

Travel Terms and Conditions – Tailored Travel Arrangements

Company: Peerto Inc.

JATA Bonded Member – Tokyo Governor Registered Travel Agency No. 2■8021

Chapter 1 – General Provisions

Article 1 – Scope of Application

Contracts for Tailored Travel Arrangements concluded between Peerto Inc. (hereinafter referred to as 'the Company') and travelers shall be governed by these Terms and Conditions. Matters not stipulated herein shall be governed by applicable laws and generally established practices. When special provisions are agreed in writing that do not violate laws and are not disadvantageous to the traveler, such special provisions shall prevail.

Article 2 – Definitions

'Tailored Travel Arrangement' refers to a travel plan created and implemented by the Company at the request of a traveler, specifying destination, itinerary, travel services such as transportation and accommodation, and the total travel price. Domestic travel refers to travel within Japan only, and overseas travel refers to travel other than domestic travel.

Article 3 – Content of Travel Contract

The Company undertakes to arrange and manage the itinerary so that travelers may receive travel services provided by transportation and accommodation providers in accordance with the itinerary determined by the Company.

Article 4 – Arrangement Agents

The Company may entrust all or part of the arrangements necessary for the performance of the contract to other travel agencies or service providers inside or outside Japan.

Chapter 2 – Formation of Contract

Article 5 – Planning Documents

Upon request from a traveler, the Company shall, unless business circumstances prevent it, provide a planning document outlining itinerary, services, travel price, and other conditions.

Article 6 – Application for Contract

Travelers wishing to apply for a tailored travel contract shall submit the Company's designated application form together with a deposit as specified by the Company. The deposit shall be treated as part of the travel price or cancellation fees.

Article 8 – Time of Contract Formation

The travel contract shall be deemed concluded when the Company accepts the application and receives the deposit.

Chapter 3 – Changes to Contract

Article 13 – Changes Requested by Traveler

Travelers may request changes to itinerary or services. The Company shall make reasonable efforts to accommodate such requests where possible.

Article 14 – Changes to Travel Price

If transportation fares increase or decrease significantly due to extraordinary economic changes, the Company may adjust the travel price accordingly within the scope of such change.

Chapter 4 – Cancellation and Termination

Article 16 – Traveler’s Right to Cancel

Travelers may cancel the contract at any time by paying the cancellation fees specified in the contract documents. No cancellation fee shall be charged if significant changes are made to essential travel conditions by the Company.

Article 17 – Company’s Right to Cancel Before Departure

The Company may cancel the contract before departure if the traveler is deemed unfit for travel, disturbs group harmony, or if unavoidable circumstances such as natural disasters make the trip impossible.

Article 18 – Termination After Departure

After travel has commenced, the Company may terminate part of the contract if the traveler cannot continue due to illness, misconduct, or force majeure circumstances.

Chapter 5 – Group Contracts

When multiple travelers apply through a representative, that representative shall be deemed to have authority to act on behalf of all participants.

Chapter 6 – Itinerary Management

The Company shall endeavor to ensure safe and smooth travel, provide necessary assistance during disruptions, and make alternative arrangements when unavoidable changes occur.

Chapter 7 – Liability

Article 28 – Company Liability

The Company shall be liable for damages caused to the traveler through its negligence, except in cases of force majeure such as natural disasters, war, or service interruptions by suppliers.

Article 29 – Special Compensation

Regardless of the Company's liability, compensation shall be paid in accordance with the Company's Special Compensation Regulations for certain injuries or losses occurring during travel.

Article 31 – Traveler Responsibility

Travelers shall compensate the Company for damages caused by their intentional or negligent acts and shall cooperate to ensure smooth provision of services.

Chapter 8 – Business Guarantee Bond

The Company is a member of the Japan Association of Travel Agents (JATA). Travelers may seek reimbursement from the JATA business guarantee bond system for eligible claims.

Important Notice – Travel Insurance Requirement

All participants are required to obtain comprehensive travel insurance prior to departure. The Company shall not be liable for medical expenses, trip interruption, or personal losses not covered by the traveler's own insurance policy.

This English translation is provided for reference purposes. In the event of any discrepancy, the original Japanese version shall prevail.