

Terms and Conditions

(Explanation of Terms and Conditions for Tours based on Article 12-4 of the Travel Agency Act)

This statement shall constitute a part of the tour contract upon the contract completion.

Shajiraku would like to take this opportunity to thank you for using our website.

Shajiraku undertakes business based on the conditions listed in this document when arranging reservations for locations, experiences, and food when we receive requests from customers.

In addition, matters not mentioned in these terms and conditions or the **Terms of Use** found on our website shall be based on Shajiraku's Standard Form Travel Agent Contract (**arranged tour contract portion of the Standard Form Travel Agent Contract**).

1. Arranged Tour Contract

(1) This tour is arranged by Shajiraku, and an arranged tour contract is concluded with the customer through means of our website.

(2) Shajiraku undertakes to make arrangements in order to ensure that the travelers can receive tour services upon being commissioned to do so by the customer, acting as a representative, mediator, or agent thereof.

2. Service Request and Contract Formation

(1) When making a service request, please fill in the required fields found in the Tentative Reservation/Customer Information Entry Page on the Shajiraku website, and be sure to check the terms of agreement before sending the data to our company.

(2) After we have confirmed that there is space available, Shajiraku will send the customer a Tentative Reservation Acceptance Email and a Payment Request Email requesting payment through PayPal.

In the event that space is not available, Shajiraku will send the customer a Reservation Rejection Email.

(3) A tour contract (Arranged Tour Contract) requested by the customer is finalized once the reservation completion email (which includes the Reservation Confirmation as well as the Terms and Conditions), which notifies the customer that the contract has been concluded by Shajiraku, reaches the customer after confirming that the customer has completed payment.

However, the contract enters into effect even if the customer is unable to make confirmation due to issues on the customer side, such as email reception device malfunction, whether or not the

reservation completion email (which includes the Reservation Confirmation as well as the Terms and Conditions) was sent by Shajiraku.

If you have not received the reservation completion email (which includes the Reservation Confirmation as well as the Terms and Conditions) within 36 hours of completing the payment procedure, please contact Shajiraku via email.

In addition, if payment is not received from the customer by the payment date specified in the Payment Request Email, the reservation will be automatically rejected, and the customer will be sent a Reservation Rejection Email.

3. Requirements for Service Requests

(1) Persons with health issues, persons using a wheelchair or other equipment, persons with disabilities, persons with food allergies and/or are allergic to animals, persons who are pregnant, persons who may be pregnant, persons with assistance dogs (guide dogs for the blind, hearing assistance dogs, and service dogs), or any other persons who need to be given special consideration are asked to please make Shajiraku aware, when making a service request, that special consideration will be required when services are provided (these persons are asked to immediately contact Shajiraku if changes occur after the tour contract is completed and special consideration is required).

Due to structural reasons, some locations will not be available to such persons. Therefore, after our company confirms whether or not the location can be used, we will later provide related information to such persons who are asked to provide us with specific information about their needs during the tour.

(2) When receiving requests as described in the previous section, Shajiraku will correspond to requests within a feasible and reasonable scope.

At that time, we may ask about the customer's condition and requirements or request the customer to provide such information in writing.

(3) Shajiraku may refuse to accept a service request if it is determined that the customer is a member of a crime syndicate, person connected with a crime syndicate or other anti-social force, if the customer has been the source of violent or unreasonable demands, threatening behavior, or violent behavior directed at Shajiraku, or if has discredited our company by spreading rumors, using fraudulent means, or exercising power, or where they have conducted acts to interfere with our business.

(4) Persons under 18 years of age are required to be accompanied by a guardian.

(5) Utilization of locations, experiences, and food reserved through these arrangements or in conjunction with these arrangements for profit is strictly prohibited.

The arranged tour contract will be cancelled if it is somehow determined that the motive behind the action is profit or that the action is to serve as preparation for for-profit activities.

4. Payment

- (1) Payment is provided by the customer in advance through PayPal, our payment service provider.
- (2) In cases where Shajiraku has concluded a correspondence contract with the customer and costs, etc. are generated which the customer is responsible for due to willful or obligatory cancellation, Shajiraku will receive payment from the customer for such costs through PayPal.
- (3) In the event that location, experience, or food fees are revised even after the contract has been completed, Shajiraku may change the price charged to the customer.

5. Group Arrangements

Cases in which a tour contract is requested by a responsible representative selected by multiple travelers (hereinafter “Constituents”) that will participate in the same tour at the same time are handled in the following manner.

- (1) Shajiraku shall deem representatives selected by the customer (hereinafter “Person Responsible for the Contract”) to have all the power of representation related to concluding the tour agreement of Constituents, and transactions regarding such contract shall be conducted with the Person Responsible for the Contract.
- (2) Shajiraku shall not be responsible for any debt or obligation that the Person Responsible for the Agreement currently possesses or will be expected to assume in future against the Constituents.
- (3) The Person Responsible for the Contract shall submit the names of Constituents when a tentative reservation request is made.

The Person Responsible for the Contract shall obtain the agreement of Constituents in advance regarding what is provided by third parties as set forth in Section 8.

- (4) In the event that the Person Responsible for the Agreement does not participate in the tour, a constituent selected in advance by the Person Responsible for the Agreement shall be viewed as the Person Responsible for the Agreement after the tour has commenced.
- (5) Shajiraku will respond to requests for constituent changes by the Person Responsible for the Agreement when possible.

Any increase or decrease in the tour price resulting from constituent changes shall be the responsibility of Constituents.

6. Company Liability, Compensation for Damages, and Exemptions

- (1) Company Liability and Compensation for Damages

In performing obligations under the terms of the tour contract, Shajiraku shall be liable for any damages that are incurred by the customer through the willful negligence or fault of Shajiraku, our

arrangement agents, or subcontractors. In addition, liability will be limited to the amount of the travel fee paid by the customer or the liability insurance amount, whichever is higher.

However, this only applies if a damage report is made within two years reckoned from the day following the occurrence of the damage.

In addition, Shajiraku is not responsible for providing compensation for damage to luggage. Tour participants are asked to look after their luggage themselves.

(2) Exemptions

Shajiraku shall not be liable for compensation as outlined in the previous paragraph when the customer incurs the following types of damages:

A. Suspension of location, experience, and/or food services made due to natural disaster, war, civil unrest, order by a government office, or fire.

B. Food poisoning

C. Damages caused by the customer's willful negligence or fault.

D. Other damages which occur for reasons beyond the control of Shajiraku, our arrangement agents, or subcontractors.

(3) Liability of Customer

Shajiraku shall request compensation from the customer if Shajiraku, the location provider, experience provider, or subcontractor, incurs damages due to the customer's willful negligence or fault.

7. Special Compensation Regulations Not Applicable

The Special Compensation Regulations which accompany the Shajiraku's Standard Form Travel Agent Contract are not applicable to this tour contract.

8. Handling of Personal Information

(1) Shajiraku will acquire certain types of customer personal information upon receipt of tour requests.

The customers can choose the personal information that they want to provide to our company. However, if we are unable to receive any personal information or receive personal information only in part and are unable to contact the customer or arrange the necessary procedures for arranging and receiving services, we will be unable to accept the customer's application or request for services.

(2) In addition to using acquired personal information as set forth in the previous paragraph to contact customers, Shajiraku will provide such information by forwarding it through electronic means, etc. to location, experience, and food providers within the scope necessary to arranging and receive tour services requested by the customer.

In addition, Shajiraku may use customer personal information for reasons such as the following:

1. To provide customers with information on products, services, and campaigns of companies collaborating with Shajiraku
 2. To request customers to provide feedback after tour participation
 3. To request customers to participate in surveys
 4. To provide customers with benefit services
 5. For statistical data preparation
- (3) Please refer to our **Privacy Policy** found on the Shajiraku website for matters not listed in this section.

9. Cancellation Fee Information

- (1) Information about the cancellation fee is provided in the Terms of Use section of the Shajiraku website.
- (2) When a reservation request is cancelled, a cancellation fee will be charged in accordance with the Terms of Use.