

Recruitment Based Packaged Tour Transaction 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. Recruitment Based Packaged Tour Contract

(1) "Recruitment Based Packaged Tour Contract" (hereinafter referred to as the "Contract") refers to a contract that Curious Travel (hereinafter referred to as "the We/Our/Us") concludes with the customer (or traveler) who participates in a package tour designed and operated by Curious Travel.
(2) When a Contract is concluded, We will promptly issue documents (hereinafter referred to as the "Contract Documents") stating the travel itinerary, the contents of the travel service, the travel fee, other travel conditions, and matters related to Our responsibilities. For matters not listed in the Contract Document, please refer to the Our full Standardized Contract for Recruitment Based Packaged Tour enacted by Ministry of Land, Infrastructure, Transport and Tourism (MoLITT) available on our website; <https://www.curioustraveljapan.com/aboutus/> (Japanese version only. Key clauses are covered in this T&C)

2. Application for the Contract

(1) Customer who wishes to apply for a contract must fill out the application form, and pay a deposit (or full price) requested by Us. Deposit is used as a part of Packaged Tour Cost.
(2) We may accept applications to the packaged tour contract by telephone, mail, facsimile, or other means of communication. In such case, the customer is required to provide credit card information along with application form.
(3) Contract is only concluded when We inform its acceptance of customer's application.

3. Special Considerations

If the customer requires special care/consideration including the use of wheelchair or guide dog, physical disability, food or animal allergies and etc., the customer is required to inform Us, at the time of the application. We make an effort to take these into consideration, and the costs required for such consideration need to be borne by the customer.

4. Change to the Contract

In the event of natural disaster, war, riot, suspension of transportation and accommodation facilities, orders from public offices, or other reasons beyond the control of Us to safely carry out the packaged tour We may change or cancel the packaged tour. While We intends to explain about changes prior to the departure, depending on the level of emergency, explanation may take place afterwards.

5. Packaged Tour Price

The price of the packaged tour shall not be revised, except for the following cases;
(1) When the fares of the transportation facility are revised significantly beyond normally expected level, and the customer is informed of the price change at least 16 days prior to the date of the tour.
(2) When We state in a pamphlet (flyer) or

other documents about price change depending on the number of participants.

6. Replacement of the Customer (Participant)

The customer may transfer the contract status to another person only with our consent. In such case, the customer may be charged a fee.

7. Cancellation Fee

(1) In case of cancellation by the customer, below cancellation fee is charged. In addition, when the number of people in the same room change, the difference in price should be charged to the customer if such charge is stated in pamphlet or other documents.
(2) If the customer does not pay the packaged tour price by the payment due date, We may cancel the contract. In such case, cancellation fee is charged to the customer.
(3) Change of departure date, change of a whole or a part of itinerary caused by the customer is deemed as a cancellation of the contract and cancellation fee shall be charged to the customer accordingly.

Cancellation Fee (within Japan Travel Only)

Cancelled Date	Fee
Up to 22 days prior to departure date	None
Up to 21 days (11 days for day-trip) to 9 days prior to departure date	20% of tour price
From 8 days to 2 days prior to departure date	30% of tour price
1 day prior to departure date	40% of tour price
On departure date	50% of tour price
After departure date or no-show	100% of tour price

When cancellation fee is otherwise specified and Contract is concluded with the special condition, to the extent that it does not violate laws and regulations and not disadvantageous to customers, those supersede the above.

8. Cancellation (Refusal) by the Us

We may cancel or refuse the Packaged Tour Contract for following reasons.
a. When it is recognized that the customer does not meet the gender, age, qualifications, skills, and other conditions for participation in the trip specified in advance, by Us. b. When it is recognized that the customer cannot withstand the trip due to illness, absence of necessary caregivers, or other reasons. c. When it is recognized that the customer is likely to cause trouble to other customers or hinder the smooth implementation of group actions. d. When the customer requests an unreasonable burden regarding the contents of the contract. e. If the number of participants is less than the minimum number of participants stated in the pamphlet, in such case, We notify the customer of the cancellation of the trip 14 days before (or 3 days before for day-trips) the departure date. When the conditions for implementing the trip specified in advance by Us are not fulfilled or extremely high possibility of no fulfilled, such as the lack of snowfall in a trip for the ski trip. g. In the event of a natural disaster, war, riot, suspension of the provision of travel services such as transportation and accommodation facilities, orders from public offices, or other reasons beyond the Our involvement, the safe and smooth implementation of travel in accordance with the travel schedule described

in the pamphlet becomes impossible or there is an extremely high risk of becoming impossible. In the event that the We cancels the Tour Contract for the reasons above, the full price of the package tour is refunded.

9. Responsibility of the Us

We will compensate for the damage to the customer caused by Us during the tour. The maximum amount of compensation related to baggage (carried during the tour) is 150,000 JPY (except in cases of willful misconduct or gross negligence on the part of Us) per customer. However, in principle, We are not responsible in the following cases; damages caused by natural disasters, wars, riots, suspension of the provision of services such as transportation and accommodation facilities, orders from public offices, or other reasons beyond the control of Us.

10. Special Compensation

Regardless of whether or not Our liability as set forth in the preceding paragraph, We shall pay death compensation (15 million JPY), permanent disability compensation (up to 15 million JPY), hospitalization condolence payment (20,000 JPY ~ 200,000 JPY), and outpatient condolence payment (10,000 JPY ~ 50,000 JPY) for certain damages suffered to the life or body of the customer due to an accidental and sudden outpatient accident while participating in the recruitment based packaged tour, in accordance with the standardized contract. In addition, damage compensation for baggage (up to 100,000 JPY per piece (or a pair), up to 150,000 JPY per customer can be paid based on the actual loss or cost to restore the damage. However, no compensation is paid for the loss of cash, securities, credit cards, coupons, airline tickets, passports, driver's licenses, visas, certificates of deposit, certificates of savings (including passbooks and cards for cash dispensers), various data and other similar items, contact lenses and etc., stipulated by the standardized contract enacted by MoLITT. Baggage compensation is only paid when the loss (or restoration cost) is equal or more than 3,000 JPY. Please refers to the standardized contract or ask for detailed conditions if required.

11. Itinerary Guarantee

We are responsible for making its best efforts to execute the itinerary as planned. However, when we make the changes in itinerary, (except for unforeseeable and uncontrollable reasons), we pay compensation of between 1 to 5% of the tour price, depending on the types of change and rate prescribed by standardized contract enacted by MoLITT, up to 15% of the tour price. Compensation is only paid when the combined amount is equal or more than 1,000 JPY. Please refers to the standardized contract or ask for detailed conditions if required.

12. Responsibilities of the Customer

In the event that We suffer damage due to the customer's intentional or negligent act, an act that violates laws and regulations, public order and morals, or the customer's failure to comply with the provisions of Our Terms and Conditions, the customer must compensate Us for the damage. In addition, in order to smoothly receive the travel services described in the contract document after the commencement of travel, if the customer recognizes that a travel service different from

the contract document has been provided, the customer must promptly notify the tour conductor, staff, etc. or Us to that effect at the travel destination.

13. Personal Travel Insurance

Customer may incur significant medical and transportation costs, in case of illness or injury. In addition, in the case of an accident, it may be very difficult to claim damages or recover compensation from the perpetrator. We strongly recommend all customers to purchase a sufficient amount of travel insurance for own protection.

14. 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



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