

# Arranged Travel (Domestic & International) / Travel Consultation

Transaction Conditions Explanation Document

«Travel Conditions»

<Significance of these Travel Conditions>

This document constitutes the written explanation of transaction conditions as prescribed in Article 12-4 of the Travel Agency Act and forms part of the contract document as prescribed in Article 12-5 of the same Act.

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## 1. Arranged Travel Contract / Travel Consultation Contract

- ① This contract pertains to travel arrangements or travel consultation services provided by Hiraizumi culture Travel Co., Ltd. (hereinafter referred to as “the Company”), and shall result in the conclusion of either an “Arranged Travel Contract” or a “Travel Consultation Contract” (hereinafter collectively referred to as the “Contract”) between the customer and the Company.
  - ② At the request of the customer, the Company undertakes to make arrangements or provide consultation for travel planning so that the customer may receive transportation, accommodation, and other related services, by acting as an agent, intermediary, or broker on behalf of the customer.
  - ③ In making travel arrangements or providing travel consultation, the Company shall charge, in addition to fares, charges, and other travel expenses payable to transportation and accommodation providers, the prescribed Travel Service Handling Fees (including consultation fees). Even in cases where requested transportation or accommodation facilities cannot be arranged due to full booking or other reasons, the Travel Service Handling Fees shall, in principle, still be charged.
  - ④ “Domestic Travel” refers to travel conducted solely within Japan. “International Travel” refers to travel other than Domestic Travel.
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## 2. Application for Travel and Formation of Contract

- ① A customer wishing to conclude a Contract (including a Travel Consultation Contract) with the Company shall complete the prescribed application form and submit it together with the application deposit specified separately by the Company. Such deposit shall be treated as part of the travel price, cancellation charges, or any other amounts payable to the Company by the customer.

② The Travel Contract shall come into effect when the Company accepts the conclusion of the contract and receives the application deposit.

However, in the case of a Travel Contract solely for the arrangement of transportation or accommodation services, where a document indicating the right to receive such services (such as a ticket or accommodation voucher) is issued in exchange for the travel price, the Company may accept oral applications. In such case, the Travel Contract shall be deemed concluded when the Company accepts the conclusion of the contract.

A Travel Consultation Contract shall come into effect when the Company accepts the conclusion of the contract and receives the application form.

③ The Company may accept an application for travel without receiving an application deposit, based on a special written agreement. In such case, the Contract shall come into effect upon issuance of the Travel Acceptance Letter.

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### 3. Conditions for Application

① Persons under 18 years of age at the time of application must submit written consent from a parent or legal guardian.

② Customers who are in poor health, have disabilities, are pregnant, use assistance dogs, or require special consideration for any other reason must notify the Company at the time of application. The Company will respond within reasonable limits. Any additional costs incurred for special measures taken by the Company based on such request shall be borne by the customer.

③ If a customer is found to be a member of an organized crime group, affiliated with such group, or otherwise connected with anti-social forces, the Company may refuse the application.

④ The Company may refuse the application if the customer engages in violent or unreasonable demands, threatening behavior, or acts of violence in connection with transactions.

⑤ The Company may refuse the application if the customer spreads false rumors, uses fraudulent means or force to damage the credibility of the Company or obstruct its business operations.

⑥ The Company may refuse the application if the content of the requested travel arrangements or consultation is contrary to public order and morals or may violate laws and regulations applicable at the destination.

⑦ The Company may refuse the application for other operational reasons of the Company.

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## 4. Group / Collective Arrangements

① When multiple travelers participating in the same itinerary apply simultaneously and designate a responsible representative (hereinafter referred to as the “Contract Representative”), the Company shall, unless otherwise agreed in writing, deem the Contract Representative to possess full authority to conclude and cancel the Arranged Travel Contracts on behalf of all members of the group (hereinafter referred to as the “Members”). Transactions related to travel services for the group shall be conducted with the Contract Representative.

② The Contract Representative shall submit a list of Members by the date specified by the Company. The Contract Representative shall obtain the consent of each Member regarding the provision of personal information to third parties as set forth in Article 17.

③ The Company shall bear no responsibility for any obligations or liabilities that the Contract Representative currently owes or is expected to owe to the Members.

④ If the Contract Representative does not accompany the group, the Company shall deem a Member designated in advance by the Contract Representative to act as the Contract Representative after the commencement of travel.

⑤ At the request of the Contract Representative, the Company may provide escort services upon receipt of the prescribed escort service fee. Transportation, accommodation, and other actual expenses necessary for the escort to accompany the group shall be charged separately. The escort’s duties shall, in principle, be limited to tasks necessary for the execution of group activities in accordance with the itinerary. The escort’s working hours shall, in principle, be from 8:00 a.m. to 8:00 p.m.

⑥ The Company shall accommodate requests for changes to Members from the Contract Representative to the extent possible. Any increase or decrease in travel expenses resulting from such changes shall be borne by the Members.

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## 5. Delivery of Contract Documents

Upon conclusion of an Arranged Travel Contract, the Company shall promptly provide the customer with a written document stating the travel itinerary, details of travel services, travel price, other travel conditions, and matters concerning the Company’s liability.

However, if the Company issues tickets, accommodation vouchers, or other documents indicating the right to receive all arranged travel services, the Company may omit the issuance of such contract document.

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## 6. Changes to Contract Details

If the customer requests changes to the contract details, the Company shall comply to the extent possible. In such case, the Company may revise the travel price and charge cancellation fees imposed by transportation or accommodation providers, other change-related expenses, and the Company's prescribed change or cancellation processing fees.

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## 7. Cancellation of the Travel Contract

### ① Cancellation by the Customer

If the customer cancels the Travel Contract for personal reasons, the following charges shall apply:

- 【1】** Expenses for travel services already received by the customer
- 【2】** Cancellation charges, penalties, and other costs payable to travel service providers for services not yet received
- 【3】** The Company's prescribed arrangement fees and cancellation processing fees as Travel Service Handling Fees

### ② Cancellation by the Company

The Company may cancel the Contract in the following cases:

- 【1】** When the customer fails to pay the travel price by the due date specified in Article 9.
- 【2】** When the customer is found to fall under any of Article 4, items ③ through ⑤.

### ③

If the Contract is cancelled pursuant to item ② above, the customer shall pay the expenses for travel services already provided, cancellation charges and penalties for services not yet received, any unpaid amounts to travel service providers, and the Company's prescribed arrangement and cancellation processing fees.

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## 8. Travel Price

① The travel price (including consultation fees) must be paid by the date specified by the Company prior to the commencement of travel. For group travel, the payment deadline and method may be specified in the Travel Acceptance Letter.

② If, prior to departure, there are changes in transportation fares or charges, fluctuations in exchange rates, or other circumstances resulting in changes to the travel cost, the Company may revise the travel price accordingly.

## 9. Travel Service Handling Fees

< International Travel > Handling Fees and Change/Cancellation Processing Fees

Category	Details	Handling Fee	Change/Cancellation Processing Fee	Conditions / Notes
Combined Arrangements	When arrangements involve multiple services such as transport and accommodation	20% of total travel expenses	20% of total travel by expenses	If changes or cancellations are made at the customer's request, in addition to cancellation fees prescribed transport/accommodation providers, the change/cancellation processing fees shown on the left will be charged.
Communication / Contact Costs	When urgent communications are made for local arrangements, changes, or cancellations at the customer's request	JPY 3,300 per case		Actual communication costs — (telephone charges, etc.) will be charged separately.
Escort Service Fee (Accommodation, transportation, and other expenses necessary for		JPY 66,000 per escort per day		— If the service starts and ends locally, JPY 60,000.

Category	Details	Handling Fee	Change/Cancellation Processing Fee	Conditions / Notes
accompaniment are charged separately)				
Air Ticket Arrangement	International Air Ticket (Departing from Japan) / per person per case	Up to 20% of total travel expenses (minimum: JPY 8,800)	Up to 20% of total agents, etc. are charged travel expenses separately. Handling fees (minimum: JPY 7,700) only.	Change/cancellation fees payable to airlines/ticketing agents, etc. are charged travel expenses separately. Handling fees (minimum: JPY 7,700) only. Settlement processing for unused tickets: JPY 7,700 per person per case.
	Air Ticket (Issued/Used locally) / per segment, per person, per case	Up to 20% of total travel expenses (minimum: JPY 8,800)	Up to 20% of total travel expenses (minimum: JPY 7,700)	
	Mileage award ticket / per person per itinerary	JPY 4,400	JPY 4,400	
	Circle trip / Round-the-world ticket, etc. / per person per case	JPY 22,000	JPY 11,000	
	Emergency arrangement fee / per person per case (for published fare tickets)	Until day before departure: JPY 2,200 / On day of departure: JPY 6,600	—	
	Ticket reissue / revalidation / per person per case	JPY 4,400	JPY 4,400	
Hotel Arrangement	Hotel / per hotel per case	Up to 20% of total travel		Change/cancellation fees — payable to hotels and other travel service providers,

Category	Details	Handling Fee	Change/Cancellation Processing Fee	Conditions / Notes
		expenses (minimum: JPY 2,200)		ticketing agents, etc. are charged separately.
Other Travel Components	Rental car / Railway / per arrangement	JPY 2,200	JPY 2,200	Change/cancellation fees payable to carriers, ticketing agents, etc. are charged separately. Tickets/boarding passes/admission tickets may not be changeable or refundable.
	Local tours (departing/arriving locally) / Local transfers / Guide / Wedding / per arrangement	Up to 20% of total travel expenses (minimum: JPY 4,400)	—	
	Admission tickets / Ferry / Bus / Restaurant / Reservations for other services, etc. / per arrangement	JPY 4,400	JPY 4,400	

Travel Procedure Agency Fees (Passport/Visa, etc.)

Category	Details	Unit	Fee	Conditions / Notes
Passport	(1) Application procedure (preparation of application documents only)	Per person per case	JPY 5,500	Passport revenue stamp fee, prefectural stamp fee, transportation costs, and shipping costs are charged separately. For (1) + emergency travel procedure, add JPY 6,600 to (1).
	(2) Accompaniment guidance to the prefectural office for application or receipt, in addition to (1)		Add JPY 5,500 to (1)	

Category	Details	Unit	Fee	Conditions / Notes
	(3) Proxy application or proxy receipt permitted by law, in addition to (1)		Add JPY 5,500 to (1)	
Entry/Exit Record	(1) Preparation of entry/exit record documents	Per country	JPY 4,400	Actual visa fees, examination fees, authentication fees, etc. are charged separately. If outsourced to a visa agent, the agent's fee is charged separately. For non-Japanese nationals, add JPY 11,000. Transportation/shipping costs are charged separately.
Visa Document Preparation / Procedures	(1) Preparation of tourist visa application, or preparation plus submission/receipt (excluding (4) below)	Per person per country	JPY 6,600	
	(2) Business/official visa application preparation, or preparation plus submission/receipt		JPY 22,000	
	(3) Immigration, study abroad, work, long-term stay, or other special purposes		JPY 22,000	
	(4) Registration agency for electronic travel authorization systems for the U.S., Canada, Australia, and New Zealand (tourism purposes)		JPY 4,400	Actual authorization fee is charged separately.
	(5) Preparation of an English itinerary	Per document	JPY 4,400	
	(6) Preparation agency for an English booking confirmation	Per person per case	JPY 3,300	After confirming the format, responsibility for the content and any company seal/stamp rests with the customer.
	(7) Translation into English of guarantor letters,		JPY 4,400	

Category	Details	Unit	Fee	Conditions / Notes
	affidavits, letters of certificate, etc.			
(8) Proxy	application/receipt of notarization at a notary office			JPY Actual notary fee and transportation 5,500 costs are charged separately.
(9) Proxy	application/receipt of official seal certification (authentication) at MOFA, embassies, etc.			JPY Actual authentication fees are charged 6,600 separately.
(10) Agency for obtaining	invitation letters, acceptance certificates from local institutions, prior permits, etc.	Per country	Up to JPY 33,000	Actual costs may be charged separately if required.
(11) Proxy receipt of	medical certificates, police certificates, etc.	Per person per case	JPY 5,500	Actual costs may be charged separately if required.
(12) Agency for re-entry	permit application procedures	Per person per case	JPY 13,200	
(13) Preparation of written	confirmation regarding visa requirement	Per person per country	JPY 3,300	
(14) Document preparation	agency other than the above; proxy application/receipt; electronic travel authorization; other procedures	Per person per case	JPY 11,000	Actual costs may be charged separately if required.
(15) Emergency handling	of the above procedures	Per person per case	Add JPY 11,000	Emergency visa fees are charged separately as actual costs.
(16) Agency for obtaining	stamps on vaccination certificates and	Per person per case	JPY 5,500	If a Company staff member accompanies the customer in person, add JPY 5,500; transportation costs separate.

Category	Details	Unit	Fee	Conditions / Notes
	endorsements at quarantine/health centers			
Other	The above procedures/work without a travel contract	Per person per case (per country)	Add JPY 11,000	Only when the Company accepts the travel procedure agency contract.

#### Notes

- (1) The applicable fees above will be charged in total (summed as applicable).
- (2) Even if visas or travel authorizations cannot be obtained due to the customer's circumstances, the above fees will be charged.
- (3) The above fees are non-refundable even if the trip is cancelled. Handling fees and change processing fees are non-refundable even if the arrangements are cancelled.
- (4) Cancellation fees payable to airlines, hotels, tour operators, ticketing agents, etc. are charged separately.
- (5) "One arrangement" means that even for multiple persons, if the same arrangement is made at the same time, it is counted as "one arrangement." If the booking date, date of use, period of use, section/route, provider, etc. differ, each is counted as a separate arrangement.
- (6) After commencement of arrangements, fees will be charged for changes/cancellations. In the case of changes, fees will be charged each time a change is made.
- (7) The travel procedure agency contract does not guarantee that the customer will obtain a passport or be permitted to enter/exit the relevant countries.
- (8) Transportation costs, shipping costs, translation costs, etc. for accompaniment guidance, proxy application/receipt, etc. are charged separately.
- (9) Item (4) of the visa procedure fees above applies to travel authorizations obtained for tourism purposes. If additional procedures are required, separate fees may be charged based on estimates.
- (10) Consumption tax is included in the above fees.

#### Consultation Fees

Category	Details	Fee	Conditions / Notes
Sightseeing		Basic fee (up to 30 minutes): JPY 5,500	
Travel / Other	(1) Consultation for creating a travel plan		
Travel		Each additional 30 minutes: Add JPY 3,300 to (1)	
	(2) Preparation of travel plan (itinerary)	JPY 5,500 per case	

Category	Details	Fee	Conditions / Notes
	(3) Preparation of cost estimate necessary for travel	JPY 5,500 per case	
	(4) Provision of information regarding destinations, transport/accommodation providers, etc.	JPY 1,100 per A4 page	
	(5) On-site/visit consultation at customer's request	Add JPY 5,500 to the fees in (1) to (4)	Transportation costs charged separately.

< Domestic Travel > Handling Fees and Change/Cancellation Processing Fees

Category	Details	Handling Fee	Change/Cancellation Processing Fee	Conditions / Notes
Arrangements	Combined arrangements with transport, accommodation, sightseeing/admission tickets, etc.	Up to 20% of travel expenses	—	
	Arrangement of a single accommodation provider (including ticketing only / no-coupon)	Up to 20% of travel expenses (minimum: JPY 550)	—	In the case of consecutive nights at the same facility, it is treated as one arrangement.
	Arrangement of a single transport provider	Up to 20% of travel expenses (minimum: JPY 1,100)	—	
	Arrangement of sightseeing/admission tickets only			
	Arrangement of a single air ticket	Up to 20% of airfare, etc. per person per segment	—	
Escort Service Fee (Accommodation, transportation, and		JPY 33,000 per	—	

Category	Details	Handling Fee	Change/Cancellation Processing Fee	Conditions / Notes
other expenses necessary for accompaniment are charged separately)		escort per day		
Communication / Contact Costs	When urgent communications are made for local arrangements, cancellations, or changes at the customer's request, etc.	JPY 1,100 per case		Actual communication costs — (telephone/FAX, etc.) will be charged separately.

#### Notes (Domestic)

(1) If changes or cancellations are made at the customer's request, in addition to cancellation fees prescribed by transport/accommodation providers and sightseeing/admission facilities, the above change/cancellation processing fees will be charged.

(2) Consecutive nights at the same accommodation provider are treated collectively as one case.

(3) After the travel contract is concluded, if the customer cancels travel or consultation for personal reasons, regardless of whether coupons/itineraries/estimates have been delivered, if the Company has already completed part or all of the arrangements/consultation, the above Travel Service Handling Fees will be charged.

(4) Notices of changes/cancellations are valid only when received and accepted during the Company's business hours. If notified by email/FAX outside business hours, it will be deemed received at the start of business on the next business day.

(5) "Transport only" means arrangements for private railways (excluding JR), buses, ferries, etc.

(6) "Sightseeing/admission tickets only" means arrangements for admission/meal/shrine-temple tickets, etc. (excluding TDR and USJ).

(7) Simultaneous arrangements with the same transport provider are treated as one case/one arrangement regardless of one-way/round-trip, section, number of passengers, etc.

(8) After commencement of arrangements, fees will be charged for changes/cancellations. In the case of changes, fees will be charged each time a change is made.

(9) Even in the case of changes/cancellations, the above handling fees (change/cancellation processing fees) will be charged.

(10) Transportation costs, shipping costs, etc. for accompaniment guidance, proxy application/receipt, etc. are charged separately.

(11) Consumption tax is included in the above fees.

## Consultation Fees

Category	Details	Fee
Sightseeing Travel / Other Travel	(1) Consultation for creating the customer's travel plan	Basic fee (up to 30 minutes): JPY 2,200 Each additional 30 minutes: JPY 2,200
	(2) Preparation of travel plan (itinerary)	JPY 2,200 per itinerary
	(3) Preparation of cost estimate required for travel	JPY 2,200 per itinerary
	(4) Provision of information regarding destinations and transportation/accommodation providers, etc.	JPY 1,100 per A4 page
	(5) On-site/visit consultation at the customer's request (※ actual transportation costs are charged separately)	Add JPY 5,500 to the fees in (1)–(5)

## Other Fees

Category	Details	Fee	Conditions / Notes
Other Services	(1) Assistance/arrangement service at airports, etc. (within Japan) (only at the customer's request)	JPY 11,000 per dispatched employee	Transportation and accommodation costs are charged separately.
	(2) When (1) is provided late-night/early-morning, Sundays, holidays, year-end/New Year holidays, etc. (only at the customer's request)	Add JPY 5,500 to the fee in (1) per dispatched employee	“Late-night/early-morning” means 10:00 p.m. to 5:00 a.m. Transportation and accommodation costs are charged separately.

## 10. Cancellation Charges for Domestic Accommodation / Sightseeing & Admission Facilities, and Transport Providers

- ① Cancellation charges for inns/ryokan, hotels, sightseeing and admission facilities, and transport providers shall be governed by the terms and conditions of each respective facility/provider.
- ② For partial changes in the number of participants (reductions), separate cancellation charges may apply.
- ③ If the number of persons shown on the voucher decreases on the date of use, please obtain the prescribed reduction certificate from the accommodation facility where you stayed and sign in the refund section.

- ④ Refund requests must be made within one month from the date of use.
  - ⑤ In the case of consecutive nights at the same inn/ryokan or hotel, cancellation charges shall be calculated based on the accommodation fee for one night, applied for the number of nights booked.
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## 11. Change/Cancellation Processing Fees for International Air Tickets

- ① After ticket issuance, a change of passenger name requires cancellation of the reservation and rebooking; therefore, a cancellation processing fee will be charged.
  - ② For air tickets during peak seasons, ticketing procedures may be carried out after confirming with the customer. In such cases, subsequent changes or cancellations shall be subject to change processing fees and cancellation processing fees.
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## 12. The Company's Responsibility

- ① In performing the Arranged Travel Contract, if the Company or its arranging agent causes damage to the customer due to willful misconduct or negligence, the Company shall compensate for such damage; provided, however, that this shall apply only where the Company is notified within two years from the day after the damage occurred (within six months in the case of a Travel Consultation Contract).
  - ② The Company shall not be liable for damages incurred by the customer due to causes beyond the involvement or control of the Company or its arranging agent, including but not limited to natural disasters, war, riots, suspension of travel services by transportation or accommodation providers, orders of public authorities, entry/exit restrictions, quarantine due to infectious diseases, food poisoning, theft, accidents during free time, or the customer's own willful misconduct or negligence.
  - ③ With respect to damage to baggage, the Company shall compensate up to JPY 150,000 per customer (except where the Company has willful misconduct or gross negligence), only if the Company is notified within 14 days for Domestic Travel or within 21 days for International Travel, counted from the day after the damage occurred.
  - ④ In a Travel Consultation Contract, the Company does not guarantee that transportation or accommodation providers listed in the travel plan prepared by the Company can in fact be arranged. Accordingly, even if reservations cannot be made due to full capacity or sold-out status, the Company shall bear no responsibility.
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## 13. Customer Responsibility

① If the Company suffers damage due to the customer's willful misconduct or negligence, the Company may claim compensation for such damage from the customer.

② When concluding the Contract, the customer shall endeavor to understand the content of the travel contract, including the customer's rights and obligations, by making use of the information provided by the Company.

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## 14. Matters to be Completed by the Customer Before Departure

### ① Passport and Visa

The customer is responsible for confirming whether the passport and visa currently held are valid for the intended trip and for obtaining/maintaining passports and visas. If the destination country requires a certificate of vaccination, the customer must possess such certificate.

The Company may accept requests to act on behalf of the customer for such travel procedures in exchange for the prescribed travel procedure agency fees. The Company shall not be liable even if the customer is unable to obtain a passport, visa, or similar documents due to reasons attributable to the customer. Customers who do not hold Japanese nationality should contact their own consulate, the consulate of the destination country, and the immigration authorities as appropriate.

### ② Health Information

For health information regarding the destination, please check the Ministry of Health, Labour and Welfare Quarantine Station website: <http://www.forth.go.jp/>

### ③ Overseas Safety Information

Depending on the destination, the Ministry of Foreign Affairs of Japan may issue "Overseas Safety Information" or other travel advisories for the country or region. Please check the following:

- MOFA Overseas Safety Website: <http://www.anzen.mofa.go.jp/>
- MOFA Overseas Travel Registration "Tabi-Regi": <https://www.ezairyu.mofa.go.jp/tabireg/>
- MOFA Consular Service Center (Overseas Safety Consultation): +81-3-3580-3311  
(Extensions 2902, 2903)  
※ (Except on office-closed days) 9:00-12:30, 13:30-17:00

#### ④ Travel Accident Insurance

In the event of illness or injury, substantial medical expenses and transportation/evacuation costs may be incurred. In addition, in the case of accidents, it is often extremely difficult to claim compensation from the responsible party or recover such compensation. In order to cover such medical costs, evacuation costs, and death or permanent disability, customers are strongly recommended to purchase travel accident insurance with sufficient coverage at their own discretion. Please contact the Company's staff regarding travel insurance.

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#### 15. Fuel Surcharge

① A fuel surcharge may be required depending on the airline used. Details will be provided at the time of contracting.

② If, after the Contract is concluded, the airline increases the amount of the fuel surcharge, the shortfall will be additionally collected; if the surcharge is reduced, the reduced amount will be refunded promptly.

③ If the customer cancels the Travel Contract due to the imposition of a fuel surcharge, the Company's prescribed Travel Service Handling Fees shall apply.

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#### 16. Handling of Personal Information

① In accepting applications for travel, the Company will obtain the customer's personal information contained in the prescribed application form. The customer may choose which personal information items to provide at the customer's discretion; however, if all or part of the personal information is not provided and, as a result, necessary procedures cannot be carried out for contacting the customer or arranging travel services and receiving such services, the Company may be unable to accept the customer's application or request. The Travel Service Supervisor shall respond on behalf of the personal information manager.

② The Company will use the personal information obtained under the preceding item not only for contacting the customer, but also, within the scope necessary for arranging and receiving services provided by transportation and accommodation providers for the travel applied for, and within the scope necessary for the customer's convenience in shopping at souvenir shops at the destination. The Company may provide, in advance by electronic means, such personal information as well as personal data relating to the flight number(s) to be used, to transportation and accommodation providers, insurance companies, public authorities, and souvenir shops (including overseas transfers).

By applying, the customer is deemed to have consented to such provision of personal data.

In addition, the Company may use the personal information obtained under the preceding item, as well as personal information such as the customer's browsing history on the Company's website and purchase history, for the following purposes:

- 【1】 Information on products, services, and campaigns of the Company and its partner companies
- 【2】 Requests for opinions and impressions after participation in travel
- 【3】 Requests for surveys/questionnaires
- 【4】 Provision of special benefit services
- 【5】 Preparation of statistical materials

If the customer does not wish to receive information under 【1】 above in the future, please contact the Company.

③ The Company may outsource part or all of the operations involving the handling of personal information obtained under item ① above to third parties (including overseas transfers) in connection with arrangement agency operations, tour escort operations, and airport assistance operations. In such cases, the Company will select contractors in accordance with its standards and entrust personal information after concluding confidentiality agreements.

④ Of the customer personal data held by the Company, the Company may jointly use the minimum necessary information for contacting customers (such as name, address, telephone number, and email address) with the Company's group companies. Such group companies may use this information for their respective business information, simplification of customer applications, information on events, and shipping of purchased products.

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## 17. Miscellaneous

① The commercial use or resale of guest rooms reserved through these arrangements is strictly prohibited. If the Company determines that such acts for profit, or preparatory acts for profit, have occurred, the Company may cancel the Arranged Travel Contract without prior notice.

② Mileage programs are membership programs between the customer and the airline. Inquiries regarding services and registration shall be made by the customer directly with the airline. The Company cannot assume responsibility for mileage-related matters.

③ The name provided for application must match the spelling shown on the passport. Corrections to passenger name spelling, passenger category (adult/child), gender, or substitution of travelers will be treated as a cancellation rather than a change, and will therefore be subject to cancellation charges and cancellation processing fees.

④ If, without obtaining prior approval from the airline to be used, the customer uses only the one-way segment (i.e., abandons the return flight), the airline may charge the difference between the one-

way fare or the published round-trip fare applicable to the ticket. In such case, the customer shall pay such difference.

⑤ If, after commencement of travel, the customer recognizes that the travel services stated in the contract document differ from the actual services, the customer must promptly notify the Company, the Company's arranging agent, or the travel service provider at the destination.

⑥ The Company may guide customers to souvenir shops for the customer's convenience; however, purchases shall be made at the customer's own responsibility. The Company cannot assist with exchanges or returns. If tax-free refunds are available, customers must keep purchased items as carry-on baggage and complete the procedures themselves after confirming the procedures at the souvenir shop or airport. Please note that certain items are prohibited from being brought into Japan under CITES (the Washington Convention) and domestic laws; customers should exercise due caution when purchasing goods.

⑦ The Company will not re-conduct or re-perform travel under any circumstances.

⑧ Matters not stated in this Travel Conditions Explanation Document shall be governed by the Company's Travel Agency Terms and Conditions (the Arranged Travel Contract section and the Travel Consultation Contract section). Customers wishing to obtain the Company's Travel Agency Terms and Conditions should request them from the Company.

With respect to travel services provided to the customer during travel by transportation and accommodation providers and other travel service providers, the terms and conditions of the relevant travel service provider shall apply.

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## Handling Travel Agency

Hiraizumi Cultural Travel

Iwate Prefecture Governor Registered Travel Agency No. 2-275

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

A "Travel Service Supervisor" is the person responsible for transactions at the business office handling your travel.

If you have any questions regarding the explanation provided by the person in charge concerning this travel contract, please feel free to ask the Travel Service Supervisor.