

※The Japanese version of the 「Conditions of Contract for Customized Package Tour Transactions」 has legal force and effect, and this translation is merely provided as reference materials to assist in understanding the Japanese version.

## Conditions of Contract for Customized Package Tour Transactions

This document serves as the explanation of transaction conditions prescribed in Article 12-4 of the Travel Agency Act, and, upon the formation of a travel contract, constitutes part of the contract document prescribed in Article 12-5 of the same Act.

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### 1. Customized Package Tour Contract

A “Customized Package Tour Contract” (hereinafter referred to as the “Contract”) means a travel contract under which **Funstride Co., Ltd.** (203-1 Nakajima, Suruga-ku, Shizuoka City, Shizuoka Prefecture, Dai-Nishoeibiru 3F-G), at the request of the customer, formulates a travel plan specifying the destination and itinerary of the tour, the details of transportation and other travel services to be provided to the customer, and the amount of the tour price to be paid by the customer, and conducts the tour in accordance with such plan.

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### 2. Application for the Contract

1. A customer who wishes to apply for a contract based on the contents of the travel plan delivered by the Company shall complete the prescribed application form with the required information and submit it to the Company together with the application deposit in the amount specified separately by the Company.
2. A customer who intends to conclude a communication contract with the Company shall, notwithstanding the preceding paragraph, notify the Company of his/her membership number.
3. Where an application for a tour is made by a person acting as the contract representative of a group, the Company shall deem that such representative has full authority to act on behalf of all group members with respect to the conclusion and cancellation of the contract.
4. The contract representative shall submit a list of all group members to the Company by the date designated by the Company.
5. The Company shall not be responsible for any obligations or liabilities that the contract representative has or is expected to have toward the group members.
6. If the contract representative does not accompany the group during the tour, the Company shall, after the commencement of the tour, deem a group member designated in advance by the contract representative to be the contract

representative.

7. Customers requiring special consideration—such as those with health conditions, those using wheelchairs or assistive devices, persons with physical or mental disabilities, food or animal allergies, pregnant persons or those who may be pregnant, or those accompanied by service dogs (guide dogs, hearing dogs, or assistance dogs)—must notify the Company at the time of application. (If such conditions arise after the contract is formed, customers must notify the Company immediately.) Customers shall specify the necessary measures during the tour. The Company shall respond within a reasonable and feasible scope. Costs incurred for special arrangements shall, in principle, be borne by the customer.

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### **3. Refusal to Conclude the Contract**

The Company may refuse to conclude a Customized Package Tour Contract in the following cases:

1. When operational circumstances of the Company so require.
2. When a communication contract is to be concluded and payment of all or part of the tour price cannot be made under the affiliated credit card company's terms due to invalidity of the customer's credit card.
3. When the customer is likely to inconvenience other customers or disrupt the smooth operation of group travel.
4. When the customer is identified as an organized crime group member or related entity.
5. When the customer engages in violent, unreasonable, or threatening conduct toward the Company.
6. When the customer spreads false information or otherwise interferes with the Company's operations or credibility.

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### **4. Time of Contract Formation**

1. The Contract shall be formed when the Company accepts the application and receives the application deposit.
2. The Company may accept an application without receiving a deposit by special written agreement, in which case the Contract shall be formed upon delivery of such written agreement.
3. The application deposit shall be applied toward the tour price, cancellation charges, or other payments due to the Company.
4. A communication contract shall be formed when the Company dispatches notice of

acceptance, or when an electronic acceptance notice reaches the customer.

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## **5. Delivery of Contract Documents**

1. The Company shall promptly deliver to the customer a contract document stating the itinerary, travel services, tour price, other travel conditions, and matters relating to the Company's responsibility.
2. The scope of travel services for which the Company assumes arrangement and itinerary management responsibility shall be as stated in the contract document.

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## **6. Final Itinerary**

1. If final details cannot be stated in the contract document, the Company shall list planned accommodations and major transportation providers and later deliver a final itinerary by the date specified therein.
2. Upon inquiry, the Company shall provide prompt and appropriate responses even before issuance of the final itinerary.
3. The scope of services under the Company's responsibility shall be limited to those specified in the final itinerary.

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## **7. Payment and Changes to Tour Price**

1. The tour price shall be stated in the travel plan document and must be paid by the date designated by the Company prior to departure.
2. If applicable fares or charges are significantly revised due to extraordinary economic changes, the tour price may be adjusted accordingly. Customers may cancel without charge if notified at least 15 days prior to departure.
3. Where tour prices vary by the number of participants, the Company may adjust the tour price if the number changes for reasons not attributable to the Company.

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## **8. Changes to Contract Content**

1. The Company shall endeavor to accommodate customer requests for changes and may adjust the tour price accordingly.
2. The Company may change the itinerary or services when unavoidable due to force majeure or other uncontrollable reasons, with explanation provided promptly.

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## **9. Transfer of Contract**

1. Customers may transfer their contractual position to a third party with the Company's consent.

2. Requests for transfer must be submitted in writing with the prescribed fee.
3. Upon approval, the transferee shall assume all rights and obligations under the Contract.

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## **10. Cancellation by the Customer**

Customers may cancel subject to planning fees or cancellation charges, except in cases of significant changes, price increases, force majeure, failure to deliver final documents, or inability to receive services not attributable to the customer, in which case cancellation without charge is permitted and refunds shall be made accordingly.

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## **11. Cancellation by the Company**

The Company may cancel the Contract before or after commencement under circumstances prescribed in the Standard Travel Agency Terms and Conditions, with refunds made after deduction of unavoidable expenses where applicable.

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## **12. Tour Conductor Services**

1. Upon request, the Company may provide tour conductor services, the costs of which are included in the tour price.
2. The tour conductor's duties are limited to ensuring safe and smooth operation of the tour.

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## **13. Responsibility of the Company**

The Company shall compensate for damages caused by its willful misconduct or negligence, subject to statutory limits and notification requirements.

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## **14. Special Compensation**

Compensation shall be paid in accordance with the Special Compensation Rules of the Travel Agency Terms and Conditions for accidental injury, death, or baggage damage during the tour.

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## **15. Itinerary Guarantee**

The Company shall pay itinerary change compensation in accordance with the Standard Travel Agency Terms and Conditions, subject to specified exclusions and limits.

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## **16. Responsibility of the Customer**

Customers shall be liable for damages caused by their willful misconduct or negligence and

shall endeavor to understand contract terms and promptly notify discrepancies during the tour.

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### **17. Shopping Information**

Customers may be guided to souvenir shops for convenience. Purchases are made at the customer's own responsibility.

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### **18. Reporting of Accidents**

Any accident during the tour must be reported immediately to the contact provided in the final itinerary.

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### **19. Handling of Personal Information**

The Company shall use personal information only for communication, travel arrangements, service provision, and related procedures, and may provide necessary data to service providers and souvenir shops unless the customer requests otherwise.