

PEX dynamic package bintan ferry package terms & conditions

1. Nature of These Tour Terms and Conditions

These Tour Terms and Conditions, together with the brochures, form part of the written explanations of the terms and conditions of transactions described in Article 12-4 of the Travel Agency Act and of contract documents described in Article 12-5 of the same Act.

2. Package Tour Contract

- (1) This tour is planned and operated by Club Med ("we" or "us") (travel agency business registered with the Commissioner of the Japan Tourism Agency (Registration No. 536)), and any participants joining this tour need to enter into a package tour contract ("Tour Contract") with us. The Tour Contract includes tour routes that use airline tickets that apply individual inclusive tour fares set by airlines (fares might change depending on the date of application or the seat availability of your flight) ("Dynamic Airline Pricing-Type Plans").
- (2) We will arrange and manage the tour itinerary so that you will be able to receive transportation, accommodation, and other tour-related services ("Tour Services") in accordance with the tour itinerary created by us.
- (3) The contents and terms and conditions of the Tour Contract will be subject to our brochures or website (collectively, "Brochures"), these Tour Terms and Conditions, a finalized document handed to you before departure called "Final Itinerary" ("Final Itinerary"), and our travel agency's Terms and Conditions (Package Tour Contract Section) ("Our Terms and Conditions").

3. Application for Tours

- (1) You can apply at our office or one of our agents' offices ("Our Office") by providing us with the necessary information and paying the application deposit specified in our website or brochures. For operational reasons, we may ask you to enter the necessary information on a dedicated document or screen. If you choose to apply online, you can do so by entering the information on our website as instructed and paying the following application deposit by credit card through our website. The application deposit will be treated as part of the tour price when you pay it.
- (2) Our Office can receive reservations for Tour Contracts via telephone, the Internet and/or other means of communication. In these cases, you will not have entered into a Tour Contract at the time you make a reservation, and you will need to pay the application deposit on the day on which Our Office notifies you that we have accepted your reservation. If you fail to pay the application deposit within that day, Our Office will treat your reservation as not having been made.

Application deposit

Tour price	Application deposit (per person)	
	On or after the 60th day prior to the date preceding the departure date	On or before the 61st day prior to the date preceding the departure date
500,000 yen or more	From 100,000 yen up to the tour price	From 100,000 yen up to 20% of the tour price
300,000 yen or more and less than 500,000 yen	From 50,000 yen up to the tour price	From 50,000 yen up to 20% of the tour price
150,000 yen or more and less than 300,000 yen	From 30,000 yen up to the tour price	From 30,000 yen up to 20% of the tour price
100,000 yen or more and less than 150,000 yen	From 20,000 yen up to the tour price	From 20,000 yen up to 20% of the tour price
Less than 100,000 yen	20%–100% of the tour price	20% of the tour price

- (3) Club Med offers members-only resorts.

You need to register as a member before booking a tour. You need to provide your full name (as stated on your passport), date of birth, address, telephone number, and email address. Please make sure you have received your membership number stated on your Membership Voucher, which will be sent to you after booking.

No registration fee or annual fee is required.

- (4) You need to apply for your tour at least ten (10) days before departure, as a general rule

4. Contract for Organizations and Groups

- (1) If a person representing multiple travelers that make up an organization or a group applies for a tour as the person responsible for the contract, Our Office will consider that person to have all authority to represent such travelers with respect to the processing and any cancellation, etc., of the contract.
- (2) The person in charge of the contract needs to submit a list of travelers to Our Office by a date designated by us.
- (3) Our Office assumes no responsibility or liability for any debts or obligations that the person in charge of the contract actually assumes or is expected to assume in the future toward other members of the relevant organization or group. If the person in charge of the contract does not accompany the organization or group, a traveler appointed by that person in advance will be considered to be the person in charge of the contract after the start of the tour.

5. Terms and Conditions of Application

- (1) If you are under twenty (20) years old, you need to obtain written consent from a person who has parental authority over you. If you are under fifteen (15) years old, or if you are a junior high school student or younger, you must be accompanied by a guardian.
 - (2) If any of the following apply to you, please advise us at the time of application that you require special attention to join the tour.
 - You have an illness.
 - You use a wheelchair or similar equipment.
 - You have a mental or physical disability.
 - You have allergies.
 - You are or think you may be pregnant.
 - You have a service dog (guide dogs, hearing dogs, or mobility assistance dogs) with you, or need other special attention.
- Likewise, please advise us immediately if you come to require special attention after you enter into your Tour Contract. Please provide us with specific details of the measures you require during your tour when we contact you separately. We will accommodate your requests to a feasible and reasonable extent. In doing so, we may ask about your condition and the measures you require, or ask you to submit a document containing such information.

For the safe and smooth running of tours, we may require that you be accompanied by a caregiver or companion, submit a medical certificate or change portions of the tour route, or we may set other conditions. If we cannot provide the measures you have requested, we may decline your application for the Tour Contract or terminate the Tour Contract.

- (3) As a general rule, you will have to pay for any costs required for any special measures that we put in place for you at your request.
- (4) When a tour has special conditions for participation and your sex, age, qualifications, skills, or other conditions do not meet the conditions designated by us, we may refuse your participation.
- (5) In the case mentioned in paragraph (1), (2), (3) or (4) of this Article, if we decide to decline your application or set conditions for participation (including, but not limited to, accompaniment of companions), we will notify you within one (1) week after the date of your application in the case of

paragraph (1) or (4), or within one (1) week after the date of your request in the case of paragraph (2) or (3), as a general rule.

- (6) If, during the tour, we determine that you need a medical diagnosis or treatment by a doctor due to an illness or injury or for other reasons, we will take the measures necessary to ensure the smooth operation of the tour, and you will be required to pay for any and all costs required for such measures.
- (7) Activities of your own preference that are independent of the tour will not be permitted as a general rule. However, depending on the tour route, we may accept such activities under separate terms and conditions.
- (8) If we determine that you are likely to bother other participants or to interfere with the smooth running of group activities, we may decline your application.
- (9) If you are found to be a member or a quasi-member of an organized crime group, a person or company affiliated with an organized crime group, a corporate racketeer or other antisocial force, we may refuse your participation.
- (10) If you make demands violently, make unreasonable demands, use intimidation or violence in connection with your business with us, or engage in any equivalent acts, we may refuse your participation.
- (11) If you harm our reputation or obstruct our business by spreading rumors or using fraud or force, or if you engage in any acts equivalent to the above, we may refuse your participation.
- (12) You can apply for and participate in our tours only if you reside in Japan.
- (13) We may decline your application for other operational reasons.

6. Entering into the Contract

- (1) A Tour Contract will be entered into when Our Office receives your application deposit under Article 3, paragraph (2) if you apply via telephone; or when Our Office issues a notice that it has agreed to enter into a Tour Contract with you after you have paid your application deposit if you apply via mail or fax.
- (2) Even if you apply via telephone, mail, fax, our website, or another means of communication, if the Tour Contract is entered into by correspondence, it shall be concluded in accordance with the provisions of Article 30, paragraph (3).
- (3) If you pay the tour price by transferring it into a bank account designated by us, we will consider a deposit receipt issued by the bank to be our receipt.

7. Special Provisions Regarding the Waiting List

When a Tour Contract cannot be concluded for the tour that you have applied because the seats or rooms are already fully booked or for other reasons at the time of application, if you wish, we may choose to enter into special provisions with you as described below and enter into a Tour Contract with you when we are able to do so ("Waiting List").

- (1) If you want to join the Waiting List, we will confirm how long you are willing to wait for our response ("Waiting Period") and ask you to submit an application form and pay a sum equivalent to the application deposit. At this point of time, the Tour Contract has not been entered into yet and we do not guarantee that the Tour Contract will be concluded later.
- (2) We will retain the sum of money equivalent to the application deposit mentioned in paragraph (1) above as a deposit, and when we are able to enter into a Tour Contract with you, we will notify you of our acceptance of the conclusion of the Tour Contract and use the deposit as the application deposit.
- (3) A Tour Contract will be concluded when we send you a notice of our acceptance of the conclusion of the Tour Contract under paragraph (2) above (or when the notice reaches you in the case of an electronic acceptance notice).
- (4) We will refund your deposit in full if we are not able to accept the conclusion of a Tour Contract during your Waiting Period.
- (5) If, during your Waiting Period, you notify us that you wish to withdraw from the Waiting List before we notify you of our acceptance of the conclusion of a Tour Contract, we will refund your deposit in full. In this case, we will not charge a

cancellation fee even if your notice of withdrawal from the Waiting List is made during the period for which customers are required to pay a cancellation fee.

- (6) There is no waiting list for the dynamic package.

8. Delivery of Contract Documents and Final Itinerary

- (1) Promptly after a Tour Contract is concluded, Our Office will provide you with contract documents containing the tour itinerary, a description of Tour Services, other terms and conditions of the tour, and matters regarding our responsibilities. The contract documents consist of our brochures, our website, these Tour Terms and Conditions, etc.
- (2) If we cannot provide a finalized tour itinerary or the names of transportation or accommodation providers in the contract documents mentioned in paragraph (1) of this Article, we will provide you with a document (Final Itinerary) containing the finalized tour itinerary and the names of transportation and accommodation providers by the date preceding the tour start date. If, however, you apply seven (7) days before the date preceding the tour start date or later, we may provide the finalized documents on the tour start date. Methods of delivery for the documents include mail, email and/or the Internet. If you make an inquiry before the delivery due date, we will provide information about the tour preparation status.

9. Payment of Tour Price

The tour price needs to be paid no later than on the due date designated by Our Office, which is before the twenty-first (21st) day prior to the tour start date. If you apply 21 (twenty-one) days before the date preceding the tour start date or later, the tour price needs to be paid no later than on the due date designated by Our Office, which will be before the tour start date.

10. Tour Price Payable

The term "tour price payable" refers to the "amount listed as the tour price" on tour advertisements or brochures, plus any "additional charges," minus any "discount." The total amount of the tour price payable will be used as the basis for calculating "application deposits," "cancellation fees," "penalties," and "compensation for changes."

11. Prices Included in the Tour Price

- (1) The price of accommodation as well as taxes and service charges that are clearly stated in the tour itinerary (unless otherwise clearly stated in the Brochures, it is assumed that two (2) adults will use a double room with a bathtub or shower);
- (2) Meal expenses as well as taxes and service charges that are clearly stated in the tour itinerary, as well as drinks listed in the brochures that are served as part of an all-inclusive package (not including the charges for certain types of luxury alcoholic drinks, etc.);
- (3) Sports activities clearly stated in the brochures that are offered as part of an all-inclusive package;
- (4) Fares and charges for transportation (for example airplanes, ships, and trains) that are clearly stated in the tour itinerary (there are two routes: the route for which you can choose a class, and the route with a designated class. The brochure will specify which route will apply.);
- (5) Fuel surcharges
Fuel surcharges will apply if the tour's airline charges them. In this case, however, even if the amount of the fuel surcharge changes, or even if the airlines stop charging fuel surcharges, we will not additionally charge you or give you a refund.
- (6) Domestic airport passenger facility charges;
- (7) International tourist tax
- (8) Local airport tax, etc., for airports specified in the tour itinerary (this excludes any taxes for which it is specified that the participant will bear them separately);
- (9) Charges for pick-up/drop-off buses, etc., that are included in the tour itinerary (between the place of accommodation and airports, stations, or docks; unless the tour itinerary indicates

- that those charges are to be "borne by the customer.");
- (10) Costs of sightseeing that are clearly stated in the tour itinerary (bus charges, guide fees, admission fees, etc.); and
- (11) Aircraft baggage transportation fees
Fees for transporting baggage within the free baggage allowances specified by the airlines (as free baggage allowances may vary according to airlines, cabin classes, or routes, please contact the airline you use for more information. We will carry out procedures on your behalf to deposit your baggage with the relevant transportation provider, who will transport it for you. Some of the fees may be not included in the tour price if the airline decides to charge for baggage.); and
- (12) Fees for the tour conductor if one accompanies the tour.
As a general rule, no refunds will be made for any of the above fees even if you choose not to use some of the relevant services for personal reasons.

12. Prices Not Included in the Tour Price

No prices other than those mentioned in Article 11 above are included in the tour price. The following shows some examples of prices that are not included in the tour price:

- (1) Excess baggage fees (for baggage exceeding the prescribed weight, size or quantity);
- (2) Laundry service fees, expenses for telegrams and telephone calls, tips for hotel staff, expenses for additional meals and drinks, etc., and other types of personal expenses, as well as associated taxes and service charges;
- (3) Fees related to international travel formalities (costs of revenue stamps for passport, visa fees, vaccination expenses, and fees for handling other international travel formalities);
- (4) Charges for optional tours only joined by those who wish to do so (small excursions for an extra charge);
- (5) Costs of travel between your residence in Japan and the tour departure/arrival point (such as departure/arrival airports), as well as costs of accommodation for the date preceding the tour start date or for the tour end date, etc.; and
- (6) Depending on the city you stay in, you will need to pay hotel and/or tourist tax at the tour destination separately from the tour price for your stay that we collect from you in advance. In this case, you need to pay such taxes on site when you check out.

13. Additional Charges and Discounts

- (1) The term "additional charges" mentioned in Article 10 refers to the following charges (excluding any charges that are already included in the "tour price"):
- (i) Additional charges for using a single room;
 - (ii) Additional charges for extending the period of stay at a Club Med accommodation that we call "extra night's charge" on our website or Brochures;
 - (iii) Additional charges for upgrading the room type; and
 - (iv) Additional charges required for hotels other than Club Med that we call "accommodation plans" or "day-use room plans" on our website or Brochures;
 - (v) Differences in fares due to changes of airline seat classes that we refer to as "business/first class additional charges" or other similar terms on our website or Brochures; and
 - (vi) Any other charges mentioned on our website or Brochures that have the term "additional charges" in them.
- (2) The term "discount" mentioned in Article 10 refers to any amount of money mentioned on our website or Brochures that have the term "discount" or other similar term in them.

14. International Travel Formalities

You need to handle the international travel formalities necessary for your tour, for example, passport, visas, and vaccination certificates.

15. Changes to the Contents of a Tour Contract

Even after the execution of a Tour Contract, in the event of a natural disaster, a war, a riot, the suspension of services by the transportation/accommodation providers, etc., an order by a public office, the provision of transportation services that are different from those initially planned, or other events beyond

our control, we may change the contents of the tour itinerary or the Tour Services if it is necessary to do so in order to ensure the safe and smooth running of the tour, after explaining promptly the reason why the event is beyond our control as well as the causal relationship between the event and the changes. We will, however, provide explanations after we have made changes if it cannot be avoided in the case of an emergency.

16. Changes in the Amount of Tour Price

After the execution of a Tour Contract, we will not make any changes to the tour price, additional charges, or discount except under one of the following circumstances:

- (1) If the fares or charges for transportation to be used are amended far beyond the range that is normally expected due to changes in the economic situation, etc., we will change the tour price within the scope of the amended fares or charges.
If, however, there is an increase in the tour price, we will notify you fifteen (15) days before the tour start date at the latest.
- (2) If the applicable fares or charges mentioned in paragraph (1) of this Article are reduced, we will reduce the tour price only by the amount of the reduction.
- (3) If the contents of a Tour Contract are changed and the costs required to operate the tour are reduced as a result, or if the costs required to operate the tour under the provisions of the preceding paragraph (including any cancellation fees, penalties, and other fees that have already been paid or are due to be paid for Tour Services that you do not receive because of the changes to the contents of the Tour Contract) are increased, we may change the tour price only by the difference in the amount, except for cases in which the Tour Services have been provided but changes are made to the contents of the Tour Contract because of overbooking by transportation/accommodation providers, etc., so there are insufficient seats, rooms or other facilities.
- (4) When the contract documents state that the tour price differs depending on the number of passengers or guests using the transportation or accommodation, etc., if there is a change in the number of passengers or guests due to an event not attributable to us after the conclusion of the Tour Contract, we may change the tour price according to what is written in the contract documents.

17. Change of Travelers

If something unavoidable happens, you can transfer your contractual status to another person after obtaining our consent. In this case, however, you need to fill in a prescribed form and submit it to Our Office.

In doing so, you need to pay a sum of eleven thousand yen (JPY 11,000) (including tax) per person per change as a fee for changing travelers (if an airline ticket has already been issued, we may charge separate fees to reissue the ticket).

Any transfer of your contractual status will come into effect when we give our consent, after which the person to whom your contractual status has been transferred shall succeed any and all rights and obligations related to this tour. If a transportation/accommodation provider, etc., does not accept the change of travelers, or if there are other reasons, we may decline the change of travelers.

We do not accept any change of travelers for dynamic packages. If you want to correct your name or gender, you will need to cancel the tour you have booked and make a new reservation. If you wish to change your name or gender, please cancel the tour and make a new reservation.

18. Cancellation Fees

- (1) If you wish to cancel your tour for personal reasons after the conclusion of your Tour Contract, you have to pay a cancellation fee as specified below, and any other participants in your group remaining in the tour have to pay the applicable new tour price as well as the difference between the original per-room rate and the new per-room rate applied due to a change in the number of participants.
- (2) Even if you cancel your tour for reasons related to your loans beyond our control, you have to pay a prescribed cancellation fee.
- (3) If you fail to pay your tour price by the due date, you will be deemed to have canceled your Tour Contract on the day following the due date and have to pay a penalty in the same amount as the cancellation fee.
- (4) If you, for your own reasons, change the departure date or the tour route or change part of the itinerary in relation to transportation or accommodation, your entire tour will be treated as being canceled and you will have to pay a cancellation fee.

Cancellation fees per person for Dynamic package and Bintan ferry package

Date of contract cancellation	Tour starting between April 27 and May 6, or July 20 and August 31, or December 20 and January 7	Tour starting on dates other than ones specified on the left	Tours to which PEX fares, etc., apply (Notes 1 and 2)
If you terminate the Tour Contract after you have entered into it (excluding the cases specified below)	None		Amount of cancellation fee, etc., for a flight ticket if Tour Contract is canceled
31-40 days prior to the date preceding the tour start date (inclusive)	10% of the tour price (Maximum: 100,000 yen)	None	Whichever is the larger out of the amount specified on the left or a cancellation fee, etc., for a flight ticket when Tour Contract is canceled
15-30 days prior to the date preceding the tour start date (inclusive)	The tour price is 500,000 yen or more : 100,000 yen The tour price is 300,000 yen or more and less than 500,000 yen : 50,000 yen The tour price is 150,000 yen or more and less than 300,000 yen : 30,000 yen The tour price is 100,000 yen or more and less than 150,000 yen : 20,000 yen The tour price is less than 100,000 yen : 20% of the tour price		
3-14 days prior to the date preceding the tour start date (inclusive)	20% of the tour price		
Up to 2 days prior to the tour start date	50% of the tour price		
After the start of the tour, or when you do not participate in the tour without notifying us in advance	100% of the tour price		
<p>Note 1 : PEX fares will apply regardless of the departure date if (1) the tour uses flight tickets (PEX fares, etc.) that have the same sales conditions as flight tickets that airlines, etc., sell to consumers in general through their websites, etc., when the tour departs from or arrives at Japan, and (2) the Brochures clearly states the following: the fact that the tour will use those flight tickets; the name of the relevant airline company; and cancellation fees, penalties, and refund charges that the airline specifies for those flight tickets, as well as conditions and amounts of other fees for canceling a contract of carriage by air.</p> <p>Note 2 : If the amount of a flight ticket cancellation fee is equal to the Tour Contract's cancellation fee and you wish to check the type of your issued flight ticket, please contact the Club Med contact center or the sales office.</p>			

19. Termination of a Tour Contract and Refunds before the Start of the Tour

- (1) Your right of termination and refunds
 - (i) You can terminate your Tour Contract at any time by paying the cancellation fee specified in Article 17. However, we only accept requests for contract termination during our business hours.
 - (ii) In any of the following situations, you can terminate your Tour Contract without paying any cancellation fees:
 - a. A change is made to the contents of the Tour Contract under Article 14. The change, however, must be one of the changes listed in the left-hand column of the attached table in Article 29 or an important change;
 - b. The tour price is increased under Article 15, paragraph (1);
 - c. If there is a natural disaster, a war, a riot, the suspension of services by the transportation/accommodation providers, etc., an order by a public office, or other event, and it becomes impossible or it is highly likely to become impossible to operate the tour safely and smoothly;
 - d. We are not able to deliver to you the Final Itinerary mentioned in Article 8, paragraph (2) by the date specified in Article 8, paragraph (2); or
 - e. It becomes impossible to operate the tour in accordance with the tour itinerary described in the brochures due to events attributable to us.
 - (iii) If the Tour Contract is terminated under paragraph (1), item (i) of this Article, we will refund any tour price (or application deposit) that we have already received after deducting the prescribed cancellation fee. If the amount of the cancellation fee is larger than the amount of the application deposit, you will be required to pay the difference. If the Tour Contract is terminated under paragraph (1), item (ii) of this Article, we will refund, in full, any tour price (or application deposit) that we have already received.
 - (iv) If Japan's Ministry of Foreign Affairs has issued a travel advisory for an area included in the tour itinerary that tells travelers to "cancel trips that are not necessary or urgent" or
- (2) Our right of termination and refunds
 - (i) If you fail to pay the tour price by the due date specified in Article 9, we may terminate your Tour Contract. In this case, you have to pay a penalty in the same amount as the cancellation fee specified in Article 17, paragraph (1).
 - (ii) We may terminate your Tour Contract in any of the following situations:
 - a. It is found that you do not meet the sex, age, qualifications, skills, or other tour conditions clearly designated by us in advance;
 - b. It has been determined that you are not fit for the tour because of an illness, the absence of a required caregiver, or for other reasons;
 - c. It has been determined that you are likely to cause trouble to other participants or to interfere with the smooth implementation of group activities;
 - d. You have demanded that we bear liabilities or other burdens beyond a reasonable scope in relation to the contents of your Tour Contract;
 - e. The number of tour participants has not reached the minimum number of participants specified in the brochures. In this case, we will notify you of the cancellation of the tour fifteen (15) days before the tour start date at the latest;
 - f. The required conditions to run the tour that were clearly designated by us in advance are not satisfied, or it is highly likely that the required conditions will not be satisfied, such as a lack of snowfall for ski tours;
 - g. If there is a natural disaster, a war, a riot, the suspension of services by the transportation/accommodation providers, etc., an order by a public office, or other event beyond our control, and it becomes impossible or it is highly likely to become impossible to operate the tour safely and smoothly in accordance with the tour itinerary described in the brochures; or

- h. As an example of a situation as mentioned above in "g.," if Japan's Ministry of Foreign Affairs has issued a travel advisory for an area included in the tour itinerary that tells travelers to "cancel trips that are not necessary or urgent" or a travel advisory of a higher level (however, the tour will be run if it is possible to take adequate safety measures. The cancellation fee in this case is subject to paragraph (1), item (iv) of this Article.);
- i. As an example of a situation as mentioned above in "g.," if the tour was scheduled to utilize a new airline or route that was expected to come into service, or if the tour was scheduled to utilize a chartered flight, when transportation services have been canceled because the airline could not get permission from the government of the relevant country; or
- j. It is found that you fall under paragraph (9), (10) or (11) of Article 5.
- (iii) If the Tour Contract is terminated under paragraph (2), item (ii) of this Article, we will refund, in full, any tour price (or application deposit) that we have already received.

20. Termination of a Tour Contract and Refunds after the Start of the Tour

- (1) Your termination and refunds
- (i) If you leave the tour group for personal reasons during the tour, you will be considered to have waived your rights and we will make no refunds whatsoever.
- (ii) If, even after the start of the tour, you cannot receive the Tour Services as described in the advertising brochures due to events not attributable to you, you can terminate portions of the Tour Contract that relate to the Tour Services that you cannot receive, without paying cancellation fees. In such a case, we will refund portions of the tour price that relate to the Tour Services that you cannot receive. If, however, those events are not attributable to us, we will refund the tour price after deducting any cancellation fees, penalties, and other charges that you have already paid or are due to pay for the Tour Services.
- (2) Our termination and refunds
- (i) Even after the tour has started, we may terminate part of the Tour Contract in any of the following situations after explaining the reasons for the termination to you:
- a. It has been determined that you are not fit to continue the tour because of an illness, the absence of a required caregiver, or for other reasons;
- b. You do not follow the instructions given by the tour conductor, etc., in order to operate the tour safely and smoothly or otherwise cause disorder to group activities and obstruct the safe and smooth running of the tour;
- c. It becomes impossible to continue the tour due to a natural disaster, a war, a riot, the suspension of services by the transportation/accommodation providers, etc., an order by a public office, or other event beyond our control; or
- d. As an example of a situation as mentioned above in "c.," when the Ministry of Foreign Affairs has issued a travel advisory for an area included in the tour itinerary that tells travelers to "cancel trips that are not necessary or urgent" or a travel advisory of a higher level, and therefore continuing the tour has become impossible; or
- e. It is found that you fall under paragraph (9), (10) or (11) of Article 5.
- (ii) Effects of termination and refunds
- If the Tour Contract is terminated due to one of the events mentioned in paragraph (2), item (i) of this Article, we will refund the charges related to the portions of the Tour Services that you have not received after deducting from those charges any cancellation fees, penalties, and other types of charges that we have paid or are due to pay to relevant service providers.
- (iii) If we terminate the Tour Contract due to one of the events mentioned in paragraph (2), item (i), sub-item a or c of this Article, if you so request, we will, at your expense, make the arrangements necessary for you to return to the departure point.
- (iv) If we terminate the Tour Contract under the provisions of paragraph (2), item (i) of this Article, the contractual relationship between you and we will cease to exist with prospective effect

only. This means that our obligations for the Tour Services that you have already received will be considered to have been duly performed.

21. Timing of Refund of the Tour Price

When the tour price is reduced under the provisions of paragraph (2), (3) or (4) of Article 15, or when you or we terminate the Tour Contract under the provisions of Article 18 or 19, if there is any amount of money that should be refunded to you, we will do so within seven (7) days after the date following the date of termination in the case of refunds due to contract termination before the start of the tour, or within thirty (30) days from the date following the tour end date specified in the brochures in the case of refunds due to reductions in the tour price or due to contract termination after the start of the tour.

22. Itinerary Management

We will endeavor to ensure the safe and smooth running of your tour and perform the following services for you:

- (1) If it has been determined that you may not be able to receive the Tour Services during the tour, we will take the measures necessary to ensure that you receive the Tour Services in accordance with your package tour contract; and
- (2) If changing the contents of your Tour Contract cannot be avoided despite taking the measures mentioned in paragraph (1) of this Article, we will arrange alternative services. In doing so, we will exercise efforts to minimize the changes to the contents of your Tour Contract as much as possible. For example, if the tour itinerary needs to be changed, we will endeavor to make sure that the new tour itinerary will achieve the objectives of the original tour itinerary, or if the contents of the Tour Services need to be changed, we will endeavor to make the new Tour Services similar to the original Tour Services.

23. Our Instructions

From the start to the end of the tour, you need to follow our instructions when you are with the tour group so that the tour can be run safely and smoothly.

24. Tour Conductors

- (1) It will be specified in the brochures whether a tour conductor will accompany the tour.
- (2) If a tour conductor accompanies the tour, he or she will do all or part of the work necessary to run the tour safely and smoothly, as well as other work that we consider necessary. If no tour conductors accompany the tour, the above work will be done by local staff members at the tour destination.
- (3) For tours not accompanied by a tour conductor, the contract documents or the Final Itinerary will specify our contact information at the tour destination.
- (4) Generally, tour conductors' services are available from 8:00 a.m. to 8:00 p.m.

25. Our Liability

- (1) In performing the Tour Contract, if we or a person who has made arrangements on our behalf ("Tour Preparation Agent") causes damage to you intentionally or negligently, we will compensate you for the damage you have suffered. However, this only applies if you notify us of the damage within two (2) years from the date following the date it happens.
- (2) We will not assume any liability mentioned in paragraph (1) of this Article for any damage you may suffer due to events including, but not limited to, those listed below as examples. However, this does not apply if it has been proven that we or our Tour Preparation Agent has been negligent.
- (i) Natural disasters, wars or riots, or changes to the tour itinerary or the discontinuation of the tour resulting from those events;
- (ii) Suspension of the Tour Services by the transportation/accommodation providers, etc., or changes to the tour itinerary or the discontinuation of the tour resulting from those events;
- (iii) Orders by public offices, quarantine for infectious

diseases, or changes to the tour itinerary or the discontinuation of the tour resulting from those events;

- (iv) Accidents during your free time;
- (v) Food poisoning;
- (vi) Theft; or
- (vii) Delays, disruptions of service or changes in timetables or routes, etc., by transportation providers, or changes to the tour itinerary or the shortening of the length of stay at the tour destinations resulting from those events.
- (3) Regardless of the provisions of paragraph (1) of this Article, we will compensate you for any damage caused to your baggage as provided for in paragraph (1) of this Article up to and including one hundred fifty thousand yen (JPY 150,000) per person (except when the damage has been caused by us intentionally or by our gross negligence), provided that you notify us of the damage within twenty-one (21) days from the date following the date of occurrence.
- (4) If you have double bookings or other multiple bookings for flights that your schedule does not allow you to actually take under the provisions of the Conditions of Carriage or other airline rules, we will not be liable in any way, even if your bookings are canceled by the airlines.

26. Protection of Participants

If we consider you to be in need of protection due to an illness or injury or for other reasons, we may take the necessary measures. You are liable for any costs required for those measures (except for measures that are required due to events attributable to us).

27. Special Indemnity / Compensation

- (1) Regardless of whether or not we are liable under Article 24, paragraph (1), if you suffer death, injury or a certain level of damage to your baggage while participating in this tour due to a sudden and unexpected external event, in accordance with the Special Compensation Rules for the Travel Agency Terms and Conditions, we will pay compensation and/or condolence money as follows:
- compensation for death of an amount of fifteen million yen (JPY 15,000,000);
 - compensation for residual disabilities (up to fifteen million yen (JPY 15,000,000));
 - condolence money for hospitalization of an amount from twenty thousand yen (JPY 20,000) to two hundred thousand yen (JPY 200,000) depending on the number of days you spend in hospital;
 - condolence money for outpatient treatment of an amount from ten thousand yen (JPY 10,000) to fifty thousand yen (JPY 50,000) depending on the number of days of outpatient visits you make; and/or
 - compensation for damage to personal effects (up to one hundred and fifty thousand yen (JPY 150,000)); the maximum amount of compensation for each item or each pair of items will, however, be one hundred thousand yen (JPY 100,000).
- If, however, the itinerary expressly says that tour services included in the agent-organized tour arranged by us will not be provided at all on certain days, no compensation or condolence money under the Special Compensation Rules will be paid for any damage suffered by you on such days.
- (2) We will not pay compensation or condolence money as mentioned in paragraph (1) of this Article if any damage you suffer during the agent-organized tour has been caused intentionally by you, by your drunk driving, or due to an illness that you have, etc., or due to an event mentioned in Article 3 or 5 of the Special Compensation Rules for the Terms and Conditions (including, but not limited to, an accident during mountain climbing, skydiving, hang gliding, ultralight-plane flying, autogyro flying, or other similar dangerous activities not included in the agent-organized tour and engaged in during your free time), unless such activities are included in the itinerary of the agent-organized tour.
- (3) We will not assume any liability for any of the items mentioned in our Terms and Conditions (including, but not limited to, cash, negotiable instruments of value, credit cards, coupons, airline tickets, passports, and contact

lenses) or for any of the following items:

Personal computers and their accessories, and the various types of data contained in them, driver's licenses, visas, deposit certificates or savings certificates (including bankbooks and ATM cards), and any other equivalent items

- (4) No compensation for damage will be paid if an item covered by compensation is left behind or lost, or if an item only has surface damage but is otherwise functionally unimpaired.
- (5) Even if we assume both the obligation to pay compensation, etc. under paragraph (1) of this Article and the obligation to pay damages under Article 25, if we have performed either of these obligations, it will be deemed that we have performed both the obligation to pay compensation, etc. and the obligation to pay damages so far as the amount of the performed obligation is concerned.

28. Your Liability

- (1) If you cause any loss to us intentionally or negligently, or by acting against laws and regulations or against public order and morals, or by your failure to comply with the provisions of Our Terms and Conditions, you have to compensate us for our loss.
- (2) You are required to understand the travelers' rights and obligations specified in the contract documents as well as other contents of the package tour contract using the information provided by us.
- (3) If, after the start of the tour, you become aware that services are different in any way from the Tour Services specified in the contract documents, you need to promptly notify us, Our Tour Preparation Agent or the Tour Services provider of such services at the tour location.
- (4) If, during the tour, we consider you to be in need of protection due to an illness or injury or for other reasons, we may take the necessary measures. In this case, if your illness or injury, etc., is not regarded as being caused by us, you are liable for any costs required for those measures, and you need to pay for the costs by the due date and method designated by us.

29. Optional Tours, and Sports Activities at Club Med

- (1) For the purpose of applying Article 26 (Special Compensation) to any agent-organized tours that we run for extra participation fees for the customers participating in our package tours ("Our Optional Tours"), we will treat Our Optional Tours as part of the contents of the main package tour contract. In the Brochures, Our Optional Tours are clearly indicated as being "ran by us."
- (2) If the brochures clearly state that an optional tour is ran not by us but by a local company, etc., in the event that you suffer loss specified in Article 26 (Special Compensation) while participating in the optional tour, we will pay you compensation or condolence money in accordance with the provisions of Article 26. However, any and all liability of the tour planner for the operation of the optional tour, as well as any and all of your liability, will be in accordance with the rules of the local company in charge of running the optional tour, as well as the rules of the tour operator.
- (3) If any available sports activities, etc., are specified in the Brochures as "sports activities at Club Med" or using any other wording, the special compensation provisions in Article 26 will apply to any loss that you may suffer while participating in those sports activities, etc., but we will assume no liability beyond that.

30. Itinerary Guarantee

- (1) If any of the material changes listed in the left-hand column of the following table occur to the contents of the Tour Contract (except for changes mentioned in item (i), (ii) or (iii) below), we will, within thirty (30) days from the date following the tour end date, pay you compensation for the changes, and this compensation is calculated by multiplying the "tour price payable" mentioned in Article 10 by the rate specified in the applicable right-hand column of the following table. If, however, it is apparent that we are liable under Article 24, paragraph (1) in relation to those changes, we will pay the amount not as compensation for changes, but as either a portion or

the full amount of damage compensation.

- (i) We will not pay compensation for changes if the changes are caused by any of the following events (however, compensation for changes will be paid if the Tour Services are provided but changes are made because of overbooking by transportation or accommodation providers, etc., cause there to be not enough seats, rooms, or other facilities):
- (A) Bad weather or natural disasters that interrupt the tour itinerary;
- (B) Wars;
- (C) Riots;
- (D) Orders by government and public offices;
- (E) Suspension of Tour Services by transportation/accommodation providers, etc. (including, but not limited to, the cancellation or suspension of services);
- (F) Provision of transportation services that are different from the original transportation schedule due to delays, disruptions of service, changes in transportation timetables, or other reasons; or
- (G) Measures necessary for protecting the lives or physical safety of the tour participants.
- (ii) We will not pay compensation for changes if the Tour Contract is terminated under the provisions of Article 18 or 19, and the changes made are for those terminated portions.
- (iii) We will not pay compensation for changes if changes are made to the order in which the Tour Services specified in the brochures are provided but you are still able to receive those Tour Services during the tour.
- (2) Regardless of the provisions of paragraph (1) of this Article, the maximum amount of compensation for changes payable by us per traveler under a single Tour Contract will be the "tour price payable" amount mentioned in Article 10 multiplied by fifteen percent (15%). We will not pay compensation for changes if the amount of compensation for changes payable per traveler under a single Tour Contract is less than one thousand yen (JPY 1,000).
- (3) If you agree, we may offer compensation for changes using goods or services of equivalent value, instead of money.

Changes for which we pay compensation	Rate per instance	
	If you are notified by the date preceding the tour start date	If you are notified on or after the tour start date
(i) Changes of the tour start date or the tour end date specified in the advertising brochures or the Final Itinerary	1.5%	3.0%
(ii) Changes of the sightseeing spots, sightseeing facilities (including restaurants), or other tour destinations that the participants are supposed to visit as specified in the advertising brochures or the Final Itinerary	1.0%	2.0%
(iii) Changes of the transportation class or facilities specified in the advertising brochures or the Final Itinerary to less expensive ones (only if the total price of the changed class and facilities is less than the total price of the class and facilities specified in the advertising brochures)	1.0%	2.0%
(iv) Changes of the type or company name of the transportation provider specified in the advertising brochures or the Final Itinerary	1.0%	2.0%
(v) Changes of flights at the departure airport or the arrival airport specified in the advertising brochures or the Final Itinerary	1.0%	2.0%
(vi) Changes of direct flights to connecting or indirect flights between Japan and the destination specified in the advertising brochures or the Final Itinerary	1.0%	2.0%
(vii) Changes of the type or name of the accommodation specified in the advertising brochures or the Final Itinerary	1.0%	2.0%

(viii) Changes of the room type, facilities, or views of the accommodation specified in the advertising brochures or the Final Itinerary	1.0%	2.0%
(ix) Changes to matters listed in any of (i) through (viii) above that are included in the advertising brochures or in the tour title mentioned in the Final Itinerary	2.5%	5.0%
<p>Note 1 : The term "instance" means a single flight or ride in the case of transportation; a single overnight stay in the case of accommodation; or a single item in the case of other Tour Services.</p> <p>Note 2 : If a change listed in (iv), (vii) or (viii) occurs multiple times during a single flight or ride or during a single overnight stay, the changes will be treated as a single change per flight/ride or per overnight stay.</p> <p>Note 3 : The rate specified in (ix) applies to changes specified in (ix), not the rates specified in (i) through (xiii).</p> <p>Note 4 : No compensation will be paid for changes of the company name of the transportation provider listed in (iv) if, as a result of the name change, the class or facilities of the transportation are changed to ones of a higher grade.</p>		

31. Tour Terms and Conditions for Customers Who Wish to Enter into a Tour Contract by Correspondence

Our Office may accept tour applications from holders of the cards of credit card companies ("Cardholders") with which Our Office is affiliated ("Affiliated Companies") under the condition that the tour price, etc., is paid without the Cardholder's signature ("Contract by Correspondence") on prescribed slips. (Some contracted travel agents do not accept this type of contract. In addition, the types of cards you can use vary depending on the contracted travel agents.) Although these Tour Terms and Conditions also apply as the tour terms and conditions for Contracts by Correspondence, the following terms and conditions are different for Contracts by Correspondence:

- (1) When you apply, you need to notify Our Office of your Cardholder number (credit card number), card expiration date, and other relevant information.
- (2) In the case of Contracts by Correspondence, the term "card use date" refers to the date on which the Cardholder or Our Company has to perform the obligations to pay or refund the tour price, etc., under the Tour Contract, which is the date of conclusion of the contract in the case of payments, or the date on which we notify you of the amount to be refunded in the case of refunds.
- (3) A Tour Contract by Correspondence will be concluded when Our Office sends a notice of its acceptance of your entering into of the Tour Contract via telephone or mail, or when a notice of acceptance of your entering into of the Tour Contract reaches you if Our Office sends the notice via email or other electronic methods of acceptance.
- (4) If you apply on our website, a "contract acceptance screen" is displayed when you complete the booking. After that, we will send an email indicating that you have accepted entering into the contract. If you do not receive this email, please notify our contact center because our email may have been mistaken as a spam email, or you may have registered the wrong email address.
- (5) If you request the termination of the contract, Our Office will notify you of the amount to be refunded within seven (7) days from the date following the date it terminates in the case of refunds before the start of the tour, or within thirty (30) days from the date following the tour end date specified in the contract documents in the case of refunds due to reductions in price or to the termination of the contract after the start of the tour, and the refunds procedures will be performed with the date of notice being the card use date.
- (6) If a payment cannot be made using the credit card presented by the Cardholder because of credit limits or for other reasons, Our Office will terminate the Contract by Correspondence and the Cardholder will need to pay the tour price in cash by the due date separately designated by Our Office. If the Cardholder fails to make the payment by the due date, the Cardholder will need to pay a penalty in the same amount as the cancellation fee.

32. Reference Dates for the Tour Terms and Conditions and the Tour Price

The reference date for these Tour Terms and Conditions is December 1, 2021. The reference date for the tour price is clearly specified in the Brochures.

33. Handling of Personal Information

(1) We, and our contracted travel agents that carry out sales activities on our behalf, (collectively, "Club Med and Our Agents") will use the personal information contained in the application forms submitted at the time of tour application for the purposes of communicating with you and arranging transportations, accommodations, etc., and will provide the personal information to the relevant organizations, etc., to the extent necessary for insurance-related procedures to secure our liabilities under the Tour Contract as well as expenses, etc., in the event of an accident.

In addition, so you can enjoy convenient shopping, etc., at the tour destination, your name and your personal information related to your flight number, etc., may be provided in advance through transmission by electronic or other methods.

When applying for a tour, we will ask you to give your consent to the provision of such personal information.

(2) In case there is an injury or illness during your tour, we ask that you provide personal information for an emergency contact in Japan who can be reached during your tour. We will only use this personal information if you suffer an injury or illness and we consider it necessary to notify your emergency contact. You need to obtain the consent of your emergency contact before providing their personal information to us.

(3) Club Med and Our Agents as well as our group companies may use the personal data held by us (including, but not limited to, names, addresses, telephone numbers, and email addresses) for the following purposes:

- (i) Sending information about the products, services and campaigns of Our Company, Our Agents, and of companies affiliated with Club Med and Our Agents;
- (ii) Seeking your feedback or comments after you participate in the tour;
- (iii) Completing questionnaires;
- (iv) Offering extra benefits;
- (v) Sending bulletins, including, but not limited to, email newsletters; and
- (vi) Obtaining statistical data.

(4) In these cases, please contact us if you wish your personal data to be disclosed, corrected, or deleted, or if you have inquiries about the management of your personal data.

Club Med K.K.
Miyako Gotanda Building West 2F, 5-6-2 Osaki, Shinagawa-ku, Tokyo 141-0032
Email: TOKGENT@CLUBMED.COM

(5) The following are the names of our group companies that jointly use your personal data with us:
SCM Corporation
Miyako Gotanda Building West 2F, 5-6-2 Osaki, Shinagawa-ku, Tokyo

CMJ Management Corporation
Miyako Gotanda Building West 2F, 5-6-2 Osaki, Shinagawa-ku, Tokyo

Hoshino Resort Tomamu Corporation
2171-2 Aza Naka-tomamu, Shimukappu-mura, Yufutsu-gun, Hokkaido

34. Miscellaneous

(1) You are liable to pay for any expenses you may incur when you ask the tour conductor or other people to accompany you for such purposes as a personal guide or for shopping; any expenses incurred from injuries or illnesses, etc., that you may suffer; any expenses for collecting any baggage lost or left behind due to your negligence; and any expenses for arranging personal activities that you may do independently from the tour group.

(2) We may take you to gift shops and other places for your convenience; however, you accept any responsibility for any decisions you make regarding your purchases there.

• We cannot help you with matters such as product returns or refunds. Please make sure to check your purchases and

keep payment receipts or the like yourself in order to avoid any problems.

• For any tax refunds, you will need to check the necessary refund procedures at the relevant gift shops, airports, etc., and do the procedures yourself with your purchases ready to be shown.

• When you make purchases, please keep in mind that there are items that you are forbidden to bring into Japan under the Washington Convention or relevant Japanese laws and regulations.

(3) Under no circumstances will we re-run a tour.

(4) The period during which we are obliged to manage the itinerary under the agent-organized tour contract starts at the time you depart from the departure airport specified on the front page, etc., of the brochures (when the tour group gathers) to the time you arrive at that airport (when the tour group breaks up). If you take a flight for a standard fare (or free of charge) from an airport in Japan to the departure/arrival airport, that part of your travel is not included in the scope of the agent-organized tour contract.

(5) By participating in our package tours, you may be eligible for frequent flyer benefits offered by airlines. You are responsible for making any inquiries, registrations, etc., regarding those benefits with the airlines at the airport on the day of your flight. Even if you cannot receive those benefits due to a change of airlines, Our Office will not assume any liability as mentioned in Article 24, paragraph (1) or Article 29, paragraph (1) regardless of the reasons for those changes.

(6) When you enter your name in English characters on a tour application form, please write it exactly as it appears on your passport. If you enter your name wrongly, you will encounter problems such as needing to have your flight tickets reissued or your name in your accommodation reservation corrected. In this situation, you may have to cancel your Tour Contract if the airline, hotel, etc. does not allow your name to be corrected. In this case, you will need to pay a cancellation fee as specified in Article 18.

(7) If you suffer loss because of an accident during your tour, we will pay compensation to a certain degree in accordance with the Special Compensation Rules for Package Tour Contracts, but we will not compensate for your medical treatment costs, etc., for your injuries or illnesses. If you suffer injuries during a tour, you may incur expensive medical treatment costs, transportation expenses, etc. In the case of accidents, it is sometimes very difficult to file damage claims against or collect compensation from those responsible for the accidents. We recommend that you get Japanese travel accident insurance with enough coverage to cover those costs. For details, please consult the relevant travel agency.

(8) If you consent to the Flex Traveler System (in this system, the airline requests that passengers voluntarily take a different flight than the originally scheduled one) and you actually take a flight that we did not arrange, we will be considered to have performed our obligations for making arrangements and managing the itinerary and will be released from our liability regarding itinerary guarantee and special compensation related to those changes.

35. Certified General Travel Services Managers

Tokyo Head Office: Kiyomi Yamanishi and Toshiya Tamura
Miyako Gotanda Building West 2F, 5-6-2 Osaki, Shinagawa-ku, Tokyo 141-0032
Tel: 0088-21-7008

Certified Travel Services Managers are personnel responsible for business at the office handling your tour. If you have questions about the explanations given by the clerk regarding your tour contract, please do not hesitate to contact the abovementioned Travel Services Managers.

36. National or Regional Government-Licensed Guide Interpreters

No National or Regional Government-Licensed Guide Interpreters will accompany the tour.

Information and Matters to Note about PEX Dynamic package / Bintan ferry package —

This section contains information that you need to know in order to enjoy your tour. Please make sure to read this information along with the Tour Terms and Conditions before applying for a tour.

■ Tour Conductors

Unless otherwise specified, no tour conductors will accompany the tour. We will provide you with documents containing the information you need for your tour (including, but not limited to, your Membership Voucher, and Tour Departure Information); you are responsible for making the arrangements you require for the tour.

■ Application

- Notes when booking – write your name exactly as stated (or as you expect it to be stated) on your passport. Some airlines will cancel your bookings if even a single letter of your name is different.
- For some destinations (countries or areas), Japan's Ministry of Foreign Affairs may have issued travel safety information such as travel advisories. Please make sure to check them at the relevant sales office when you apply for the tour.

■ Tour Operation

- Minimum number of participants: two (2)
If the tour you have applied for is not going to be run, we will notify you no later than 34 days before the departure date if the departure date is between April 27 and May 6, between July 20 and August 31, or between December 20 and January 7. For other departure dates, we will notify you no later than 24 days before the departure date.
- The minimum number of overnight stays, or the dates on which guests cannot check in may be set depending on the booking status. Those conditions are subject to change; please feel free to ask us when you apply.

■ International Travel Formalities

You need to have a passport and any visas that will be valid for a sufficient period of time beyond the time that you participate in the tour. You are responsible for checking whether your current passport is valid for your tour and/or for obtaining a passport and any visas you require. We do not check the validity of individual passports by photocopying them or by other methods. Please make sure to obtain the latest information at the sales office you booked your tour at. Depending on flight transfer routes, another country might require that your passport be valid for a different minimum period of time beyond the period of your travel. You are advised to have a passport that is valid beyond this required period of remaining validity.

■ Rooms and Overnight Stays

- If you are with other group members or family members and require more than one (1) room, rooms next to or close to yours, or rooms of the same type as yours may not be available due to the circumstances of the accommodation.
- If you wish to upgrade your room or to use a room on your own, you need to pay additional charges for each overnight stay at Club Med.
- If you participate in the tour on your own, you cannot share your room with another person. In this case, you will be charged additional charges for using a single room. However, if the hotel has only a few vacancies, single rooms may not be available.
- You cannot share a room with someone whose departure point, departure date, or tour itinerary, etc. is different from yours.
- For safety reasons, children under the age of twelve (12) cannot use single rooms on their own. If a room is occupied by an adult and an infant (zero (0) to two (2) years old), additional charges for single rooms will be charged.
- Using Adjoining Rooms

Adjoining rooms (two (2) rooms that are side by side and connected by a door between them) are available at the Club Med resorts listed in this brochure. Adjoining rooms can be used if the guests staying in the room include at least one (1) person who is twelve (12) years of age or older. They may not be available depending on the number of guests, age combination, or room type. The maximum capacity of adjoining rooms differs depending on the resort. No adjoining rooms are available in the hotels in the accommodation plans other than Club Med. For further details, please feel free to contact us.

- If you are eligible, make sure to receive honeymoon gifts at the tour location. Please note that honeymoon gifts cannot be provided or refunded after you return from the tour. If you do not receive them, make sure to notify the hotel reception. (However, the contents of the gifts may be modified without prior notice.)
- Room Requests
We do not accept room requests for certain views, building numbers, or room numbers, etc.
- If there are many vacancies at the hotel, you can continue to use your room after the prescribed check-out time for an extra charge. Depending on the usage status, however, the same room may not be available and you may need to move to a new room.
- As a general rule, one room is for two people at both Club Med and non-Club Med hotels.
- Where there is an odd number of participants (3 people or more)
Where there is an odd number of participants, one person will have to take a room by him/herself, and there will be a supplementary single room charge as prescribed. At non-Club Med hotels, all such rooms will be single rooms as a general rule. Please contact us in advance as single rooms may not be available if there are only a few vacancies.
- Types of Room Beds
Types of double rooms include "twin rooms" (with two beds) and "double rooms" (with a double bed). Tour participants cannot choose bed types.
- Room Amenities
You are asked to bring your own toothbrush and slippers with you as Club Med room amenities do not include them as a general rule. Some of the hotels at the tour destination will not change your bed sheets or towels unless you make a special request in order to reduce water pollution by laundry detergents. If you would like your towels to be replaced, let the staff know by leaving the towels on the floor or by other methods.
- Club Med rooms usually do not have bathtubs and only have a shower.
- You are asked to bring an international credit card with you as some of Club Med or non-Club Med hotels ask for an international credit card or cash deposit as a means for paying personal expenses during your stay, for example, expenses for international phone calls.

■ Extending Your Stay at Club Med

- If you ask for an extension of your stay, your request may not be accommodated as return flights are available only on certain dates depending on departure locations or tour routes. Please check when you book.
If you would like to extend your stay, please notify us when you apply for a tour. You cannot request an extension at your tour destination.

■ Meals and Activities

- Symbols used in the schedule: **M** means a meal, and **X** means an in-flight meal.
If your flight schedule is changed, some of the meal conditions may change, in-flight meals may be replaced by snacks, or may not be served at all. Your tour price will not be revised in any of those situations.
- Even if dinner on the arrival date is included, it may be replaced by a snack due to a flight delay, etc.
- No refunds will be made even if changes are made to meal conditions at Club Med due to flight delays, bad weather, or for other reasons.
- Accommodation plans include a ski pass valid from the date after the check-in date to the check-out date, as well as all meals from dinner on the check-in date until lunch on the check-out date (only available when the restaurant is open).
If you apply for an accommodation plan and wish to have a meal before check-in or to use a ski pass on the check-in date, there will be additional charges.
Package plans with flights include a ski pass valid from the check-in date to the check-out date, as well as all meals from the check-in date to the check-out date (only available when the restaurant is open).
- Activities may be canceled due to bad weather or for other reasons; no refunds will be made in such a case.
- Various activities at the Club Med resorts as well as Mini Club Med, etc., are group activities that are available for groups. If any guests require special medical attention, their needs will be met in accordance with Article 5 (Terms and Conditions of Application), paragraph (2) of the Tour Terms and Conditions.
- There are some activities that children of certain ages cannot do (or activities that they can only do if they join Mini Club Med or Junior Club Med). For further details, feel free to make inquiries at the tour location.

■ Airplanes and Other Transportation

- Symbols used in the schedule: **A** means travel by airplane, and **S** means travel by ship.
- Unless otherwise stated, the flight route indicated to the airline at the time of departure from or arrival in Japan is only for an international round-trip flight departing from and arriving in Japan. We do not guarantee parts of your route that do not start from or end in Japan (that is, connecting flights). Some connecting flights may be codeshare flights. Depending on the airline's circumstances, the departure or arrival times, flight number, aircraft, transfer airports, or transit airports may be changed. The finalized flight information will be specified in the Tour Departure Information or Membership Voucher, etc., which will be handed to you before departing from Japan.
- For the Bintan route described in our Asian tour brochures, local staff will accompany tour participants between Singapore Airport and the ferry terminal (both ways) to assist them in making connections. You will not be accompanied when changing from an international flight to another international flight or from an international flight to a domestic flight at other transfer points.
- There may be delays, disruptions of service, or changes in timetables or routes, etc., by transportation providers; and the tour itinerary may be changed, the length of stay at the tour destinations may be shortened, or sightseeing activities may be modified, cancelled, etc., as a result of those events. We will not be liable for those events or changes, but will endeavor to make arrangements so that Tour Services can be provided in accordance with the original itinerary.
- Group members or couples may not be able to sit next to each other due to the seat arrangement of the airplane or for other

reasons. Seats for members of your group may be on either side of the aisle, or one (1) seat may be in front of the other.

For economy class seats, you cannot designate window or aisle seats or seats next to each other.

- For routes for which "side-by-side seats" are offered, we will arrange side-by-side seats for international flights. Side-by-side seats may not be available because of a sudden change of aircraft or reasons related to arrangements. In this case, you will be refunded 5% of the tour price after the tour.
For the airlines specified in this brochure, all the flight routes and seats are non-smoking.
- If multiple airlines are specified as airlines scheduled to be used, you cannot designate which airline to use.
- Buses used for pick-ups and drop-offs between sightseeing spots, airports, etc., and Club Med (or non-Club Med hotels) may be changed to sedan, vans or mini-buses if there are only a few participants of the tour or the accommodation plan. Participants from other tour routes or other tours may use the same bus. In this case, you may have to wait at the departure point (such as airports) for half an hour or so.
- Seats will not be arranged for children for whom infant fares are payable.
- Instead of checking any of the following items, bring them with you onto the aircraft; cash, precious metals, jewelry and other valuables; expensive items or fragile items (for example, computers and cameras), as well as items that would hinder your everyday activities if they were damaged or lost (for example, medications, cosmetics, and contact lenses). We will not assume any liability for any damage, loss, etc.
- For airline services, please visit the applicable airline website.

■ Domestic Flight Connections

- Please book any necessary domestic flights when you apply for your tour. Seats may not be available because of a flight is full or for other reasons. In this case, we will notify you no later than thirty days before the departure date. Please note we will not make any arrangements after that.
- The scope for which our agent-organized package tour applies is from when you depart from the international flight departure airport specified in the itinerary to when you arrive at the international flight arrival airport specified in the itinerary. However, if a domestic flight ticket or other transportation is arranged at a special rate, that domestic portion of your travel, along with the international portions, will be considered to fall within the scope of your agent-organized package tour on or after the time when the arrangement of that domestic flight ticket or other transportation is completed.
- If you cancel a domestic flight ticket or other transportation with a special rate after it has been arranged, we will calculate your cancellation fee based on your tour price, which is the total of the price that applies for the tour departing from an international airport, and the aforementioned special rate for domestic flight or other transportation. The tour start date on which the calculation of the cancellation fee is based will be the departure date of that domestic flight or other transportation with the special rate.
- We will accept no liability if you miss a domestic or international connecting flight or experience a similar problem.

■ Using Business Class Seats

- For tour routes that are stated as having "business class additional charges," you can book business class seats for an additional charge as prescribed. However, any incidental services or campaigns independently offered by airlines to customers using business class or premium economy class seats will not apply.

- Unless otherwise stated, as a general rule, business class seats are available only between the departure airport and the first arrival point (excluding any transit points) (outward journey), and between the last departure point and the arrival airport (excluding any transit points) (return journey). Economy class seats are provided for any other portions of your travel.
- You can request window or aisle seats at the time of booking. Depending on the number of seats available, however, we may not be able to accommodate your request. If your flight changes aircraft immediately before departure, your pre-booked seats may be changed.
- Please ask us about infant fares for business class seats.

■ Local Staff

- Although tour conductors will not accompany the tour unless otherwise stated, in order to ensure its smooth running, local staff members will provide pick-up and drop-off services at airports, accommodation, etc., as well as guide services for sightseeing, optional tours, etc. (as for sightseeing, guide drivers may replace local staff). No local staff will accompany you at transfer airports; you will need to carry out the relevant procedures yourself.
- Local staff may not be Japanese. Staff members accompanying you between transfer airports or other airports, etc., and Club Med (or non-Club Med hotels) may be English-speaking staff.
- At Club Med, G.Os (local Club Med staff) will be in charge. Japanese staff members may not be available.

■ Optional Tours

You can apply for optional tours after you arrive at the resort, so please notify the local Club Med staff. The charges include a round-trip fare (excluding some of the transportation expenses), tips, admission fees, specified meal expenses, etc. Participants from tours other than Club Med's may join. Changes may be made to the tour schedule, etc., or the tours may be canceled due to weather or other circumstances.

■ Baby Club Med Petit Club Med

At Baby Club Med, we look after children from 4–23 months' old for a charge, and at Petit Club Med, children from 2–3 years' old for a charge. Please see the brochures for details of the charges and other information.

- Reservations are necessary for using Petit Club Med.
 - Pre-bookings
Pre-bookings are recommended because there is a limit on the number of participants. You can apply through your travel agent when booking your tour.
For pre-bookings, charges need to be paid before departure together with the tour price. However, if you wish to continue using the services after check-out on the final day, you need to make separate reservations and payments at the tour location. We do not accept changes or cancellations after the tour starts (we do not give refunds either if you do not use the services).
 - Reservations at the tour location
Depending on the availability, you can apply at the tour location. Please make payments at the tour location. You may not be able to use the services if the maximum number of participants is reached. Please confirm the availability after your arrival at the tour location.
- In order to appropriately respond to any sudden illness, etc., of your child while under our care, please make sure to bring the original or a copy of your maternity record book so that we can confirm your child's age and vaccination records at the tour location.

■ Company Operating Club Med

Bali : P.T.Bali Holiday Village
 Phuket : Holiday Villages of Thailand Ltd.
 Bintan : P.T.Straits CM Village
 Cherating Beach : Holiday Villages of Malaysia SDN.BHD.
 Maldives : Maldivian Holiday Villages Limited

■ Post-tour Overnight Stay Plans and Day-Use Room Plans

- Examples of additional charges are overnight stays and day-use rooms at Singapore or Dubai, as well as pick-ups and drop-offs between the airport and the hotel.
- You cannot designate hotels, room grades or bed types.
- No beds or meals are provided at hotels to children from 0–3 years' old.
- Post-tour overnight stay plans do not include meals other than breakfast.

■ Information in This Document

The schedule and other information contained in this brochure (including charges) are subject to change. Please check the Membership Voucher, the Tour Departure Information, and other relevant documents. Due to revisions to laws, changes may be made to the holidays shown in the tour price calendar included in this brochure. Room amenities, hotel facilities, etc., may be changed without prior notice for the hotel's own reasons.

- Participants often leave their personal items behind. Please make sure not to do so when you check out of the hotel, go on an optional tour, etc. We charge a fixed fee of three thousand one hundred and fifty yen (JPY 3,300; including tax) to collect items that have been left behind when requested, which covers various expenses required for locating those items (including, but not limited to, telecommunications and collection expenses). Please note that this fee will be charged regardless of whether or not the item you have left behind is found. You need to separately pay for any shipping costs, packing charges, and insurance rates incurred for sending your lost item from the place where it is found to your home or other places.
You need to separately pay for any shipping costs, packing charges, insurance rates, and custom duties incurred for sending a lost item to Japan and from Japan to your home or another location.
Please note that some countries do not allow cash, credit cards, etc., to be shipped.

■ Recommendation to Take Out Overseas Travel Insurance (Additional Provisions for Cruise Cancellation Protection or Travel Modification Costs)

If you cancel your agent-organized tour contract for personal reasons, you may have to pay a cancellation fee depending on when you cancel. The cancellation fee may be covered by insurance (additional provisions) depending on why you cancel your Tour Contract. We recommend that you take out this insurance (additional provisions) at the same time you apply for this tour.

■ Tour Price

- Taxes are included in the tour price.
- Unless otherwise specified, airplane seats are economy-class seats, and PEX tour fares are applied to the airfares.
- If the applicable airline(s) charge fuel surcharges (additional fares/charges imposed by transportation providers), the tour price will include them. If after you enter into the Tour Contract, the amount of the fuel surcharge changes, or the airlines stop charging it, we will not additionally charge you if the surcharge increases or refund you if the surcharge is discontinued or decreases.
- The tour price includes international tourist tax and domestic airport passenger facility charges.
- Your age on the tour start date will be used as the basis for applying charges if they differ according to age. However, if you apply for a plan with flights and accompany a child who is 2 years old as of the tour start date and will become 3 years old during the tour, the infant travel fee will vary depending on the airline, so please contact our contact center.

■ Miscellaneous

- All Club Med travel products (including accommodation plans and ferry packages, etc.) are agent-organized tours.
- All Club Med travel products (including accommodation plans) are package tours (Some of the optional tours that you can apply for at the tour location are tours that are arranged according to the traveler's requests).
- Information concerning repair work at hotels is provided to participants if the information is available in advance, but the duration or scope of the work may be changed without prior notice. Please note that repair work may be carried out without prior notice, and hotels often operate as usual even when they are undergoing repair work.
- For some destinations, country-wide or area-wide travel advisories may have been issued, such as overseas travel safety information issued by Japan's Ministry of Foreign Affairs.
Please visit the overseas travel safety website of the Ministry of Foreign Affairs at <http://www.anzen.mofa.go.jp/>.
- For public health conditions at your destination, please visit the quarantine and infectious disease information website of the Ministry of Health, Labour and Welfare at <http://www.forth.go.jp/>.
- In some destinations (especially remote places in Southeast Asia (such as Indonesia, Malaysia, Thailand, etc.), there are many mosquitos and other bugs. In order to prevent any infectious diseases such as malaria, you are advised to bring insecticides or anti-bug sprays with you and wear clothing that covers your skin as much as possible, especially at night.
- The beach in front of the Club Med Cherating Beach resort has a rapid current and is not suitable for swimming.



If you wish to cancel your tour, please contact the Contact Center during our business hours. Please be mindful of the date the cancellation fee starts to be charged as any cancellation requests placed via chat message or email, etc. out of business hours will be processed on the following business day.

Club Med Contact Center
0088-21-7008

Monday - Saturday and holidays: 10:00 - 18:30 (Sunday: Closed)