

Travel Conditions *(Domestic Package Tour)*

1. Purpose of These Travel Conditions

These Travel Conditions constitute part of the **Explanation of Transaction Conditions** as stipulated in Article 12-4 of the Japanese Travel Agency Act and part of the **Contract Document** as stipulated in Article 12-5 of the same Act.

2. Package Tour Contract

1. This tour is planned and operated by **Michinori Travel Tohoku Co., Ltd.** (hereinafter referred to as “the Company”).
Customers who participate in this tour will enter into a **Domestic Package Tour Contract** (hereinafter referred to as “the Tour Contract”) with the Company.
 2. The Company undertakes to arrange and manage the itinerary so that customers may receive transportation, accommodation, and other travel-related services (hereinafter referred to as “Travel Services”) provided by transportation and accommodation providers in accordance with the travel itinerary determined by the Company.
 3. The details and conditions of the Tour Contract shall be governed by the Company’s website, brochures, these Travel Conditions, the **Final Travel Itinerary** (the confirmed document provided prior to departure), and the Company’s **Standard Travel Agency Terms and Conditions for Package Tours**.
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3. Application for the Tour and Conclusion of the Contract

1. Customers must submit the required information to the Company or its authorized sales offices and apply for the tour together with the **application deposit** stated on the website or in the brochure.
The application deposit will be applied toward the total tour price.
The Tour Contract shall be concluded when the Company accepts the application and receives the application deposit.

Tour Price	Application Deposit
Less than JPY 30,000	JPY 5,000
Less than JPY 60,000	JPY 10,000
JPY 60,000 or more	JPY 20,000

2. Applications may be provisionally accepted by telephone, mail, fax, or other communication methods.
In such cases, the Tour Contract is **not yet concluded**, and customers must confirm the application details and pay the application deposit within **three (3) days** from the day following the Company’s notification of acceptance.
If payment is not made within this period, the application will be considered void.
For online reservations with in-store payment, the application deposit must be paid within **two (2) days** from the day following the Company’s notification of acceptance.
3. For applications made by telephone, the Tour Contract is concluded when the Company receives the application deposit.
For applications made by mail or fax, the contract is concluded when the Company notifies the customer

of acceptance after payment of the application deposit.

In the case of contracts concluded by electronic communication, the provisions of Article 24 apply.

4. When an application is made by a representative of a group, the representative shall be deemed to have full authority to act on behalf of all participants regarding the conclusion, modification, or cancellation of the Tour Contract.
 5. The group representative must submit a list of participants by the date specified by the Company and must obtain the consent of all participants regarding the handling of personal information.
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4. Conditions for Participation

1. Participants under the age of 18 must submit parental consent.
Participants under 15 years of age (or junior high school students or younger) must be accompanied by a guardian.
 2. Participation may be refused if the participant does not meet specific conditions such as age, gender, qualifications, or skills required for certain tours.
 3. Participation may be refused if a participant is identified as belonging to organized crime groups or other anti-social forces.
 4. Participation may be refused if a participant engages in violent behavior, unreasonable demands, threats, or actions that disrupt the Company's business.
 5. Participation may be refused if a participant spreads false rumors or otherwise damages the Company's credibility or obstructs its operations.
 6. Customers requiring special assistance—such as those with health conditions, disabilities, allergies, pregnancy, or who are accompanied by assistance dogs—must notify the Company at the time of application (or immediately if such conditions arise after contract conclusion).
 7. The Company will make reasonable efforts to accommodate such requests but may impose conditions such as the accompaniment of a caregiver, submission of a medical certificate, or partial itinerary changes. Costs for special arrangements shall, in principle, be borne by the customer.
 8. If the Company determines during the tour that medical diagnosis or treatment is necessary, it may take necessary measures to ensure the smooth and safe operation of the tour. All related costs shall be borne by the customer.
 9. Separate individual activities are generally not permitted unless explicitly approved under specific tour conditions.
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5. Delivery of Contract Documents and Final Travel Itinerary

1. After the Tour Contract is concluded, the Company will promptly provide customers with contract documents describing the travel itinerary, Travel Services, and other relevant conditions.
 2. A **Final Travel Itinerary**, containing confirmed details such as meeting time and place, transportation, and accommodation, will be provided no later than the day before departure.
For applications made within seven (7) days prior to departure, the itinerary may be provided on the departure date.
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6. Tour Price

1. Unless otherwise stated, participants aged **12 and over** are charged the adult fare.
Participants aged **6 to 11** (or **3 to 11** for tours using air transportation) are charged the child fare.
2. The tour price for each tour is shown on the website or in the brochure. Please confirm the applicable price based on the departure date and number of participants.
3. The “Tour Price” is used as the basis for calculating the application deposit, cancellation charges, penalty charges, and itinerary change compensation.

The tour price shown in advertisements or brochures is calculated as:

Base Tour Price + Additional Charges – Discounts.

7. Payment of the Tour Price

The full tour price must be paid no later than **13 days prior to the day before departure.**

For applications made after this date, payment must be completed by the deadline specified by the Company prior to departure.

If the customer is a member of a credit card company affiliated with the Company and consents to card payment, the tour price, cancellation charges, penalty charges, additional charges, and change fees may be charged to the credit card without the customer’s signature, even if a communication contract has not been concluded.

In such cases, the card usage date shall be deemed the date of the customer’s consent unless otherwise specified.

8. Items Included in the Tour Price

The tour price includes:

1. Transportation fares and charges specified in the itinerary (economy class unless otherwise noted), accommodation costs, meals, admission and entrance fees, and applicable taxes.
 2. Expenses for the tour conductor (if accompanying the tour) and gratuities required for group travel.
 3. Any other items explicitly stated on the website or in the brochure as being included.
 4. No refunds will be made for any included services not used due to the customer’s personal circumstances.
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9. Items Not Included in the Tour Price

Items not included in the tour price include, but are not limited to:

1. Excess baggage charges exceeding specified weight, size, or quantity limits.
 2. Airport facility usage fees (unless explicitly stated as included).
 3. Personal expenses such as laundry, telephone charges, additional meals and drinks, and related taxes and service charges.
 4. Optional tours available for an additional fee.
 5. Surcharges imposed by transportation providers (e.g., fuel surcharges).
 6. Transportation and accommodation costs between the customer’s home and the tour departure/arrival points.
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10. Additional Charges

“Additional Charges” refer to the following fees unless they are already included in the tour price:

1. Charges for hotel or room upgrades described as “Upgrade Plans.”
2. Price differences for meal-inclusive plans when the base plan does not include meals.

3. Charges for extended hotel stays (“Extra Night Plans”).
4. Fare differences for seat class upgrades (e.g., premium or special seating).
5. Any other charges described as additional fees on the website or in the brochure.

11. Changes to the Tour Contract

After the Tour Contract has been concluded, the Company may change the itinerary or Travel Services if unavoidable circumstances beyond the Company’s control arise, such as natural disasters, war, civil unrest, suspension of services by transportation or accommodation providers, or government orders.

Such changes will be explained to customers promptly in advance whenever possible.

In urgent cases, explanations may be provided after the change has been made.

12. Changes to the Tour Price

After conclusion of the Tour Contract, the Company will not change the tour price except in the following cases:

1. If transportation fares or charges are significantly revised due to extraordinary economic changes, the tour price may be adjusted by the amount of the difference.

In the event of an increase, customers will be notified no later than **15 days prior to departure**.

2. If such fares or charges are reduced, the tour price will be reduced accordingly.
3. If changes to the itinerary result in a reduction of tour operation costs, the tour price will be reduced by the corresponding amount.
4. If changes increase tour operation costs (excluding cases caused by lack of seats or rooms despite services being provided), the tour price may be increased by the corresponding amount.
5. If the tour price varies depending on the number of participants and the number changes after contract conclusion for reasons not attributable to the Company, the tour price may be adjusted within the scope stated in the contract documents.

13. Transfer of Contractual Status

With the Company’s approval, a customer may transfer their contractual position to another person by submitting the required information.

A prescribed transfer fee will apply, and additional reissuance costs may be charged if transportation tickets have already been issued.

The transfer becomes effective upon the Company’s approval, and the transferee shall assume all rights and obligations under the Tour Contract.

Transfers may be refused if transportation or accommodation providers do not permit participant changes.

14. Cancellation Charges

1. Cancellation by the Customer

If the Tour Contract is cancelled due to the customer’s personal reasons after conclusion, cancellation charges as stated on the website shall apply.

For accommodation-based tours, price differences resulting from changes in room occupancy will also apply.

(1) Domestic Package Tours

Cancellation Date (counted backward from the day before departure)	Cancellation Charge
21 days or more before departure (11 days for day trips)	Free

Cancellation Date (counted backward from the day before departure)	Cancellation Charge
20 to 8 days before departure (10 days for day trips)	20% of tour price
7 to 2 days before departure	30% of tour price
1 day before departure	40% of tour price
Day of departure (excluding no-show)	50% of tour price
After departure or no-show	100% of tour price

(2) Accommodation-Only Plans

Cancellation Date	Cancellation Charge
6 days or more before	Free
5–4 days before	Free (groups of 14 or fewer) / 20% (groups of 15 or more)
3 days to 1 day before	20%
Day of departure	50%
After departure or no-show	100%

2. Cancellation due to loan or installment payment issues not attributable to the Company is also subject to the prescribed cancellation charges.
3. If the tour price is not paid by the specified deadline, the Company will deem the contract cancelled by the customer on the following day and charge a penalty equal to the cancellation fee.
4. Changes to departure dates or partial itinerary changes at the customer's request will be treated as full cancellation and subject to cancellation charges.
5. Cancellations and changes are accepted only during the Company's business hours (weekdays 9:00–17:00). Requests made outside business hours will be processed on the next business day.

15. Cancellation Before the Start of the Tour

1. Right of Cancellation by the Customer

1. Customers may cancel the Tour Contract at any time by paying the applicable cancellation charges stated on the website or in the brochure.
Cancellation requests are accepted only during the business hours of the booking office.
2. Customers may cancel the Tour Contract **without cancellation charges** in the following cases:
 - a. If the contents of the Tour Contract are changed, and such changes are deemed significant under Article 23.
 - b. If the tour price is increased pursuant to Article 12 (1).
 - c. If unavoidable circumstances such as natural disasters, war, civil unrest, suspension of services by transportation or accommodation providers, or government orders make the safe and smooth operation of the tour impossible or highly likely to become impossible.
 - d. If the Company fails to deliver the Final Travel Itinerary by the deadline specified in Article 5 (2).
 - e. If the tour cannot be conducted in accordance with the itinerary due to reasons attributable to the Company.

2. Right of Cancellation by the Company

1. The Company may cancel the Tour Contract if the customer fails to pay the tour price by the specified deadline.

In such cases, a penalty equal to the applicable cancellation charge will be imposed.

2. The Company may also cancel the Tour Contract in the following cases:

- a. If it becomes apparent that the customer does not meet the participation requirements specified in advance (such as age, qualifications, or physical ability).
- b. If the customer falls under any of the categories specified in Article 4 (3) to (5).
- c. If the Company determines that the customer is unable to participate in the tour due to illness or the absence of a required caregiver.
- d. If the customer causes inconvenience to other participants or disrupts the smooth operation of the group tour.
- e. If the customer demands unreasonable burdens beyond the scope of the contract.
- f. If the number of participants does not reach the minimum number stated on the website or in the brochure. In this case, the Company will notify customers of tour cancellation at least **13 days prior to departure** (or **3 days** for day trips).
- g. If pre-disclosed tour conditions (such as sufficient snowfall for ski tours) are not met or are highly unlikely to be met.
- h. If unavoidable circumstances beyond the Company's control make the safe and smooth operation of the tour impossible or highly likely to become impossible.

3. In cases (1) and (2-a to e), the Company will refund the amount already paid after deducting the applicable penalty.

In cases (2-f to h), the full amount paid will be refunded.

16. Cancellation After the Start of the Tour

1. Right of Cancellation by the Customer

1. If a customer leaves the tour for personal reasons after departure, this will be regarded as a waiver of rights, and no refunds will be made.
2. If the customer is unable to receive Travel Services due to reasons not attributable to the customer, the customer may cancel the relevant portion of the contract without cancellation charges.
3. In the case above, the Company will refund the portion of the tour price corresponding to the services not received.

If the cause is not attributable to the Company, costs such as cancellation fees already paid or payable to service providers will be deducted from the refund.

2. Right of Cancellation by the Company

1. The Company may partially cancel the Tour Contract after departure if:

- a. The customer is deemed unable to continue the tour due to illness or the absence of a necessary caregiver.
- b. The customer falls under any of the categories specified in Article 4 (3) to (5).
- c. The customer disobeys instructions from the tour conductor or engages in violence or threats toward staff or other participants, thereby disrupting the safe and smooth operation of the tour.
- d. Unavoidable circumstances beyond the Company's control make continuation of the tour impossible.

2. In such cases, any cancellation or penalty charges payable to service providers shall be borne by the customer.

The Company will refund the remaining portion of the tour price after deducting such costs.

3. If cancellation is due to items (a) or (d), the Company will, upon request, arrange transportation back to

the departure point at the customer's expense.

4. When the Company cancels the Tour Contract after departure, the contractual relationship between the Company and the customer will terminate only for the future. Services already provided shall be deemed properly performed.
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17. Refunds

1. If a refund becomes due due to a reduction in tour price or cancellation of the Tour Contract, the Company will refund the applicable amount:
 - Within **7 days** of cancellation if the tour is cancelled before departure
 - Within **30 days** after the tour end date if the refund is due after departure
 2. These provisions do not prevent customers or the Company from exercising claims for damages in accordance with Articles 19 and 21.
 3. Refund requests must be made to the booking office within **one month** of the departure date.
 4. Refunds for services provided via vouchers require the return of such vouchers. Refunds may not be possible if vouchers are not returned.
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18. Tour Conductor / Local Staff

1. Unless otherwise stated, a tour conductor or a licensed tour escort will accompany the tour. The conductor's duties are limited to those necessary for the smooth operation of the itinerary. Customers must follow the conductor's instructions for safety and operational reasons.
 2. For tours labeled "Local Tour Conductor," a local escort will accompany the tour only within the destination area.
 3. For tours labeled "Local Staff Assistance," no tour conductor will accompany the tour, but local staff will provide necessary support.
 4. For individual travel plans, no tour conductor will accompany the tour. Customers are responsible for procedures required to receive Travel Services.
 5. In sections of the tour where no conductor or staff is present, customers are responsible for arranging alternative services if changes are required due to weather or other factors.
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19. Responsibility of the Company

1. If the Company or its agents cause damage to the customer due to willful misconduct or negligence in performing the Tour Contract, the Company shall compensate for such damage, provided that notice is given to the Company within **two (2) years** from the day following the occurrence.
 2. The Company shall not be liable for damages arising from causes such as natural disasters, accidents or fires at transportation or accommodation providers, suspension of services, government orders, infectious disease quarantine, accidents during free time, food poisoning, theft, or transportation delays.
 3. For damage to baggage, compensation will be limited to **JPY 150,000 per person**, provided notice is given within **14 days** of the day following the occurrence, unless caused by the Company's willful misconduct or gross negligence.
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20. Special Compensation

1. Regardless of whether the Company is liable under Article 19, compensation will be paid in accordance

with the Company's Special Compensation Rules for injuries or death caused by sudden and accidental external incidents during participation in the tour:

- Death: JPY 15,000,000
 - Permanent disability: up to JPY 15,000,000
 - Hospitalization allowance: JPY 20,000–200,000
 - Outpatient allowance: JPY 10,000–50,000
 - Baggage damage: up to JPY 100,000 per item, JPY 150,000 per person
2. Days on which no Travel Services arranged by the Company are provided are not considered part of the tour unless explicitly stated.
 3. No compensation will be paid for accidents occurring during hazardous activities not included in the tour itinerary (e.g., mountaineering, skydiving), unless such activities are explicitly included.
 4. Compensation is not provided for cash, securities, credit cards, passports, tickets, data, contact lenses, or other excluded items specified in the Company's terms.
 5. If both special compensation and damages are payable, payment of one shall satisfy the other to the extent of the amount paid.
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21. Responsibility of the Customer

1. Customers must use the Travel Services provided under the Tour Contract with the care of a prudent traveler and must comply with laws, public order, and the Company's instructions.
2. If the customer causes damage to the Company or a third party through intentional or negligent actions, the customer shall compensate for such damage.
3. Customers are responsible for ensuring that they possess valid passports, visas, vaccination certificates, and any other documents required for travel.

The Company shall not be liable for inability to participate in the tour due to the customer's failure to meet such requirements.

22. Optional Tours

1. Optional tours arranged by the Company and clearly stated as part of the package tour shall be subject to these Travel Conditions.
 2. Optional tours arranged locally by the customer at the destination are **not** part of the Tour Contract. The Company shall not be liable for accidents or damages arising from such arrangements.
 3. Participation in optional tours is at the customer's own discretion and responsibility unless explicitly stated otherwise.
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23. Itinerary Guarantee

1. If significant changes occur to the itinerary or Travel Services listed in the Final Travel Itinerary, the Company will pay **itinerary change compensation** in accordance with its Itinerary Guarantee Rules.
2. Changes that may qualify for compensation include changes to accommodation, transportation routes or carriers, reduction of stay duration, or changes in sightseeing locations.
3. Compensation will not be paid if the change is caused by reasons such as natural disasters, war, civil unrest, government orders, suspension of services by transportation or accommodation providers, or other unavoidable circumstances.

4. The minimum compensation payable per tour is **JPY 1,000**, and the maximum total compensation is limited to **15% of the tour price**.
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24. Communication Contract (Credit Card Payment)

1. If the customer is a member of a credit card company affiliated with the Company and consents to a communication contract, payment of the tour price, cancellation charges, penalty charges, and additional fees may be made by credit card without the customer's signature.
 2. The Tour Contract under a communication contract shall be deemed concluded when the Company sends the notice of acceptance to the customer.
 3. If the credit card company does not honor the payment due to reasons not attributable to the Company, the customer must promptly pay the tour price in cash or by another method specified by the Company.
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25. Personal Information

1. The Company will use personal information provided by customers solely for communication related to the Tour Contract and for arranging Travel Services.
 2. Such information may be provided to transportation providers, accommodation facilities, insurance companies, and other service providers to the extent necessary for tour operation.
 3. The Company may use anonymized statistical data for market analysis and service improvement.
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26. Governing Law and Jurisdiction

1. These Travel Conditions and the Tour Contract shall be governed by the laws of Japan.
 2. Any disputes arising in connection with the Tour Contract shall be subject to the exclusive jurisdiction of the Japanese courts.
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27. Reference to Standard Travel Agency Terms and Conditions

Matters not stipulated in these Travel Conditions shall be governed by the Company's **Standard Travel Agency Terms and Conditions for Package Tours** approved by the Commissioner of the Japan Tourism Agency.

28. Language and Prevailing Text

These Travel Conditions are prepared in English for the convenience of customers.

In the event of any inconsistency between the English version and the Japanese version, **the Japanese version shall prevail**.

Travel Agency Information

Tour Operator:

Michinori Travel Tohoku Co., Ltd.

Registered Travel Agency:

Registered with the Commissioner of the Japan Tourism Agency

(Details as stated on the Company website)