

Cancellation and Change Policy

This cancellation policy applies after a travel contract has been concluded.

It is provided in accordance with the **Japanese Standard Travel Agency Terms and Conditions**.

Please note that this English version is provided for reference purposes only.

In the event of any discrepancy, the Japanese version shall prevail.

■ Arranged Travel Services (YOIN Concierge)

For arranged travel services, cancellation fees will be charged in accordance with the cancellation policies of each service provider arranged by the Company, such as accommodation facilities, transportation providers, and activity operators.

■ Tailor-Made Package Tours (Domestic: YOIN Concierge Premium)

If a customer cancels or changes a confirmed tour for personal reasons, the following cancellation fees will apply:

- From **20 to 8 days** prior to the tour start date:
20% of the total travel cost
- From **7 to 2 days** prior to the tour start date:
30% of the total travel cost
- **One day prior** to the tour start date:
40% of the total travel cost
- **On the day of departure:**
50% of the total travel cost
- **No-show without prior notice:**
100% of the total travel cost

These rates represent standard cancellation fee guidelines.

Different cancellation conditions may apply depending on the accommodation,

transportation, or activity providers involved.

Any such conditions will be clearly stated in advance in the quotation or contract documents.

■ Cancellation After Tour Commencement

Once the tour has commenced, **refunds are generally not available** for early departure or partial participation due to the customer's personal reasons.

■ Travel Consultation Services

For travel consultation services that do not involve booking or arrangement, consultation fees are charged based on the time spent and are **non-refundable once the service has been provided**.

■ Force Majeure (Natural Disasters, etc.)

In the event that a tour is canceled or modified due to force majeure, including but not limited to natural disasters, severe weather conditions, transportation disruptions, government or local authority requests, or other circumstances beyond the Company's control, the Company will respond in accordance with the Japanese Standard Travel Agency Terms and Conditions.

In such cases, **cancellation fees may be waived**.

However, actual expenses already incurred (such as accommodation, transportation, and activity costs) **may not be refundable**.

Specific handling and refund eligibility will be determined on a case-by-case basis after confirming the circumstances.

■ Seasonal and Weather-Dependent Tours

For seasonal tours and activities that are highly dependent on natural or weather conditions, such as cherry blossom viewing, autumn foliage, or snow-related activities, the Company may decide to cancel or modify the tour if local conditions (e.g. blooming status or snowfall conditions) are deemed unsuitable.

In such cases, the Company will respond in accordance with the Japanese Standard Travel Agency Terms and Conditions and will, in principle, offer a refund for the unperformed portion of the tour or propose alternative options.

Specific handling will be determined on a case-by-case basis after confirming the local conditions.

■ Refunds

If a refund is due after deducting applicable cancellation fees and actual expenses, the remaining balance will be refunded using the method specified by the Company.