

Description of Conditions for Domestic Package Tours Tour Conditions

Significance of These Tour Conditions

These Tour Conditions constitute part of the description of transaction conditions stipulated in Article 12-4 of the Travel Agency Act and the contract stipulated in Article 12-5.

1. Package Tour Contract

- This tour is organized and conducted by T-LIFE Holdings Co., Ltd. ("T-LIFE"), and customers participating in this tour shall enter into a package tour contract ("Tour Contract") with T-LIFE.
- The content and conditions of the Tour Contract are based on advertising, pamphlet, websites, these Tour Conditions, and the written confirmation (final itinerary) provided prior to departure.

Any matters not specified in these Tour Conditions shall be governed by the Package Tour Contract section of the T-LIFE Travel Agency Standard Terms and Conditions. Those who would like a copy of the T-LIFE Travel Agency Standard Terms and Conditions may request one from T-LIFE. The T-LIFE Travel Agency Standard Terms and Conditions may also be viewed on our website (<https://www.t-life.co.jp>) (Japanese only).

Services provided by transportation companies, accommodation facilities, and other service providers during the tour are subject to the terms and conditions of their respective service providers.
- T-LIFE undertakes to arrange and manage transportation, accommodation, and other travel services ("Travel Services") provided by transportation companies, accommodation facilities, and other service providers so that customers can receive such services in accordance with the tour itinerary determined by T-LIFE.

2. Tour Applications and Entering into a Tour Contract

- Provide the necessary information to T-LIFE or an authorized agent listed in the Authorized Agents column ("T-LIFE and Affiliates") and submit the application fee (full or partial payment of the tour price) as indicated in the pamphlet, website, etc. You may be required to fill in the necessary information on a special form or page. The application fee will be included as part of the tour price when making a payment. The Tour Contract shall be established when T-LIFE accepts the contract and receives the application fee.
- T-LIFE and Affiliates may accept reservations for the Tour Contract via telephone, mail, fax, online, or other communication methods. In such cases, the contract is not concluded at the time of reservation, but when, upon verifying the content of your application, you have submitted an application and paid the application fee within 3 days from the day following the date that T-LIFE and Affiliates notifies you of the acceptance of your reservation (5 days when paying the tour price using the bank transfer form issued by T-LIFE and Affiliates, the date stipulated by T-LIFE when applying through the T-LIFE website, or within 2 days (or a date stipulated by T-LIFE) from the day T-LIFE notifies you of the acceptance of your reservation for travel products involving the online selection of airline flights, JR train seats, accommodation facilities, etc. ("Dynamic Packages"). When the application fee is not paid within this period, T-LIFE and Affiliates will treat the application as though it had never been made.
- The Tour Contract is established when T-LIFE and Affiliates receive application fee for applications made by telephone as per Paragraph (2) or when T-LIFE and Affiliates notify the customer of their acceptance of the Tour Contract after payment of the application fee for applications made by mail or fax.

Even when an application is made by telephone, mail, fax, online or other means of communication, contracts concluded through a credit card company shall be established in accordance with the provisions of Paragraph 24 (3).
- When T-LIFE and Affiliates receive a tour application from a representative of a group of travelers, the representative is deemed to have all rights of representation regarding the conclusion and termination of the contract.
- The representative shall submit a list of constituent members to T-LIFE and Affiliates by a date to be determined by T-LIFE and Affiliates. The representative shall obtain the consent of constituents for the provision of data to third parties in accordance with Paragraph 26.
- T-LIFE and Affiliates shall not be liable for any debt or obligation that the representative has incurred or may incur to its constituents.
- T-LIFE and Affiliates shall deem a constituent appointed in advance by the representative to be the representative if the representative does not accompany the group once the tour has begun.

3. Waitlist

- In the event that the tour requested cannot be entered into due to full occupancy or other reasons, T-LIFE may, if the customer so wishes, enter into a special contract that would enter the customer into a Tour Contract if a Tour Contract should become available ("Waitlist"). This provision does not apply to Dynamic Packages.
- If the customer wishes to be put on the Waitlist, T-LIFE will determine the period during which the customer will await a response from T-LIFE ("Waiting Period") and have the customer submit an application form and an amount equivalent to the application fee. At this stage, no Tour Contract has been established, nor does T-LIFE guarantee that one will be established.
 - T-LIFE will hold a deposit equivalent to the application fee described in (1) and notify the customer of whether a Tour Contract becomes available, at which time the deposit will be used as the application fee.
 - The Tour Contract shall be established when T-LIFE notifies the customer of its acceptance of the Tour Contract under (2) above and such notification reaches the customer.
 - If T-LIFE is unable to accept a Tour Contract during the Waiting Period, T-LIFE shall refund the customer the full amount of the deposit.
 - If the customer requests removal from the Waitlist before T-LIFE responds with acceptance of the Tour Contract during the Waiting Period, T-LIFE shall refund the customer the full amount of the deposit. In this event, T-LIFE will not charge any cancellation fees, even if the customer's request for removal from the Waitlist falls within the period subject to cancellation fees.

4. Application Conditions

- Applicants under the age of 18 require the written consent of a guardian when making an application. Participants under the age of 15 or who are still in middle school or lower must be accompanied by a guardian.
- T-LIFE may refuse participants who do not meet the requirements for gender, age, qualifications, skills, or other conditions specified by T-LIFE for tours with special conditions.
- T-LIFE may refuse participants who are found to be members of organized crime groups, persons affiliated with organized crime groups, or other anti-social forces.
- T-LIFE and Affiliates may refuse participants who make violent or unreasonable demands or who use threatening language or violence in connection with transactions.

- T-LIFE and Affiliates may refuse participants who spread rumors or use deception or force to discredit or obstruct business operations.
- Those who are in poor health, use wheelchairs or other assistive devices, have physical or mental disabilities, have food or animal allergies, are pregnant or may be pregnant, have a service dog (guide dog, hearing dog, or other service dog), or those with special needs are asked to indicate their special needs for participation when making an application (please report immediately if you come to fall under these categories after entering into the Tour Contract as well). T-LIFE will provide guidance, so please inform us of the considerations you will require during the tour.
- T-LIFE will comply with the request stated in the preceding item to a feasible and reasonable extent. In doing so, T-LIFE may inquire about your situation and the considerations you require or may ask you to provide such information in writing.
- T-LIFE may require accompaniment by a caregiver or companion, submission of a doctor's note, or changes to certain parts of the itinerary to facilitate tour safety. In the event that T-LIFE is unable to make the special considerations requested by the customer, we may refuse the tour application or terminate the Tour Contract. Expenses incurred by T-LIFE for special considerations taken on behalf of the customer will, in principle, be borne by the customer.
- T-LIFE will generally contact the customer within one week from the application date for cases (1) and (2) in this Paragraph and one week from the notification date for cases (6), (7), and (8) if communication from T-LIFE to the customer is required.
- If T-LIFE determines a customer to be in a condition requiring medical diagnosis or treatment due to illness, injury, or other reasons during the tour, we will take necessary measures to facilitate the tour. All expenses related to these measures will be borne by the customer.
- The customer may not, as a general rule, take separate action at their own convenience. However, this may be allowed through separate conditions depending on the course.
- T-LIFE may refuse participation if we deem that a customer may cause a nuisance to other participants or disrupt group activities.
- T-LIFE may otherwise refuse applications due to business reasons.

5. Delivery of Contract and Written Confirmation (Final Itinerary)

- T-LIFE and Affiliates will provide the customer with a Contract describing the itinerary, details of Travel Services and other travel conditions, and T-LIFE and Affiliates' responsibilities shortly after the Tour Contract is established. The Contract consists of the pamphlet, the website, these Tour Conditions, and any other relevant document.
- As a written supplement to the Contract, T-LIFE and Affiliates will provide the customer with a final itinerary containing confirmed information on meeting time, meeting place, transportation agencies, accommodations, and more no later than the day before the tour start date. However, if the application is made within 7 days of the day prior to the start of the tour, the final itinerary may be provided on the tour start date. Depending on the product, the final itinerary may be included in the Contract.

6. Tour Price Payment

- The Tour Price must be paid no later than 14 days prior to the date before the start of the tour (21 days prior when using aircraft or JR, or as separately designated by T-LIFE for dynamic packages) (the "Reference Date").
- When making an application after the Reference Date, payment must be made at the time of application or by the date specified by T-LIFE prior to the tour start date.

7. Tour Price Applicability

- Unless otherwise specified, customers aged 12 and above shall be charged the adult rate and customers over the age of 6 (over the age of 3 involving aircraft use) but under the age of 12 are subject to the child rate.
- The Tour Price is indicated separately for each course. Verify with the departure date and the number of participants.
- The "Tour Price" serves as the basis for calculating the "application fee" in Section 2, the "cancellation fee" in Section 14 (1), the "penalty" in Section 14 (3), and the "Compensation for Changes" in Section 23. The calculation method for the "Tour Price" in recruitment advertisements, pamphlets, and websites is the "amount shown as the tour price (or base fare)" plus the "amount shown as additional charges" minus the "amount shown as a discount."

8. Items Included in the Tour Price

- Transportation agency fares and fees (economy class unless otherwise specified), accommodation fees, meal costs, admission fees, temple fees, and other applicable consumption taxes and miscellaneous taxes specified in the itinerary.
 - Tour conductor fees for courses accompanied by a tour conductor and fees necessary for group activities.
 - Other items explicitly indicated in the pamphlet or website as included in the Tour Price
- The aforementioned costs will generally not be refunded if they are partially unused at the customer's convenience.

9. Items Not Included in the Tour Price

Anything other than (1) to (3) of the preceding section is not included in the Tour Price. Some examples are provided below.

- Excess baggage fees (for exceeding the specified weight, volume, or quantity).
- Airport usage fees (excluding those explicitly stated in the pamphlet or website).
- Expenses of personal nature such as dry cleaning, telegram or telephone charges, additional food and beverages, and associated taxes and service charges.
- Optional tour fees (separate charges for additional excursions) for those who wish to participate.
- Additional fares or charges imposed by transportation companies (e.g., fuel surcharges).
- Transportation and accommodation expenses from home to the point of departure.

10. Additional Charges

- The term Additional Charges in Section 7 refers to the following charges. (Excludes cases in which the charge is included in the Tour Price.)
- Additional charges for upgrading hotels, room types, or services (such as meals, rentals, etc.) referred to as "Upgrade Plans" by T-T-LIFE in pamphlets, websites, etc. (Excludes payments made directly to local facilities.)
 - The price difference when making a "Plan Without Meals" into a "Plan With Meals"
 - Additional charges for extending the stay at hotels, referred to as "Extended Stay Plans" by T-T-LIFE in pamphlets, websites, etc.
 - Other items referred to as "XXX Class Surcharge" or "XXX Surcharge" by T-T-LIFE in pamphlets, websites, etc. (price differences for upgrading airline seats, additional charges for early check-in (direct check-in), additional charges for accommodating specific airline requests as stated in the pamphlet, website, etc.).

11. Changes to the Tour Contract

T-LIFE may change the tour itinerary or Travel Services even after the establishment of a Tour Contract in the event that doing so is inevitable to facilitate safe travel, such as in the event of a natural disaster, war, riot, suspension of provision of Travel Services such as transportation or accommodations, government orders, the provision of transportation services not operating when the original itinerary was created, or other circumstances beyond T-LIFE's control, provided that T-LIFE explain in advance to the customer the reason for the change and that the reason for the change is beyond T-LIFE's control. However, in an emergency, we may explain after the fact when doing so is inevitable.

12. Changes to the Tour Price

- T-LIFE shall not make any changes to the amount of the tour price, additional charges, or discounts, after the conclusion of the tour contract, except in the following cases:
- When there has been a significant revision to transportation agency fares and fees beyond the extent expected due to drastic changes in economic conditions or other reasons, the tour price will be adjusted based on the difference resulting from such revision. In the event of a tour price increase, T-LIFE will notify the customer no later than 15 days prior to the day prior to the start of the tour.
 - When there has been a significant reduction in the applicable fares or fees specified in (1) of this Section, T-LIFE will reduce the tour price by the amount of such reduction as stipulated in (1) of this Section.
 - When changes to the content of the tour results in a reduction of the expenses required to run the tour, T-LIFE will reduce the Tour Price accordingly.
 - When the content of the tour is changed as per Section 11 and the expenses required to run the tour (including cancellation fees, penalty, and other expenses that have already been paid or must be paid for tour services that were not provided due to changes in the content of the Contract) increase, T-LIFE will change the Tour Price accordingly, excluding cases of changes due to lack of seats or rooms in transportation or accommodations, etc., despite services being provided).
 - When it is stated in the pamphlet or website, etc., that the Tour Price varies depending on the number of users at transportation and accommodation facilities, T-LIFE shall change the Tour Price within the range stated in the Contract if the number of users is changed after the conclusion of the Tour Contract for reasons not attributable to T-Life.

13. Customer Substitution

Customers may, with the consent of T-LIFE, transfer their contractual position to another person. In doing so, customers shall fill in the designated items and submit them to T-LIFE. A substitution fee of 11,000 yen (including tax) will be charged. (In the event that airline tickets have already been issued, additional reissuance fees may apply.) The transfer of contractual position shall take effect upon T-LIFE's approval, and the transferee shall inherit all rights and obligations related to this tour contract. T-LIFE may refuse the transfer if transportation or accommodation providers do not accept the substitution of the traveler for reasons beyond T-LIFE's control.

This provision does not apply to Dynamic Packages (including corrections to the name).

14. Cancellation Fees

- When the customer cancels the tour after the Tour Contract has been established for personal reasons, the cancellation fee stated in the pamphlet, website, or Contract will be charged, as will the difference for the number of occupants per room from the participants.
- Cancellation for reasons related to the processing of a loan for which T-LIFE is not responsible will also be subject to the prescribed cancellation fee.
- If the tour price is not paid by the deadline, T-LIFE will deem it a cancellation of the Tour Contract on the part of the customer on the day following the deadline, and a penalty equivalent to the cancellation fee will be charged.
- Changes to the departure date and partial changes to itinerary, including the course, transportation, or accommodations, made for personal reasons by the customer will be deemed a cancellation of the entire tour, and the specified cancellation fee will be charged.

15. Cancellation Prior to the Start of the Tour

- The Customer's Right to Cancel
 - Customers may cancel the Tour Contract at any time by paying the specified cancellation fees as stated in the pamphlet, website, or Contract. Please note that contract cancellation requests are accepted only during the hours of the agency where you made your application.
 - Customers may cancel the Tour Contract without incurring any cancellation fees under the following circumstances:
 - When changes have been made to the Tour Contract. However, such changes shall be limited to those listed in the left column in the table in Section 23 and other important matters.
 - When the Tour Price is increased or revised in accordance with Section 12 (1).
 - When natural disaster, war, riots, suspension of Travel Services such as transportation or accommodations, government orders, or other reasons beyond T-LIFE's control make it impossible or may make it impossible to carry out the tour safely.
 - When T-LIFE and Affiliates fail to provide the confirmation document (final itinerary) as stated in Section 5 (2) by the date specified in Section 5, or when the final itinerary is included in the Contract but accommodations or service providers are not specified despite an explicit agreement to do so.
 - When it becomes impossible to carry out the tour according to the scheduled itinerary as stated in the pamphlet or website due to reasons attributable to T-LIFE and Affiliates.
- T-LIFE and Affiliate's Right to Cancel
 - If the customer fails to pay the tour price by the deadline specified in Paragraph 6, T-LIFE and Affiliates may cancel the Tour Contract. In such cases, the customer will be required to pay the same amount as the cancellation fees specified in Item (1) [1] of this paragraph as a penalty for breach of contract.
 - T-LIFE and Affiliates may cancel the Tour Contract under the following circumstances:
 - When it becomes evident that the customer does not meet the gender, age, qualifications, skills, or other travel participation requirements explicitly stated by T-LIFE and Affiliates.
 - When the customer is deemed to fall under any of the categories in ③ to ⑤ in Article 4.
 - When the customer is deemed unable to endure the tour due to illness, the absence of necessary caregivers, or other reasons.
 - When the customer is deemed to cause a nuisance to other participants or risk interfering with group activities.
 - When the customer makes unreasonable demands regarding contract conditions.
 - When the number of customers does not meet the minimum number of participants as stated in the pamphlet or website. When this happens, customers will be notified of the cancellation of the tour at least 13 days before the start date of the tour (for day trips, at least 3 days prior).
 - When conditions explicitly stated in advance by T-LIFE and Affiliates, such as a sufficient snowfall for ski trips, are not met, or when it is extremely likely they will not be met.
 - When natural disaster, war, riots, suspension of Travel Services such as transportation or accommodations, government orders, or other reasons beyond T-LIFE's control make it impossible or may make it impossible to carry out the tour safely in accordance with the itinerary listed in the pamphlet or website.

- When T-LIFE and Affiliates cancel the Tour Contract in accordance with (2) [1] of this Article, the tour price (or application fee) already paid will be refunded after a penalty for breach of contract is deducted. In the event of cancellation of the Tour Contract in accordance with (2) [2] of this Article, the full amount of the tour price (or application fee) already paid will be refunded.

16. Cancellation After the Start of the Tour

- The Customer's Right to Cancel
 - Leaving the tour midway for personal reasons will be considered relinquishing of rights and no refunds will be granted.
 - If you are unable to receive the Travel Services as described in the pamphlet or on the website due to reasons not attributable to the customer, you may cancel the contract for the portion of the Travel Services you are unable to receive without paying any cancellation fees.
 - In (1) [2] above, T-LIFE will refund the portion of the tour price that corresponds to the part of the Travel Services the customer is unable to receive. However, if the reasons for being unable to receive Travel Services are not attributable to T-LIFE, cancellation fees, penalties, and other expenses already paid or to be paid in relation to the Travel Services will be deducted from the refund.
- T-LIFE's Right to Cancel
 - T-LIFE may partially cancel the Tour Contract with an explanation to the customer in advance in the following cases:
 - When the customer is deemed unable to continue with the tour due to illness, the absence of necessary caregivers, or other reasons.
 - When the customer is deemed to fall under any of the categories in ③ to ⑤ in Article 4.
 - When the customer disobeys instructions of T-LIFE given by a tour conductor or other designated person, disrupts group activities through violence or threats against such personnel, jeopardizing the safety or facilitation of the tour.
 - When natural disaster, war, riots, suspension of Travel Services such as transportation or accommodations, government orders, or other reasons beyond T-LIFE's control make it impossible to continue the tour safely.
 - The Effect of Cancellation and Refunds
 - When T-LIFE cancels the Tour Contract based on the reasons stated in (2) [1] of this section, any cancellation fees, penalties, or other expenses already paid or to be paid to the providers of the Travel Services that could not be provided due to the cancellation of the contract shall be borne by the customer. In this event, T-LIFE will refund the portion of the tour price equivalent to the cost of the Travel Services the customer has yet to receive, minus cancellation fees, penalties, and other expenses that T-LIFE has paid or is obligated to pay to Travel Service providers.
 - In the event that T-LIFE cancels the Tour Contract under (2) [1] (a) or (d), T-LIFE will, at the customer's request, make arrangements to return the customer to the point of departure at the customer's expense.
 - When T-LIFE cancels the Tour Contract based on the provisions of (2) [1] of this section, the contractual relationship between T-LIFE and the customer will terminate for future services only. That is, T-LIFE will deem its obligations regarding the Travel Services already provided to the customer as duly discharged.

17. Tour Price Refund

- When T-LIFE or the customer cancels the Tour Contract based on "tour price reductions based on the provisions ②③⑤ in Section 12" or based on the provisions from Section 14 to Section 16 and an amount eligible for refund arises, T-LIFE will refund the customer within 7 days from the date following the cancellation for cancellations made pre-departure or within 30 days from the date following the tour end date stated in the pamphlet or website for reductions in the tour price or cancellations made after the start of the trip.
- The provisions of (1) in this Section do not preclude the rights of the customer or T-LIFE to claim damages as specified in Section 19 (T-LIFE's Liability) or Section 21 (The Customer's Liability).
- Customers are asked to request refunds at the booking office within 1 month from the departure date.
- Refunds made after coupons have been provided require said coupons. Failure to provide said coupons may result in the inability to process the tour price refund.

18. Tour Conductors

- Accompaniment by a Tour Conductor

The tours shown shall by accompanied by a tour conductor throughout the entire course. The services provided by the tour conductor are primarily to ensure smooth execution of the itinerary as stipulated in the Contract. Customers shall follow tour conductor instructions during the tour for safety and the smooth execution of the itinerary. Tour conductor working hours shall, as a general rule, be from 8:00 a.m. to 8:00 p.m.
- Accompaniment by a Local Tour Conductor

The tours shown shall, as a general rule, be accompanied by a local tour conductor from arrival at the travel destination until departure. The duties of local tour conductors shall be the same as those of the tour conductor stated in (1) above.
- Local Staff Guidance

The tours shown are not accompanied by a tour conductor, but a local staff member shall perform the work necessary to ensure a smooth tour.
- Individual plans are not accompanied by a tour conductor. For trips without a tour conductor, we ask that customers manage itineraries themselves. T-LIFE will provide the customer with the coupons necessary for receiving Travel Services, and customers will need to undergo procedures to receive the Travel Services themselves. In the event of suspension of transportation or other services or if the customer must cancel the tour suddenly for personal reasons, please contact the selling agent. If the selling agent is closed or unavailable and contact cannot be made, please contact the remaining service providers (hotels, transportation, etc.) individually to cancel services. Failure to contact or take necessary action for cancellation will be considered relinquishing of rights and no refunds will be granted.
- For segments with no accompaniment by a local tour conductor or when local staff is unavailable, the customer will make arrangements for alternative services and undergo the necessary procedures themselves when inclement weather or other reasons require changes to the service.

19. T-LIFE's Liability

- T-LIFE shall compensate the customer for any damages suffered due to intentional or gross negligence on the part of T-LIFE or those to whom T-LIFE has delegated arrangements for package tour contracts. This compensation is limited to cases where notice is given to T-LIFE within two (2) years from the date following the occurrence of damages.
- T-LIFE, as a general rule, shall not be liable under the provisions of paragraph (1) of this section in which the customer has suffered damages due to the following reasons:
 - Natural disasters, wars, riots, or changes or cancellations of travel itineraries resulting from these
 - Damages caused by accidents or fires at transportation or accommodation facilities
 - Cancellations of services provided by transportation or accommodation facilities or changes or cancellations of travel itineraries resulting from these

- [4] Changes in travel itineraries or cancellations of travel due to orders from government agencies or quarantine measures for contagious diseases
- [5] Accidents during free time
- [6] Food poisoning
- [7] Theft
- [8] Delays, cancellations, schedule changes, or route changes by transportation companies or changes in travel itineraries or shortened stays at destinations resulting from these
- Regardless of the provisions in paragraph (1), T-LIFE will compensate the customer for damages related to baggage up to ¥150,000 per person provided that notice is given to T-LIFE within 14 days from the date following the occurrence of the damages (excluding cases of intentional or gross negligence on the part of T-LIFE).

20. Special Compensation

- Regardless of whether T-LIFE is liable under (1) of the preceding paragraph, T-LIFE shall provide compensation in accordance with the T-LIFE Special Compensation Regulations to customers who have suffered certain damages to their life or body due to unexpected and sudden external accidents during their participation in T-LIFE's package tours, including a death benefit (15 million yen), residual disability benefit (up to 15 million yen), hospitalization consolation payment (20,000 to 200,000 yen), treatment consolation payment (10,000 to 50,000 yen), and baggage compensation (up to 100,000 yen per item or set, up to 150,000 yen per customer per package tour).
- Notwithstanding (1) above, days on which the provision of travel services included in T-LIFE's package tours arranged by T-LIFE do not take place as expressly stated in the brochure or on the website shall not be counted as participation in the package tour.
- T-LIFE shall not pay the compensation and consolation payments in (1) of this Section in the event of damages incurred by package tour customers caused willfully, through drunk driving, illness, or engagement in dangerous activities not included as part of the package tour during free time such as climbing mountains (using climbing equipment such as an ice axe, crampons, ropes, hammers, etc.), riding a luge or bobsled, skydiving, hang gliding, riding ultralight aircraft (motorized hang gliders, microflight aircraft, ultralight aircraft, etc.), riding a gyroplane, or similar activities. However, this exclusion does not apply when such activities are included in the itinerary of the package tour.
- T-LIFE shall not pay compensation for cash, securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, certificates of deposit, certificates of saving (including bank books and ATM cards), data and similar items, or contact lenses and other items ineligible for compensation under the Terms and Conditions set forth by T-LIFE.
- In the event that T-LIFE is obliged to pay both compensation in (1) of this Section and compensation for damages, the fulfillment of one of these obligations shall be deemed as having fulfilled obligations to pay compensation and damages within the limit of the amount.

21. The Customer's Liability

- T-LIFE may claim compensation for damage from the customer caused by intentional or gross negligence, violation of laws or public order, or the failure to comply with the provisions of the T-LIFE Tour Contract on the part of the customer.
- When entering into a package tour contract, the customer must strive to understand the rights, obligations, and other contents of the package tour contract using the information provided by T-LIFE.
- In the rare event that the customer realizes after the start of the tour that the Travel Services provided differ from those stated in the Contract, the customer must report this immediately to the tour conductor, agent, local guide, relevant Travel Service provider, or booking office at the tour destination in order to properly receive the services listed in the Contract.
- T-LIFE may take necessary action when it determines that a customer requires protection due to illness, injury, or other reasons during the tour. If the reasons such action becomes necessary cannot be attributed to T-LIFE, the customer shall bear any expenses incurred and shall pay T-LIFE by a deadline and payment method specified by T-LIFE.
- In the event that coupons are lost, the customer shall bear the transportation fares and charges associated with the reissuance of such coupons. The fares and charges in such cases shall be determined by the transportation agency.

22. Optional Tours and Provision of Information

- T-LIFE shall treat Section 20 (Special Compensation) of package tours planned and conducted by T-Life at a separate fee for customers participating in T-LIFE's package tours ("Optional Tour") as part of the content of the main Tour Contract. T-LIFE will clearly indicate "Organizer: T-LIFE" in pamphlets, websites, and related materials for Optional Tours.
- When it is explicitly stated in the pamphlet and on the website that operator of an Optional Tour is an entity other than T-LIFE, T-LIFE will pay the compensation or consolation payment in accordance with the provisions of Section 20 (Special Compensation) for damages incurred by customers during participation in the Optional Tour (however, this shall exclude instances in which the date of the Optional Tour is an "Unarranged Date" in the main package tour and this is stated in the pamphlet, website, or final itinerary). The responsibility of the Optional Tour operator and the customer shall be governed solely by the provisions of said operator entity and local laws and regulations.
- When available sports and activities are listed in pamphlets and on the website as "merely informative", T-LIFE shall indicate as such. In this event, T-LIFE shall apply the Special Compensation regulations of Section 20 for damages incurred by customers participating in such available sports (however, this shall exclude instances in which the date of the Optional Tour is an "Unarranged Date" in the main package tour and this is stated in the pamphlet, website, or final itinerary), but shall not be responsible for anything else.

23. Guarantee of Itinerary

- In the event of significant changes to the content of the contract listed in the lefthand column of the following table (excluding changes specified in the following [1] [2] [3]), T-LIFE shall pay the customer Compensation for Changes calculated by multiplying the rate in the righthand column of the following table by the Tour Price specified in Section 7, within 30 days from the day after the end of the tour. However, should it become evident that T-LIFE is liable under the provisions of Section 19 (1) for the said change, T-LIFE shall pay the entire or partial amount as Compensation for Damages rather than as Compensation for Changes.
- [1] T-LIFE shall not pay Compensation for Changes for changes due to the reasons listed below. (However, Compensation for Changes shall be paid in the event of changes due to a shortage of seats, rooms, or other facilities of transportation/accommodation providers, even if services are provided.)
- A. Severe weather or natural disasters affecting the tour itinerary
B. Wars
C. Riots
D. Government orders
E. Cancellation, disruption, or suspension of travel services provided by transportation/accommodation providers
F. Delays or changes in transportation services not in the original itinerary
G. Measures necessary for protecting the lives or physical well-being of tour participants
- [2] T-LIFE shall not pay Compensation for Change for changes pertaining to parts terminated when the Tour Contract is terminated under the provisions of Sections 15 and 16.

- T-LIFE shall not pay Compensation for Change when a change in the order in which travel services listed in the pamphlet or on the website are provided, and provision of such travel services is received during the tour.
- Notwithstanding the provisions in Section (1), Compensation for Change to be paid by T-LIFE per Tour Contract shall be limited to an amount equal to 15% of the Tour Price in Section 7. T-LIFE shall not pay Compensation of Change when the Compensation of Change per person per Tour Contract is less than 1,000 yen.
- T-LIFE may, with the customer's permission, compensate for changes and damages by providing goods and services commensurate with the Compensation for Change and Compensation for Damages.
- Compensation for Change = Tour Price x Rates listed below for each item

Changes for Which T-LIFE Shall Pay Compensation for Change	When the customer is notified at least one day prior to the tour start date	When the customer is notified on the tour start date or later
[1] Changes to the tour start date or tour end date stated in the pamphlet, website, or final itinerary	1.5%	3.0%
[2] Changes to the sightseeing destinations, sightseeing facilities (including restaurants) or other destinations stated in the pamphlet, website, or final itinerary.	1.0%	2.0%
[3] Changes to a lower fare for the class or facilities of the transportation agency stated in the pamphlet, website, or final itinerary (applies only when the total amount of the new class and facility fare is lower than the one stated in the pamphlet, website, or final itinerary)	1.0%	2.0%
[4] Changes to the type or name of transportation agency stated in the pamphlet, website, or final itinerary.	1.0%	2.0%
[5] Changes to a different flight for the domestic airport of departure or airport of arrival stated in the pamphlet, website, or final itinerary.	1.0%	2.0%
[6] Changes to a connecting or layover flight from a direct flight between domestic and international travel stated in the pamphlet, website, or final itinerary.	1.0%	2.0%
[7] Changes to the type or name of accommodation facility (except when the grade of the accommodation facility after the change exceeds the grade stated in the Contract when the accommodation facility grade is specified by T-LIFE).	1.0%	2.0%
[8] Changes to the room type, facilities, view, or other room conditions of the accommodation facility stated in the pamphlet, website, or final itinerary.	1.0%	2.0%
[9] Changes to the above [1] to [8] listed in the title of the tour in the tour package pamphlet, website, or final itinerary.	2.5%	5.0%

- (Note 1) When changes occur between the content stated in the pamphlet or website and the content stated in the final itinerary, or between the content stated in the final itinerary and the actual provided travel services, each change will be treated as one change.
- (Note 2) For the changes listed in [9], the rates specified in [9] shall apply and not the rates listed in [1] to [8].
- (Note 3) One change refers to each ride for a transportation agency, each night for an accommodation facility, and each relevant item for other travel services.
- (Note 4) Even if multiple changes occur within one ride or one night for the changes listed in [4], [7], and [8], each change shall be treated as one change per ride or per night.
- (Note 5) For the changes in [3] and [4], if the transportation agency involves the use of accommodation facilities, each night shall be treated as one change.
- (Note 6) Changes to the name of the transportation agency [4] and the accommodation facility [7] refer to changes accompanying changes to the transportation agency or accommodation facility itself.
- (Note 7) Changes to the name of the transportation agency [4] shall not apply if such changes involve an upgrade in class or facilities.
- (Note 8) The grade of the accommodation facility in [7] shall be based on the list stated in the Contract when the Tour Contract is entered into, or to the list available on the T-LIFE webpage.

24. Travel Conditions for Credit Company Contracts

- T-LIFE and Affiliates may accept tour reservations from members ("Members") of credit card companies affiliated with T-LIFE ("Affiliates") under the condition of receiving payments such as tour price and cancellation fees without the members' signature ("Credit Company Contract"). The travel conditions under the Credit Company Contract differ from the regular travel conditions in the following regard. (Such conditions may not be possible depending on the contracted travel agency. Credit cards accepted may vary depending on the contracted travel agency.)
- [1] The term "card usage date" refers to the date on which the Member and T-LIFE must fulfill the payment or refund obligations related to the tour price and other payments under the Tour Contract.
- [2] When applying, please provide T-LIFE and Affiliates with the "Member number (credit card number)" and "card expiration date."
- [3] The Tour Contract under the Credit Company Contract is established when T-LIFE and Affiliates notify the customer of their acceptance of the Tour Contract.
- [4] T-LIFE and Affiliates will accept payments for "the tour price as indicated in the pamphlet or website" or "the cancellation fee stipulated in Article 14" using the Affiliate's credit card without the Member's signature in the designated voucher. In this case, the card usage date for the tour price shall be deemed the "contract establishment date."
- [5] In the event of a contract cancellation request, T-LIFE and Affiliates will refund the amount by deducting the cancellation fee from the tour price within 7 days (or 30 days for reductions or cancellations made after the start of the tour) starting from the day following the date of the cancellation request based on the card usage date.

- [6] If the payment using the Member's credit card cannot be processed due to credit issues, T-LIFE and Affiliates may terminate the Credit Company Contract and require payment of the tour price in cash by a date specified separately. If payment is not made by the designated deadline, T-LIFE and Affiliates may claim a penalty equal to the cancellation fee stipulated in Section 14, Paragraph 1.

25. Enrollment in Domestic Travel Insurance

Sustaining an injury while traveling may result in considerable medical and transportation expenses. It may also be difficult to claim damages and collect compensation from the perpetrator in the event of an accident. To insure against these risks, T-LIFE recommends that the customer enroll in sufficient domestic travel insurance. For information on domestic travel insurance, inquire with the agency where you applied for the tour.

26. Data Handling Policy

- T-LIFE and Affiliates shall collect personal data from customers in the designated application form during the process of accepting tour applications. Customers have the option to choose the items of personal data they provide to T-LIFE; however, T-LIFE may be unable to accept applications or requests from customers who do not provide all or part of the personal data, as this may lead to a situation in which communication with the customer or necessary arrangements for travel services cannot be made. Personal data collected shall be handled by the (comprehensive) tour business administrator specified in package tour advertisements and informational materials on behalf of the Personal Data Officer.
- T-LIFE and Affiliates may send personal data obtained in the preceding item or personal data related to flight number, electronically or otherwise, to transportation/accommodation facilities, insurance agencies, government agencies, souvenir shops, etc. to the extent necessary to contact customers, arrange for services provided by transportation/accommodation facilities and undergo procedures required to receive such services for the Tour that the customer has applied for; to the extent necessary for insurance procedures to cover costs in the event of an accident at the contractual liability of T-LIFE; to the extent necessary to ensure safe travel; and the extent necessary to ensure convenient shopping for customers at souvenir shops at travel destinations. By applying for a tour, the customer agrees to provide this personal data. T-LIFE may also use the personal data acquired in the preceding item and personal information pertaining to website browsing history and purchase history to [1] provide information on corporate products, services, and campaigns provided by T-LIFE or its Affiliates; [2] request opinions and feedback after participation in a tour; [3] to request cooperation on questionnaires; [4] to provide special services; and [5] to create statistical documents. Those who do not wish to receive information in (2) [1] of this Section are asked to contact T-LIFE.
- T-LIFE and Affiliates will ask for the personal data of a domestic emergency contact in preparation for any illness or injury that may occur during the tour. T-LIFE shall use this personal data only when it is deemed necessary to contact the domestic emergency contact in the event of the customer's illness or injury during the tour. The customer is responsible for obtaining consent from the domestic emergency contact before providing any personal data to T-LIFE and Affiliates.
- T-LIFE may outsource some or all of the tasks related to handling the personal data obtained under (1) to a third party, such as travel arrangement services, tour conducting services, and airport assistance services. In doing so, T-LIFE shall select an outsourcee based on its standards and establish a confidentiality agreement to safeguard personal data.
- T-LIFE shares customer personal data held by our company, such as names, addresses, phone numbers, or email addresses, with our group companies to the minimum extent necessary for them to contact customers. Group companies may use this data for business notifications, simplification of customer applications, providing event information, and shipping purchased products. For inquiries regarding the disclosure, correction, or deletion of personal data and for information on the names of the T-LIFE Group companies that jointly use personal data and are responsible for its management, visit the T-LIFE Holdings Co. Ltd. website (<https://www.t-life.co.jp>).

27. Tour Condition & Tour Price Reference Dates

The reference date for tour conditions and Tour Price shall be the date specified in the pamphlet, website, or Contract.

28. Other

- The customer shall bear the cost of any expenses associated with requests for individual guidance, shopping, or other services from a tour conductor or others, expenses incurred due to customer injury or illness, expenses incurred due to lost or forgotten belongings due to customer negligence, and expenses incurred for separate arrangements.
- T-LIFE may guide customers to souvenir shops for their convenience; however, customers purchase at their own risk while shopping. T-LIFE is unable to assist with exchanges or returns of merchandise.
- When the customer agrees to use a system in which the airline asks customers to board an aircraft other than their scheduled flight (Flex Traveler System) and the customer boards an aircraft other than the one arranged by T-LIFE, T-LIFE's obligations to arrange and manage the itinerary shall be fulfilled and T-LIFE shall be exempted from the Guarantee of Itinerary and Special Compensation Liability for the changed portion.
- Optional tours conducted by local travel agencies are not covered by the Guarantee of Itinerary.
- In the event of an accident or other incident during the tour, report immediately to the contact information provided in the written confirmation (final itinerary). T-LIFE may take necessary action when it determines that a customer requires protection due to illness, injury, or other reasons during the tour. If the reasons such action becomes necessary cannot be attributed to T-LIFE, the customer shall bear any expenses incurred.
- Arrive at the designated meeting time. T-LIFE is not responsible if you are unable to participate in the tour due to lateness.
- T-LIFE shall not be liable for any claims when the customer must use a taxi or stay overnight in the event of accidents, heavy snowfall, or other unavoidable circumstances that cause delays in return. T-LIFE shall not be responsible for compensating for shortened stays at the destination.
- T-LIFE will not reorganize the tour under any circumstances.
- Customers may be eligible for airline mileage services through participation in T-LIFE and affiliate package tours; however, inquiries, registration, and other matters in connection with such services are to be conducted by the customer directly with the airlines. T-LIFE shall not be liable under Section 19 (1) and Section 23 (2) even if the conditions of said service are changed due to a change in airline.
- Baggage transportation shall be performed by the transportation agency, and T-LIFE shall act on behalf of the transportation agency for baggage transportation procedures.
- Refer to the pamphlets, websites, and other package tour advertisements and information documents for details regarding the "tour itinerary," "Travel Services," "tour price," "deposit amount," "presence of a tour conductor," "minimum number of participants," and "name of travel agency manager."
- Customers who become infected with COVID-19 or become a close contact during the tour, or who require quarantine or other measures shall comply with instructions from authorities or local regulations. The expenses incurred for this shall be borne by the customer.

*Inns and hotels may impose consumption tax and other taxes on additional alcoholic beverages, meals, and other services requested by customers.

Cancellation Fees for Package Tours (Domestic)

- A. The customer may cancel the Tour Contract at any time by paying the following cancellation fees for package tour contracts. Please note that contract cancellation requests are accepted only during the hours of the agency where you made your application.

	Date of Contract Cancellation	Cancellation Fee (Per Person)
Calculated from the day prior to the start of the tour	1. Cancellations made at least 21 days prior	0% of the tour price
	2. Cancellations made between 8 to 20 days (10 days prior for day trips) prior	20% of the tour price
	3. Cancellations made 2 to 7 days prior	30% of the tour price
	4. Cancellations made the day before the start of the tour	40% of the tour price
	5. Cancellations made the day of the start of the tour (excluding the cases in 6)	50% of the tour price
	6. Cancellations made after the start of the tour and no-shows	100% of the tour price

- B. A package tour contract using airline tickets with the same transaction conditions as airline tickets sold widely to consumers on airline websites, etc. (PEX fares, etc.) in which the contract clearly states that such tickets will be used, the name of the airline, the conditions for cancelling tickets, and the ticket cancellation fees.

	Date of Contract Cancellation	Cancellation Fee (Per Person)
	1. Cancellation after conclusion of the Tour Contract (exclude items listed in 2 to 6)	Up to the amount of the airline ticket cancellation fee when the Tour Contract is terminated
	2. Cancellations made 8 to 20 days prior	Up to 20% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
Calculated from the day prior to the start of the tour	3. Cancellations made 2 to 7 days prior	Up to 30% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
	4. Cancellations made the day before the start of the tour	Up to 40% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
	5. Cancellations made the day of the start of the tour (excluding the cases in 6)	Up to 50% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
	6. Cancellations made after the start of the tour or no-shows	Up to 100% of the Tour Price

- C. A domestic package tour contract using airline tickets set by the airline (air tickets when only the Tour Price including accommodation fees and other expenses at the travel destination are listed because it is a package tour and individual fares and charges cannot be shown (limited to "Individual Inclusive Travel Fares" that can be used by one or more persons)) in which the contract clearly states that such tickets will be used, the name of the airline, the ticket cancellation fees, penalties, refund processing fees, and other expenses required when terminating the air travel contract ("Air Ticket Cancellation Fees") and conditions ("Air Ticket Cancellation Conditions"; check the airline website).

	Date of Contract Cancellation	Cancellation Fee (Per Person)
	1. Cancellation after conclusion of the Tour Contract (exclude items listed in 2 to 6)	Up to the amount of the airline ticket cancellation fee when the Tour Contract is terminated
	2. Cancellations made 8 to 20 days prior	Up to 20% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
Calculated from the day prior to the start of the tour	3. Cancellations made 2 to 7 days prior	Up to 30% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
	4. Cancellations made the day before the start of the tour	Up to 40% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
	5. Cancellations made the day of the start of the tour (excluding the cases in 6)	Up to 50% of the Tour Price or the airline ticket cancellation fee when the Tour Contract is terminated, whichever is greater
	6. Cancellations made after the start of the tour or no-shows	Up to 100% of the Tour Price

- (Note 1) Cancellation fees or package tour contracts using chartered flights/vessels are based on the provisions of the relevant flight/vessel.

(Note 2) Cancellation for reasons related to the processing of a loan for which T-LIFE is not responsible will also be subject to the prescribed cancellation fee.

(Note 3) If the tour price is not paid by the deadline, T-LIFE will deem it a cancellation of the Tour Contract on the part of the customer on the day following the deadline, and a penalty equivalent to the cancellation fee will be charged.

(Note 4) Changes to the departure date and partial changes to itinerary, transportation, or accommodations, made for personal reasons by the customer will be deemed a cancellation of the entire tour, and the specified cancellation fee will be charged.

(Note 5) Customers who wish to check the fare type and cancellation fees of tickets issued when the Air Ticket Cancellation Fee becomes the Tour Price Cancellation Fee are asked to contact the sales office. Terms and conditions of air ticket cancellation are available on the respective airline's website. Contact the sales office should you have any questions.

(Note 6) The term "after the start of the tour" in this table refers to the time after the customer has started receiving services as defined in Article 2 (3) of the Special Compensation Rules in the T-LIFE Travel Agency Standard Terms and Conditions.

(Note 7) In the cancellation fees in (C) above, "Air Ticket Cancellation Fees When Cancelling the Tour Contract" refers to cancellations fees for individual inclusive travel fares set by the airline.

Tour Planning and Operation

T-LIFE Holdings Co., Ltd.

Japan Tourism Agency-certified travel agency No. 197, member of the Japan Association of Travel Agents (JATA)

The Travel Service Manager is responsible for transactions at the sales office where your tour is handled.

Please direct any questions regarding the Tour Contract to the Travel Service Manager at the sales agency for your tour.

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