

Terms of Travel (Arranged Domestic Tour Involving only Accommodation Reservation Services)

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This "Terms of Travel" (hereinafter referred to as "Statement") is a statement describing the terms of a transaction as stipulated in Article 12-4 of the Travel Agency Act (hereinafter referred to as "Act") and shall become a part of the contract documents as stipulated in Article 12-5 of the Act in the event an arranged tour contract for domestic travel (as defined in Article 2 Paragraph 2 of Standard Terms and Conditions of Travel Contracts) is concluded with respect to accommodation reservation services only.

The terms defined in Standard Terms and Conditions of Travel Contracts for Arranged Tours (hereinafter referred to as "the Standard T&C") shall be used, as defined, in this Statement.

Article 1 (Arranged Tour Contract)

1. Tours subject to this Statement shall be stays at domestic accommodation facilities, which are arranged by Rakuten, Inc. (hereinafter referred to as "Company") as an intermediary on behalf of travelers.
2. A "Tour Contract" as stated in this Statement shall mean a contract under which the Company, commissioned by a traveler, undertakes to make arrangements so that the traveler can receive the accommodation services (including other services incidental thereto) provided by accommodation facilities by acting as an intermediary on behalf of the travelers.
3. The contents, terms and conditions of a Tour Contract shall be governed by this Statement and the Standard T&C.

Article 2 (Application for Tour and Timing of Conclusion of Contract)

1. A traveler seeking to conclude a Tour Contract with the Company shall apply for a reservation in accordance with one of the following methods without the need to pay an application fee:

- (1) enter a request online via Rakuten Travel, an internet travel reservation site operated by the Company (hereinafter referred to as "Website"), in accordance with the method prescribed by the Company; or
 - (2) call the Accommodation Reservation Center (this option is available only when the method of payment for the Travel Fee is direct payment to the accommodation facility as stipulated in Item 1 of Article 5 Paragraph 2 hereof).
2. The timing of the conclusion of a Tour Contract shall be as follows:
 - (1) In cases where a traveler applies for reservation via the Website, the Tour Contract shall be deemed to have been concluded when the traveler applies for a reservation after agreeing to the contents of the Tour Contract and the terms and conditions of the tour, which are set forth in this Statement and the page on the Website displaying the details of the reservation (hereinafter referred to as "Reservation Details Page"), and the Company accepts said application for reservation. Upon acceptance of said application, the Company shall immediately display on the Website the fact that the reservation has been finalized.
 - (2) In cases where a traveler applies for a reservation with the Accommodation Reservation Center, the Tour Contract shall be deemed to have been concluded when the Company orally accepts the relevant application for reservation. However, the traveler may cancel the Tour Contract should it become evident from the document delivered pursuant to Article 4 Paragraph 2 hereof that there is an error in the contents of the contract.

Article 3 (Conditions of Application)

1. The Company shall display the following information on the Reservation Details Page, and said information shall be deemed to constitute a part of this Statement:
 - (1) description of the accommodation facility and the accommodation services;
 - (2) itinerary;
 - (3) Travel Fee and other expenses normally required for an accommodation;
 - (4) cancellation fee and/or modification fee charged by the accommodation facility and other terms and conditions for modifying or cancelling the Tour Contract;
 - (5) warnings and cautionary notes, if any, on ensuring safety or on hygiene at the travel destination; and
 - (6) any other terms and conditions of travel.
2. A traveler shall apply for a tour after confirming and agreeing to the information displayed pursuant to the preceding Paragraph 1, this Statement, the Standard T&C, and the separately stipulated Terms and Conditions of Rakuten Travel.

3. Following the conclusion of a Tour Contract, the Company shall display the information listed under Paragraph 1 above on the web page for confirmation of reservation details by the traveler (hereinafter referred to as the "Reservation Confirmation Page").

Article 4 (Delivery of Document on Transaction Terms and Conditions and Contract Document)

1. The Company shall post the matters set forth in this Statement (including the information listed in Article 3 Paragraph 1 hereof, which information is indicated on the Reservation Details Page and the Reservation Confirmation Page; the same shall apply in the following paragraph) on the Website in lieu of delivering a document containing said information, and the traveler shall peruse the information without fail when applying. The traveler consents to being notified by the Company of the contract details in accordance with the method described above.
2. In cases where the traveler applies for a reservation via the Accommodation Reservation Center, a document containing the matters set forth in this Statement shall be mailed, faxed or otherwise delivered to the traveler; provided, however, that the foregoing shall not apply in the event the traveler indicates that there is no need for delivery of the document.

Article 5 (Payment of Tour Fee)

1. Travel Fee shall mean the accommodation fee required for the accommodation services arranged by the Company and other fees paid to the accommodation facility (hereinafter referred to as "Accommodation Fee"; it normally includes service fees and consumption taxes) and the prescribed travel business handling fee of the Company (excluding fees for reservation modification or cancellation procedures).
2. The Accommodation Fee relating to a tour under this Statement shall be paid in accordance with the method selected by the traveler from among the following methods displayed on the Reservation Details Page as an available payment option:
 - (1) direct payment by the traveler to the accommodation facility at the time of lodging;
 - (2) payment to the Company with a credit card based on a Communications Contract stipulated in Article 6 hereof; or
 - (3) any other method stipulated on the Reservation Details Page, if any.

Article 6 (Communications Contract)

1. "Communications Contract" shall mean a Tour Contract that is concluded between the Company (or an agent making arrangements on behalf of the Company pursuant to

Article 4 of the Standard T&C; the same shall apply hereinafter in this Article 6) and a card member of a credit card company affiliated with the Company, including any credit card company affiliated with the Company through a credit card settlement agency that has a contract with the Company, (hereinafter referred to as a "Member") upon receipt of an online application for a tour, provided that the payment for Travel Fees and other charges will be made by means of the Member's credit card without the Member's signature on the prescribed payment slip.

2. In addition to terms and conditions of a regular Tour Contract, the following terms and conditions shall also apply to a Communications Contract.
 - (1) A Member shall, at the time of application, notify the Company of the card name, membership number, and the expiration date in accordance with the method prescribed by the Company.
 - (2) The day on which a Member or the Company is to perform its obligation to pay or refund the Travel Fee and/or other charges pursuant to a Communications Contract (Card Use Day) shall be as follows:
 - [1] for a Travel Fee to be paid by the Member, the day the relevant contract is concluded;
 - [2] for additional expenses to be paid by the Member, the day the Company notifies the Member of the amount to be paid; and
 - [3] for a refund to be paid by the Company, the day the Company notifies the Member of the amount to be refunded.
 - (3) The Company may refuse to conclude a Communications Contract in the event a traveler's payment obligations cannot be settled with the traveler's credit card.

Article 7 (Modification of Tour Contract)

1. Should a traveler request a change in the itinerary, the contents of the accommodation services, or any other details of a Tour Contract, the Company shall comply with such request to the extent reasonably possible.
2. A traveler requesting a change referred to in the preceding Paragraph 1 shall make a modification request on the "Confirmation, Modification, Cancellation" page of the Website. However, in cases where it is not possible to make the necessary changes on said page, the traveler shall contact the relevant accommodation facility directly.
3. A traveler shall pay a modification fee, penalty and/or any other charge incurred due to modification of the tour content referred to in Paragraph 1 above in accordance with the cancellation policy indicated on the Reservation Details Page (hereinafter referred to as "Cancellation Policy"). Although the Cancellation Policy is based on the

accommodation terms and conditions of the relevant accommodation facility as a general rule, there are cases where it is different from said terms and conditions due to a special agreement with the accommodation facility. In such cases, the Cancellation Policy shall prevail over the terms and conditions of the accommodation facility.

4. The traveler shall be responsible for the increase or decrease in the Accommodation Fee attributable to the modification of a Tour Contract referred to in Paragraph 1 above.
5. When making a modification referred to in Paragraph 1 above, the traveler shall pay the fee for reservation modification procedures as a travel business handling fee prescribed by the Company.

Article 8 (Voluntary Cancellation of Tour Contract by Traveler)

1. A traveler may cancel a Tour Contract in whole or in part at any time.
2. When cancelling a Tour Contract as referred to in the preceding Paragraph 1, a traveler shall make a cancellation request on the "Confirmation, Modification, Cancellation" page of the Website. However, in cases where it is not possible to make the necessary changes on said page, the traveler shall contact the relevant accommodation facility directly.
3. A traveler shall pay a cancellation fee, penalty and/or any other charge incurred due to cancellation of a Tour Contract referred to in Paragraph 1 above in accordance with the Cancellation Policy. The same shall apply for "no-shows", that is the case a traveler fails to cancel in advance and to arrive and lodge at accommodation facility. Although the Cancellation Policy is based on the accommodation terms and conditions of the relevant accommodation facility as a general rule, there are cases where it is different from said terms and conditions due to a special agreement with the accommodation facility. In such cases, the Cancellation Policy shall prevail over the terms and conditions of the accommodation facility.
4. When cancelling a Tour Contract as referred to in Paragraph 1 above, the traveler shall pay the fee for reservation cancellation procedures as a travel business handling fee prescribed by the Company.

Article 9 (Cancellation of Tour Contract for Reasons Attributable to Company)

A traveler may cancel a Tour Contract in the event the arrangement for accommodation services is rendered impossible for reasons attributable to the Company.

Article 10 (Responsibility of Company)

1. The scope of the Company's responsibility is limited to the service arrangement activities set forth in Article 1 Paragraph 2 hereof, unless otherwise stipulated.
2. Should the Company or an arrangement agent of the Company causes damages to a traveler by intent or neglect in the course of performance of the Tour Contract, the Company shall compensate the traveler for such damages; provided, however, that the foregoing shall apply only if the Company is notified within two (2) years of the day following the date of the occurrence of such damages.
3. The Company shall not be liable for damages incurred by a traveler due to a natural disaster, a war, a riot, suspension of the provision of accommodation services, cancellation of reservation due to overbooking by the accommodation facility, an order of a government or any other public office, or any other cause beyond the control of the Company or an arrangement agent of the Company.
4. Notwithstanding the provisions of Paragraph 2 above, the Company shall compensate for damages, referred to in said Paragraph 2, relating to baggage in an amount not to exceed one hundred fifty thousand yen (JPY150,000) per traveler (unless such damages are caused by intent or grave negligence on the part of the Company), provided that the Company is notified of the damages within fourteen (14) days of the day following the date of the occurrence of such damages.

Article 11 (Responsibility of traveler)

1. Should a traveler cause damages to the Company by intent or negligence or through a conduct constituting violation of a law, a regulation, public order or morality, the Company may claim full compensation for such damages from the traveler.
2. When concluding a Tour Contract, a traveler must endeavor to understand his/her rights, obligations and other terms and conditions of the Tour Contract, making effective use of the information provided by the Company.
3. In order to ensure smooth receipt of the accommodation services as posted on the Website pursuant to Article 4 Paragraph 1 hereof or set forth in the document referred to in Paragraph 2 of the same Article 4 (hereinafter collectively referred to as "Contract Document" in this Article 11), a traveler must promptly notify the Company, an arrangement agent of the Company or the relevant accommodation facility in the event the traveler recognizes that accommodation services different from those described in the Contract Document have been provided.

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Sales Office in Charge

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(The above-named individuals will provide explanations upon request from travelers.)