

# TRAVELER TERMS AND SALES CONDITIONS

Contractual conditions binding Japan Dimension and the Traveler or Travel Agency. The present document extends the Standard Terms and Conditions of Travel Contracts as defined by JATA (Japanese Association of Travel Agents) under Japanese Law.

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## Definitions

**Traveler** - Refers to the person or persons contracting Japan Dimension's travel services.

**Travel Agency** - Refers to the travel agency or organization contracting Japan Dimension's travel services.

**Trip** - Refers to the travel experience that the Traveler is contracting Japan Dimension to plan and arrange.

**Service Provider** - Refers to collaborators and suppliers contracted by Japan Dimension as part of the Traveler's Trip.

## 1. Travel Inquiries

### 1.1. MINIMUM SERVICES

- Japan Dimension maintains a "Minimum Services Threshold" and reserves the right to decline inquiries which do not meet at least one of the following criteria:
  - 2 full days of guided touring or experiences
  - Minimum tour price totalling JPY 200'000
- Japan Dimension reserves the right to reject any inquire that cannot be reasonably planned or executed.

### 1.2. PRICE QUOTATIONS AND CURRENCY

- Price quotations are non-binding and are subject to change at Japan Dimension's discretion before the Trip is confirmed via payment of a Booking Deposit.
- Price quotations are presented in Japanese Yen only.
- Prices presented in other currencies are for reference purposes only and are non-binding.
- Price quotations are valid for 15 days:
  - Please note that final prices and availability are determined at the time of booking.
  - Once a quotation has expired, Japan Dimension will consider any further queries as a new request and calculate the trip request date accordingly.

## 2. Last Minute Inquiries

Japan Dimension reserves the right to charge a last-minute 'rush fee' for inquiries received within 30 days of the intended arrival date. Japan Dimension asks that all payments for last minute inquiries be made in full.

## 3. Trip Confirmation

### 3.1. MORE THAN 30 DAYS BEFORE TRIP START DATE

To confirm a Trip and begin booking services:

- Japan Dimension requests payment of a Booking Deposit worth 30% of the total Trip value at the time of payment or other amount as specified by Japan Dimension.
- The amount of the Booking Deposit may exceed 30% of the Trip value if individual services require additional payment to confirm.

After payment is completed, the Booking Deposit is non-refundable in accordance with Japan Dimension's Cancellation Policy.

### 3.2. WITHIN 30 DAYS OF THE TRIP START DATE

For Trips booked within 30 days of the date of travel, full payment is required to confirm services.

## 4. Payment

### 4.1. PAYMENT CONDITIONS

- Payments must be submitted in Japanese Yen in accordance with the amount presented in the official price quotation provided by Japan Dimension.
- Payments can be submitted by wire transfer or by credit card.
- Payments by credit card are subject to an added 5% processing fee.
- For payments made by wire transfer, Japan Dimension asks that the remitter bear all transaction fees.

### 4.2. PAYMENT DEADLINES

- Full payment must be received no later than 30 days before the date of travel or other deadline as specified by Japan Dimension.
  - Non-payment of the balance by the given deadline is grounds for cancellation of the Trip at Japan Dimension's discretion, subject to the relevant cancellation fees as outlined in the Cancellation Policy.
- Invoices are valid for 1 month following the date of issue.
  - If an invoice is unpaid within the 2-week validity period, Japan Dimension reserves the right to issue a new invoice adjusted for any fluctuations in the price of the Trip.

## 5. Changes during the Trip

### 5.1. ADDITIONAL SERVICES

- Additional services requested by the Traveler during the Trip must be paid in full before the Traveler's departure from Japan, or other deadline as specified by Japan Dimension.
- Additional services are payable by credit card only, and are subject to a 5% processing fee.

### 5.2. REFUNDS

- Refunds are processed via wire transfer in Japanese Yen.
- Japan Dimension will not issue refunds for uncompleted services due to Traveler error or negligence.

## 6. Cancellation Policy

- Services cancelled after confirmation (payment of the Booking Deposit or full payment) has been submitted are subject to the following Cancellation Policy:

| Timing of Cancellation Notification           | Cancellation Terms       |
|---|--------------------------|
| Once the Trip is confirmed by Japan Dimension | 30% of total Trip value  |
| 30 to 16 days prior to Trip start date        | 50% of total Trip value  |
| 15 days and less prior to Trip start date     | 100% of total Trip value |

- For bookings made with Service Providers that have a stricter cancellation policy than Japan Dimension, the stricter cancellation policy will apply.
  - All expert-led experiences are non-refundable once the booking is confirmed.
  - Travel consulting services (such as itinerary development, research and prospections) are non-refundable once the booking is confirmed.
- Individual bookings that require immediate full payment to confirm are non-refundable (e.g. flight and train bookings).
- Individual services cancelled after the Traveler's arrival in Japan are non-refundable unless specified otherwise.
- Cancellation requests are processed during regular business hours. Any requests made after 5:00 p.m. JST will be processed the following business day.
- All cancellation refunds will be made by bank transfer. Refunds to credit cards are not available.

## 7. Trip Postponement

If the Traveler wishes to postpone their Trip after payment (Booking Deposit and/of full payment) has been submitted, the following policies will apply:

### 7.1. AFTER THE 30% BOOKING DEPOSIT IS PAID

- The Booking Deposit is valid for up for 1 year following the original Trip start date, and is transferable to the revised dates.
- Any relevant cancellation fees levied by individual Service Providers are deducted from the transferable amount.
- If a Trip is not confirmed via full payment of the balance within this 1-year period, the Trip is cancelled, and the 30% deposit is forfeited by the Traveler.

### 7.2. AFTER FULL PAYMENT IS SUBMITTED

- The existing payment is held as credit for 1 year following the original Trip start date, and is transferable to the revised dates.
- Any relevant cancellation fees levied by individual Service Providers are deducted from the transferable amount.
- If a Trip is not confirmed via full payment of the balance within this 1-year period, the Trip is cancelled, and the guest is entitled to a partial refund in accordance with the Cancellation Policy.

### 7.3. ADDITIONAL TERMS

- In the event that the 1-year validity period elapses without confirmation of a Trip, the date of notification of intent to postpone will serve as the cancellation date. This date will be used in conjunction with the start date of the original Trip to calculate the appropriate refund.
- Credit held for a postponed trip is non-transferable and can only be applied to a trip including at least one (1) of the original Travelers.

## 8. Non-Disclosure and Non-Solicitation

- Materials and intellectual property (e.g. itineraries, price quotations, experience menus, etc.) provided by Japan Dimension are not to be shared outside of the intended recipient or transaction.
- Solicitation of Japan Dimension's Service Providers by Travelers/Travel Agencies is prohibited.

## 9. Limitation of Liability

- It is the Traveler's responsibility to arrange insurance in order to cover risks during their Trip according to the Traveler's needs and the needs of the Traveler's family or dependents.
- The Traveler is responsible for complying with Japan's immigration policy. Failure to comply with the immigration procedures might result in refusal of entry into the country. Japan Dimension will not be held liable if entry into Japan is denied.
- Japan Dimension will not be held liable for issues arising from specific Traveler needs or preferences (e.g. allergies, mobility issues, etc.) if previously undisclosed with sufficient advance notice.
- Japan Dimension will not be held liable for scheduling conflicts arising from appointments or engagements arranged privately by the Traveler/Travel Agency without prior disclosure to Japan Dimension.
- Japan Dimension is committed to select the best Service Providers throughout the entire Trip, however Japan Dimension cannot be held liable for the operation or conduct of its Service Providers.
- The Traveler accepts any possible risks and assumes full responsibility for any loss, injury or damage.
- Depending on the type of activity (hiking, white water sports, off-piste skiing) arranged for the Traveler during the Trip, the Traveler will have to sign an assumption of risk agreement. Service Providers might also ask the Traveler to sign a waiver of liability for a particular activity.
- Japan Dimension will not be held accountable for the delay or cancellations of Services due to circumstances beyond its control, including but not limited to war or threat of war, terrorist activity, riots, civil strife, industrial disputes, epidemic, natural disasters, or adverse weather conditions. No refunds will be provided in these cases.

## 10. Website

- Except as otherwise indicated, the website, and all text, graphics, images, marks, logos are the property of Japan Dimension, and are protected by Japanese copyright laws.
- Japan Dimension maintains and updates the website on a best-effort basis, but the program prices, contents, or conditions are subject to change due to unavoidable reasons and the website may not be updated immediately. Travelers are encouraged to contact Japan Dimension directly for the most up-to-date information on prices, conditions, etc.
- Japan Dimension is committed to protecting the privacy of all our customers. Please review our Privacy Policy.