STANDARD TERMS AND CONDITIONS OF TRAVEL CONTRACTS

Arranged Booking Contract

This document is an English translation of the Japanese original. In the event of any discrepancy between the English translation and the Japanese original, the Japanese original shall prevail.

CHAPTER I GENERAL PROVISIONS

Article 1 Scope of Application

1. An Arranged Tour Contract to be concluded between the Company and a Traveler shall be governed by these Terms and Conditions. Any matter not provided for herein shall be governed by applicable laws and regulations or generally established practices.

2. Notwithstanding the preceding paragraph, where the Company enters into a special agreement in writing with a Traveler within the scope permitted by laws and regulations and without placing the Traveler at a disadvantage, such special agreement shall prevail.

Article 2 Definitions

1. In these Terms and Conditions, an “Arranged Tour Contract” means a contract under which the Company undertakes, at the request of a Traveler, to make arrangements so that the Traveler may receive transportation, accommodation, and other travel-related services provided by transportation and accommodation service providers and others (hereinafter referred to as “Travel Services”), by acting as an agent or intermediary for the Traveler, or by otherwise arranging such services.

2. In these Terms and Conditions, a “Domestic Trip” means a trip conducted solely within Japan, and an “Overseas Trip” means any trip other than a Domestic Trip.

3. In these Terms and Conditions, the “Tour Price” means the expenses payable to transportation and accommodation service providers and others, including fares and accommodation charges, that the Company incurs in arranging Travel Services, together with the travel service handling charges prescribed by the Company (excluding amendment handling charges and cancellation handling charges).

4. In this Part, a “Communications Contract” means an Arranged Tour Contract concluded between the Company and a cardmember of a credit card company affiliated with the Company (hereinafter referred to as an “Affiliated Company”) upon an application made by telephone, mail, facsimile, the Internet, or other means of communication, under which the Traveler agrees in advance that claims or obligations relating to the Tour Price and other amounts arising under the Arranged Tour Contract may be settled on or after the date on which such claims or obligations are due in accordance with the cardmember agreement of the relevant Affiliated Company separately specified by the Company, and that the Traveler will pay the Tour Price and other amounts in the manner prescribed in Article 16, paragraph 2 or paragraph 5.

5. In these Terms and Conditions, the “Card Use Date” means the date on which the Traveler or the Company is required to perform an obligation to pay or refund the Tour Price or other amounts under the Arranged Tour Contract.

Article 3 Completion of the Company’s Arrangement Obligations

When the Company has arranged Travel Services with the due care of a prudent manager, the Company’s obligations under the Arranged Tour Contract shall be deemed fulfilled. Accordingly, even if the Company is unable to conclude a contract for the provision of Travel Services with a transportation or accommodation service provider or other provider because of full occupancy, suspension of business,

unsuitable conditions, or other reasons, the Traveler shall, once the Company has fulfilled its obligations, pay the travel service handling charge prescribed by the Company (hereinafter referred to as the “Handling Charge”). Where a Communications Contract has been concluded, the Card Use Date shall be the date on which the Company notifies the Traveler that it was unable to conclude a contract for the provision of Travel Services with the relevant transportation or accommodation service provider or other provider.

Article 4 Arrangement Agents

In performing an Arranged Tour Contract, the Company may have all or part of the arrangements performed on its behalf by another travel agency, a person engaged in the business of making travel arrangements, or another assistant located in Japan or overseas.

CHAPTER II CONCLUSION OF THE CONTRACT

Article 5 Application for a Contract

1. A Traveler wishing to enter into an Arranged Tour Contract with the Company shall complete the Company’s prescribed application form and submit it to the Company together with an application fee in an amount separately prescribed by the Company.

2. Notwithstanding the preceding paragraph, a Traveler wishing to enter into a Communications Contract with the Company shall notify the Company of the Traveler’s card membership number and the details of the Travel Services requested.

3. The application fee referred to in paragraph 1 shall be treated as part of the Tour Price, cancellation charges, or other amounts payable by the Traveler to the Company.

Article 6 Refusal to Conclude a Contract

The Company may refuse to conclude an Arranged Tour Contract in any of the following cases:

(1) Where the Traveler seeks to enter into a Communications Contract and the Traveler is unable to settle all or part of the obligations relating to the Tour Price or other amounts in accordance with the cardmember agreement of the Affiliated Company, including where the Traveler’s credit card is invalid.

(2) Where the Traveler is recognized as being a member of an organized crime group, an associate member of an organized crime group, a person affiliated with an organized crime group, an entity affiliated with an organized crime group, a corporate racketeer, or another antisocial force.

(3) Where the Traveler makes violent demands, unreasonable demands, uses threatening words or conduct or violence in connection with a transaction with the Company, or engages in conduct equivalent thereto.

(4) Where the Traveler spreads false rumors, uses fraudulent means or force to damage the Company’s credibility or obstruct its business, or engages in conduct equivalent thereto.

(5) Where there are other circumstances relating to the Company’s business operations.

Article 7 Time of Conclusion of the Contract

1. An Arranged Tour Contract shall be deemed concluded when the Company accepts the conclusion of the contract and receives the application fee referred to in Article 5, paragraph 1.

2. Notwithstanding the preceding paragraph, a Communications Contract shall be deemed concluded when the Company’s notice accepting the application referred to in Article 5, paragraph 2 reaches the Traveler.

Article 8 Special Provisions Concerning Conclusion of the Contract

1. Notwithstanding Article 5, paragraph 1, the Company may, by written special agreement, conclude an Arranged Tour Contract solely by accepting the conclusion of the contract, without receiving payment of an application fee.

2. In the case referred to in the preceding paragraph, the time at which the Arranged Tour Contract is concluded shall be specified in the written document referred to in that paragraph.

Article 9 Special Provisions for Tickets, Accommodation Vouchers, and Similar Documents

1. Notwithstanding Article 5, paragraph 1 and Article 8, paragraph 1, where an Arranged Tour Contract is solely for the arrangement of transportation services or accommodation services and the Company issues, in exchange for payment of the Tour Price, a document evidencing the right to receive the relevant Travel Services, the Company may accept an oral application.

2. In the case referred to in the preceding paragraph, the Arranged Tour Contract shall be deemed concluded when the Company accepts the conclusion of the contract.

Article 10 Contract Document

1. Promptly after an Arranged Tour Contract is concluded, the Company shall deliver to the Traveler a document stating the itinerary, details of the Travel Services, Tour Price, other travel conditions, and matters concerning the Company's responsibilities (hereinafter referred to as the "Contract Document"). However, where the Company issues tickets, accommodation vouchers, or other documents evidencing the right to receive all Travel Services arranged by the Company, the Company may omit delivery of the Contract Document.

2. Where the Company delivers the Contract Document referred to in the main clause of the preceding paragraph, the scope of Travel Services that the Company is obligated to arrange under the Arranged Tour Contract shall be as stated in that Contract Document.

Article 11 Use of Information and Communications Technology

1. Where, with the Traveler's prior consent, the Company provides by means of information and communications technology the matters that are required to be stated in a document concerning the itinerary, details of the Travel Services, Tour Price, other travel conditions, and matters concerning the Company's responsibilities to be delivered to the Traveler when entering into an Arranged Tour Contract, or in the Contract Document, in lieu of delivering such document or Contract Document (the matters to be stated are hereinafter referred to in this Article as the "Required Information"), the Company shall confirm that the Required Information has been recorded in a file provided in the communications equipment used by the Traveler.

2. Where the communications equipment used by the Traveler does not contain a file for recording the Required Information, the Company shall record the Required Information in a file provided in the communications equipment used by the Company and dedicated exclusively to that Traveler, and shall confirm that the Traveler has viewed the Required Information.

CHAPTER III AMENDMENT AND TERMINATION OF THE CONTRACT

Article 12 Amendment of Contract Terms

1. The Traveler may request the Company to amend the itinerary, the details of the Travel Services, or other terms of the Arranged Tour Contract. In such case, the Company shall make reasonable efforts to comply with the Traveler's request.

2. Where the terms of the Arranged Tour Contract are amended at the Traveler's request under the preceding paragraph, the Traveler shall bear cancellation charges, penalties, and any other expenses payable to transportation or accommodation service providers and others in connection with cancelling arrangements already completed, as well as any other costs required to make the amendment, and shall also pay the amendment handling charge prescribed by the Company. Any increase or decrease in the Tour Price resulting from the amendment shall be for the account of the Traveler.

Article 13 Voluntary Termination by the Traveler

1. The Traveler may terminate all or part of the Arranged Tour Contract at any time.

2. Where the Arranged Tour Contract is terminated pursuant to the preceding paragraph, the Traveler shall, in addition to paying the consideration for Travel Services already received and any cancellation charges, penalties, or other expenses already paid or to be paid to transportation or accommodation service providers and others in connection with Travel Services not yet received, pay to the Company the cancellation handling charge prescribed by the Company and the Handling Charge that the Company would otherwise have earned.

Article 14 Termination Due to Reasons Attributable to the Traveler

1. The Company may terminate the Arranged Tour Contract in any of the following cases:

(1) Where the Traveler fails to pay the Tour Price by the prescribed due date.

(2) Where a Communications Contract has been concluded and the Traveler becomes unable to settle all or part of the obligations relating to the Tour Price or other amounts in accordance with the cardmember agreement of the Affiliated Company, including where the Traveler's credit card becomes invalid.

(3) Where it is found that the Traveler falls under any of Article 6, items (2) through (4).

2. Where the Arranged Tour Contract is terminated pursuant to the preceding paragraph, the Traveler shall, in addition to bearing cancellation charges, penalties, and other expenses already paid or to be paid to transportation or accommodation service providers and others in connection with Travel Services not yet received, pay to the Company the cancellation handling charge prescribed by the Company and the Handling Charge that the Company would otherwise have earned.

Article 15 Termination Due to Reasons Attributable to the Company

1. Where the arrangement of Travel Services becomes impossible due to reasons attributable to the Company, the Traveler may terminate the Arranged Tour Contract.

2. Where the Arranged Tour Contract is terminated pursuant to the preceding paragraph, the Company shall refund to the Traveler the Tour Price already received, excluding amounts already paid or to be paid to transportation or accommodation service providers and others as consideration for Travel Services already received by the Traveler.

3. The preceding paragraph shall not preclude the Traveler from claiming damages from the Company.

CHAPTER IV TOUR PRICE

Article 16 Tour Price

1. The Traveler shall pay the Tour Price to the Company by the deadline prescribed by the Company prior to commencement of the trip.

2. Where a Communications Contract has been concluded, the Company shall receive payment of the Tour Price by charging the card issued by the Affiliated Company without obtaining the Traveler's signature on a designated sales slip. In this case, the Card Use Date shall be the date on which the Company notifies the Traveler of the finalized details of the Travel Services.

3. Where, before commencement of the trip, the Tour Price changes due to revisions to fares or charges of transportation or accommodation service providers and others, fluctuations in foreign exchange rates, or other reasons, the Company may change the Tour Price.

4. In the case referred to in the preceding paragraph, any increase or decrease in the Tour Price shall be for the account of the Traveler.

5. Where the Company has concluded a Communications Contract with the Traveler and expenses or other amounts payable by the Traveler arise under the provisions of Chapter III or this Chapter, the Company shall receive payment of such amounts by charging the card issued by the Affiliated Company without obtaining the Traveler's signature on a designated sales slip. In this case, the Card Use Date shall be the date on which the Company notifies the Traveler of the amount payable by the Traveler to the Company or the amount refundable by the Company to the Traveler. However, where the Company

terminates the Arranged Tour Contract pursuant to Article 14, paragraph 1, item (2), the Traveler shall pay the amounts due to the Company by the deadline and by the method prescribed by the Company.

Article 17 Settlement of the Tour Price

1. Where the amount of expenses that the Company has paid to transportation or accommodation service providers and others in arranging Travel Services and that are to be borne by the Traveler, together with the Handling Charge (hereinafter referred to as the “Settlement Tour Price”), does not equal the amount already received as the Tour Price, the Company shall promptly settle the Tour Price after completion of the trip in accordance with the following two paragraphs.

2. Where the Settlement Tour Price exceeds the amount already received as the Tour Price, the Traveler shall pay the difference to the Company.

3. Where the Settlement Tour Price is less than the amount already received as the Tour Price, the Company shall refund the difference to the Traveler.

CHAPTER V GROUP ARRANGEMENTS

Article 18 Group Arrangements

The provisions of this Chapter shall apply to the conclusion of an Arranged Tour Contract where multiple Travelers traveling together on the same itinerary designate a responsible representative (hereinafter referred to as the “Contract Representative”) and apply for the contract through that representative.

Article 19 Contract Representative

1. Unless a special agreement provides otherwise, the Company shall deem the Contract Representative to have full authority to act on behalf of the Travelers comprising the group (hereinafter referred to as the “Group Members”) in all matters concerning conclusion of the Arranged Tour Contract, and all transactions concerning travel services for the group and the services referred to in Article 22, paragraph 1 shall be conducted with the Contract Representative.

2. The Contract Representative shall submit to the Company a list of the Group Members or notify the Company of the number of Group Members by the date prescribed by the Company.

3. The Company shall bear no responsibility whatsoever for any obligations or liabilities that the Contract Representative currently owes, or may in the future owe, to any Group Member.

4. Where the Contract Representative does not accompany the group, the Company shall, after commencement of the trip, deem a Group Member designated in advance by the Contract Representative to be the Contract Representative.

Article 20 Special Provisions Concerning Conclusion of the Contract

1. When entering into an Arranged Tour Contract with a Contract Representative, the Company may, notwithstanding Article 5, paragraph 1, accept conclusion of the Arranged Tour Contract without receiving payment of an application fee.

2. Where an Arranged Tour Contract is concluded without receipt of an application fee pursuant to the preceding paragraph, the Company shall deliver to the Contract Representative a written document stating that fact, and the Arranged Tour Contract shall be deemed concluded when the Company delivers that document.

Article 21 Change of Group Members

1. Where the Contract Representative requests a change of Group Members, the Company shall make reasonable efforts to comply with the request.

2. Any increase or decrease in the Tour Price and any expenses required as a result of a change under the preceding paragraph shall be for the account of the Group Members.

Article 22 Tour Escort Services

1. At the request of the Contract Representative, the Company may have a tour escort accompany the group and provide tour escort services.

2. As a general rule, the tour escort services provided by the tour escort shall consist of services necessary for group activities in accordance with the itinerary established in advance.

3. As a general rule, the hours during which tour escort services are provided shall be from 8:00 a.m. to 8:00 p.m.

4. Where the Company provides tour escort services, the Contract Representative shall pay the prescribed tour escort service fee to the Company.

CHAPTER VI RESPONSIBILITY

Article 23 Responsibility of the Company

1. Where, in performing an Arranged Tour Contract, the Company or a person to whom the Company has entrusted arrangements pursuant to Article 4 (hereinafter referred to as an “Arrangement Agent”) causes damage to the Traveler intentionally or negligently, the Company shall be liable to compensate the Traveler for such damage, provided that the Company is notified within two years from the day following the date on which the damage occurred.

2. Where the Traveler suffers damage due to a natural disaster, war, civil disturbance, suspension of Travel Services by transportation or accommodation service providers and others, orders of public authorities, or other causes beyond the control of the Company or the Arrangement Agent, the Company shall not be liable to compensate the Traveler for such damage except in the case referred to in the preceding paragraph.

3. Notwithstanding paragraph 1, with respect to damage to baggage, the Company shall be liable only if the Company is notified within 14 days from the day following the date on which the damage occurred in the case of a Domestic Trip, or within 21 days in the case of an Overseas Trip, and the amount of compensation shall be limited to JPY 150,000 per Traveler, except where the Company acted intentionally or with gross negligence.

Article 24 Responsibility of the Traveler

1. Where the Company suffers damage due to the intentional or negligent conduct of the Traveler, the Traveler shall compensate the Company for such damage.

2. When entering into an Arranged Tour Contract, the Traveler shall make use of information provided by the Company and endeavor to understand the Traveler’s rights and obligations and the other terms of the Arranged Tour Contract.

3. After commencement of the trip, if the Traveler recognizes that Travel Services different from those stated in the Contract Document are being provided, the Traveler shall, in order to receive the Travel Services stated in the Contract Document smoothly, promptly notify the Company, the Arrangement Agent, or the relevant Travel Service provider at the travel destination.

CHAPTER VII COMPENSATION SECURITY BOND

Article 25 Compensation Security Bond

1. The Company is a Guarantee Member of the All Nippon Travel Agents Association (4-2-19 Akasaka, Minato-ku, Tokyo).

2. A Traveler or Group Member who has entered into an Arranged Tour Contract with the Company may receive reimbursement of claims arising from transactions with the Company from the compensation security bond deposited by the association referred to in the preceding paragraph, up to a total amount of JPY 11,000,000.

3. Because the Company has paid its contribution to the compensation security bond to the association referred to in paragraph 1 pursuant to Article 49, paragraph 1 of the Travel Agency Act, the Company has not deposited a business security bond pursuant to Article 7, paragraph 1 of that Act.