

Travel Terms and Conditions (Package Tours and Custom-Designed Tours)

2026 Edition | Domestic Travel in Japan | New Adventure Inc.

Before booking, please review these terms, the applicable Travel Agency Terms and Conditions, and the tour information, proposal documents, and specific conditions for your trip. These terms explain both contract types; the applicable type will be identified in the documents for each trip.

1. Types of Travel Contracts and Applicable Terms

[Agent-Organized Package Tours] Tours planned by us and offered to participants. The itinerary, tour price, included services, minimum number of participants (if any), and deadlines for notice of cancellation by the organizer will be stated in the tour information and contract documents.

[Custom-Designed Package Tours] Tours planned by us at a customer's request. Before a contract is concluded, we provide a proposal stating the proposed itinerary, travel services, estimated tour price, and any planning fee.

Each contract is governed by the applicable section of our adopted Standard Travel Agency Terms and Conditions: either "Agent-Organized Package Tour Contracts" or "Custom-Designed Package Tour Contracts." Individual conditions and matters not covered here are governed by the applicable terms and laws.

2. Booking, Contract Formation, and Deposits

As a general rule, the travel contract is formed when we accept the booking and receive the prescribed deposit. Special rules in the applicable terms, including those for communication contracts, take precedence. Deposits are applied toward the tour price. For agent-organized package tours, a contract may be formed before the tour has been confirmed to operate.

For custom-designed package tours, the deposit is generally JPY 70,000, but a different amount may be specified in the individual proposal and contract documents. The deposit and the planning fee are distinct and need not be the same amount.

3. Payment of Tour Prices

[Agent-Organized Package Tours] (1) For bookings made before the tour is confirmed and at least 31 days before departure, the specified deposit is payable. If confirmation is announced at least 30 days before departure, the balance is due by the earlier of seven days after that notice or 30 days before departure. (2) New bookings made after the tour is confirmed require full payment in one installment, regardless of the departure date. (3) New bookings made within 30 days of departure require full payment in one installment, whether or not the tour has been confirmed. (4) The specific deadline for full payment will be stated in the payment instructions. (5) If the tour is confirmed within 30 days of departure, customers who have already paid a deposit will receive an individual, non-retroactive balance-payment deadline.

[Custom-Designed Package Tours] Deposits, balance payments, and payment deadlines are set individually according to the itinerary, group size, and booking conditions, and are specified in the proposal and contract documents. The uniform package-tour rule of "within seven days of confirmation / at least 30 days before departure" does not apply.

For both types, specific payment due dates will be stated in contract documents delivered in compliance with the law, including lawful electronic delivery. Missing a deadline does not automatically terminate the contract; the applicable terms govern.

4. Planning Fees for Custom-Designed Package Tours

JPY 70,000 (tax included) is the indicative base planning fee; the actual fee is set individually according to the trip. The specific amount will be stated in the proposal before the contract is concluded and in the contract documents after conclusion. The planning fee is included within the tour price breakdown and is not charged twice.

If the customer cancels for personal reasons before the period in which percentage-based cancellation charges apply, a cancellation charge equal to the planning fee stated in the contract documents will apply. During the period in which percentage-based cancellation charges apply, the charge specified in the contract documents will apply. Amounts already paid will be credited toward the cancellation charge, and any difference will be settled in accordance with our Travel Agency Terms and Conditions.

5. Delivery of Documents and Electronic Communications

We will provide contract documents promptly after the contract is concluded. If any travel services remain unconfirmed, final documents will be provided by the method and deadline prescribed in the applicable terms. With the traveler's prior consent and

subject to other legal requirements, required information may be provided electronically, including by email body, attachment, or chat. An ordinary message alone does not necessarily satisfy statutory document-delivery requirements.

6. Tour Cancellation, Changes to Services, and Price Adjustments

If an agent-organized package tour does not meet its minimum participant requirement, we will give notice of cancellation within the deadline prescribed by the applicable terms and refund payments received accordingly. Changes necessitated by natural disasters or the suspension of transport or accommodation services, and price adjustments arising from significant fare changes or participant-number changes, are subject to the applicable terms. For custom-designed tours, the finalization of estimated proposals and prices, and any post-contract changes, are likewise governed by the applicable terms.

7. Cancellation by Travelers and Cancellation Charges

Travelers may cancel a contract by paying the cancellation charge prescribed in the applicable terms and contract documents. For ordinary domestic travel in Japan (excluding special cases such as tours using chartered vessels), the charges are shown below. For early cancellation of custom-designed tours, the charge is the planning-fee amount stated in the contract documents. Specific charges and exceptions will be stated in each contract.

Cancellation timing	Agent-organized	Custom-designed
21+ days before departure (11+ for day trips)	0%	Planning fee amount (if stated in contract)
20–8 days before departure (10–8 for day trips)	20%	20%
7–2 days before departure	30%	30%
1 day before departure	40%	40%
Departure day (before tour starts)	50%	50%
After tour starts / no-show without notice	100%	100%

Note: Percentages are calculated against the tour price. These are the standard categories for ordinary domestic travel and remain subject to the limits, exceptions, and individual contract conditions under the applicable terms.

8. Cancellation Without Charges and Refunds

Under circumstances specified in the applicable terms, travelers may cancel without a cancellation charge. These may include material changes to the contract, certain tour-price increases, natural disasters making safe and smooth operation impossible or highly unlikely, delayed delivery of final documents, or inability to operate the tour for reasons attributable to us. Cancellation and refunds after a tour has begun are also governed by the applicable terms.

9. Overseas Payments, Refunds, and Exchange-Rate Changes

For payments made with overseas-issued cards, international bank transfers, or payment services, exchange rates, conversion rates, and fees charged by financial institutions may cause the amount received in the customer’s local currency upon refund to differ from the amount paid. Where we are required to issue a full refund, we will, in principle, refund the full tour price received in the contractual payment currency without automatically deducting our own payment-processing fees. Currency conversion and fees imposed by card issuers, financial institutions, and payment service providers are subject to their respective rules. Nothing in this provision limits our refund obligations or travelers’ rights under applicable law or our Travel Agency Terms and Conditions.

10. Liability, Compensation, and Traveler Responsibilities

Liability for damage caused intentionally or negligently by us or our booking agents, special compensation for qualifying accidents, and itinerary-change compensation for significant itinerary changes are governed by the applicable terms and Special Compensation Rules. Please notify us when booking if you require special assistance. During the trip, follow our safety instructions. International flights or other arrangements booked independently by travelers are not included in our travel services unless expressly stated in the individual contract.

11. Tour Organizer and Company Information

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