

15. Change of Travel Fee

After the conclusion of the Travel Contract, H.I.S. shall not change the travel fee, extra fee and discount, except for the following cases:

- (1) If the charges or fees for transportation facilities to be used are amended to a large extent that is beyond normal expectation, as a result of any drastic economical changes, etc., the travel fee will be adjusted to the extent of the difference arising out of such amendment. However, if the travel fee is increased, H.I.S. will give notice to the customer within 15 days in advance of the departure date for travel.
- (2) If the travel itinerary is changed and if expenses required for implementation of travel decrease, H.I.S. will reduce the travel fee to the extent of the difference arising out of such a change.
- (3) If the travel itinerary is changed under Section 14 and if expenses required for implementation of travel increase, H.I.S. will adjust the travel fee to the extent of the difference arising out of such change, except for the case where such changes are due to insufficiencies (overbooking) in seats, rooms or other transportation or accommodation facilities that are in service.
- (4) In the case when the brochures describe that the travel fee may differ depending on the number of persons using the transportation or accommodation facilities, etc., if the number of persons changes after the conclusion of the Travel Contract due to any reason not attributable to the responsibility of H.I.S., H.I.S. will adjust the travel fee to the extent described in the contract document.

16. Change of Customer

- (1) The customer may, only when the prior approval of H.I.S. is obtained, transfer the position under the Travel Contract to a third party designated by the customer. In this case, the customer is required to complete the form designated by H.I.S. and to pay the charge of 10,000 yen per one person; provided, however, that H.I.S. may, for business reasons, reject the change of customer.
- (2) The transfer of the position under the Travel Contract will become effective when H.I.S. approves such change and receives the payment of charge, and thereafter the third party to whom the position under the Travel Contract is transferred will succeed all rights and obligations pertaining to the Travel Contract.

17. Cancellation of Travel Contract and Reimbursement

- (1) Before departure
 - (i) Cancellation rights of customer
 - A. Customer may at any time cancel the Travel Contract by paying the following cancellation fees; the application for cancellation will be accepted within the business hours of the office to which the application is made.
(As the amount of cancellation fee may differ depending on the application date, the customer is advised to always confirm by himself/herself the business day, business hours, contact information, etc. of the office to which the application is made.)
 - B. If the Travel Contract is cancelled due to various loan procedures, the payment of the cancellation fee will also be required.
 - C. Should any of the following items apply, the customer may cancel the Travel Contract without paying the cancellation fee.
 - a. When the Travel Contract is changed under Section 14; provided that this is only limited to the case when such change is indicated in the left column of the table of Section 25 (Guarantee of Travel Schedule) or other important change.
 - b. When the travel fee is increased under Section 15, paragraph (1).
 - c. When it is highly likely that the travel in accordance with the travel schedule described in contract document becomes impossible due to occurrence of natural disaster, war, riot, suspension of Travel Service of transportation or accommodation facilities, etc., order of government authority or any event that is beyond the control of H.I.S.
 - d. When H.I.S. fails to deliver to the customer the Final Travel Schedule as described in Section 7, paragraph (2) no later than the date stipulated in the said provision.
 - e. When the implementation of the travel in accordance with the travel schedule described in a contract document becomes impossible due to any reason attributable to H.I.S.
 - D. If the Travel Contract is cancelled under paragraph (1), (i) A. and B. of this Section, H.I.S. will reimburse the travel fee (application fee) already received, after deducting the prescribed cancellation fee. If the cancellation fee exceeds the amount of application fee, the customer is required to pay the difference.

(Note 2) In the case where the amount of the airline ticket cancellation charge is the cancellation fee of the Travel Contract, any customer who desires to confirm the fare type of the issued airline ticket may make a request to the sales agency. It is possible to check the airline ticket cancellation terms and conditions at websites, etc. of individual airlines. The customer may make an inquiry of the sales agency about any points of uncertainty.

B. Cancellation fees for the accommodation plan only

Category	Cancellation fee
Retroactively calculated from the day preceding the departure date, from 5 th day to 4 th day	Free of charge if the number of persons who made reservations is 14 or less 20% of travel fee if the number of persons who made reservations is 15 or more
Retroactively calculated from the day preceding the departure date, from 3 rd day to the day before	20% of travel fee
On the day of departure and before departure	50% of travel fee
Cancellation after starting travel (Note 3) or in the case of nonparticipation without notice	100% of travel fee

(Note 3)

Upon application of this table, "after starting travel" means "the time when receiving provision of services is started" as set forth in Article 2, Paragraph 3 of H.I.S.'s Special Compensation Rules.

C. Cancellation fees for a Travel Contract using ships, or a Travel Contract including a cruise of 3 nights or longer in the schedule is based on the cancellation charge as stated in the relevant Travel Brochures. .

(ii) Cancellation right of H.I.S.

- A. If the customer fails to pay the travel fee no later than the date stipulated in Section 8, H.I.S. may cancel the Travel Contract. In this case, the customer will be required to pay the penalty charge in the same amount as the cancellation fee as stipulated in paragraph (1) (i) A. of this Section.
- B. Should any of the following items apply, H.I.S. may cancel the Travel Contract after providing explanation to the customer.
 - a. If it is found that the customer does not satisfy the requirements for travel participation, including, but not limited to, sex, age, qualification, or skill;
 - b. If it is recognized that the customer is unable to endure the travel, due to disease, non-existence of necessary caretaker or any other reason;
 - c. If it is recognized that the customer is likely to cause nuisance to other customers or to disturb smooth implementation of group activities;
 - d. If the customer demands that H.I.S. should bear an unreasonable burden with regard to the contract content;
 - e. If the number of customers is less than the minimum traveler counts as described in the Brochures. In this case, H.I.S. will notify the customers of cancellation of the travel no later than the 13th day (or 3rd day in the case of a one-day trip) in advance of the departure date, retroactively calculated from the day preceding the departure date;
 - f. If the conditions that are expressly indicated in advance by H.I.S. are not satisfied or if there is a high possibility that such conditions will not be satisfied, including the case where the amount of snowfall is insufficient for ski travel;
 - g. If the safe and smooth implementation of travel schedule as described in the brochures becomes or is highly likely to become impossible due to natural disaster, war, riot, suspension of service of transportation or accommodation facilities, etc., order of government authority or any event that is beyond the control of H.I.S.; or
 - h. If it is discovered that any of item (11) to (13) of Section 5 is applicable to the customer.

C. If the Travel Contract is cancelled under paragraph (1) (ii) A. of this Section, H.I.S. will reimburse the travel fee (or application fee) already received, after deducting the penalty charge.

(2) After departure

- (i) Cancellation by the customer and reimbursement
 - A. If the customer cancels or temporarily leaves the Travel Contract on his/her own reason, the customer will be deemed to have waived his/her rights and H.I.S. will not reimburse any payment.
 - B. If any Travel Service as stated in the contract document becomes unavailable, due to any reason not attributable to the customer, the customer may cancel a part of the Travel Contract relating to the unavailable Travel Service, without paying the cancellation fee. In this case, H.I.S. will reimburse to the customer, out of the travel fee, the amount equivalent to the unavailable Travel Service. However, if such unavailability is not due to any reason attributable to H.I.S., H.I.S. will reimburse the amount, after deducting the cancellation fee, penalty charge or other expenses already paid or payable thereafter, pertaining to such unavailable service.
- (ii) Cancellation by H.I.S. and reimbursement
 - A. Even after starting the travel, if any of the following items applies, H.I.S. may cancel the Travel Contract, either in whole or in part, after providing explanation to the customer in advance.
 - a. If it is recognized that the customer is unable to continue the travel, due to disease, non-existence of necessary caretaker or any other reason;
 - b. If the customer fails to follow the directions of a tour conductor, local personnel or other persons that are given in order to secure safe and smooth implementation of the travel, or if the customer breaches discipline in group activities or disturbs the safe and smooth implementation of the travel, through violent behavior or threat against a tour conductor, local personnel, other persons or other travelers; or
 - c. If natural disaster, war, riot, suspension of service of transportation or accommodation facilities, etc., order of government authority or any event that is beyond the control of H.I.S. occurs and continuance of the travel becomes impossible.
 - d. If it is discovered that any of item (11) to (13) of Section 5 is applicable to the customer.

B. Effect of cancellation and reimbursement

In the event the Travel Contract is cancelled by either the customer or H.I.S. due to any reason set out in paragraph (2) (ii) A. of this Section, if there is any expense, including, but not limited to, cancellation fee, or penalty charge, already paid or payable to a travel service provider, whose travel service is not provided because of the cancellation, such expense will be borne by the customer. In this case, H.I.S. will reimburse to the customer the portion of the travel fee relevant to the travel service that is not provided, after deducting the cancellation fee, penalty charge or other items paid or payable thereafter by H.I.S. to the travel service provider.

C. If H.I.S. cancels the Travel Contract under a or c of paragraph (2) (ii) A. of this Section, H.I.S. will, upon request of the customer, make arrangements necessary for the customer to return to the starting point, at the expense of the customer.

D. If H.I.S. cancels the Travel Contract under the provision of paragraph (2) (ii) A., the contractual relationship between H.I.S. and the customer will cease to exist from that time forward and will not have retroactive effect. Therefore, it will be deemed that H.I.S. has effectively performed its obligation for Travel Services already provided to the customer.

(3) Period for reimbursement of the travel fee

In the case when the travel fee is reduced under the provisions of paragraphs (2) and (3) of Section 15 (Change of Travel Fee), and when H.I.S. or the customer cancels the Travel Contract and any reimbursement is required, H.I.S. will reimburse the amount within 7 days commencing on the day following the cancellation date, if the contract is cancelled before the departure, and within 30 days commencing on the day following the ending date of travel as described in the brochures, if the travel fee is reduced or the contract is cancelled after the departure.

(4) The provisions of paragraph (3) of this Section will not prevent the customer or H.I.S. from exercising its right to claim damage liability under Section 21 (H.I.S.'s Liability) or Section 23 (The Customer's Liability).

18. Management of Travel Schedule

H.I.S. will make efforts to secure safe and smooth implementation of travel and will provide the following services to the customer; provided, however, that this shall not apply to courses unaccompanied by a tour conductor as referred to in Section 20 (3). In addition, this shall also not apply to the case where H.I.S. and the customer conclude a special contract under different terms.

- (1) In the case when there is a fear that the Travel Service will not be provided to the customer during the travel, H.I.S. will take necessary measures to secure the provision of Travel Service in accordance with the Travel Contract.
- (2) In the case when the contract content must be changed regardless of taking the measures stipulated in paragraph (1) of this Section, H.I.S. will arrange the substitute service. In this case, if the travel schedule is changed, H.I.S. will make efforts so that the changed travel schedule will be consistent with the purpose of the original travel schedule. In addition, if the content of Travel Service is changed, H.I.S. will make efforts so that the change will be minimum and the changed Travel Service will have the same content as the original Travel Service.
- (3) Protective measures
 - H.I.S. may take necessary measures in the case when it is recognized that the customer needs protection due to disease, bodily injury, etc. during travel. In this case, if the reason for such necessity is not attributable to H.I.S.'s fault, the expenses required for the measures will be borne by the customer and the customer will be required to pay the expenses no later than the date designated by H.I.S. through a method designated by H.I.S.

19. Directions of H.I.S.

If the customer acts as participant of the Agent-Organized travel, the customer will, during the period from the start to the finish of travel excluding the time of free activities, be required to comply with H.I.S.'s directions for the purpose of securing safe and smooth implementation of travel.

20. Tour Conductor

- (1) The availability of a tour conductor will be expressly indicated in the brochures.
- (2) A tour conductor will be, either in whole or in part, in charge of services necessary to secure safe and smooth implementation of travel and other services which are deemed necessary by H.I.S., if the travel is accompanied by a tour conductor, and local personnel of destination will be in charge of such services, if the travel is not accompanied by a tour conductor.
- (3) For travel without a tour conductor, the services indicated in Section 18 will not be provided. H.I.S. will deliver to customers the schedules and coupons, etc. necessary for receiving travel services, and customers are required to perform procedures themselves to receive the travel services. The local contact information of H.I.S. will be expressly indicated in the Final Travel Schedule.
- (4) In principle, the service hours of the tour conductor will be from 08:00 to 20:00.
- (5) The tour conductor will accompany the customer in order to make full efforts for travel schedule management. In addition, it is necessary under the Labor Standards Act to let the tour conductor take a rest break while working; the customer's understanding would be highly appreciated in this regard.

21. H.I.S.'s Liability

- (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) The Agent means the person (local agency) who in place of H.I.S. arranges travel services provision facilities such as transportation and accommodation facilities, etc. (airline, train, bus, hotel, etc.) for provision to customers by H.I.S. at the travel destination.
- (3) The scope of the liability of H.I.S. shall be limited to the case where any loss is incurred by the customer due to intentional act or error of H.I.S. or the above-stated Agent, and if any loss is incurred by customer due to intentional act or error of travel service provision facilities such as transportation and accommodation facilities, etc. (airline, train, bus, hotel, etc.) arranged by H.I.S. or the Agent, it shall be liability of the relevant travel service provision facility.
- (4) H.I.S. strongly recommends that the customer take out domestic travel insurance.
- (5) If the Customer suffers damage due to any event that is beyond the control of H.I.S. or the business agent of H.I.S., such as those listed below as examples, H.I.S. will not be obligated to the liability under paragraph (1) of this Section.
 - A. Natural disaster, war, riot or any change of travel schedule or suspension of travel as a result of such events;
 - B. Suspension of service of transportation or accommodation facilities, etc. or any change of travel schedule or suspension of travel as a result of such events;

A: Cancellation fee (except for Travel Contract under B and C below)

Cancellation date of Travel Contract (retroactively calculated from the day preceding the departure date)	Cancellation fee	Cancellation fee when PEX fare, etc. is used (Note 1, 2)
Cancellation after conclusion of Travel Contract (except for the following cases)	Free of charge	Amount of airline ticket cancellation charge, etc. at time of cancellation of Travel Contract
From 20 th day (or from 10 th day in the case of one-day trip) to 8 th day in advance	20% of travel fee	Whichever is larger, the amount to the left or the amount of the airline ticket cancellation charge, etc. at the time of cancellation of the Travel Contract
From 7 th day to 2 nd day in advance	30% of travel fee	
The day before the departure date	40% of travel fee	
On the day of departure and before departure	50% of travel fee	
Cancellation after starting travel (Note 3) or in the case of nonparticipation without notice	100% of travel fee	

(Note 1) Applicable irrespective of the departure date, in the case where an airline ticket under the same conditions as the conditions for an airline ticket sold by an airline widely for consumers via website, etc. (PEX fare, etc.) is used, and if the fact that the relevant airline ticket will be used in the Brochures, the name of the airline, and terms and conditions of the cancellation charges, penalty charges, refund charges or any other expenses required for cancellation of the air transportation contract specified by the airline concerning the relevant ticket, as well as the amounts of those fees or charges are specified.

- C. Order of government authority, limitation on departure and entry of foreigners or isolation due to epidemic, or any change of travel schedule or suspension of travel as a result of such events;
- D. Accidents that occurred during the time of free activities;
- E. Food poisoning;
- F. Criminal act such as theft and fraud;
- G. Delay, interruption, change of schedule, change of route, etc. of transportation or accommodation facilities, etc., or any change of travel schedule or reduction of time spent at the destination as a result of such event;
- H. H.I.S.'s liability will not cover medical treatment expenses for bodily injury suffered by the customer due to an accident or fire in transportation or accommodation facilities or willful act or negligence of a third party, or expenses, damage liability, rescue cost, etc. required for loss of life or medical treatment due to disease; or
- I. Other events beyond the control of H.I.S.
- (6) Notwithstanding the provisions of item (1) of this Section, H.I.S. shall compensate for the damage referred to in the Section caused to baggage up to a limit of 150,000 yen per Traveler (except in the case where the damage has been caused by H.I.S. or the Agent intentionally or by gross negligence) if H.I.S. has been informed within 21 days from the day following the date of occurrence of the damage.

22. Special Indemnity

(1) Regardless of whether the liability set out in the preceding Section (H.I.S.'s Liability) arises or not, H.I.S. will pay the loss of life indemnity, residual disability indemnity, hospitalization condolence money, or outpatient treatment condolence money to the customer or his/her heir-at-law, under the special indemnity provisions of the H.I.S. stipulations, in the event the customer sustains any bodily injury caused by a sudden and accidental happening of external origin, while the customer is participating in a Agent-Organized travel; provided, however, that H.I.S. will not pay indemnity for cash, credit card, valuable goods, used film, or other items stipulated in Article 18, Paragraph 2 of the special indemnity provisions in the H.I.S. stipulations.

* This clause will not apply to the medical treatment expenses for bodily injury caused by an accident and expenses for loss of life and medical treatment, damage liability, expenses for rescue workers, etc. caused by disease.

(2) If the damage sustained by the customer while he/she is participating in a Agent-Organized travel is caused by the customer's willful act, driving under influence of alcohol, disease, etc. or other cases which are not included in the Agent-Organized travel such as skydiving, hang-gliding, ultralight-power plane (including motor hang-glider, micro-light plane, ultralight plane, etc.) boarding, gyroplane boarding, or any other dangerous sports similar thereto during the time of free activities, H.I.S. will not pay the indemnity and condolence money stipulated in paragraph (1) of this Section; provided, however, that if such sports are included in the travel schedule, this clause will not apply.

(3) If H.I.S. bears the liability set out in the preceding Section (H.I.S.'s Liability), the indemnity under this Section will be allocated to the damage liability to be borne by H.I.S., either in whole or in part.

(4) For the day that is expressly specified as the day where none of the travel services of H.I.S. will be provided in a contract document (hereinafter referred to as "Non-Arrangement Day"), only when it is expressly stated that compensation will not be paid for losses incurred by the customer on the relevant day, shall the customer be deemed not to be participating in the Agent-Organized Travel.

(4) Upon request from the customer, H.I.S. may accept to make arrangement so that the customer can leave the travel schedule and conduct his/her own activities. In this case, the travel with such free activities will be subject to an arranged travel contract and the special indemnity provisions of this Section will not apply.

(5) In the case when H.I.S. is obligated to pay the indemnity under the paragraph (1) of this Section and also obligated to pay the damage liability under the preceding Section, if either of the obligations is performed, the both obligations will be deemed to have been performed to the extent of the amount of performed obligation.

23. Obligations of the Customer

(1) If H.I.S. incurs losses as a result of the customer's negligence, error, or omission, H.I.S. may seek compensation from the customer for such losses.

(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) In order to be smoothly provided with the travel service stated in the contract during the travel, should the customer perceive that he/she is furnished travel service that falls short of that stated in the Travel Contract, he/she is requested to promptly notify H.I.S., its agent, or the service provider at the place where he/she is staying.

24. Optional Tour or Provision of Information

(1) The application of Section 22 (Special Indemnity) to an optional tour, which is planned and implemented by H.I.S. for the customer participating in the Agent-Organized travel of H.I.S. upon receipt of a separate travel fee, will be treated as a part of the primary travel contract. Optional tours planned and implemented by H.I.S. will be expressly indicated in the Brochures.

(2) In the case when it is expressly indicated in the Brochures that the planner of the optional tour is a local subsidiary other than H.I.S., H.I.S. will pay the compensation or solatium for damage stipulated in Section 22 (Special Indemnity) (except for the case where the day of use of the relevant optional tour falls on a Non-Arrangement Day in primary Agent-Organized Travel, and such fact is stated in the Brochures or Final Travel Schedule). However, the planner's liability and the customer's liability relating to the implementation of the optional tour will be in accordance with the rules set by the local subsidiary and the planner responsible for the optional tour.

(3) If there is any description of participatory sports, etc. in the Brochures as "only as provision of information", H.I.S. will expressly indicate to that effect. In this case, the provisions of Section 22 (Special Indemnity) will apply to damage sustained by the customer while participating in such participatory sports, etc. (except for the case where the day of use of the relevant optional tour falls on a Non-Arrangement Day in primary Agent-Organized Travel, and such fact is stated in the Brochures or Final Travel Schedule) and H.I.S. will not be responsible for any other damage.

25. Guarantee of Travel Schedule

(1) In the event that any significant change is made to the contract content, as indicated in the left column of the following table (excluding the cases of the following subparagraphs (i) and (ii)), H.I.S. will pay the compensation for change, which is the amount of the travel fee multiplied by the rate indicated in the right column of the following table, within 30 days commencing on the date following the finishing date of the travel. However, if it is clear that H.I.S. bears the liability under Section 21 (H.I.S.'s Liability) for

such changed item, H.I.S. will pay the amount as either whole or part of the damage liability, not as the compensation for change.

- (i) In the case of change caused by any of the reasons set out below, H.I.S. will not pay the compensation for change (except for the case where such changes are due to insufficiencies (overbooking) in seats, rooms or other transportation or accommodation facilities that are in service).
- Bad weather or natural disaster causing disturbance in the travel schedule;
 - War;
 - Riot;
 - Order of government authority;
 - Suspension of service of transportation or accommodation facilities, etc., such as cancellation, service interruption and suspension of operation;
 - Provision of transportation service which is inconsistent with original schedule, such as delay and change of transportation schedule; or
 - Other measures necessary to secure safety of life or body of participant of the travel.

(ii) In the case when the change is pertaining to the part of the Travel Contract cancelled under the provisions of Section 17, H.I.S. will not pay the compensation for change.

(2) Notwithstanding the provisions of paragraph (1) of this Section, the amount of the compensation for change payable by H.I.S. under one Travel Contract will not exceed the amount of the travel fee multiplied by 15%. If the amount of the compensation for change is less than 1,000 yen, H.I.S. will not pay the compensation for change.

(3) After H.I.S. pays the compensation for change under the provisions of paragraph (1) of this Section, in the case when it becomes clear that H.I.S. bears liability under Section 21 (H.I.S.'s Liability) for such change, the customer will be required to refund to H.I.S. the compensation for change associated with such change. In this case, H.I.S. will set off the amount of damage payable by H.I.S. under the said Section against the amount of compensation for change refundable by the customer; thereafter H.I.S. will pay the remaining amount.

(4) Upon consent of the customer, H.I.S. will provide at least equivalent goods or services instead of monetary payment of compensation for change.

Compensation for change

Changes for which H.I.S. pays compensation	Amount of compensation for change = Following rate per one change x Travel fee to which the compensation for change is payable	
	In the case when the change is notified to the customer until the departure date for travel	In the case when the change is notified to the customer on and after the departure date for travel
1 Change of starting date or finishing date for travel as described in the brochures	1.5%	3.0%
2 Sightseeing location or facilities (including restaurant) or other travel destination as described in the brochures	1.0%	2.0%
3 Change of price for class or equipment of transportation facilities indicated in the brochures to a lower price (limited only to the case where the total of the price for changed class or equipment is less than the price for class and equipment indicated in the brochures)	1.0%	2.0%
4 Change of type or corporate name of transportation facilities as indicated in the brochures	1.0%	2.0%
5 Change of flight using a different starting airport or finishing airport in Japan as indicated in the brochures	1.0%	2.0%
6 Change of a direct flight between Japan and foreign country as indicated in the brochures to a connecting flight or an indirect flight	1.0%	2.0%
7 Change of type or name of accommodation facilities as indicated in the brochures	1.0%	2.0%
8 Change of type, fixtures, scenery or other conditions of passenger room of accommodation facilities as indicated in the brochures	1.0%	2.0%
9 Out of the changes stipulated in items 1 to 8, change of items described in a tour title in the brochures	2.5%	5.0%

(Note 1) In the case when the Final Travel Schedule is provided, this table applies to the Final Travel Schedule by reading "brochures" as "Final Travel Schedule". In this case, if any change exists between the description of the brochures and the description of the Final Travel Schedule or between the description of the Final Travel Schedule and the content of Travel Service actually provided, each change will be treated as one change.

(Note 2) In the case when the transportation facilities, which are associated with the change described in item 3 or 4 of the above table, include the use of accommodation facilities, one night will be treated as one change.

(Note 3) The change of corporate name of the transportation facilities as indicated in 4 above will not apply to the case when the price of class or equipment is changed to a higher price.

(Note 4) Grade of accommodation facilities in item 7 above is in accordance with the list stated in the brochures for the relevant directions at the time of conclusion of the Travel Contract, or lists provided for viewing at sales agencies of H.I.S. or H.I.S.'s websites.

(Note 5) In the case when more than one of the changes as indicated in item 4, 7, or 8 exist for one boarding, etc. or one night, such changes in one boarding, etc. or one night will be treated as one change.

(Note 5) The rate as indicated in items 1 to 8 above will not apply to the change indicated in item 9 above.

26. 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, 2017. Rates for travel fares are based on the dates expressly indicated in the Brochures.

27. 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.

1. 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.

2. 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.

3. 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.

4. 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:

- Where there is the consent of the customer;
- Where disclosure is required under the laws and regulations;
- 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;
- 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;
- 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.

(7) Any dispute between the customer and H.I.S. arising out of the contract will be subject to the exclusive jurisdiction of Japanese courts and will be governed by Japanese law.

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. Dokodemodoor 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.
- Customers 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 customers, 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.

28. 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 affiliated with H.I.S. (hereinafter referred to as an "Affiliated Company"), 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 in accordance with this Travel Contract, some instances maybe treated differently, as indicated below.

(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 or other means of communication, the contract goes into effect when H.I.S. sends the customer a notification stating that H.I.S. has accepted the Travel Contract. Nevertheless, when the said notification is sent by means of electronic notification of acceptance, such as e-mail or facsimile, and the like, the contract is put 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 provided 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 when H.I.S. notifies the customer of the amount of the expenses. However, if H.I.S. terminates the Travel Contract pursuant to Section 17, the customer is required to pay for the relevant expenses 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.

29. Other Provisions

(1) Any expenses incurred when the customer requests a tour conductor or local personnel to conduct a personal tour, personal shopping, etc., expenses associated with disease, bodily injury, etc. of the customer, loss of baggage due to negligence of the customer, expenses associated with recovery of lost property, or expenses required for arrangement of free activities shall be borne by the customer.

(2) H.I.S. may introduce the customer to souvenir shops, etc. for the customer's convenience. In such instance, the customer is requested to purchase goods at the customer's own responsibility. H.I.S. will not provide assistance to the customer in replacing or returning purchased goods, etc.

(3) In any event, H.I.S. will never re-implement the travel.

(4) The travel fee for a child or infant will be separately stipulated in each course.

(5) The scope within which H.I.S. is obligated to control the Travel Schedule under the Travel Contract will be from the time of departure (meeting) at the starting airport or starting place indicated in the Final Travel Schedule to the time of return to (disbanding at) the same airport or place.

(6) In the case where separate arrangements are made for the distance to the departure airport or departure place, the relevant distance is not included in the scope of the Agent-Organized Travel Contract.

(Return Payment for the Tour Fee)

If any return payment is necessary such as by when the customer requests for cancellation, the customer must cover the cost associated with it. The return payment will only be made to customer's bank account.

(Several Airport Taxes and Fuel Surcharge)

(1) The travel fee does not include several airport taxes and fuel surcharge (Excluding the case where the Brochures indicate the total price inclusive of travel fee and fuel surcharge). The customer is required to separately pay the several airport taxes and fuel surcharge in the amount, which is determined upon the conclusion of the Travel Contract and converted to Japanese currency. H.I.S. will not collect additional payment or will not reimburse any amount, even if the exchange rate fluctuates thereafter.

(2) Notwithstanding the above, in the case when several airport taxes, fuel surcharge, etc. are newly introduced or increased or decreased, the several airport taxes, fuel surcharge, etc. will be re-converted to Japanese currency by the ticketing rate of H.I.S. at the time of the said new introduction, increase or decrease, and the difference between the converted amount above and the re-converted amount will be additionally collected or refunded. (In the case when the Brochures indicate the total price inclusive of travel fee and fuel surcharge, H.I.S. will not additionally collect or refund any amount because of increase or decrease of fuel surcharge.)

(3) In the case when the contract is cancelled because of increase of fuel surcharge, the prescribed amount of cancellation fee will be required.

(Change and modification of name (spelling) of applicant)

In the case where the customer's name (spelling) is mistakenly written on the application form, the re-issuance of airline tickets, requests for modification of the name to related organizations, etc. will be necessary and the prescribed cancellation fee will be charged. In addition, if the modification of name is not allowed due to any circumstance in transportation or accommodation facilities, the Travel Contract may be cancelled and the prescribed cancellation fee may be required.