

Tour Conditions : Please read before you apply.

This outline of tour conditions represents part of the terms of transaction stipulated in Article 12-4 of the Travel Agency Law, and the contract specifying services rendered for travel and other matters as stated in Article 12-5 of the law.

1. Contract for Agent-Organized Tours

1) Responsibility rests with the company operating Agent-Organized Tours(here in after referred to as ism inc.) whose name in full appears below and in its tour pamphlets or website. Clients joining such tours shall conclude an Agent-Organized Tour Contract (here in after referred to as the Travel Contract) with ism inc..

ism incorporated

Address 2F Futaba Kudan Bldg, 3-4-5, Kudanminami Chiyoda-ku, Tokyo

102-0074 JAPAN

Licensed Travel Agency No.1749

2) ism inc. shall provide tour arrangements and itinerary management so that the client receives tour services including transport/accommodations (here in after referred to as "tour services") provided by transportation/accommodation operators during the tour itinerary set by ism inc..

3) The content and conditions of the contract shall conform to those specified for each tour itinerary, conditions as specified hereunder, the final itinerary handed to clients before departure (here in after referred to as the "Final Tour Itinerary"), and Agent-Organized Tours as described in ism inc.'s general terms and conditions as based on the Travel Agency Law(here in after referred to as "General Terms and Conditions of Agent Organized Tours").

2. Application for Agent-Organized Tour Contracts and their Conclusion

1) The client shall provide information on ism inc. application form as required by ism inc. and submit the form together with the necessary reservation deposit. Paid deposit shall be applied to the tour fare, cancellation charges or penalties.

2) ism inc. may accept applications for travel contracts by telephone, mail, facsimile and other means of communication. In such cases, the client shall submit the application form and reservation deposit to ism inc. within 3 days counting from the day when acceptance of application is confirmed. If the client fails to supply the required application form and deposit within 3 days, the reservation shall be voided.

3) The Travel Contract shall become valid upon ism inc.'s consent to the conclusion of the contract and receipt of the reservation deposit. If tour arrangements are made by phone, the Tour Contract shall become valid upon ism inc.'s acceptance of the tour deposit as specified in the Clause 2. When clients request tour arrangements by mail, facsimile or other communication methods, the tour contract shall become valid upon payment of the Tour Deposit and ism inc.'s notification of acceptance of the tour contract. The contract for any tour request by any communication including telephone, mail, facsimile or other shall become valid as specified in Article 22-2.

4) When applying for group tour arrangements (more than 2 people), the tour contract including conclusion and cancellation of the contract shall be exchanged between ism inc. and the group representative.

5) The group representative responsible for the contract shall provide ism inc. with the name list of members by the date specified by ism inc..

6) ism inc. shall not be responsible for any responsibilities or obligations the group representative holds in the past or in the future.

7) In case the group representative does not accompany the group, we shall consider one of the members who have been selected by the representative as the group representative who is responsible for the contract after tour starting day.

8) If the tour contract cannot be finalized due to full occupancy in seats or rooms or other reasons at booking, ism inc. may ask the client to wait until the specified date with his/her consent.

(This booking status shall be referred as "waiting" here in after.) In this case, the client shall be registered as "waiting client" and ism inc. shall make an effort to make it bookable. Even in this case, ism inc. shall charge the client the reservation deposit ("Waiting" does not guarantee confirmation of booking). However, if the client requests ism inc. to release the waiting, or if the booking is not confirmed until the specified day, ism inc. shall return a full of the reservation deposit.

9) Even in case of the Clause 8, the tour contract shall be finalized at the day when ism inc. informs the guest of the confirmation.

10) Deposit (per person) The reservation deposit shall be 10 percent of the tour fare.

11) The client shall notify ism inc. when submitting application if requiring special consideration during the tour period, ism inc. shall comply with such requests when feasible.

3. Payment of Tour Fare

The Tour Fare shall be paid no later than the 14th day prior to the eve of the departure date. When application is made on or after the 14th day prior to the eve of the day the tour starts, the tour fare shall be paid before departure by a date designated by ism inc..

Even when the client and ism inc. do not enter into the correspondence contract stipulated in Article 20, if the client is a member of ism inc.'s affiliated credit company and consents to pay for the itinerary by credit card, ism inc. shall charge the client's credit card for tour fares (inclusive of tour deposits and additional charges), any cancellation charge or non-fulfillment fee stipulated in Article 12, and additional charges and handling fees stipulated in Article 8 even without a signature. In the absence of any request from the client, the card will be charged on the date the client accepts the itinerary.

4. Included in the Tour Fare

The following may eventually include items unrelated to the tours you choose. Please note that the items included in the tour fare are only those as specified in the itinerary.

Meals: Only the meals specified in each itinerary.

Railways: When operated by subway or local trains, no reserved seats are provided.

Sightseeing & Excursions: By sedan, van, taxi, motorcoach and/or sightseeing boat on a seat-sharing basis, plus admission fees to temples, shrines, museums, etc. mentioned in each itinerary. A minibus, sedan or taxi may be used when the total number of participants is limited. Seat-sharing sightseeing for Japanese tourists are used for some tours.

Transfers: By motorcoach on a seat-sharing basis. A sedan, van or taxi may be used when the total number of participants is small.

Guide Services: English-speaking guide Service is listed under the "Guide Service" column for each tour.

Gratuities: Gratuities to hotel workers, porters and chauffeurs.

Tax: Consumption Tax.

Note: In principle, ism inc. will not make refunds for the above fare even if clients choose not to use the relevant services.

5. Not Included in the Tour Fare

Charges and expenses other than those specified in the preceding article 6, such as:

1. Laundry, telephone, additional meals and drinks, and any other expenses of personal nature
2. International and domestic air fares
3. Airport departure taxes
4. Excess baggage, Heavy baggage
5. Medical expenses for injuries and illness
6. Traveling and accommodation costs between arrival/departure and the start and end points of the itinerary

6. Cancellation Rates

1) If a client cancels the tour for personal reasons after the conclusion of the Tour Contract, the client shall pay cancellation fees described below unless otherwise stated in the Brochure and clients remaining in the tour shall pay the balance of additional per room costs associated with the change in number of participants.

- No less than 21 days prior to the departure date of the tour N/A

- 8 - 20 days prior to the departure date of the tour 20% of the tour price

- 2 - 7 days prior to the departure date of the tour 30% of the tour price

- On the day immediately before the departure date of the tour 50% of the tour price

- Departure time or no cancellation notice is received 100% of the tour price

2) If a client fails to pay the tour fare by the designated date, ism inc. will assume the client has canceled as of the following day, and the cancellation charges specified above will apply.

Timing of notice of cancellation is based on Japan local time.

7. CHANGES FOR WHICH ISM INC. SHALL PAY COMPENSATION

(1) Change in tour departure or termination date specified in tour brochures:

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour If the client is notified after start of tour

1.5%-3.0%

(2) Changes in destination or entry to tourist spots and/or facilities (including restaurants) stated in tour brochures

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour If the client is notified after start of tour

1.0%-2.0%

(3) Changes in grade or equipment of transport facilities as stated in tour brochures to those of lower cost (only when the total price after change becomes less than stated in the Tour Contract.):

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour If the client is notified after start of tour

1.0%-2.0%

(4) Changes in transport vehicles or of the company operating them as stated in Tour brochures

Amount of compensation for changes - Tour fare times the following percentage per incident

If the client is notified by the day prior to start of tour If the client is notified after start of tour

1.0%-2.0%

1. Should major changes occur in Travel Contract contents as stated in the left-hand column of the following table (except for changes mentioned in the 1) through 3) below, ism inc. shall calculate the change compensation money by multiplying tour fares by the rate indicated in the right-hand column of the table, and make refund to the client within 30 days counting from the day when the tour ends. However, if it is evident that liability as set forth in Article 18-1 occurs owing to said changes, ism inc. shall pay the amount not as compensation for changes but as either a portion or total amount of indemnification for damages.

1) ism inc. shall not pay compensation for changes when they occur for the following reasons (however, compensation shall be paid in the event of shortage, even when services are provided, such as for seats, rooms and other facilities)

a. Bad weather and natural disasters which hinder the tour itinerary.

b. War.

c. Civil unrest.

d. Governmental orders.

e. Suspension of services involving transportation, accommodations, etc., such as cancellation, interruption, cessation, etc.

f. Provision of transport services different from the original schedule, owing to delays or changes in operation schedules.

g. Necessary measures to prevent tour participant death or bodily harm.

2) Should cancellation in the Tour Contract be made in accordance with Articles 12 through 14, and should changes occur in such canceled portions, ism inc. shall not pay compensation.

3) Even if major changes occur in Tour Contract contents, as stated in the left-hand column of the following table, ism inc. shall not pay compensation if they are changes in the Final Tour Itinerary, and the changes are within the scope of services stated in tour brochures.

2. Regardless of Clause 1 hereinabove, the maximum amount of compensation for changes paid by ism inc. under one organized Tour Contract shall be the tour fare multiplied by 15%. This money will not be paid, however, if the total amount is less than 1,000 yen.

3. When the situation warrants, ism inc. shall indemnify the client by offering economic benefits equivalent to compensation money, or damage indemnification instead of cash payment, if the client so agrees.

4. If, after ISM INC. has compensated for changes made in accordance with Clause 1 hereinabove, it becomes evident that ism inc. is responsible for the changes as stated in Article 18-1, ism inc. shall pay the client for the damages mentioned in Article 18 after deducting the sum already paid under the terms of Clause 1 hereinabove.

5. ISM INC. shall not provide compensation when the order in which tour services are provided change from those originally stipulated when all services are provided during the tour.

8. Recommendation for Domestic Travel Insurance

During travel, injuries may incur large sums of treatment costs or transportation costs. Accidents may also result in claims for damages and compensations in amounts which are difficult to collect from the offender. In order to secure oneself against such cases, we recommend that the customer take out domestic travel insurance of a sufficient amount. For information regarding domestic travel insurance, please consult the sales staff of the shop at which you applied to the tour.

9. Privacy Policies

ism inc. and its entrusted travel agencies listed in the Sale Office column will use the personal information provided in the tour application forms only for communicating with clients and for arranging transportation and accommodations to provide the services request by the client.

- Standard of Tour Conditions and Fares

The tour conditions and tour fares specified in this pamphlet are valid as of April 1, 2018.

- Others

1. The client shall pay the expenses incurred when he or she asks for the personal accompaniment of a tour conductor for such purposes as guiding shopping, etc., costs arising from client injury or illness, the return of lost baggage or articles left behind owing to personal negligence, as well as changes incurred by independent activity.

2. The client shall accept all responsibility for decisions regarding individual purchases at souvenir shops even when said shops are introduced by ism inc. or its local tour operators.

3. Other matters are subject to the ism inc.'s Travel Contracts, including related tour documents presented separately.

4. These terms and conditions are subject to change to ism inc. Travel Contract and governed and construed by the laws of Japan.

5. The Tokyo District of Japan shall handle all controversies arising from the interpretation and performance of these Terms and Conditions.

6. ism inc. does not re-conduct a tour under any circumstance.

ism incorporated

Contact: Itakura(Mr) • Suzuki(Ms) • Yamaji(Mr)

E-mail: info@japanism.co.jp Web: <http://satoyama-tokyo.com>

TEL: 03-5214-0064 FAX: 03-5214-0062

Mon - Fri 9:30am~6:30pm

