

**Travel Arrangement and Consultation
Terms and Conditions (T&C) Explanation
Document (Translated)**

*This document will constitute a part of the contract in the event that an agreement is established

1. Travel Arrangement Contract and Travel Consultation Contract

(1) "Travel Arrangement Contract" (hereinafter referred to as the "Contract") refers to a contract that Curious Travel (hereinafter referred to as "We/Our/Us") undertake to perform services related to arrangement of travel services such as transportation, accommodation, and others requested by the customer (traveler) by acting as an agent, or intermediary for the customer (hereinafter referred to as "travel services").

(2) "Travel Consultation Contract" (hereinafter referred to as the "Contract") refers to a contract that Curious Travel (hereinafter referred to as "We/Our/Us") undertakes to perform the following operations on behalf of the customer.

- I. Advice necessary for travelers to prepare travel plans
- II. Preparation of travel plans
- III. Estimation of expenses required for travel
- IV. Provision of information on travel destinations, transportation and accommodation facilities, etc.
- V. Provision of other advice and information necessary for travel

2. Travel Cost and Travel Service Handling Fee

(1) Travel cost consist of the actual cost of travel services, such as transportation, accommodation, activity and etc. that We arrange AND Travel Service Handling Fee that the customer pay for the Our arrangement/consultation services by the preset due date.

(2) Our obligation is fulfilled even when the requested arrangement (booking) cannot be made due to reasons caused by the facility, including full booking, closure, no response (even after several attempts) and etc. Accordingly, the customer is obliged to pay Us prescribed Travel Service Handling Fee (hereinafter referred to as the "Handling Fee").

| <u>Handling Fee</u> <u>(in English)</u> | Travel within Japan |
|---|---|
| Transportation & Accommodation Booking* | 18% of the Cost (JPY 1,320 minimum per booking) |
| Activity & Restaurant Booking* | 18% of the Cost (JPY 1,320 minimum per booking) |
| Change/Cancellation of Booking | JPY 1,320 per booking |
| Direct Contact to a Facility per Customer Request | JPY 1,320 per contact** |

| | |
|---|---|
| Hiring of English-Speaking Attendant | JPY 7,920 per hour ** (2 hours minimum) |
| On-line Travel Consultation | JPY 0 (initial 15 min) JPY 1,980 (each add't'l 15 min) |
| On-site Consultation per Customer Request | '+JPY 5,500 added to on-line consultation ** |
| Basic Itinerary Preparation (to/from) | JPY 1,980 per day |
| Detailed Itinerary with Schedule and Estimated cost | JPY 1,980 per item (section) |
| Information per Customer Request | JPY 1,320 per item (inquiry) |

*Provision of credit card number to a facility may be required (with customer consent).

**Actual/estimated cost of phone calls, transportation, meals, activity and etc. to meet customer request will be added.

3. Application for the Contract

(1) Customers who wish to apply for a contract must fill out the application form prescribed by Us, along with the deposit requested by Us. Deposit is used as a part of travel cost.

(2) When We accept an application for travel arrangement (or consultation) via telephone, email, facsimile, or other means of IT communication tools, the customer is required to provide credit card information used for travel cost settlement (or agree to pay via payment link provided by Us). Customer also accept that contract documents are provided via these means.

4. Refusal to conclude the Contract

We hold the right to reject the conclusion of a travel arrangement/consultation contract.

5. Conclusion of the Contract

Contract shall be concluded when We inform its acceptance to the customer.

6. Contract Documents

Upon the conclusion of the contract, We provide travel itinerary, content of the services, travel cost and other terms and conditions. We may instead provide transportation tickets, hotel coupons and any other documents stating the rights of the customers to receive such services.

7. Changes or Cancellation of the Contract

(1) Customer has the right to change or cancel all or a part of the contract, and We make an effort to accommodate customer's request. In such cases, additional Handling Fees, as well as change/cancellation fee is required by the booked facilities shall be borne by the customer.

(2) When the contract is cancelled due to the Our fault after the start of the travel, We ask the customer to pay for the cost of the travel services already provided. Remaining travel cost (including Handling Fee) shall be refunded.

(3) If the customer does not pay the travel cost by

the payment due date, We may cancel the contract. In such case, the customer is obliged to pay for the Handling Fees to Us, as well as change/cancellation fee by the facilities.

8. Change of the Travel Cost

(1) We may change the travel cost due to revisions to fares of transportation facilities, sudden changes to exchange rate and etc.

(2) The difference between the actual travel cost and received travel cost should be settled. This may result in additional charges to the customer or refund to the customer.

9. Our Liability and Disclaimer

(1) In the event that We or Our arrangement agent intentionally or negligently causes damage to the customer, We shall be liable to compensate for the damage. provided, however, that this shall be limited to cases in which We are notified within two years from the day following the occurrence of the damage.

(2) In principle, we are not liable in the following cases.

In the event of damage due to reasons beyond Our control, such as natural disasters, wars, riots, accidents or fires at transportation and accommodation facilities, delays or interruptions in transportation facilities, changes in travel itineraries or cancellation of tours caused by these, orders from government offices, isolation due to infectious diseases, accidents during free movement, food poisoning, theft, etc.

(3) Associated with Our liability specified in (1), We will compensate up to 150,000 yen per passenger for damage caused to baggage notified within 14 days from the day following the occurrence of the damage.

10. Customer's Responsibilities

(1) In the event that We suffer damage due to the customer's willful misconduct or negligence, the customer must compensate for the damage.

(2) The customer must promptly notify Us when travel service different from the contract document is provided.

11. Handling of Personal Information

The personal information provided in the application/inquiry form will be used for communicating with the customer, and also to the extent necessary for the arrangement of services.

In addition, We may use customer's personal information for (1) communicating products, services, and campaigns, (2) requesting opinions after participating in the trip/activity, (3) questionnaires, (4) provision of promotional activities, and (5) preparation of statistical data.

This T&C is effective from December 1, 2023

*For inquiries about this T&C explanation document, please ask Our travel business manager

below.



Curious Travel

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