name: _____

Travel
Planning and
Operating,
Sales

JR EAST VIEW Travel Service Co.,Ltd.

Registered Travel Agency No. 1135 (approved by Commissioner of the Japan Tourism Agency)
3-2-1, Kinshi Sumida-ku, Tokyo, Japan Active member of the Japan Association of Travel Agents (JATA)