

Nagano Prefecture Tourism Organization Terms and Conditions of Travel (Domestic Tour)

1. Significance of this Travel Conditions

This travel conditions document is a part of the explanation document of business terms and conditions stipulated in Article 12-4 of the Travel Agency Law and the contract document stipulated in Article 12-5 of the same law.

2. Recruitment-type tour contract

(1) This tour is planned and conducted by the Nagano Prefectural Tourism Organization (131-4 Okada-cho, Naka-Gosho, Nagano City, Nagano Prefecture, registered under Nagano Prefectural Governor's Registration No. 2-436, hereinafter referred to as "the Company"), and the customer participating in this tour shall enter into an organized tour contract (hereinafter referred to as "tour contract") with the Company.

(2) The Company shall arrange and undertake to manage the itinerary so that the customer may receive transportation, accommodation, and other services related to the tour (hereinafter referred to as "tour services") provided by transportation and accommodation agencies, etc., in accordance with the itinerary specified by the Company.

(3) The contents and conditions of the tour contract shall be set forth in the pamphlet, this Travel Conditions, the final document called the Final Itinerary (hereinafter referred to as the "Final Itinerary") which will be provided prior to departure. The contents and conditions of the tour contract shall be governed by the Company's General Terms and Conditions of Travel (hereafter referred to as "the Company's General Terms and Conditions"), which shall apply to all tours. The tour will be conducted in accordance with the Company's General Terms and Conditions.

3. Application for the tour and time of conclusion of contract

(1) An application for the tour shall be made at the storefront using an application form with the necessary information specified by the Company, or by fax, mail, telephone, or other means of communication (an application fee of up to 20% of the tour fee may be required), and the tour fee shall be paid by the date specified by the Company. The tour fee must be paid by the date specified by the Company. The tour contract will be concluded when the Company accepts the conclusion of the contract and receives the tour fee or the application fee. The application fee will be deducted when the tour fee is paid.

(2) If the Company receives an application for a tour from a person responsible for the contract as a representative of the travelers comprising the group or groups, the Company shall deem that such person has the authority to act on behalf of the Company to conclude or cancel the contract.

(3) The person responsible for the contract must submit to the Company a list of the members of the group by the date specified by the Company.

(4) The Company shall not be liable for any debt or obligation for which the person responsible for the contract is now liable or is expected to be liable in the future to the members.

(5) If the person responsible for the contract does not accompany the group/group, we will deem a member appointed by the person responsible for the contract in advance to be the person responsible for the contract after the commencement of the tour.

(6) If the Company is unable to conclude a tour contract immediately at the time of application due to full occupancy, full room availability, or other reasons, the Company may ask the customer to wait after confirming the deadline with the customer's approval (hereinafter this condition is called "waiting"). In this case, we will make arrangements for the reservation to be made. In this case, we will make every effort to make the reservation available. In such a case, the reservation will be made when we notify the customer that the reservation is available, conclude the contract, and receive the tour fee or the application fee.

4. Application conditions

(1) Those under 20 years of age must have the consent of a person with parental authority, and those under 15 years of age must be accompanied by a parent or guardian, except in the case of special tour packages.

(2) For tours targeting specific customers or having specific purposes of travel, we reserve the right to refuse participation if the age, qualifications, skills, or other conditions do not meet our specified conditions.

(3) If you have a chronic disease, are in failing health, are pregnant, or have a physical injury that requires special consideration, please inform us of such at the time of application for the tour. We will comply with such requests to the extent possible and reasonable. In such cases, the cost of any special measures taken by the Company for the customer based on the customer's request shall be borne by the customer. In such cases, we may ask the customer to submit a medical certificate from a physician. In addition, the Company may require the accompaniment of a caregiver/companion, change the contents of a part of the course, or refuse participation in the tour if necessary.

(4) In the event that the Company needs to contact the customer in the case of (1), (2), or (3) above, the Company will, in principle, contact the customer within one week from the date of application or request.

(5) In the event that the Company deems that the Participant is in need of medical diagnosis or treatment due to illness, injury, or any other cause during the tour, the Company will take measures to ensure the smooth implementation of the tour. Any and all costs associated with such measures shall be borne by the Participant.

(6) Separate excursions for the convenience of the customer are not permitted as a general rule. However, we may accept it under different conditions depending on the circumstances.

(7) The Company reserves the right to refuse participation in the tour if it is deemed by the Company that the Participant is causing inconvenience to other passengers or obstructing the smooth implementation of the group activities.

(8) The Company may refuse your application for any other business reasons.

5. Delivery of Contract Document and Final Itinerary

(1) Promptly after the conclusion of the tour contract, the Company shall deliver to the Participant a written contract describing the tour itinerary, details of tour services and other tour conditions, and the Company's

responsibilities. The contract document shall consist of a pamphlet, these travel conditions, etc.

(2)As a supplement to the contract document described in (1) above, the Company shall provide the Participant with a final itinerary containing fixed information on the time and place of the meeting, transportation and accommodation facilities to be used, etc., by the day before the commencement of the tour at the latest. However, if the application is made 7 days or more prior to the start of the tour, the Company may provide the final itinerary on the day of the tour.

6. Payment of tour fee

The tour fee shall be paid by the date separately specified by the Company. Cancellation fees, penalty fees, and additional charges, if any, may be charged.

7. About the tour fee

(1) Unless otherwise noted, participants who are 12 years of age or older will be charged at the adult rate, and participants who are 6 years of age or older but under 12 years of age will be charged at the child rate.

(2)The tour fee is indicated for each course. Please confirm the price together with the conditions listed.

8. Items included in the tour fee

In addition to the transportation fares, accommodation, meals, experience fees, guide fees, consumption tax, and other taxes as specified in the tour itinerary, the tour fee also includes the items specified as included in the tour fee in the pamphlet and other materials, and travel service handling fees. In principle, no refunds will be made for such fees even if some of them are not used for the customer's convenience.

9. Items not included in the tour fee

Items not listed in the preceding paragraph are not included. In particular, excess baggage charges, airport facility charges, additional fares and charges imposed by transportation agencies (e.g. fuel surcharges), cleaning, telephone charges and other expenses and taxes of a personal nature, expenses incurred during free activities, and transportation and accommodation expenses to the meeting/dissolution point are not included.

10. Additional Charges

The tour services indicated as “Additional Charges and Expenses” in the pamphlet and other materials, and which are of the nature that the customer chooses to pay.

11. Changes to the contents of the tour contract

Even after the conclusion of the tour contract, in the event of a natural disaster, war, riot, suspension of transportation or accommodation services, orders by government authorities, provision of transportation services not in accordance with the original operation plan, or other reasons beyond the Company's control, if the Company is compelled to do so in order to ensure the safe and smooth implementation of the tour,

the Company shall promptly notify the Participant in advance of such reasons, The Company may change the tour itinerary and the contents of the tour services by promptly explaining to the passenger in advance the reasons for the Company's uncontrollable reasons and the causal relationship between the Company's uncontrollable reasons and the tour services. However, if it is unavoidable in case of emergency, the Company will provide an explanation after the change.

12. Change in the amount of the tour fee

After the conclusion of the tour contract, the Company shall not change the tour fee except in the following cases

(1) In the event that the fares and charges of the transportation services to be used have been substantially revised beyond the extent normally expected due to a significant change in economic conditions, etc., the Company shall increase or decrease the amount of the tour fee by the amount of the difference between the revised fares and charges.

(2) When the contents of the tour are changed and the cost required to implement the tour is reduced, the amount of the difference between the two shall be reduced.

(3) If the contents of the tour are changed in accordance with Paragraph 11, and the cost required to implement the tour (including payment of cancellation fees, penalty fees, etc. for tour services not provided due to the change in the contents of the contract) increases, the tour fee shall be changed by the amount of the difference.

13. Cancellation Charges

(1) In the event of cancellation of the tour for the Customer's own reason after the conclusion of the tour contract, the following cancellation fee per person will be charged on the tour price (however, if the cancellation fee is clearly indicated in the brochure or on the website, it will be charged accordingly), and the difference in the number of persons per room will be charged for the change. The cancellation fee will be charged at the following rates per person for each trip.

Cancellation policy

Cancellation date	Cancellation fee
20 days to 8 days before the trip start date	20%
7 days to 2 days before the trip start date	30%
The day before the trip start date	40%
Before the trip starts on the trip start date	50%
After the trip starts on the trip start date	100%

(2) Any change in the departure date or any partial change in the itinerary of transportation, accommodation, etc. for the Customer's convenience shall be deemed as a cancellation of the entire trip and the prescribed cancellation fee shall be collected.

14. Cancellation before the commencement of the tour

(1) Customer's right of cancellation

1) The customer may cancel the tour contract at any time during our business hours on our business days by paying the cancellation fee stated in the pamphlet.

2) The customer may cancel the tour contract without cancellation fee in the following cases

a. When the contents of the tour have been changed. a. When the contents of the tour have been changed; provided, however, that such changes are limited to those listed in the table in Paragraph 21 or other important contents.

b. When the tour fee has been increased or revised in accordance with Paragraph 12 (1)

c. In the event of a natural disaster, war, riot, suspension of transportation or accommodation services, orders by government authorities, or other reasons that make or threaten to make the safe and smooth conduct of the tour impossible.

d. If the Company fails to deliver to the Participant the final tour itinerary as provided in Paragraph 5 (2) of this Article by the date provided in said Paragraph

e. When it becomes impossible for the Company, for reasons attributable to the Company, to implement the tour in accordance with the tour itinerary described in the pamphlet.

3) When the tour contract is cancelled due to (1) or (2), the Company will refund the tour fee already collected or the application fee. In that case, if a cancellation fee is incurred, the Company will make a refund after deducting the cancellation fee.

(2) Our right of cancellation

1) If the customer does not pay the tour fee by the due date stipulated in Paragraph 6, the Company may

cancel the tour contract. In such a case, the customer shall pay a penalty fee equivalent to the cancellation fee stipulated in (1) of this paragraph.

2) The Company may cancel the tour contract in the following cases

a. When it becomes clear that the customer does not meet the conditions of application that the Company has indicated in advance in Paragraph 4.

b. When the number of customers is less than the minimum number of participants indicated in the pamphlet. In this case, the Company will give notice of cancellation of the tour 13 days prior to the day before the commencement of the tour (3 days prior to the commencement of the day trip). c. In the case of skiing, snowboarding, or other activities where the number of passengers does not reach the minimum number indicated in the pamphlet.

c. When the tour implementation conditions specified by the Company in advance, such as snowfall for skiing, snowboarding, and snowshoeing, are not fulfilled or are highly likely to be fulfilled; d. When there is a natural disaster, war, or other calamity that prevents the tour from being completed

d. In the event of natural disaster, war, riot, suspension of services provided by transportation or accommodation facilities, order by government authorities, or other reasons, if the safe and smooth implementation of the tour according to the tour itinerary described in the pamphlet becomes impossible or there is an extremely high possibility of such impossibility.

3) When the tour contract is cancelled due to (1) or (2) above, the Company will refund the tour fee already collected or the application fee. In that case, if a cancellation fee is incurred, it will be deducted before a refund is made.

15. Cancellation after the commencement of the tour

(1) Customer's right of cancellation

1) If the customer leaves the tour during the tour for his/her own reason, it will be regarded as a waiver of the customer's right and no refund will be made.

2) In the event that the provision of the tour services described in the pamphlet cannot be received due to reasons beyond the control of the customer, the customer may cancel the contract for the portion of the tour service provision that has become impossible without paying a cancellation fee.

3) In the case of 2) of (1) of this paragraph, the Company shall refund to the Participant the amount of the tour fee pertaining to the portion of the tour services that the Participant is unable to receive. However, if such event is not the fault of the Company, the Company shall refund to the Participant the amount of the tour fee minus the amount of cancellation fees, penalties, etc. for such tour services.

(2) Our right of cancellation

1) In the following cases, the Company may cancel a part of the tour contract after explaining the reason to the Participant in advance.

a. When the Participant is deemed unable to continue the tour due to illness, absence of necessary caregivers, or other reasons.

b. When the Participant violates the Company's instructions given by tour guides or other persons to ensure

the safe and smooth implementation of the tour, or when the Participant disrupts the discipline of group activities by assaulting or threatening such persons or accompanying travelers, thereby preventing the safe and smooth implementation of the said tour.

c. When it becomes impossible to continue the tour due to a natural disaster, war, riot, suspension of travel services provided by transportation or accommodation facilities, order by government authorities, or other reasons.

2) Effect of Cancellation and Refund

When the Company cancels the tour contract for the reasons stated in (2) 1) of this paragraph, the customer shall bear the cancellation fee, penalty fee, etc., if any, to be paid to the provider of the tour service that was not provided because the contract was cancelled. In such a case, the Company will refund the portion of the tour fee pertaining to the tour services which the Participant has not yet received, after deducting the cancellation fee, penalty fee, etc. to be paid by the Company to the provider of such tour services.

3) When the Company cancels the tour contract in accordance with the a and c of (2) 1) of this paragraph, the Company will make necessary arrangements for the return to the place of departure at the Participant's expense at the Participant's request.

4) When the Company cancels the tour contract in accordance with the provision of 1) of this paragraph (2), the contractual relationship with the customer will be extinguished only in the future. In other words, the Company's obligation for the tour services already provided by the customer shall be deemed to have been effectively repaid.

16. Refund of tour fee

(1) When the Company has reduced the tour fee pursuant to the provisions of Paragraph 12 or when the Customer or the Company has cancelled the tour contract pursuant to the provisions of Paragraphs 13 through 15, and when there is any amount to be refunded to the Customer, the Company shall, in the case of cancellation prior to the commencement of the tour, refund the amount of the tour fee within 7 days from the day following the cancellation. In the event of a refund due to a reduction in the tour price or cancellation after the commencement of the tour, the Company shall refund the relevant amount to the Customer within 30 days from the day following the date of termination of the tour as stated in the pamphlet.

(2) The provisions of this paragraph (1) shall not preclude the customer or the Company from exercising the right to claim for compensation for damages as provided in paragraph 18 (liability of the Company) or 20 (liability of the customer).

(3) The customer is requested to apply for a refund to the Company within one month from the departure date.

17. Tour conductor

(1) Tour guides will accompany the tour for the entire itinerary for the courses indicated as accompanied by tour guide. The services to be provided by the tour guide shall, in principle, be those necessary for the smooth implementation of the itinerary as specified in the contract document. During the tour, participants

are required to follow the instructions of the tour guide for the smooth implementation of the itinerary and for their own safety. As a general rule, the tour guide's work hours are from 8:00 a.m. to 8:00 p.m.

(2) For courses that indicate that the tour will be accompanied by a local tour guide, the local tour guide will, in principle, accompany the tour from the time of arrival at the destination to the time of departure. The duties of the local tour guide shall be the same as those of the tour guide described in (1) of this Article.

(3) No tour guide will accompany the course indicated as accompanied by a local tour guide. Local staff will perform necessary duties to facilitate the tour.

(4) In the event that the service is required to be changed due to inclement weather or other reasons on a segment where a local tour guide or local staff does not accompany the tour or do not perform their duties, the Passenger shall make arrangements for alternative services and take necessary procedures by himself/herself.

18. liability of the Company

(1) If the Company causes any damage to the Participant due to its intention or negligence in the performance of the tour contract, the Company shall compensate the Participant for the damage suffered by the Participant. However, this shall be limited to the case where the customer notifies the Company within 2 years from the day following the occurrence of the damage.

(2) In the event that the passenger suffers damages due to any of the following reasons, as a general rule, the Company shall not be liable as provided for in (1) of this Article.

1) In the event of: (i) natural disaster, war, riot, or any change in the itinerary or cancellation of the tour caused by such events; (ii) damage caused by accident or fire in transportation or accommodation facilities; (iii) suspension of services provided by transportation or accommodation facilities, or any change in the itinerary or cancellation of the tour caused by such events; (iv) any order by government authorities, quarantine due to contagious disease, or any change in the itinerary or cancellation of the tour caused by such events. (v) Accident during free activities (vi) Food poisoning (vii) Theft (viii) Delays, cancellations, schedule changes, route changes, etc. of transportation services, or changes in itinerary or shortening of time spent at the destination caused by such events.

(3) For the Damage described in (1) of this Article caused to Baggage, the Company shall compensate for the Damage only if the Customer notifies the Company of the Damage within 14 days from the day following the occurrence of the Damage, notwithstanding the provisions for notification of the Damage by the Customer described in (1) of this Article. However, regardless of the amount of damage, the maximum amount of compensation to be paid by the Company shall be 150,000 yen per person (except in the case of willful misconduct or negligence on the part of the Company). (except in the case of willful misconduct or negligence on the part of the Company).

19. Special compensation

(1) Regardless of whether or not the Company's liability is incurred as described in the preceding paragraph (1), the Company shall pay compensation for death (15,000,000 yen), compensation for permanent

disability (up to 15,000,000 yen), compensation for hospitalization (20,000 to 200,000 yen) and compensation for hospital visits (10,000 to 50,000 yen) for certain damages sustained by the customer due to accidental and sudden external causes while participating in the tour, in accordance with the special compensation provisions of the Company's General Insurance Policy. Compensation for damage to baggage (up to 100,000 yen per piece or pair of baggage, and up to 150,000 yen per person on an organized tour) will be paid. (1) The Company will pay compensation for damage to baggage (up to 100,000 yen per piece or pair of baggage).

(2) Notwithstanding (1) of this paragraph, the tour shall not be considered to be a part of the tour if the tour services included in the tour are not provided on any day during the tour, unless the Company clearly indicates to that effect in the tour pamphlet.

(3) In the event that the Damage suffered by the Participant while participating in the tour is caused by the Participant's willful misconduct, drunken driving, illness, etc., or is not included in the tour, the Participant shall not be liable for any Damage suffered by the Participant while free to go skydiving, hang gliding, riding in an ultralight aircraft (motor hang glider, microlight aircraft, etc.), riding in a gyroplane, or other similar dangerous exercise. (3) If the tour is not included in the itinerary and the accident is caused during free activities such as skydiving, hang-gliding, riding on ultralight aircraft (motor hang-gliders, microlight aircraft, etc.), riding on a gyroplane, or other similar dangerous exercise, this shall not apply.

(4) We will not accept cash, securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, certificates of deposit, savings certificates (including bankbooks and cash dispenser cards), various data, or other similar documents. (4) The Company shall not pay compensation for damage to cash, securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, certificates of deposit, savings certificates (including bank books and cash dispenser cards), various data and other similar items, contact lenses and other items excluded from compensation as provided in the Company's policy.

(5) Even in the event that the Company is obligated to pay compensation pursuant to (1) of this Article and to compensate for damages pursuant to the preceding paragraph, when one obligation is fulfilled, the obligation to pay compensation and the obligation to compensate for damages shall also be deemed to have been fulfilled to the extent of the amount of the compensation.

20. liability of the customer

(1) In the event that the Company suffers damages due to the Customer's willful misconduct, negligence, or conduct contrary to laws and regulations, public order and morals, or the Customer's failure to comply with the provisions of the Company's General Terms and Conditions, the Company shall be liable for compensation for such damages from the Customer.

(2) When concluding an arranged tour contract, the customer shall make use of the information provided by the Company and endeavor to understand the rights and obligations of the customer and other details of the arranged tour contract.

(3) In order to ensure the smooth receipt of the tour services described in the contract document after the commencement of the tour, if the Participant recognizes that tour services different from those described

in the contract document have been provided, the Participant shall immediately notify the tour operator, agent, local guide, the organization providing such tour services or the Company to that effect at the tour destination. (4) The Company shall not be liable for any loss or damage arising out of the use of the tour services.

(4) The Company may take necessary measures when the Company recognizes that the Participant is in need of protection due to illness, injury, etc. during the tour. In such cases, if such measures are not due to reasons attributable to the Company, the cost of such measures shall be borne by the Participant, and the Participant shall pay such costs directly to the Company or, if the Company makes advance payment, the Participant shall pay such costs by the method designated by the Company by the date designated by the Company.

21. Itinerary Guarantee

(1) In the event of a material change to the contracted tour as set forth in the left column of the following table (except for the changes set forth in (1), (2) and (3) below), the Company shall pay to the Participant within 30 days from the day following the date of termination of the tour a compensation for change in the amount obtained by multiplying the “tour fee” set forth in Paragraph 7 by the rate set forth in the right column of the following table. (1) In the event of a material change to the contracted tour as provided in the left column of the following table (except for the changes provided in (1), (2) and (3) below), the Company shall pay to the Participant within 30 days from the day following the end of the tour the compensation for the change calculated by multiplying the “tour fee” provided in Section 7 by the rate shown in the right column of the following table. However, if it is clear that the Company is liable for the said change in accordance with the provisions of Paragraph 18 (1), the Company shall pay the compensation not as compensation for the change but in whole or in part as compensation for damages.

1) In the event of a change due to any of the following reasons, SBI shall not make payment (However, compensation for change will be paid in case of change due to shortage of seats, rooms or other facilities of transportation, accommodation, etc., even though services have been provided.)

a. In the event that the tour is cancelled due to an emergency Inclement weather or natural disasters that interfere with the tour itinerary b. War War c. Riot Riot d. Orders of public offices e. Cancellation or suspension of transportation, etc. Cancellation of transportation or accommodation services such as flight cancellations, service interruptions, etc. f. Provision of transportation services not in accordance with the original operation plan, such as delays or changes in the transportation schedule g. Necessary measures to ensure the safety of the life or body of the tour participants

2) In the event that the tour contract is cancelled pursuant to the provisions of Paragraphs 14 and 15, the Company shall not pay compensation for the cancelled portion of the tour.

3) Even if the order in which the tour services are provided as stated in the pamphlet is changed, the Company will not pay compensation for the change if the tour services could have been provided during the tour.

(2) Notwithstanding the provisions of (1) of this paragraph, the maximum amount of compensation for a

change to be paid by the Company under a single tour contract shall be the amount obtained by multiplying the “tour fee” set forth in paragraph 7 by 15%. If the amount of compensation for change paid under a single tour contract is less than 1,000 yen per person, the Company shall not pay compensation for change.

(3) The Company may, with the consent of the Participant, compensate the Participant for a change in the tour by providing services that are equivalent to the compensation for the change in money.

Change requiring payment of the compensation for change		Rate (%) per change	
		Prior to the commencement of the tour	After the commencement of the tour
1.	1. Changes in tour start or end dates specified in the Contract Document	1.5%	3.0%
2.	Changes in destination or entry to tourist spots and/or facilities (including restaurants), specified in the Contract Document	1.0%	2.0%
3.	Changes in class of transport facilities or facilities as stated in the Contract Document to those of lower cost (limited to cases when the total price after change to class of transport facilities or facilities becomes lower than the amount stated in the Contract Document).	1.0%	2.0%
4.	Changes in the type of transport facility or of the name of the company operating them as specified in the Contract Document	1.0%	2.0%
5.	Changes to the flight at the airport in the location of the commencement of the tour in Japan or to the flight at the airport in the location of the end of the tour as specified in the Contract Document	1.0%	2.0%
6.	Changes from direct flights between Japan and the foreign country specified in the Contract Document to connecting flights or indirect flights	1.0%	2.0%
7.	Changes in the type or name of accommodation facility as specified in the Contract Document	1.0%	2.0%
8.	Changes in type of rooms, facilities, the view, or other room condition at accommodation facilities as specified in the Contract Document	1.0%	2.0%
9.	Changes in the preceding Items which are listed in the tour title of the Contract Document	2.5%	5.0%

Note 1: "Before the commencement of the tour" refers to a case where the traveler has been notified of the change concerned by the day prior to the date of commencement of the tour, and "after the commencement of the tour", to a case where the traveler has been notified of the change concerned on or after the date of commencement of the tour.

Note 2: When a Final Document has been issued, this Schedule shall apply by reading "Contract Document" as "Final Document." In such case, if there has arisen any change between the contents specified in the Contract Document and those in the Final Document or between the contents specified in the Final Document and the contents of the Tour Services actually provided, each respective change shall be treated as one change.

Note 3: If the transportation facility involved in the changes mentioned in Item 3 or Item 4 accompanies the use of accommodation facility, each overnight stay shall be treated as one change.

Note 4: This shall not apply to changes to the name of the transport facility mentioned in Item 4 involving a change to facilities with a higher class or facilities..

Note 5: Even if the changes stated in Items 4, 7 or 8 occur multiple times within a single train, automobile or ship ride, or a single overnight stay, each ride or overnight stay shall be treated as one change..

Note 6: For changes mentioned in 9, the percentages in 1 through 8 will not apply, and the rate in 9 shall be applied.

22. Domestic Travel Insurance

We have arranged for the All Travel Association Travel Accident Compensation System to help ensure the safety and convenience of our customers in the event that they are injured by accident or their personal belongings are damaged during their trip. However, during your trip, you may incur a large amount of medical treatment and transportation expenses due to illness or injury. In addition, in the event of an accident, it may be very difficult to claim compensation from the offender and recover compensation. We recommend that you purchase a sufficient amount of domestic travel insurance to cover these expenses.

23. Handling of Personal Information

The Company will use the personal information provided on the application form submitted at the time of application for the tour to the extent necessary for the Company to communicate with the customer, to arrange the tour services for the tour applied for by the customer and to take necessary procedures to receive such services. We may also use your personal information to provide you with information on various projects, to prepare statistical materials, and to ask you to fill out questionnaires. Please refer to the Company's website for other information regarding the Company's policy on the handling of personal information.

24. standard of travel conditions and tour fee

The base date for these travel conditions and the base date for the tour fee will be the date specified in the pamphlet.

25. Others

(1) In the event that the Participant requests the tour guide to provide personal guidance or shopping, etc., the Participant shall be responsible for any expenses incurred in connection with such requests, any expenses incurred in connection with the Participant's injury or illness, or any expenses incurred in connection with the loss of luggage or recovery of lost property due to the Participant's negligence.

(2) We may take you to souvenir stores for your convenience, but you are responsible for your own purchases. We will not be able to assist you in exchanging or returning merchandise.

(3) In the event that the passenger agrees to a system whereby the airline company may request the passenger to board an aircraft other than the scheduled flight (Flex Traveler System) and the passenger boards an aircraft other than the one arranged by the Company, the Company's obligation to make arrangements and manage the itinerary shall be deemed to have been fulfilled and the liability for guarantee and special compensation related to such change in the itinerary shall be (4) If you board an aircraft other than the one we have arranged, we will assume that our obligation to arrange and manage the itinerary has been fulfilled.

(4) We will not re-perform the tour under any circumstances.

(5) By participating in our tour, you may be entitled to airline mileage services, but you are responsible for

making inquiries and registering for such services with the relevant airline. We will not be responsible for any changes in airline service as stipulated in Paragraph 18 (1) and Paragraph 21 (1).

<Inquiries> (Travel planning and implementation)

Nagano Prefectural Tourism Organization

TEL 026 219 5272 (Business hours: 9:00–17:00) (Closed Saturdays, Sundays and national holidays)

131-4, Okada-cho, Naka-Gosho, Nagano City, Nagano Prefecture

Registered Travel Agency No. 2-436

Full member of Japan Association of Travel Agents

General Travel Service Supervisor Takeshi Mitsui

*The travel business administrator is the person in charge of transactions at the sales office handling your travel. If you have any questions regarding the contract of this tour, please do not hesitate to contact the travel business administrator indicated below.