

## Terms and Conditions for Arranged Tour Contract HANDS ON JAPAN Ltd.

This outline of tour conditions forms part of the documents as stated in Article 12-4 and 12-5 of the Travel Agency Law.

1. Arranged Tour Contract (1) This travel is arranged by Hands On Japan Ltd. (hereinafter referred as HOJ) and the Client shall enter into an "Arranged Tour Contract" with HOJ. (2) HOJ, commissioned by the Client, undertakes to make arrangements for transportation, accommodation and other services for travel provided by transportation/accommodation suppliers (hereinafter referred to as "Travel Services") by acting as a representative, as an intermediary, as an agent. (3) The Client must pay to HOJ Fare including prices which HOJ pays to transportation/accommodation suppliers etc., such as a train fare, accommodation charges, etc., and travel handling fees.

2. Application (1) The Client must provide information as required by HOJ by submitting the application form or by sending such information by telephone, e-mail, facsimile and other means of communication. (2) At the timing of application, the Client must submit upfront payment, the amount of which shall be specified by HOJ, or the whole amount of Travel Fare. The upfront payment will be treated as part of the Travel Fare, the cancellation fee or other money which the Client should pay to the HOJ.

3. Special Conditions for Correspondence Contract (1) When we receive an application from a credit cardholder of a credit company we deal with, based on the conditions that HOJ receives payment without the signature of the member (hereinafter referred to as a correspondence contract), HOJ may enter into a contract in accordance with an application made by telephone, e-mail, facsimile, or any other means of communication. HOJ may not enter into such contracts for some business reasons such as when HOJ does not deal with the credit card company. (2) At the time of application, the Client shall provide necessary information such as card number, card expiration date and so forth. (3) A Correspondence Contract enters into effect when HOJ has sent a notice of accepting the application by telephone or mail, or when such notice has reached the Client in case of notifying by e-mail or facsimile or the other forms of communications. (4) If the Client would like to pay by credit card but is unable to settle part or all of his/her payment by the credit card, HOJ shall not accept an application.

4. Special Conditions of Applications (1) A Client under 20 years of age and traveling alone shall provide HOJ with written consent of his/her guardian. (2) A Client who requires special attention from HOJ if the Client has health problems, is pregnant or is physically challenged and so forth, shall advise HOJ of the special requests when applying. HOJ shall endeavor to meet such requests to the extent deemed feasible and reasonable; however, they cannot be guaranteed. In such cases, additional expenses needed to comply with the Client's requests shall be borne by the Client. (3) HOJ reserves the right to decline application for the travel for other operational reasons.

5. Time of Entry into Effect of a Contract (1) An Arranged Tour Contract enters into effect when HOJ has agreed to conclude it and has received the payment in part or in whole. (2) Notwithstanding the provisions of the preceding Paragraph, a Communications Contract enters into effect according to the Article 3 (3).

6. Contract Document Promptly after an Arranged Tour Contract has come into effect, HOJ shall provide document confirming the contents of Travel Services.

7. Change in Contract Contents When the Client requests HOJ to change the contents of Travel Services of the Arranged Tour Contract, HOJ will try to meet the Client's request to the reasonably practical extent. In this case, the Client shall bear a cancellation fee or a amendment fee or any other penalty to be paid to the third party including transportation/accommodation facilities, as well as handling charge as specified by HOJ.

8. Cancellation (1) Voluntary Cancellation by the Client The Client may cancel the Arranged Tour Contract in whole or in part at any time by paying cancellation charges as specified by HOJ. Cancellation charges consists of i) the charges concerning services already provided, ii) charges which must be paid to transportation/accommodation facilities, etc., as the cancellation fee, the penalty, etc., for the Travel Services not yet received, iii) costs required for procedures for making a cancellation.

(2) Cancellation Due to a Cause Attributable to the Client HOJ reserves the right to cancel the Arranged Tour Contract in any of the following cases: i) If the Client has not paid the Travel Fee by the prescribed date; ii) If the Client, who would like to pay by credit card, has become unable to settle the payment by the credit card. In these cases, the Client must bear cancellation charges.

(3) Cancellation Due To a Cause Attributable to HOJ The Client may cancel the Arranged Tour Contract if it has become impossible to make arrangements for Travel Services due to causes attributable to HOJ. In this case, HOJ shall refund the Client the Travel Fee already received, excluding the cost which has already been paid, or which must be paid in the future, to transportation/accommodation facilities, etc., as a consideration for the Travel Services already received by the Client.

9. Travel Fees When tour costs (transportation, hotels etc.) have risen, HOJ reserves the right to revise the tour fare accordingly.

10. Handling Fees HOJ may request handling fees below. (1) Booking of transportation and accommodation facilities Up to 20% of travel costs (2) Amending reservations Up to @1,050yen per change (transportation, accommodation and other facilities ) in addition to the charges or penalties which suppliers charge to HOJ (3) Cancelling reservations Up to @1,050 yen per cancellation in addition to the charges or penalties which suppliers charge to HOJ.

11. HOJ's Responsibility and Exemptions (1) When HOJ has made arrangements with good faith to fulfill the customer's requests for arrangement, the HOJ's obligations under an Arranged Tour Contract shall be deemed as being fulfilled. Thus, failing to make booking due to lack of vacancies or to meet the customer's requests, etc. does not constitute any liability of HOJ as long as HOJ performed its obligations in a proper manner. (2) In performing its obligations, should MTJ cause damage to the Client through willful negligence or fault, HOJ shall be liable for such damages. However, this only applies if the damage is reported within 2 years from the day following the occurrence of the damage. (3) HOJ is not liable for any negligent or willful act of suppliers of accommodations/transportations or the other services, since they are independent contractors and are not agents or employees of HOJ. (4) HOJ shall compensate for damage to baggage if the damage is caused by HOJ's negligence or fault, provided that said damage is reported within 14 days from the day after the occurrence, up to a maximum of 150,000 yen per person. Not applicable when damage is caused intentionally by HOJ or through gross negligence. (5) HOJ shall not be liable for Client's damages due to such reasons as natural disaster, war, disturbances, accident, fire, acts of government, and alteration or cancellation of tour itinerary due to such causes, accidents occurring during clients' free activities, food poisoning, theft, delays, and any cause beyond the control of HOJ and/or agents in charge of tour arrangements.

12. Liability of Client HOJ shall require the client to indemnify HOJ for losses caused by a Client's willful negligence or fault.

13. Travel Advisories and warnings (1) It is the responsibility of the Client to make necessary preparations including, but not limited to, passport, Visa and other requirement. (2) Travel insurance is strongly recommended.

14. Use of personal information We collect the personal information only in compliance with relevant regulations and guidelines. We use personal information collected from customers as reasonably required to contact customers as well as to provide travel related services such as reservations of transportation and accommodations.

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