

Guide to Tour Conditions (Please read this document before you make an application. If you have any questions, please contact our representative.)

This is a domestic tour in Japan planned and offered by Seibu Railway Co., Ltd. (hereinafter referred to as “the Company”), and all customers who will participate in this tour are required to execute a subscription type package tour contract (hereinafter referred to as “the Tour Contract”) with the Company.

1. Subscription Type Package Tour Contract

1. This is a domestic tour in Japan planned, offered, and conducted by the Company. All customers who will participate in this tour are required to execute a subscription type package tour contract with the Company.
2. The contents, terms, and conditions of the subscription type package tour contract are based on the terms and conditions defined for each tour course, the tour conditions that tour participants will be given when they apply for tours, and the "Subscription Type Package Tour Contract" section of the Company's Travel Agent Contract.

2. Conditions for Application

- The Company may refuse to conclude the Tour Contract in the cases noted below.
 1. If the customer does not satisfy the gender, age, qualification, skill, or other conditions that the Company specifies in advance.
 2. If the number of tour applicants reaches the predefined limit.
 3. If the customer is likely to cause trouble with other tour participants or interfere with group activities during the tour.
 4. If there are circumstances related to the operations of the Company.
 5. If the customer tries to conclude a communications contract and he/she is unable to pay in whole or in part the tour fees or any liabilities related to his/her tour participation according to a card agreement with an affiliated credit card company due to his/her personal reasons including the invalidity of his/her credit card.
- In principle, the letter of consent of a guardian is needed when a tour participant is under 20 years of age. The Company may refuse participation in the tour by children (of elementary school age or younger) not accompanied by a guardian.
- Elderly, disabled, or health-impaired tour applicants may be asked to declare their age, disability, or health impairment and submit a doctor's certificate to the Company. In these cases, the Company may refuse participation or make the accompaniment of a caretaker a condition of acceptance.

3. Application for Tour and Conclusion of Contract

1. To apply for the tour, the customer shall fill in specified items in an application form (hereinafter referred to as “the Application Form”) prescribed by the Company and submit it to the Company together with the application deposit specified below. The application deposit shall be treated as part of the tour fees, cancellation charge, or penalty.
2. The Company accepts reservations for the Tour Contract made by telephone, mail, facsimile, or other communications means. In this case, the Tour Contract is not concluded at the time of reservation. The customer shall submit the Application Form and pay the

application deposit within three days starting from the next day after the date on which the Company notifies the customer of the acceptance of his/her reservation. If the customer fails to pay the application deposit within the period specified above, the Company shall treat this as a case of not making an reservation.

3. Application Deposit (per person)

Tour fees	Less than ¥10,000	¥10,000 to less than ¥30,000	¥30,000 or more
Application deposit	¥3,000	¥5,000	¥10,000

4. A subscription type package tour contract shall be concluded when the Company accepts the conclusion of contract and receives the aforementioned application deposit.
5. The Company may accept an application for the tour made by telephone, mail, facsimile, or other communications means, upon the condition that the Company receives the payment via a credit card issued by an affiliated credit card company without obtaining the cardholder's signature. However, the company may not accept such application due to not having a participating merchant contract with a partner company that includes special provisions for accepting payment without the cardholder's signature, etc., or for business reasons, etc.
 1. If application is made for a communications contract, the customer shall submit the "name of the credit card issuer," "credit card number," and "credit card expiration date" in addition to the "tour title" and the "starting date."
 2. A Tour Contract made by way of a communications contract shall be concluded when the Company sends a notice of accepting such Tour Contract to the customer. The Tour Contract shall be concluded at the time when the Company accepts the execution of the Contract if the application is made by telephone, or when the applicant receives the notice if the Company's acceptance is sent by email or other electronic means.
 3. In a communications contract, "card use day" means the date on which the customer pays or the Company refunds the tour fees or other amounts in accordance with the Tour Contract. Therefore, "card use day" shall be the conclusion date of the Contract in the former case and the date of acceptance of the cancellation of the Contract in the latter case.
6. If the customer requires special attention during the tour, he/she shall inform the Company of such requirement when making a reservation for the tour. The Company will respond to such requirement to the extent possible and reasonable. If the Company makes a special arrangement at the customer's request, he/she shall bear the expenses incurred in relation to such arrangement.
7. Soon after the Tour Contract is concluded, the Company shall provide the customer with the itinerary, the tour services, and the contract document referring to the tour fees, other tour conditions, and the responsibilities of the Company. If the Company, with the customer's consent, electronically provides him/her with the information that is to be described in the contract document instead of physically delivering such contract document, the Company will ensure that the information is recorded in a previously prepared file or files on the customer's communications device. If no such file has been previously prepared, the Company will record such information on its own communications device and ensure that the customer reviews the same.

4. Payment of Tour Fees

The customer shall pay the tour fees (the remaining balance after deducting the application deposit) on or before the 14th day counting back from the day before the starting date of the tour. If the customer makes the application on or after the 14th day counting back from the day before the starting date of the tour, he/she shall pay the tour fees by the date which is designated by the Company and comes prior to the starting date.

- Unless otherwise specified, adult fees shall be applied to tour participants who are 12 years of age or older and child fees shall be applied to participants who are 3 to 11 years of age.

5. Cancellation of Tour

The Company may cancel any tour if the minimum number of participants as stipulated by the Company in the brochure has not been reached. In this case, the Company will contact all applicants on or before the 13th day counting back from the day before the starting date of the tour (three days before in the case of a one-day trip) and refund in full the tour fees the applicants have paid to the Company.

6. Included in Tour Fees

Included in the tour fees are transportation charges and fares, taxes including consumption tax, and other expenses explicitly defined in the itinerary. These amounts shall be non-refundable even in a case of non-use by the customer for personal reasons.

7. Not Included in Tour Fees

The following are not included in the tour fees: Charges for transportation, accommodation, and other services not included in the itinerary; expenses of a personal nature such as those for additional meals and drinks, and taxes and service charges incidental to them; excess baggage charges; expenses for free-time activities; fees for optional tours taken by only those who wish to participate in them.

8. Alteration of Tour Contract Contents and Tour Fees

In the event of a natural disaster, war, riot, suspension of tour services rendered by a transportation or accommodation provider, governmental order, delayed transportation services, or other causes beyond the Company's reasonable control, and if alteration of the itinerary, tour services, or other contents of the Tour Contract is unavoidable in order to conduct the tour safely and smoothly, the Company may, even after the conclusion of the Tour Contract, make such alteration by promptly explaining to the customer the connection between the cause and the alteration. However, the explanation may be made after the alteration in the event of an emergency. If the charge or fare of transportation means to be used for the implementation of the tour is raised or reduced considerably beyond such level as would normally be associated with the same due to significant changes of economic or other circumstances, the Company may increase or decrease the amount of the tour fees to the extent of such charge or fare changes. If the Company increases the tour fees, it shall notify the customer of the same on or before the 15th day counting back from the day before the starting date of the tour. If the Company decreases the tour fees, the decrease shall be the same as the amount of the reduction in the

charge or fare. In a case in which the contract document specifies that the tour fees may potentially differ depending on the number of people who use transportation or accommodation facilities and the number of such people changes after the conclusion of the Tour Contract due to any reason not attributable to the Company, the Company may change the amount of the tour fees described in the contract document.

9. Change of Tour Participant

The customer may, with the Company's consent, transfer his/her status in the Tour Contract to a third party. To cancel the Tour Contract, the customer shall fill in necessary information on a form specified by the Company and submit it to the Company with a handling charge of a designated amount. The transfer of contract status shall become valid upon the consent of the Company and other related organizations. After the transfer becomes valid, the third party who has acquired the contract status shall take over all of the transferring party's rights and obligations under the Tour Contract.

10. Cancellation of Tour Contract by Customer and Refunding

The customer may cancel the Tour Contract at any time by paying a cancellation charge as provided below. The Company may cancel a communications contract without obtaining the cardholder's signature.

1. Cancellation Charges for Subscription Type Package Tour Contracts

Cancellation date		Cancellation charge
Counting back from the day before the starting date of the tour	Canceled on or before the 21st day (the 11th day in the case of one-day trips)	No charge
	Canceled between the 20th day (the 10th day in the case of one-day trips) and the 8th day	20% of tour fees
	Canceled between the 7th day and the 2nd day	30% of tour fees
Canceled on the day before the starting date of the tour		40% of tour fees
Canceled on the starting date of the tour		50% of tour fees
Canceled after the start of the tour or no participation without prior notice		100% of tour fees
In this list, "after the start of the tour" means after "the time when the provision of services starts" as specified in Article 2.3 of the separately attached "Special Indemnity Regulations."		

2. Cancellation Charges for Accommodation Plans

	No-show	Canceled on check-in day	Canceled on previous day	Canceled 2 or 3 days in advance	Canceled 4 or 5 days in advance	Canceled 6 or 7 days in advance	Canceled 8 to 20 days in advance
1 to 14 persons	100%	50%	20%		No charge		
15 to 99 persons	100%	50%	20%			No charge	

100 persons or more	100%	50%	20%	10%
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3. If the customer cancels his/her tour course or departure date for personal reasons and applies for a different course or departure date, or if the customer cancels the participation of his/her group members, the abovementioned cancellation charges shall be applicable to such cancellation on a per capita basis. In addition, a handling fee of 220 yen will be charged for each cancellation.
4. Notwithstanding the previous paragraph, the customer may cancel the Tour Contract without paying a cancellation charge in the cases set out below.
 1. If the Company makes a material change in the tour contents.
 2. If the tour fees are increased.
 3. If there has been a natural disaster, war, riot, suspension of tour services rendered by a transportation or accommodation provider, governmental order, or other causes and the the safe and smooth operation of the tour becomes impossible or is very likely to be impossible.
 4. If the Company fails to provide the finalized document to the customer by the Tour Contract date.
 5. If it is impossible to conduct the tour according to the itinerary that the Company specified in the contract document.
 6. If, after the start of the tour, the customer cannot receive any tour service specified in the contract document or the Company notifies the customer of its inability to deliver the tour service, the customer may, notwithstanding the preceding paragraph, cancel the part of the Tour Contract concerning such undeliverable tour service without paying any cancellation charge. The Company shall refund the fees for the undelivered tour service to the customer. If such undelivered service is caused by reasons not attributable to the Company, the Company shall refund the remaining amount after deducting the cancellation charge, penalty, and other expenses which have already been paid or will have to be paid for such tour service.

11. Refusal of Conclusion of Tour Contract

The Company may refuse to conclude a subscription type package tour contract in the situations set out below.

1. If the customer does not satisfy the gender, age, qualification, skill, or other tour participant conditions that the Company explicitly specifies in advance.
2. If the number of tour applicants reaches the predefined limit.
3. If the customer is likely to cause trouble with other tour participants or interfere with group activities during the tour.
4. If the customer tries to conclude a communications contract and he/she is unable to pay in whole or in part any liabilities related to the tour fees according to a card agreement with an affiliated credit card company due to his/her personal reasons including the invalidity of his/her credit card.
5. If the Company finds that the customer is a member of, associate member of, or person involved in an organized crime group, enterprise related to an organized crime group, corporate racketeer, or other antisocial forces.

6. If the customer makes a violent or unreasonable demand, uses intimidating words or actions, or commits a violent act or equivalent with respect to the Company.
7. If the customer defames the reputation of the Company, or interferes with or conducts an equivalent act against the Company's business by spreading rumors, using fraudulent means, or resorting to force.
8. If there are circumstances related to the operations of the Company.

12. Cancellation of Tour Contract by Company

[Before start of tour]

1. In the situations set out below, the Company may cancel the tour by providing the customer with a relevant explanation. If the Company cancels the tour, it shall refund the full amount of the tour fees (or the application deposit) already received from the customer.
 1. If it has been discovered that the customer does not satisfy the gender, age, qualification, skill, or other tour participant conditions that the Company explicitly specified in advance.
 2. If it is recognized that the customer is unfit for the tour because of illness, absence of a necessary helper, or other reasons.
 3. If it is recognized that the customer is likely to cause trouble with other tour participants or interfere with a group tour.
 4. If the customer makes any demand exceeding the reasonable scope of the tour contents.
 5. If the number of applicants does not reach the lower limit defined for the tour.
 6. If it is highly likely that any necessary conditions, including but not limited to insufficient snowfall for a ski tour, clearly specified by the Company at the time of conclusion of the tour contract will not be met.
 7. If there has been a natural disaster, war, riot, suspension of tour services rendered by a transportation or accommodation provider, governmental order, or other causes beyond the reasonable control of the Company and the safe and smooth operation of the tour according to the itinerary specified in the contract document becomes impossible or is very likely to be impossible.
 8. If the customer has concluded a communications contract and he/she is unable to pay in whole or in part the tour fees according to a card agreement with an affiliated credit card company for reasons including the invalidity of his/her credit card.
 9. If it is found that the customer falls under any of items 11.5, 11.6, or 11.7 above.
2. If the customer fails to pay the tour fees by the specified date, he/she shall be deemed to have canceled the Tour Contract. In this case, the customer shall pay to the Company a penalty equivalent to the specified amount of the cancellation charge.
3. If the Company intends to cancel the tour due to any of the abovementioned causes, it shall notify the customer of its intentions on or before the 13th day (the 3rd day in the case of one-day trips) counting back from the day before the starting date of the tour.

[After start of tour]

1. In the situations set out below, the Company may, even after the start of the tour, cancel the tour by providing explanation to the customer.

1. If it is recognized that the customer is unfit for participation in the tour because of illness, absence of a necessary helper, or other reasons.
 2. If the customer disobeys any instruction that a tour conductor or other person has issued in order to conduct the tour in a safe and smooth manner, violates any rule for a group tour by violence, intimidation or other acts towards other tour participants, or jeopardizes the safe and smooth operation of the tour.
 3. If it is found that the customer falls under any of items 11.5, 11.6, or 11.7 above.
 4. If the continuation of the tour becomes impossible due to a natural disaster, war, riot, suspension of tour services rendered by a transportation or accommodation provider, governmental order, or other causes beyond the reasonable control of the Company.
2. If the Company cancels the Tour Contract after the start of the tour, the contractual relationship between the Company and the customer shall become invalid but have no retroactive effect. In this case, the Company's obligation in relation to the tour services which have been rendered to the customer shall be deemed to have been validly fulfilled.
 3. In a case as mentioned in the previous paragraph, the Company shall refund the remaining amount after deducting the cancellation charge, penalty, and other expenses which have already been paid or will have to be paid from the amount for tour services that have not been rendered to the customer.

13. Refund of Tour Fees

1. If a case arises in which the Company is obligated to make a refund to the customer, the Company shall return the amount within seven days starting from the next day after the cancellation date when the cancellation was made before the start of the tour, and within 30 days starting from the next day after the tour ending date as specified in the contract document when the tour fees are decreased or the cancellation was made after the start of the tour.
2. If a case arises in which the Company is obligated to make a refund to the customer in a communications contract, the Company shall return the amount according to the card agreement with the affiliated credit card company. In this case, the Company shall notify the customer of the amount that the Company will return within seven days starting from the next day after the cancellation date when the cancellation was made before the start of the tour, and within 30 days starting from the next day after the tour ending date as specified in the contract document when the tour fees were decreased or the cancellation was made after the start of the tour. The date on which the Company makes the notice to the customer shall be the card use day.
3. The provisions of the two preceding paragraphs shall not prevent the customer or the Company from executing the right to claim for damages.

14. Arrangement for Return Trip after Cancellation of Tour Contract

If the Company cancels the Tour Contract after the start of the tour in accordance with the provisions of the above article, the Company will make arrangements for tour services that the customer needs in order to return to the departure place of the tour at the request of the customer. However, the customer shall bear the expenses incurred in relation to a return trip to the departure place of the tour.

15. Contracts with Organizations and Groups

The provisions of this chapter shall be applicable to subscription type package tour contracts for which application is made by a representative of an organization or group consisting of more than one person who travels along the same itinerary.

1. Unless a special contract is concluded, the person responsible for the contract is deemed to have full authority to represent all constituent members of such organization or group concerning the conclusion of the subscription type package tour contract. Regarding the trip of the organization or group, the Company will conduct transactions with the person responsible for the contract.
2. The person responsible for the contract shall submit to the Company a list of all constituent members by the date that the Company designates.
3. The Company shall not bear any liabilities or obligations that the person responsible for the contract has or will have to any constituent member.
4. If the person responsible for the contract does not travel with his/her organization or group, after the start of the tour, the Company will deem a constituent member previously appointed by the person responsible for the contract to be the person responsible for the contract.

16. Itinerary Management

1. The Company shall make efforts to secure a safe and smooth trip for the customer and provide the following to the customer; provided, however, that this shall not apply in a case in which the Company executes a special contract which is different from the Tour Contract with the customer.
 1. Take necessary measures to ensure that the customer will receive such tour service as specified in the Tour Contract if it is likely that the customer will not be able to receive the aforementioned tour service during the tour.
 2. Make arrangements for alternative services if it becomes unavoidable to change any content of the tour although the Company has taken measures as specified in the preceding paragraph. If the Company alters the itinerary, it shall make efforts to cause the altered itinerary to be in adherence with the purpose of the original one. The Company shall also make efforts to minimize alterations of the Contract contents; for example, it shall attempt to make the altered tour services as similar to the original services as possible.
2. The customer shall follow the instructions of the Company when he/she acts as a member of the tour group during the entire trip duration in order to conduct the trip safely and smoothly.
3. The Company may take necessary measures if it considers the customer to be in need of protection due to sickness, injury, or other reasons. Unless the cause of such protection is attributable to the Company, the expenses for such measures shall be borne by the customer. The customer shall pay such expenses to the Company by the date and by the method as specified by the Company.

17. Responsibilities of the Company

1. If the Company or its business agent causes damage to the customer intentionally or negligently, the Company shall be responsible to indemnify the customer for the damage.

Provided, however, that this is applicable only if notice of such damage is given to the Company within two years counting from the next day after the day on which the damage took place. The Company shall not be responsible if damage is caused by a natural disaster, war, riot, suspension of tour services rendered by a transportation or accommodation provider, governmental order, or other reasons beyond the reasonable control of the Company or its business agent.

2. The Company shall indemnify for damages of baggage up to ¥150,000 per person only if notice of damage is given to the Company within 14 days counting from the next day after the day on which the damage took place (except if the Company caused damage by intent or gross negligence).

18. Responsibilities of the Customer

The Company shall be eligible to receive indemnity from the customer if the customer has caused damage to the Company by intent, negligence, violation of law, or an act offensive to public order and morals.

19. Special Indemnity

1. The Company shall pay a predetermined amount in indemnity or consolation to the customer for his/her death or bodily injury, or damage to his/her baggage, that occurred during his/her participation in the tour in accordance with the provisions of the "Special Indemnity" section of the Company's Travel Agent Contract regardless of whether or not the Company is liable for the occurrence of such loss or damage.
2. If the Company is liable for any loss or damage as defined in the preceding paragraph, the compensation that the Company will pay to the customer shall be deemed to be monetary damages within the limit of the amount of monetary damages to be paid by the Company based on its responsibility.
3. In a case as provided for in the preceding paragraph, the Company's obligation to pay compensation shall be reduced by the amount of monetary damages that the Company must pay (including such compensation deemed to be monetary damages according to the provisions of the preceding paragraph).
4. Tours that the Company conducts at extra charges for those who are participating in other tours of the Company shall be treated as part of the principal tours.

20. Guarantee of Itinerary

1. If any material change as specified in the table below takes place in the tour contents (excluding such changes as specified below other than material changes resulting from a shortage of transportation seats, accommodation rooms, or other related facilities although the services are being provided), the Company shall pay an amount of compensation for the change as calculated by multiplying the tour fees by the relevant rate indicated in the right-hand column of the table below within 30 days counting from the next day after the day that the tour ends; provided, however, that the following changes shall be excluded.
 - o Changes related to a natural disaster, war, riot, suspension of tour services rendered by a transportation or accommodation provider, provision of transportation service which is not involved in the original plan, action necessary to protect the life or body of the

customer, and a canceled portion of a subscription type package tour contract when such tour contract has been canceled.

2. The maximum amount of compensation for a change paid by the Company to one participant of a subscription type package tour shall be calculated by multiplying the tour fees by 0.15. If the amount of compensation for a change is less than ¥1,000 per person, the Company will not pay such compensation for a change.

Changes that require payment of compensation for change	Rate (%) per instance	
	Before start of tour	After start of tour
1. If the start or the ending date of the tour as specified in the contract document is changed	1.5	3.0
2. If a sightseeing site (including restaurants), tourist facilities, or other destinations to which a visit is specified in the contract document is changed	1.0	2.0
3. If the class and/or facilities of transportation means is downgraded (only when the total amount of the downgraded class fare and facilities fees are less than the total of those specified in the contract document)	1.0	2.0
4. If the type or the company name of a transportation service as specified in the contract document is changed	1.0	2.0
5. If a flight is changed to another which involves a change of the domestic departure or arrival airport as specified in the contract document	1.0	2.0
6. If the type or the name of an accommodation facility as specified in the contract document is changed	1.0	2.0
7. If the type, facility, view, or other conditions of a hotel room as specified in the contract document is changed	1.0	2.0
8. If among the changes mentioned above, a change is made to any item described in the tour title of the contract document	2.5	5.0
Note 1	“Before start of tour” means that a notice of change is made to tour participants by the day before the starting date of the tour and “after start of tour” means that a notice of change is made to tour participants on or after the starting date of the tour.	

Note 2	If a finalized document has been issued, this table shall be applicable by replacing “contract document” with “finalized document.” If there is any change made between the described contents of the contract document and those of the finalized document or between the described contents of the finalized document and the tour services that have been actually provided, each change shall be treated as one instance.
Note 3	If the transportation means related to the changes specified in 3 or 4 above involves accommodation facilities, each overnight stay shall be treated as one instance.
Note 4	The change of transportation company name specified in 4 above shall not be applicable to an upgrade of class or facilities.
Note 5	Even if any change specified in 4, 6, or 7 above takes place several times in a transportation vehicle or during an overnight stay, such transportation vehicle or such overnight stay shall be treated as a single instance.
Note 6	Regarding the change specified in 8 above, the rates specified in 1 to 7 above shall not be applicable, but the rate specified in 8 above shall be applicable.

21. Tour Conductor Services

No tour conductor accompanies this tour. The customer shall carry out all necessary acts such as giving coupons to service providers in order to receive the tour services. If the services of a tour conductor will be provided for a group tour, this will be explicitly described in the brochure.

22. Minimum Number of Tour Participants

Because the minimum number of participants necessary to conduct a tour may differ from tour to tour, it will be explicitly indicated in the brochure.

23. Handling of Personal Information

1. In addition to the purpose of contacting the customer, the Company shall use the personal information the customer wrote in the Application Form that he/she submitted when applying for the tour to the extent necessary to arrange the services of transportation and accommodation facilities and ensure the customer receives such services.
2. The Company may use the customer’s personal information (1) to advertise products and services provided by the Company, (2) to conduct questionnaires, and (3) to compile statistical data.

24. Other

1. The customer should be sure to bring the tour membership card, bus, train and boat tickets, and the itinerary on the departure day.

2. The meeting and departure times are stipulated for the tour. The customer should come to the meeting place earlier than the specified meeting and departure times. If the customer is late for the meeting and departure, he/she may not be able to participate in the tour.
3. The customer should bring his/her health insurance card as a precaution.
4. Reference date for tour conditions: The reference date for tour conditions is March 1, 2017.

Recommended Purchase of Domestic Travel Accident Insurance

The Company recommends that the customer buy domestic travel accident insurance to travel with peace of mind.

Planned and conducted by:

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