

Tour Condition Book

This tour is planned and carried out by **Nanto Tourism Association** (hereinafter referred to as "our Association"), and customers participating in this tour must agree to the Subscription Type Package Tour Agreement with our association. The content / terms and conditions of the agreement are provided in the terms and conditions stated in each course, as well as this tour condition book, the journey guidebook (the fixed documents) provided before departure, and the Subscription Type Package Tour Contract Section of our Travel Agent Contract.

1. Application for tours and establishment of the Agreement

(1) Our Association may accept applications for the tour Agreement by telephone, facsimile and other means of communication. In such cases, the clients shall submit the application form and application fee to our association within 3 days counting from the day when acceptance of application is confirmed. The Agreement with the customer shall be established at the time when our association has received the application fee.

(2) A person with physical disabilities, in poor health, etc. who requires particular treatment including arrangements etc. shall notify to that effect when applying for the tour. Our association shall respond within the extent possible. In this case, The expenses required for particular measures taken by our association for the customer pursuant to notification from the customer shall be borne by said customer.

●Application fee

Tour charges (per person)	Less than 10,000 yen	10,000yen ~ up to 30,000yen	30,000yen or~ up to 60,000yen	60,000yen ~ up to 100,000yen	100,000 yen or more
Application fee	3,000yen~ Up to full amount of tour charge	6,000yen~ up to full mount of tour charge	10,000yen~ up to full mount of tour charge	20,000yen~ up to full mount of tour charge	20% ~ up to full mount of tour charge

2. Provision of the "Journey Guidebook (Fixed documents)

In cases where the fixed tour content regarding the itinerary, major transportation or accommodation facilities, etc. can not be described in the agreement document, our Association shall provide the customer with the list of estimated major accommodations and transportations, and deliver to the customer by the day before the start date of the tour (or by the day of the tour, if the application has been completed within 7 days before the start date) at the latest the "Journey Guidebook" with the fixed status described therein.

3. Tour charge

- (1) The tour charges of each courses are for 1 adult unless stated otherwise.
- (2) Child fares apply to primary school students and those aged 6 to 11. Some transportation companies may also require fare for children 5 and under.
- (3) The tour charge shall be paid no later than 21 days prior to the departure date.

4. Change of tour charges and contents

- (1) Our Association may, after conclusion of the Travel Contract, revise its contents and services with explanation for any of the following reasons : natural calamity or disaster, suspension of services rendered by transport/accommodation facilities, provision of transportation not based on the original operational plan, other circumstances beyond our association's control.
- (2) In cases where it is stated in the agreement documents that the tour charges differ depending on the number of users of the transportation / accommodation facilities etc., our Association shall change the tour charges in accordance with the agreed number of such users specified by the client.

5. Termination of the Agreement by the clients

- (1) A client can cancel the tour Agreement with paying the following cancellation charge.
- (2) In any of the following cases, the client may cancel the travel Agreement without paying a cancellation charge.
 - ① When the contents of the travel Agreement have been substantially revised as stated in Clause 10.
 - ② When the tour charge is increased in accordance with Clause 4(1).
 - ③ When our association has not delivered the "Journey Guidebook" to the client by the prescribed date stated in Clause 2.
 - ④ When tour operation becomes impossible owing to factors for which our Association is liable.

Cancellation fees (domestic tours)					
Counted backward from the day before the start date of the tour					
Termination on or after the twenty-first (21st) day (eleventh (11th) day for one-day tours)	Termination on or after the twentieth (20th) day (tenth (10th) day for one-day tours)	Termination on or after the seventh (7th) day	Termination on the day before the start date of the tour	Termination on the start date of the tour	Termination after the tour has started or in case of non-participation without notice
No charge	Up to 20% of the tour charges	Up to 30% of the tour charges	Up to 40% of the tour charges	Up to 50% of the tour charges	Up to 100% of the tour charges

6. Termination of the Agreement by our Association

In any of the following cases, our Association may terminate the tour Agreement before or after the start of the tour in the following cases: ①If the client has not paid the tour charge by the prescribed date. ②When it becomes evident that the client does not satisfy the requirements specified by our Association for participation in the tour. ③When the client is recognized as unfit to join the tour owing to illness or for other reasons. ④When the client makes demands that are beyond the reasonable scope of the contract, and when there is evidence that the client threatens to cause other participants embarrassment or inconvenience, or might otherwise interfere with the smooth performance of the collective activities of the tour. ⑤When the minimum number of participants as stipulated by our Association in the tour Agreement has not been met. ⑥When the circumstances or conditions of the tour according to the itinerary specified in the tour Agreement has become impossible, or there is valid reason to believe the tour can not continue.

7. Fees not included in the tour charge

The expense of meals, drinks and those taxes, the individual costs such as service taxes, tips, cleaning costs, excess baggage fees, medical cost for injury and illness, airport taxes, facility use fees, and additional fare rates occurred by transportation, etc. that are not specified in the tour itinerary are not included in the tour charge.

8. Our responsibilities

(1) In cases where our association causes damages to the client intentionally or through negligence, we shall be responsible for compensation for the said damages. However, this is limited to cases where notifications have been sent to us within two (2) years from the day following the date when the damages occurred. In cases where the traveler incurred damages due to a natural disaster, war, riot, discontinuance of the Tour Services provided by transportation / accommodation facilities etc., order by government or public official, and other such events beyond the control of our association, our Association shall not be responsible for compensation for said damages (unless stated in the previous clause).

(2) Our association shall compensate damages occurring to hand luggage, provided notification has been sent to us within fourteen (14) days for domestic tours counted from the day after the date when the damages occurred, Our Association shall compensate a maximum of one hundred and fifty thousand (150,000) yen per traveler (excluding cases where the damages occurred due to an intentional act on our association's part or through gross negligence).

(3) Our Association shall not be responsible for compensation of damages as described above in any of the following cases: ① natural disaster, war, riot, and alteration or cancellation of a tour itinerary due to such events ② accidents or fire in the transportation / accommodation facilities

and alteration or cancellation of a tour itinerary due to such events ③ actions taken under government orders, or quarantine resulting from infectious diseases ④ accidents during the clients' free activities ⑤ food poisoning ⑥ theft ⑦ delays, stoppages, changes of schedule and route by transportation providers, and alterations of tour itineraries and/or shortened stays at destinations due to such events

9. Special compensation participating the tour

We shall pay compensation and medical fees equivalent to the amount determined in advance for certain sudden and incoming damages incurred against the lives, bodies, or personal possessions of the client while participating in the subscription type package tours.

10. Itinerary booking gurantee

(1) In cases where important material changes stated in the tour Agreement occur, our Association shall pay in compensation an amount from 1 % to 5 % of the Tour Charges. The amount of compensation payable by our association for changes shall be limited to the amount of the tour charges multiplied by our prescribed rate of 15% per traveler in the subscription type package tour. Further, in cases where the amount of compensation for changes payable to a traveler in the subscription type package tour is less than 1,000 yen, our company will not pay such compensation for changes.

①Alterations to the starting day or last day of the tour described in the agreement document.

②Alterations to sightseeing spots or sightseeing facilities and other destinations of the tour.

③Alterations in the class of the facilities of transportation to those with lower rates than those described in the agreement document. ④Alterations in the type of transport or in the names of the companies described in the agreement document. ⑤Alterations in the type or name of the accommodation facilities which are specified in the agreement document ⑥Alterations in the conditions of guest rooms as specified in the agreement document, such as the type of guest rooms, facilities, scenery, etc.

⑦Alterations in the type of transportation facilities, such as the type of transportation facilities, scenery, etc.

(2) Despite of the above statements, in cases where the reason of the alterations has been caused beyond our Association's control in accordance with Clause 4(1), we shall not pay such compensation for changes.

11. Minimum number of participants

In cases where the number of travelers has not reached the minimum number of participants described in the Agreement Documents, our Association may terminate the Subscription Type Package Tour Agreements. In that case, we shall notify the traveler at least 4 days before for one-day tours and 14 days before for the overnight tours.

12. Tour Conductors etc.

- (1) The tour conductor will not accompany the client on the tour unless explicitly stated otherwise.
- (2) When the private bus is operated in the tour, an assistant, not a guide, will accompany the tour.

13. Handling of personal information

(1) The consigned tour operators or consigned tour operator agencies of our association indicated in the column "Distributors" below shall use the personal information stated in the Application Form that has been submitted when applying for tours for the purpose of contact with customers, as well as within the scope necessary for arrangement of the services and procedures in order to offer the said services provided by the transportation / accommodation facilities etc. in the tours for which the customer applied (the major ones are described for each course). In addition to the above, our Association and the distributors may use personal information for: ① Announcements relating to goods, services or campaigns of our association, the distributors and companies affiliated with these. ② Requests to submit opinions and feedback after participation in tours. ③ Requests to answer questionnaires. ④ Provision of special services. ⑤ Preparation of statistical materials.

(2) Our Association and our sales offices shall use clients' personal information for the purpose of these operations and to simplify client procedures, inform about events and points of interest, and deliver purchased products. In order to store and administer personal data properly, we handle personal data with care and do our best to prevent information leakage, loss, or damage.

14. Others

(1) Please note that bank transfer fees are paid by customers whether the tour has been realized or not.

15. The certified travel supervisor

The certified travel supervisor refers to a person in charge of transactions at the sales office handling the tour for the customer. If you have questions about the explanation that the person handling your request has given with regard to this tour agreement, please do not hesitate to ask the below certified travel supervisor.

*The standard dates of the tour charges and tour terms and conditions: Apr 1, 2018

<Travel planning and implementation>

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