

General Travel Conditions

1. Scope of Application

These General Travel Conditions apply to travel products, inspections, training programs, cultural and tourism content, experience programs, and other travel services planned, implemented, or arranged by SERIKA TOURISM Co., Ltd. (the "Company").

If individual travel product pages, proposals, quotations, contract documents, final itineraries, or other conditions presented by the Company provide otherwise, such individual conditions shall prevail.

Matters not specified in these General Travel Conditions shall be governed by the Company's General Conditions of Travel Agency Business, the Standard General Conditions of Travel Agency Business, the Travel Agency Act, and other applicable laws and regulations.

2. Types of Travel Contracts

The travel contracts handled by the Company mainly include the following:

1. Package Tour Contract;
2. Custom-Order Package Tour Contract;
3. Arranged Travel Contract;
4. Travel Document Procedure Agency Contract;
5. Travel Consultation Contract.

The type of travel contract will be indicated on each travel product page, proposal, quotation, contract document, or other document or electronic method presented by the Company.

3. Travel Planning and Implementation Entity

For travel products for which the Company is indicated as the travel planning and implementation entity, the counterparty to the travel contract shall be SERIKA TOURISM Co., Ltd.

Travel products sold by the Company may involve planning cooperation, supervision, content provision, or local operation cooperation by third-party corporations, organizations, facilities, experts, or other parties. Even in such cases, unless otherwise expressly indicated, the counterparty to the travel contract and the travel planning and implementation entity under the Travel Agency Act shall be the Company.

4. Application

Customers shall apply for travel contracts by the Company's prescribed application form, application document, email, or other method designated by the Company.

When applying, customers shall confirm and agree to the travel conditions, General Conditions of Travel Agency Business, Privacy Policy, Specified Commercial Transactions Act Notice, Travel Service Handling Fee Schedule, and other conditions presented by the Company.

5. Formation of Contract

The travel contract shall be formed when the Company accepts the conclusion of the contract and receives the prescribed application deposit or travel price, or when the Company notifies the customer of contract formation by a method separately specified by the Company.

The timing of contract formation may vary depending on the type of travel contract, application method, payment method, and other conditions.

6. Travel Price

The travel price shall be indicated on each travel product page, proposal, quotation, invoice, or other document or electronic method presented by the Company.

The travel price includes the costs included in the services expressly stated for each travel product. Costs not included in the travel price shall be indicated on each travel product page, proposal, quotation, travel conditions, or other relevant document.

7. Costs Not Included in the Travel Price

The following costs may not be included in the travel price:

1. Transportation costs to the meeting place and from the disbanding place;
2. Personal expenses;
3. Additional meals and beverages, laundry, communication costs, tips, and similar costs;
4. Passport, visa, and immigration-related costs;
5. Optional travel insurance premiums;
6. Airport taxes, departure taxes, entry taxes, fuel surcharges, aviation insurance fees, international tourist taxes, and other public charges;
7. Local transportation costs, facility use fees, admission fees, guide fees, interpreter fees, expert honoraria, and similar costs not included in the travel price;
8. Cancellation fees, change fees, refund handling fees, actual costs, and other costs associated with changes or cancellation of the travel contract;
9. Other costs indicated on each travel product page, proposal, quotation, or similar document.

8. Payment Method and Deadline

Travel prices, application deposits, balances, additional charges, and other fees shall be paid by bank transfer, credit card payment, or other method designated by the Company.

Payment deadlines shall be indicated on each travel product page, proposal, quotation, invoice, or other document or electronic method presented by the Company.

9. Cancellation and Changes

If a customer wishes to cancel or change a travel contract for the customer's own convenience, the customer shall notify the Company by the method prescribed by the Company.

Cancellation fees, change fees, refunds, settlement of actual costs, and other matters shall be governed by the type of travel contract, the number of days before the travel start date, the conditions of transportation, accommodation, facility use, guides, interpreters, experts, planning collaborators, and other arrangements already made, the Company's General Conditions of Travel Agency Business, the Standard General Conditions of Travel Agency Business, contract documents, each travel product page, and other conditions presented by the Company.

Costs already arranged or paid, non-cancellable or non-refundable costs, and cancellation fees, change fees, penalties, and similar charges imposed by partners, facilities, experts, transportation providers, accommodation facilities, and other related parties may not be refundable.

10. Cancellation or Changes by the Company

The Company may cancel the travel contract or change the travel content in accordance with the General Conditions of Travel Agency Business, travel conditions, contract documents, and other conditions presented by the Company.

Changes, suspension, cancellation, additional costs, or other matters may arise due to weather, disasters, delays or suspension of transportation, facility closures, local conditions, infectious diseases, war, riots, orders of public authorities, immigration restrictions, circumstances of partners, facilities, experts, or other matters beyond the Company's control.

11. Customers Requiring Special Consideration

Customers who require special consideration due to health conditions, food allergies, physical considerations, religious or cultural considerations, pregnancy, disability, illness, age, or other circumstances shall inform the Company at the time of application.

The Company will endeavor to respond to such requests to the extent possible and reasonable, but may not be able to meet requests depending on the travel content, facilities, transportation, local conditions, and other circumstances.

12. Safety Management and Insurance

The Company endeavors to implement travel safely and smoothly.

However, customers are encouraged to obtain travel insurance at their own responsibility to prepare for accidents, illness, theft, loss, damage, and similar risks during travel.

The Company strongly recommends travel insurance for overseas travel, inspections, training programs, special experiences, nature experiences, night travel, exclusive use, non-public facility use, and similar travel.

13. Tour Conductors and Local Staff

The presence or absence of a tour conductor, travel manager, local staff, guide, interpreter, or similar personnel shall be indicated on each travel product page, proposal, quotation, contract document, final itinerary, or similar document.

14. Exclusion of Anti-Social Forces

If a customer is found or deemed by the Company to be a member of an organized crime group, an organized crime group member, a related party of an organized crime group, or any other anti-social force, or to be involved with anti-social forces, the Company may refuse the application or cancel the travel contract.

In such cases, cancellation fees, actual costs, damages, and other matters shall be handled in accordance with the Company's General Conditions of Travel Agency Business, travel conditions, contract documents, and other conditions presented by the Company.

15. Handling of Personal Information

The Company handles customers' personal information to the extent necessary for the provision, arrangement, operation, safety management, emergency response, and communication and coordination with business partners, planning collaborators, supervisors, content providers, local operation partners, and other related parties.

Please refer to the Company's Privacy Policy for details regarding the handling of personal information.

16. Miscellaneous

Matters not specified in these General Travel Conditions shall be governed by the Company's General Conditions of Travel Agency Business, the Standard General Conditions of Travel Agency Business, the Travel Agency Act, and other applicable laws and regulations.

Established: May 21, 2026

SERIKA TOURISM Co., Ltd.

Representative Director: Chinatsu Jingu