

H.I.S. Terms and Conditions of an Agency-Arranged Travel

This Terms and Conditions of Agency-Arranged Travels are in conformity with H.I.S. Co., Ltd.'s Terms and Conditions for Agency-Arranged Travels (Japanese version).

1. Significance of H.I.S. Terms and Conditions of an Agency-Arranged Travel

This contract of an agency-arranged travel (the document of the terms and the conditions thereof) comprises part of "the statement explaining trade terms" and "the contract document" stipulated in Article 12(4), and Article 12(5) of the Travel Agency Law.

2. Agency-Arranged Travel Contract

(1) H.I.S. Co., Ltd. (home office: 8-1, Nishishinjuku 6, Shinjuku-ku, Tokyo [Travel agency No.724 registered by Commissioner of Japan Tourism Agency], hereinafter referred to as "H.I.S."), and the customer purchasing travel shall automatically conclude the agency-arranged travel contract (hereinafter referred to as "the Travel Contract").

(2) Under the Travel Contract, H.I.S. assumes, on consignment of the customer, and by acting as proxy, intermediary, agency, or otherwise on behalf of the customer, arrangements in order to enable the customer to be provided transportation, lodging, and other travel-related services (hereinafter referred to as "the Travel Service") offered by carriers, hotels, and other service providers.

(3) In arranging travel, in addition to transportation and other costs (hereinafter referred to as "the Travel Fee"), the customer will be charged with relevant service charge for travel services (hereinafter referred to as "the Service Fee").

(4) The content and conditions of the Travel Contract are governed by this document of H.I.S. Terms and Conditions of an Agency-Arranged Travel and the section "Agency-Arranged Travel Contract" in H.I.S.'s "Travel Agency Covenant" (hereinafter referred to as "the Covenant").

(5) Once H.I.S. has completed arrangements for the Travel Services as per its bona fide managerial duties, H.I.S.'s obligations under the Travel Contract shall have been duly fulfilled. Accordingly, even if H.I.S. has not obtained a written travel-service supply contract from any of the carriers, hotels, and other service providers, once H.I.S. has fulfilled its duties in good faith, H.I.S. shall be entitled to be paid by the customer H.I.S.-prescribed Travel Fee.

* For service charges, please refer to our Charge Chart for Travel Services.

3. Booking of the Travel, and Effective Date of the Travel Contract

(1) The customer is requested to complete the H.I.S.'s travel application form at our designated location and make a deposit. The deposit is appropriated to cover a portion of the travel costs, cancellation charges, and any other fees due from the customer to H.I.S.

(2) The Travel Contract shall become effective when H.I.S. agrees to sign the contract and receives the deposit from the customer.

(3) Regardless of the provisions stipulated in (2) above, the contract becomes effective even without a deposit.

(a) When H.I.S. issues a document stating to the effect that conclusion of the Travel Contract has been accepted without receiving a deposit, the Travel Contract shall become effective when H.I.S. issues the relevant document. The Travel Contract shall become effective when the document is sent by H.I.S. in the case of postal mail; or upon delivery of the document to the customer in the case of facsimile or email.

(b) In the case of group contract, when a document stating to the effect that conclusion of the Travel Contract has been accepted is delivered without H.I.S. receiving a deposit from the person responsible for contracting for the group, the Travel Contract shall become effective as of the time when H.I.S. issues the relevant document.

(c) When handing over the documents that approves in using certain travel services (such as E-ticket and hotel coupons) in exchange for receiving the Travel Fares, the travel contract shall become effective when H.I.S. approves verbally.

(4) The deposit shall be 20,000 yen or more, up to the full amount per person, or 30,000 yen or more, up to the full amount per person for departures in the peak travel seasons (April 25 through May 5, August 5 through 15, and December 20 through January 5). However, for flight tickets with validity dates such as PEX, advance purchase type discount tickets with valid dates or tickets for flights departing from overseas, the full amount must be paid by the date specified by H.I.S.

(5) When requesting and filling out a form, the customer's name must be entered exactly as written in the passport that will be used.

4. Conditions for Booking

(1) A customer who is below the age of 20 years is required to present written consent from a parent or guardian when booking.

(2) A customer who is below the age of 15 years when departing on a travel may be required to be accompanied on the travel by a caretaker, be escorted by a

caretaker until departure, or be met at the airport by a responsible party upon arrival, depending upon the circumstances.

(3) Anyone to depart on travel who has a chronic disease, is ill, physically handicapped, has some allergy, is or may be pregnant, is accompanied by a seeing-eye dog, or otherwise requires special care is requested to state such fact upon booking (Also, when such circumstances become applicable to anyone after the Travel Contract becomes effective, the person is required to notify H.I.S. immediately). In such instance we will contact the person again and the person will be requested to provide details of required measures during the trip specifically. H.I.S. will notify the transportation and accommodation facilities at the destination of the arrangements.

(4) If a customer is recognized as being an organized crime group member, an associate member of an organized crime group, related party of organized crime group, organized crime group-related company, or corporate racketeer, etc., or any other anti-social force, etc., H.I.S. may decline to accept the booking from the customer.

(5) If a customer makes violent requests, unfair requests, uses threatening behavior or violence, etc. in relation to the transaction, or commits any similar acts, etc., H.I.S. may decline to accept the booking from the customer.

(6) If a customer commits acts that damage the H.I.S.'s credibility or acts which hinder H.I.S.'s operations by spreading false information or using fraud or power, or commits any similar acts, etc., H.I.S. may decline to accept the booking from the customer.

(7) Aside from the above, H.I.S. may decline to accept booking for business related reasons.

5. Payment of Travel Fares

(1) Travel fares include airfares, lodging expenses and other costs and expenses paid by H.I.S. in arranging the Travel Service with carriers, hotels, and other service providers, plus H.I.S.-prescribed fees (excluding charges for changes or cancellations).

(2) Flight fare includes transportation charges (total fare including weekday, weekend fee, within Japan or overseas add-on fee, drop-off fee, total additional charges due to exceeded traveled miles), additional transportation charges (fuel surcharge and etc.), airport tax (airport service tax, a toll), airline insurance charge all added together. Additional transportation, airport tax, and airline insurance fee will be charged separately from the flight fee.

(3) Full payment is due by the date stated in the invoice. The due dates vary according to the ticket regulation. Early payment may be a requisite during peak season due to number of reservation in demand.

6. Payment of Airport Taxes and Fuel Surcharges

(1) Airport departure tax, usage fees for airport facilities, air-travel insurance premiums and fuel surcharge, which are collected when air tickets are issued, are not included in the travel fare; therefore, the customer shall be required to pay separately in Japanese yen an amount equivalent to the sum total of these taxes and charges that applied on the day when the Travel Contract went into effect. Adult and child rates shall be applied to these taxes and charges in accordance with the age brackets that apply to those rates for airfares.

(2) The amount in Japanese yen equivalent to the said sum total shall be finalized on the day when the Travel Contract is put into effect; therefore, there will be no collection of additional money or refund resulting from fluctuations in exchange rates.

(3) Despite what is stated in (2), if the amount collected for airport taxes and fuel surcharges change, the new amount will be calculated it into Japanese yen using company exchange rates present during that period. Any excess amount will be charged while reduction will be refunded.

(4) If cancellation is performed due to fuel surcharge increase, the customer must pay the prescribed cancellation fee as well as the corresponding handling charges.

7. Alteration of Travel Fares

(1) Prior to departure H.I.S. may alter the original travel fare because of unforeseen changes in airfares, lodging expenses, and other costs made by carriers and hotels, fluctuations in exchange rates, and/or other developments.

(2) If the amount of money actually expend on arranging the Travel Service differ from the earlier travel fare collected from the customer, H.I.S. will adjust the travel fare as soon as possible.

(3) If a customer uses only one-way of his/her round-trip ticket without notifying the carriers in advance, the carrier may charge the customer for the excess amount of a one-way fare or the remainder of a round-trip fare at normal price.

8. Changes in the Content of the Travel Contract

(1) If the customer asks for changes in the travel itinerary, the content of the travel service, or other content

of the Travel Contract, H.I.S. will attempt to comply with the customer's request for changes.

(2) If the content of the Travel Contract is changed at the customer's request, the customer is responsible for paying any cancellation charges, penalties, or other expenses that may arise because of changes in the completed arrangements with the carriers and hotels.

(3) In addition to the costs and expenses required for the said changes, the customer is requested to pay H.I.S.-prescribed alteration fees in compensation for H.I.S.'s repeating the tasks of making arrangements.

* Reservation changes and their handling fee differ depending on the requested travel service (such as the flight ticket type). Please refer to the corresponding document for details.

9. Cancellation of the Travel Contract

(1) Voluntary cancellation by the customer

By payment of the costs described below, the customer may cancel part of or the whole of the Travel Contract at any time. However, the customer is requested to notify H.I.S.'s sales office that has accepted the customer's booking during its business hours. The customer is advised to confirm the business days and business hours of the relevant sales office.

(a) Costs for travel services already provided to the customer,

(b) Costs that have been already paid or will be paid to transportation or accommodation facilities, or other service providers as cancellation charges or penalty charges for travel services yet to be provided to the customer,

(c) H.I.S.-prescribed cancellation fee.

* Reservation changes and their handling fee differ depending on the requested travel service (such as the flight ticket type). Please refer to the corresponding document for details.

(2) Cancellation due to reasons attributable to the customer

H.I.S. may cancel the Travel Contract if the customer fails to pay the travel fare by the prescribed due date. In such instance, the customer shall be responsible for paying the costs and expenses described below.

(a) Costs for travel services already provided to the customer,

(b) Costs that have been already paid or will be paid to transportation or accommodation facilities, or other service providers as cancellation charges or penalty charges for travel services yet to be provided to the customer,

(c) H.I.S.-prescribed cancellation fee.

(3) Cancellation due to reasons attributable to H.I.S.

If arrangement of the travel services becomes impossible due to reasons attributable to H.I.S., the customer may terminate the Travel Contract.

In such instance, H.I.S. shall refund any paid travel fare minus the costs for travel services already provided to the customer that have been paid or will be paid to transportation or accommodation facilities, or other service providers.

10. Group Contracts

(1) If two or more travelers who will travel on the same itinerary and for the same period appoint a representative responsible for the group (hereinafter referred to as "the Person Responsible for Contracting") and book an agency-arranged travel, the provisions stipulated in this section shall apply to the Travel Contract concluded between the group and H.I.S.

(2) Except in the cases in which any special arrangement is made, H.I.S. deems that the Person Responsible for Contracting has full power of attorney to conclude the agency-arranged Travel Contract on behalf of the travelers who constitute the group (hereinafter referred to as "the Members"), and as such H.I.S. makes deals on the travel business for the group with the said person.

(3) The Person Responsible for Contracting is requested to present a list of the Members by the date specified by H.I.S.

(4) H.I.S. shall be indemnified from liability and responsibility for money owed or expected to be owed by the Person Responsible for Contracting for the Members.

(5) If the Person Responsible for Contracting does not accompany the group on the travel, H.I.S. regards one of the Members appointed by the said person in advance as the Person Responsible for Contracting after departure on the travel.

(6) If the Person Responsible for Contracting requests the change of the Members, H.I.S. will handle the request to the extent possible; however, any increase in the travel fare and additional costs and expenses arising from such a change shall be charged to the customers.

11. Liabilities of H.I.S.

(1) If H.I.S. or a person who carries out all or part of the arrangements for H.I.S. (hereinafter referred to as "the Agent") causes the customer to incur losses through accident, error, or omission in implementing the Travel Contract, H.I.S. shall reimburse the customer for such losses, provided H.I.S. is liable for such losses. (If only the customer files a complaint with H.I.S. from a day after and within two years of incurring such losses)

(2) For damage to baggage, H.I.S. shall pay a Maximum of 150,000 yen per person (that limit shall not apply in the cases where such damage is caused by serious fault, error, or omission attributed to H.I.S.), provided the customer files a complaint with H.I.S. within 14 days in the case of a domestic travel or within 21 days in the case of a travel abroad after occurrence of such damage.

(3) Indemnity

If the customer incurs losses as a result of a natural disaster, war, insurgency, halting of travel services by carriers, hotels, or other service providers, orders by government agencies, or any other reasons beyond the control of H.I.S. or one of its Agents (listed below), H.I.S. shall be indemnified from paying reimbursement for such losses.

(a) If the departing flight is suspended or the travel itinerary is changed because of a natural disaster, war, insurgency, delay in the flight schedule, or strike

(b) If the customer's seat reservation is canceled or boarding is disallowed because of overbooking by the airline company

(c) As a result of the customer's failure to reconfirm the seat reservation 72 hours in advance of the departing (or return) flight and confirm the flight time, the said reservation is canceled, voiding the air ticket.

(d) The customer arrives later than the appointed meeting or check-in time and fails to either check-in or boarding on the flight after the check-in

(e) The customer loses his/her air ticket or it is stolen.

(f) An insufficient remaining validity period or other inadequacy of a visa lead to failure of boarding and embarkation/disembarkation by Japan and other destination emigration service laws.

(g) As a result of the name on the passport and flight ticket failed to match, the customer is denied at the boarding.

(h) The customer fails to board on the airplane due to customer's reasons or delay, and the reservation is cancelled and the flight ticket is no longer valid.

12. Obligations of the customer

(1) If H.I.S. incurs any loss as a result of the customer's negligence, error, act in violation of laws and regulations or public moral and ethics, or non-observance of the provisions of the H.I.S. Stipulations by the customer, H.I.S. will seek compensation from the customer for such loss.

(2) Upon concluding the Travel Contract with H.I.S., the customer is obligated to make his/her best efforts to utilize the information provided by H.I.S. and be aware of his/her rights and obligations as well as other content of the Travel Contract.

(3) If a customer uses only one-way of his/her round-trip ticket without notifying the carriers in advance, the carrier may charge the customer for the excess amount of a one-way fare or the remainder of a round-trip fare at normal price.

13. Customers' Tasks before Departure

(1) The customer must be responsible for obtaining the passport required for the travel, with sufficient remaining period before expiration, visas, re-entry permits, or various certifications and identifications, as well as preparation of embarkation/disembarkation documents, etc. Nonetheless, H.I.S. may act as proxy for all or part of the travel procedures upon separate contract by receiving the prescribed fees. In such instance, H.I.S. will assume no responsibility for incapability of obtaining passport or visa, etc. due to events attributable to the customer. If the customer asks other business operators to handle travel procedures, the party concerned to the contract relating to the services of travel procedures shall be the relevant business operator that handles the procedures.

(2) For health information about the country of your destination, please refer to the For Travelers' Health website (FORTH <http://www.forth.go.jp/>) by the Quarantine Information Office, Ministry of Health, Labour and Welfare.

(3) Depending on your destination (country/area), there may be information on travel to the country or area such as Overseas Safety Information from the Ministry of Foreign Affairs of Japan, so please refer to the Overseas Safety website. (<http://www.anzen.mofa.go.jp/>) of the Ministry of Foreign Affairs of Japan for details.

(4) H.I.S. recommends that the customer register in "Tabi-reg" system of the Ministry of Foreign Affairs of Japan, by which the traveler may receive safety-related information such as the occurrence of emergencies via email, etc. during the travel period. (<https://www.ezairyu.mofa.go.jp/tabireg/>)

14. Protection of Personal Information

Privacy Policy

For H.I.S., information that can identify the customer as well as persons related to H.I.S., in other words, personal information, is an indispensable material asset. In addition, society demands that this precious personal information be kept secret, and handled meticulously and safely. In order to fulfill such social responsibility, based on the spirit of the H.I.S. Charter of Corporate Code, H.I.S. will comply with laws and regulations relevant to the protection of personal information, and properly protect personal information in accordance with the following basic policy. In addition, protection of personal information related to Individual Numbers primarily for executives and employees of H.I.S. will be properly performed in accordance with the "Basic Policy Concerning Proper Handling of Personal Information related to Individual Numbers" separately provided.

Basic Regulations

- H.I.S. will handle the personal information within the scope of the expressly-stated purpose of use. In addition, H.I.S. will never disclose or provide the provided personal information to a third party unless there is the consent of the subject of the information or there are justifiable reasons to do so.
- H.I.S. will comply with the Act on the Protection of Personal Information and other laws and regulations, guidelines and other codes provided by the government. In addition, H.I.S. will establish a Personal Information Protection Management System, and strive to familiarize executives and employees therewith and for thorough observance thereby, and improve the System on continuous basis to maintain optimal status at all times.
- H.I.S. will store and manage personal information properly and carefully, and strive to implement proper and reasonable security measures from both aspects of technology and management, to prevent risk of leaks, destruction or damage, as well as continuously implement review thereof. Should leaks, destruction or damage of personal information occur, H.I.S. will notify the subject of the information to that effect promptly, and take suitable handling measures and corrective measures.
- H.I.S. will swiftly handle requests for disclosure, etc. concerning personal information from the subject of information, or complaints or consultations.

Establishment date: March 1, 2005

Revision date: May 1, 2017

Hideo Sawada

Representative Director and President

H.I.S. Co., Ltd.

【 For inquiries on Personal Information 】

Customer Center, H.I.S. Co., Ltd.

【Tokyo】 03 (5908) 2505

Weekdays 10:00 AM-6:30 PM Saturday 11:00 AM-4:30 PM (out of service for Sundays and national holidays)

【Nagoya】 052 (856) 7800

Weekdays 10:00 AM-6:30 PM Saturday 11:00 AM-4:30 PM (out of service for Sundays and national holidays)

【Osaka】 06 (6133) 0320

Weekdays 10:00 AM-6:30 PM Saturday 11:00 AM-4:30 PM (out of service for Sundays and national holidays)

【Fukuoka】 092 (735) 5577

Weekdays 10:00 AM-6:30 PM (out of service for Saturdays, Sundays and national holidays)

【H.I.S. may record the conversation when a request is made by phone, to confirm the content.】

On handling of personal information

1. Purpose of use of personal information

H.I.S. will use the personal information stated or entered on the application form submitted by the customer when making an application for travel or insurance, etc. related to travel (Application Form) within the scope necessary for communications with the customer, and arrangements to receive travel services provided by transportation and accommodation facilities (primary transportation and accommodation facilities are stated in the contract document) in travel applied for by the customer, as well as for

provision of insurance-related services. In addition, H.I.S. may use the personal information of the customer for market analysis for development of better travel products in the future, for provision of information on products and services of H.I.S. and alliance companies, or making requests for opinions and thoughts after participating in travel, or provision of novelty services, etc. In any case, the customer may choose whether or not to provide the personal information to H.I.S., however, the customer is requested to understand that, if personal information that is not provided is indispensable for arrangement of requested services, etc., the customer may not use the products or services of H.I.S. * H.I.S. will retain a part of the personal information provided by the customer upon application for travel, etc. as personal data.

2. Provision of personal information

H.I.S. will provide the name, gender, age, address, telephone number, email address, or passport No. to transportation and accommodation facilities, insurance companies, or souvenir shops within the scope necessary for arrangement and receipt of travel services applied for by the customer, for insurance procedures to insure H.I.S. against liability under the Travel Contract and expenses at the occurrence of an accident, and for convenience of shopping by the customer at souvenir shops at the destination of the travel, via transmission by electronic means, etc. When the customer applies for travel, H.I.S. shall receive the consent of the customer to the provision of personal data. H.I.S. will not provide personal information to a third party without the approval of the customer except for in the following cases:

(1) Where there is the consent of the customer;

(2) Where disclosure is required under the laws and regulations;

(3) Where disclosure is necessary for protection of the life, body or assets of a person, and besides it is difficult to obtain the consent of the customer;

(4) Where disclosure is especially necessary for improvement of public health or sound rearing of children, and besides it is difficult to obtain the consent of the customer;

(5) Where it is necessary to cooperate with a person who is delegated by governmental authorities, or local municipalities or persons contracted thereby in the execution of matters provided in the laws and regulations, and there is a possibility that obtaining the consent of the person will create an obstacle to the execution of the relevant matters;

(6) Where all or part of personal information handling is contracted within the scope necessary for achievement of the specified purpose of use.

3. Joint use of personal information

Out of the personal information provided by the customer, H.I.S. will jointly use the information (including name, address, telephone number, email address, etc.) within the minimum scope necessary for simplifying applications for travel by the customer in the future and for communications and handling between customers and the Group companies as below. H.I.S. will be the administrator of this personal data.

〈Group Companies〉

QUALITA Co., Ltd. Cruise Planet Co., Ltd.

No.1 Travel Shibuya Co., Ltd. Ohshu Express Limited

Tour Wave Co., Ltd. Japan Holiday Travel Co., Ltd.

Activity Japan Co., Ltd. INTERPARK TOUR JAPAN Co., Ltd.

H.I.S. ANA Navigation Japan Co., Ltd. LY-HIS Travel Co., Ltd.

H.I.S. Dokodomodori Co., Ltd. H.T.B. Travel Co., Ltd.

Kyushu Sanko Group H.I.S. Okinawa Co., Ltd.

4. On handling of procedures such as disclosure, etc. concerning personal information

Any customer who has an inquiry or desires disclosure, deletion, or erasure, correction of content, suspension of use or suspension of provision to a third party, etc. concerning the personal information in the possession of H.I.S. is expected to make a request to the inquiry counter at H.I.S., for guidance on necessary procedures. H.I.S. will handle the request details within a reasonable period in accordance with the laws and regulations, and internal rules, and notify the result to the customer. If it is impossible to respond to all or part of a request, H.I.S. will provide an explanation for the reason.

【Personal Information Inquiries】 Customer Center, H.I.S. Co., Ltd.

5. Other matters

- This Privacy Policy is about handling of personal information of H.I.S. Co., Ltd. in Japan. Domestic affiliates and overseas subsidiaries of H.I.S. are not the subject of the policy.
- customer s under 16 years of age are requested to obtain the consent of their guardian before providing personal information.
- H.I.S. may revise the Privacy Policy for more appropriate management of personal information protection of customer s, or as a result of revision of the relevant laws and regulations.
- The Basic Policy Concerning Proper Handling of Personal Information related to Individual Numbers will not be applicable to customers because of the specifics thereof.

The customer's name must be entered exactly as written in the passport. If any change in spelling of a name, age, sex, a traveling person will be handled as a cancellation rather a change in reservation. The customer will be charged for cancellations.

(5) Boarding on time

The customer must have enough time before boarding. Boarding time may change without any prior notice, so boarding and departure time must be checked with an airline company that will be used.

15. Reference for Terms and Conditions of the Travel and for Travel Fares

Data for the terms and conditions of travel are as of May 1, 2016. Rates for travel fares are based on the airfare projected to be applicable for travel departing on and after May 1, 2016, and application rules thereof.

16. Terms and Conditions of Travels for Customers

Who Conclude Travel Contracts via

Communication Routes

(1) Under the condition that payment of travel fares, cancellation fees and other money due H.I.S. is made without a signature on the specified form by a customer who is the holder of a credit card (hereinafter referred to as "a Cardholder") issued by one of the credit-card companies (hereinafter referred to as an "Affiliated Company") affiliated with H.I.S. and its subcontractors, H.I.S. may accept the customer's booking via telephone, mail, facsimile, or other means of communication and conclude a Travel Contract (hereinafter referred to as a "Communication Contract").

Although most of the terms and conditions of a Communication Contract are identical to those stipulated in this Travel Contract (this document of the terms and conditions of agency-arranged travel), some instances maybe treated differently and they are as follows:

(2) "The Day of Card Use" that appears below refers to the date when either the customer or H.I.S. must fulfill its obligation to pay the travel fare and other money due or make a refund according to the Travel Contract.

(3) A Travel Contract requested not in person goes into effect, in the case of telephone booking, when H.I.S. agrees to the customer's booking. In the case of booking by postal mail, the Contract goes into effect when H.I.S. sends the customer a notification stating that H.I.S. has accepted the Travel Contract, and in the case of using the means of electronic notification of acceptance, such as e-mail or facsimile, and the like, the Contract goes into effect when the electronic notification is delivered to the customer.

(4) Travel fares, cancellation fees, and other amounts due are charged to the customer's credit card issued by the affiliated company without the signature of the customer (the cardholder) on the specified form. In such a case, the Date of Card Use for paying the travel fare is the day when the finalized content of the travel service is notified to the customer. For payment of additional expenses that may arise as a result of changes in the content of the Travel Contract or termination of the Travel Contract, the Date of Card Use is the day if H.I.S. notifies the customer of the amount of the expenses payable. However, if canceling the Travel Contract stipulated in this section (6), the customer is required to pay for the fees by the date and payment method specified by H.I.S..

(5) If the customer is unable to remit payment for part or all of the travel fare, cancellation fee, and other expenses by use of the card issued by the Affiliated Company because the credit card held by the customer has become void, H.I.S. may decline or may terminate the Travel Contract.

17. Others

(1) Returning payment

If the cancellation is made by the customers` reasons, the return payment will be made to the customers` banking account. The customer will be responsible to pay the money transfer fee.

(2) Mileage service

Any information about mileage services and registration must be communicated with the customers` mileage membership provider. We will no be held responsible for anything related with mileage.

(3) Free luggage allowance by carriers

Free luggage allowance weight is limited by carriers. An additional fee will be necessary if the luggage weight exceeds the limit. The rules applied differ by carriers and destinations, so the details need to be checked directly with an appropriate airline company.

(4) Names of the customer s