

TRAVEL TERMS AND CONDITIONS

(Read before reserving your trip!)

Agent-organized Tour Travel Services Agreement: This tour is organized and run by Setonaikaikisen Inc. (“the Company”), located at 1-13-13 Ujina Kaigan, Minami-ku, Hiroshima; Hiroshima Prefectural Governor Registered Travel Agent No. 2-176). Tour participants are required to sign an Agent-organized Tour Travel Services Agreement (“Agreement”) with the Company. The Travel Terms and Conditions are consisted of the terms and conditions below and a separately provided “Complete Travel Terms and Conditions” as well as a binding schedule (called the “finalized schedule”) provided prior to your departure and the Company’s Travel Agency Terms and Conditions/Agent-organized Tour Travel Services Agreement. Should any discrepancies exist between the terms and conditions below and those listed in the Complete Travel Terms and Conditions, the terms and conditions below shall be applied.

- The order of site visits or accommodations may differ from what is shown in the schedule.
- The Company secures special group rates for its agent-organized tours. When different travel fees are listed for different departure locations, partial refunds will not be issued to guests who decide to board or disembark partway through the tour.
- At least one adult must be register for each tour unless otherwise specified.
- Tours may be canceled if minimum participation is not met.
- Note: that weather patterns and other natural conditions may result in flowers or fall colors peaking at different times.
- Tableware and menu selections may vary seasonally.
- Bus passengers must wear seatbelts under the revised Road Traffic Law.
- For safety, children are not allowed in the front row of seats.
- Infants (when free of charge) will not be given seats on boats or buses.
- Infants may be subject to admission fees, meal charges, or other costs. Please pay these on-site as required.
- Travelers in the same party (couples or groups) may have to sit separately on boats, airplanes, JR trains, or buses. We do not offer shared rooms on our tours.
- Smoking is not allowed on boats or buses (some boats have designated smoking areas).
- Seats are generally unmarked and unreserved. The Walking Cruise may have reserved

seats available. You cannot reserve assigned seats in advance.

- Note: that flights, JR trains, boats, or other forms of transportation may be delayed or canceled due to inclement weather, natural disasters, or other unforeseen traffic circumstances. Please note that any additional charges associated with the resulting scheduling changes or new transportation arrangements are the responsibility of guests, including any extra days of accommodation. Note also that guests who choose not to make use of alternate transportation provided by the company and/or choose to leave the group to use other forms of transportation must do so at their own expense.
- When registering for a tour, you must fill out all required items, sign an agreement, and fill out a domestic travel package registration form and send the paperwork in with your registration fee. The Travel Services Agreement will be deemed as concluded when the Company agrees to the agreement and receives payment from the traveler.
- When registering for a tour via phone, post, fax, or other remote means, you must submit your registration forms and pay the registration fee within three days from the day after the Company agrees to take your reservation and notifies you. The Travel Services Agreement will be deemed as concluded when the Company agrees to the agreement and receives payment from the traveler.

Reservation fees (per person)

Cost of tour package	Reservation fee (per person)
Less than ¥10,000	¥2,000
¥10,000 to ¥19,999	¥4,000
¥20,000 to ¥29,999	¥6,000
¥30,000 to ¥39,999	¥8,000

Payment must be made via bank transfer to (1) Bank. In the case of tours, the payment deadline (via bank transfer to (1) Bank) is ten days prior to the day of departure once the company has officially notified the traveler that the tour will be held. Payment will not be accepted on the day of the tour.

The tour package price includes fares for all modes of transportation listed on the travel schedule (economy class unless otherwise specified), accommodation fees, meals, and taxes such as consumption tax. Note that certain meals may not be included in some packages. Transportation fees not included in the package and personal expenses are the responsibility of the traveler.

Cancelations

Tours will be canceled if the minimum number of travelers is not met. Notice of trip cancelations will be issued fourteen days prior to the day before the first day of the tour, and all payments held by the Company will be returned to customers.

Cancelation fees

Customers who choose to cancel their reservations after consenting to the Travel Services Agreement will be charged the following cancelation fees.

Date of cancellation day	Cancellation fee (per person)
(1) At least 21 days in advance	No charge
(2) Between 8 and 20 days in advance (10 days in advance for day trips, excluding cases (3)–(6) below)	20% of tour cost
(3) Between 2 and 7 days in advance (excluding cases (4)–(6) below)	30% of tour cost
(4) Day before the first day of the trip	40% of tour cost
(5) Day of the trip (excluding case (6) below)	50% of tour cost
(6) Without notice or after the trip begins	100% of tour cost

Travel and transportation schedules are subject to change due to weather conditions or other forces beyond human control. Travelers who choose to leave the tour early waive their rights under the travel agreement, and refunds will not be issued under any circumstances.

Special compensation

Under the stipulations given in the Appendix on Special Compensation to the Agent-organized Tour Travel Services Agreement, should a customer participating in an agent-organized tour meet with a sudden and unexpected accident that results in a certain amount of damage to life, limb, or property, whether caused deliberately or through gross negligence on the part of the Company or its agents, the customer is entitled to compensation as follows.

- Death: ¥15 million / Hospitalization: ¥20,000 to ¥200,000 / Outpatient treatment: ¥10,000 to ¥50,000
- Damage to personal belongings: Up to ¥150,000 per person (with a limit of ¥100,000 per eligible item). Note that the Company will not be held liable for damages caused by any of the reasons listed below.
- Natural disaster, war, uprisings, or any resulting schedule changes or cancellations.
- Suspension of transportation or accommodation services, or any resulting schedule changes or cancellations.
- Government order or quarantines to prevent infectious disease, or any resulting schedule changes or cancellations.
- Accidents, food poisoning, theft, delayed/canceled transportation, or schedule/route changes when travelers are on their own, or any resulting schedule changes or shortened stays at tour destinations

Customer liability (excerpt)

Once tours begin, should customers notice that they are being offered travel services different from those indicated in the travel agreement, for the purpose of seamlessly receiving travel services outlined in the travel agreement, they must promptly report that fact to the accompanying staff member, mediator, local guide, agency providing respective travel services, or the outlet where they reserved their tour.

Domestic travel insurance

Travelers are urged to buy comprehensive domestic travel insurance to ensure peace of mind during their travels and have access to compensation in the event of accident, theft, or other incidents.

Reporting an accident

Should an accident occur during travel, please report it immediately to the accompanying

staff member, travel services (transportation or accommodation) provider, or the outlet where you reserved the tour. (If the circumstances of the accident prevents immediate reporting, please do so as soon as you are able to.)

Privacy policy

The company and its retail outlets uses the personal information it receives during tour reservations to either contact customers or to make arrangements for the reserved travel services (transportation, accommodations, etc.).

Each tour package indicates whether travelers will be accompanied by company staff.

These travel terms and conditions are effective as of February 1, 2018. For more detailed terms and conditions, please review the Complete Travel Terms and Conditions and the finalized schedule (provided separately).

The schedules and tour prices listed in this brochure are current as of February 1 2018.

For more information, contact:

Setonaikaikisen Travel Services

Head office TEL: +81-82-253-5501

Hours: 9:00 AM–6:00 PM (Closed Sundays, holidays, and Year-end and New Years)

Head travel administrator: Katsuhiko Tetsuda

Tour Planner and Operator

Hiroshima Prefectural Governor Registered Travel Agent No. 2-176

1-13-13 Ujina Kaigan, Minami-ku, Hiroshima Japan

Setonaikaikisen Inc.

Note: The Head Travel Administrator is responsible for transactions carried out at retailers carrying our travel package products. If you have any questions on these terms and conditions, do not hesitate to contact the administrator listed above.