



佐野市観光協会
SANO City Tourism Association

Local Living Tour / Sano City Tourism Association



Terms and Conditions Agreement | Local Living Tour / Sano City Tourism Association

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These terms and conditions are to be agreed to by the participant and/or parent or guardian before participating in any tour organized by Local Living Tour / Sano Tourism Association

Tour Participant's Agreement

PLEASE READ CAREFULLY

The purchase of any travel services offered by Local Living Tour / Sano Tourism Association constitutes a contractual arrangement between you and Local Living Tour / Sano Tourism Association and represents your acceptance of the Local Living Tour / Sano Tourism Association "Terms & Conditions" set out herein. Please ensure that you read carefully and understand these Terms & Conditions prior to booking. If the person making the Reservation is doing so on behalf of a group, then that person must have the authority to accept these Terms and Conditions on behalf of the entire group and is responsible for ensuring that each member of the party is kept fully informed of all the details of the Reservation.

GENERAL INFORMATION

You are advised to check our website or to request the latest version of the Terms and Conditions from Local Living Tour / Sano Tourism Association or your Travel Agent prior to your reservation. No variation of these Conditions shall apply unless confirmed in writing by or on behalf of Local Living Tour / Sano Tourism Association. These Conditions together with the Local Living Tour / Sano Tourism Association's Confirmation Invoice constitute the whole agreement between the parties and supersede any prior promises, representations, undertakings or implications whether written or oral. By agreeing to these conditions, you shall be deemed to have accepted and agreed that the supply of the Tour by the Company shall be in accordance with these conditions.

1. RESERVATION

How to Make a Reservation

To reserve your spot on a Local Living Tour / Sano Tourism Association vacation package, you must submit a completed tour reservation application form via our website or have your reservation made by online booking or email. Once Local Living Tour / Sano Tourism Association receives your reservation information, your travel agent or Local Living Tour / Sano Tourism Association will contact you with a reservation confirmation & payment invoice.

Payment – For Tour Package Participants

For reservations made, a full payment must be paid by credit card to secure your reservation.

Reservation for the tour may be cancelled if Local Living Tour / Sano Tourism Association does not receive your full payment within the reservation deadline. In the event of a billing error, Local Living Tour / Sano Tourism Association reserves the right to send a new invoice with the appropriate pricing.

2. CANCELLATION

Cancellation Charges

When you cancel your reservation, the following fee will be charged per person accordingly. You will be responsible for any costs or fees when you cancel your reservation.

- **31 days or more before the tour date:** No fees
- **30 days - 15 days before the tour date:** 10% of tour fees
- **14 days - 8 days before the tour date:** 20% of tour fees
- **7 days - 3 days before the tour date:** 50% of tour fees
- **Less than 3 days before the tour date:** Non-refundable

Written notice by email of cancellation must be received by Local Living Tour / Sano Tourism Association for an eligible refund. Local Living Tour / Sano Tourism Association will not be responsible for any non-refundable situations resulting from delayed arrival of your travel documents. Cancellation date will be determined based on when Local Living Tour / Sano Tourism Association receives written notice from tour participant. A refund will be issued to your credit card which you made the payment.

Tours Cancelled by Local Living Tour / Sano Tourism Association

In the unfortunate event Local Living Tour / Sano Tourism Association has to cancel your Japan tour, we will refund the entire amount paid unto Local Living Tour / Sano Tourism Association at time of cancellation.

3. TRAVEL INSURANCE for your Japan tour

Travel Insurance is NOT included with the purchase of your tour. Therefore, Local Living Tour / Sano Tourism Association strongly suggests tour participants to purchase travel insurance to

cover unforeseen circumstances during your tours or cancellations. Travel Insurance will cover your non refundable trip costs in the event that you must cancel your trip due to illness, family crisis or other emergencies.

Japan TOUR FARE INCLUDES

Hotel Accommodations

Hotel accommodations are based on double occupancy. Per triple sharing the per person room rate will be the same as per twin sharing room. A single room request is subject to availability and comes at an additional cost. Single rooms are often smaller than twin rooms. Triple room definition is 3 bedded or 2 bedded with a roll-away or cot in a twin room, and may not be comfortable for three adults.

When the hotel listed in the brochure is not available, a hotel within the same category will be substituted without prior notice. Star-ratings may differ from country to country. Local Living Tour / Sano Tourism Association does its best to maintain current information, however is not responsible for any inaccuracies, changes in description details or amenities, or images provided by third parties.

Meals

Meals are included as specified in each itinerary. Local Living Tour / Sano Tourism Association can arrange for Vegetarian meals, but we ask you to submit your meal request in advance, when booking your Japan tour package. We are able to accommodate vegetarian meals, some allergy restrictions, and can notify your tour guide about your dietary preferences. In some cases, Local Living Tour / Sano Tourism Association can accommodate clients with strict/severe dietary restrictions (additional fees will apply). No reimbursements or refunds will be issued if a tour participant chooses to skip a provided meal.

Admission / Entrance Fees

Admission or Entrance fees for attractions are included as specified in each itinerary. Admission or Entrance Fees for optional Day Trips & Excursion Tours are not included with the price of your Japan tour.

Itinerary Changes

Local Living Tour / Sano Tourism Association will adhere to the original itinerary as accurately as possible. However, we cannot quite predict the future and we never know what may happen in Japan. Therefore, the tour itinerary's final arrangements will be determined by the local tour escort based on local circumstances which are beyond the control of Local Living Tour / Sano Tourism Association, such as traffic, weather, natural disasters, and incidents at sea, fire, and breakdown in machinery or equipment, acts of government or authorities and wars. During local or national holidays, certain facilities such as museums and restaurants, sightseeing tours, and shopping may be limited or not available. Local Living Tour / Sano Tourism Association will do our best to provide alternatives whenever possible in the event of an itinerary change. See

Section 7 – General Conditions Unused Tour Features for more information regarding unused attractions as a result of itinerary changes.

5. NOT INCLUDED IN THE JAPAN TOUR FARE

Flights to and from Japan, (travel) Insurance premiums, any expenses due to delay or changes of schedule, overbooking of accommodations, Federal Inspection fees for the Federal U.S. Customs and Immigration; International Air Transportation tax; agricultural tax; any other charges levied by local state, federal or national government agencies; security fees; airport taxes and fees; port taxes; passports; visas and vaccinations; tips to your Tour Director, driver, Local Guides, and ships' crew; gratuities on ferries, trains, and cruise ships; laundry; telephone; mini bar; alcohol, beverages (these extra items will be billed to you before leaving the hotel, ship, or restaurant); optional activities; porter's fee at airports and hotels; non-included day-trips & excursion tours; excess baggage fees; and all other items of a personal nature not outlined in the tour itinerary.

6. AMENDMENT AFTER DEPARTURE

The cost of any changes or additions will be at the local rate at the time of the amendment, not per the Local Living Tour / Sano Tourism Association website or brochure and must be borne by the passenger.

7. GENERAL CONDITIONS

Tour Price

All tour prices are listed in US dollars (or JPY) and are based on tariffs and rates of currency exchange in effect at the time of printing. These rates are subject to change as deemed necessary and fair by Local Living Tour / Sano Tourism Association

Tour Departure Guarantee

Local Living Tour / Sano Tourism Association guarantees departure day for all of our listed tour packages. However, should the total number of tour participants fall below 10 persons, Local Living Tour / Sano Tourism Association reserves the right to change or cancel the tour.

Price Guarantee

Local Living Tour / Sano Tourism Association guarantees your tour price once we have received full payment for your tour. Only amendment fees, currency surcharges, optional hotel swaps, optional hotel extensions, optional day-trips or excursion tours which additional costs must be added to the tour package will result in a price reassessment for each passenger.

Unutilized tour features

Any unused tour features, due to time constraints, weather, itinerary change(s), or otherwise, either are non-refundable and non-exchangeable.

8. HEALTH

To ensure smooth operation of the tour, Local Living Tour / Sano Tourism Association recommends that travelers be in general good health. Please consult with your physician regarding your wellness and ability to travel long distances. Any physical or mental disability which requires special treatment or attention must be noted at the time of reservation. Local Living Tour / Sano Tourism Association reserves the right to exclude tour participants who are physically unfit to undertake long trips in the interest of the individual traveler's and the tour group's well being.

Fitness

To ensure smooth operation of the tour, Local Living Tour / Sano Tourism Association recommends that travelers be in general good health. Traveling and visiting sights in Japan require a certain level of fitness & health. In order to fully enjoy this tour and to prevent issues for the group, please be prepared to keep up with the pace of the group, climb stairs with no difficulty, and wear comfortable shoes for all day use.

Safety

During your tour with Local Living Tour / Sano Tourism Association, there are certain risks and dangers that may arise beyond our control. This includes the dangers from travel by boat, train, shuttle services, aircraft, ground vehicles, or other means of transportation, travel in undeveloped areas, the forces of nature, political unrest, accident or illness, etc. In the event of an emergency, Local Living Tour / Sano Tourism Association will take the necessary steps to provide sufficient measures in response to said situation.

Medication

Please verify with your doctor, physician, or the Japanese Embassy in your country to ensure you can travel safely with your required medication. Local Living Tour / Sano Tourism Association will not be held responsible for any issues or complications related to medication(s).

Smoking

Local Living Tour / Sano Tourism Association will do everything we can to accommodate non-smoking rooms for our tour participants. However, Local Living Tour / Sano Tourism Association cannot guarantee you will have a nonsmoking room during your Japan tour. Many hotels in Japan don't separate smoking and non-smoking rooms, and some hotels have limited non-smoking rooms available. Local Living Tour / Sano Tourism Association will do our best to accommodate guests in nonsmoking rooms during their tour.

9. SPECIAL ASSISTANCE

Notify at Booking

Please report any disability requiring special attention when submitting your tour reservation application. Unfortunately, not all destinations or attractions are accessible for disabled tour participants in Japan. Local Living Tour / Sano Tourism Association will do what we can to reasonably accommodate the special needs of travelers, but we cannot guarantee access to select services. A travel specialist will contact you if it is possible to accommodate your request(s) after we receive your travel information (additional fees may apply).

Additional Companion

We regret that we cannot provide additional individual assistance to a tour participant(s) for walking, dining, transportation, or other personal needs. If these services are required, a qualified and physically capable companion must accompany travelers who need such assistance.

Companion Chairs

Companion chair rental is available upon request for select escorted tours and nominal charges will apply. Please contact your travel agent for pricing and details. Unfortunately, not all tour packages can accommodate guests with companion chairs.

10. BAGGAGE

One suitcase & one carry-on luggage are allowed per person at your own responsibility throughout the tour. Please contact the airline company you booked your flights with for more information on your air carrier's baggage policy.

11. DEVIATION

Deviation from our tour itinerary will be the sole responsibility of the individual. Local Living Tour / Sano Tourism Association. will not be responsible for any additional or extra charges that occur due to deviation(s) from the tour itinerary.

12. PASSPORT & VISA

Your passport must be valid for at least 3 months from the return date of your trip. Please check with your country's consulate or embassy for more information on passports. An entry visa is not required for passport holders of USA, Canada, and Australia going to Japan for up to 90 days. Please check the Japanese Ministry of Foreign Affairs (www.mofa.go.jp) to see the list of countries with visa exemption agreements with Japan.

YOUNG TRAVELERS

Travelers who are less than 18 years old on the departure date must be accompanied by an adult. For any special requirements regarding airline tickets for children, contact your airline directly.

Due to heightened security, many countries have adopted practices to prevent international abductions of children. If a child will be traveling with adults other than the parents or with only

one parent, it is recommended that a notarized letter be written by the parents or non-traveling parent granting authorization to travel, including the dates of travel. We suggest that you also contact the appropriate consulate and airlines because they may have additional requirements.

Local Living Tour / Sano Tourism Association happily offers a discount off the tour packages for children between the age(s) of 4 to 11 years if they don't need an extra bed and share a room with an accompanying adult. Child discounts cannot be combined with other promotions.

13. RESPONSIBILITY

Local Living Tour / Sano Tourism Association and its representatives act only as independent contractors. All travel arrangements included in this trip are made on the participant's behalf upon the expressed condition that neither Local Living Tour / Sano Tourism Association nor its agents shall be held liable or responsible in the absence of its (or their) negligence for any direct, indirect, consequential, or irregularity of any kind which may be accessioned by reason of any act or omission of any person or entity, including without limitation, any act of negligence or breach of contract of any third party such as a train, motor coach, private car, cruise vessel, or boat company, or any other conveyance, hotel, which supply any goods or services for this trip. All exchange orders, coupons, and tickets are issued subject to the terms and conditions under which such means of transportation, accommodations, and other services are offered or provided. The issuance and acceptance of such documents shall be deemed to be consent to the further conditions.

The participant understands that Local Living Tour / Sano Tourism Association neither owns nor operates such third-party suppliers and accordingly agrees to seek remedies directly and only with those suppliers and not hold Local Living Tour / Sano Tourism Association responsible for their acts, omissions or commissions. Without their limiting the foregoing, Local Living Tour / Sano Tourism Association and its agents are not responsible for any losses or expenses due to delay or changes of schedule, overbooking of accommodations, default of any third parties, sickness, weather, strike, natural disasters, acts of government's civil disturbances, war, quarantine, customs regulations, epidemics, criminal activity or for any other cause beyond its control. All such losses or expenses have to be borne and paid for by the participant.

Local Living Tour / Sano Tourism Association accepts no responsibility for value, reliability, quality or authenticity of any goods purchased while on tour or for any mailing, freight or shipping arrangements. Local Living Tour / Sano Tourism Association reserves the right to decline to accept, or retain any person as tour participant, should such person's health, mental condition, physical infirmity or general deportment impede the operation of the tour or the rights, welfare or enjoyment of other tour participants.

The general conditions under which you agree to utilize the services of Local Living Tour / Sano Tourism Association may not be amended in any way, except in writing, by an authorized officer of Local Living Tour / Sano Tourism Association. By utilizing the services of Local Living Tour / Sano Tourism Association, you agree that the exclusive venue for all claims shall be the court in Japan and such claims shall be determined according to the laws and jurisdiction of Japan.

Baggage & Tour Handbooks

Baggage is carried at owner's risk and baggage insurance is recommended. Local Living Tour / Sano Tourism Association cannot be held responsible for typographic errors or omissions in our tour brochures.

Cancellation, Substitutions & Pricing

Local Living Tour / Sano Tourism Association reserves the right to substitute hotels, alter the itinerary, withdraw any tour, and make any desirable alteration for the convenience of the operation of tours without prior notification. Local Living Tour / Sano Tourism Association reserves the right to cancel the tour prior to departure for any reason. Liability for such cancellation is limited to full refund of money received by Local Living Tour / Sano Tourism Association, and this will constitute a full settlement with the tour participant.

Local Living Tour / Sano Tourism Association does not own nor operate the hotels, airlines, motor coaches, cruise lines, or any other service providers which compose their tours, and will not be held responsible for changes and/or cancellations for any reason by airlines, hotels or cruise ships. Each exchange voucher and ticket is to be regarded as one contracted by or on behalf of the particular company or person named on it. The issuance of tickets and vouchers shall be deemed to be consent to the above conditions and to these terms and conditions.

All tour fares shown are based on the present value of foreign currencies in relation to the Japanese Yen at the day of writing the fares, and in current tariffs on the same date and are subject to change.

Travel Insurance & Safety

Local Living Tour / Sano Tourism Association accepts no responsibility for cost, which may occur as a result of a participant failing to secure adequate insurance coverage, which coverage is highly recommended. Generally, your health insurance does not cover expenses outside your home country. Local Living Tour / Sano Tourism Association is not responsible for participant's visa or passport requirements or reimbursement of any additional expenditure if a participant is denied entry to a country for this or any other reason.

Local Living Tour / Sano Tourism Association will do what we can to reasonably accommodate the special needs of travelers, but will not be found responsible if unable to do so. Local Living Tour / Sano Tourism Association is not responsible for any denial of services by carriers, hotels, restaurants, or other independent suppliers.

Local Living Tour / Sano Tourism Association shall not be held responsible for potential risks and hazards associated with travel to destinations included in this brochure, where injury, delay, or unanticipated events may occur. Local Living Tour / Sano Tourism Association shall not assume responsibility for standards of quality, hygiene, political stability, cuisine, sanitation facilities, cleanliness, telecommunications facilities, methods of conducting business, emergency medical evacuation, treatment, or medical services found in these destinations. Travel to these areas may entail risks including but not limited to the hazards of traveling in politically unstable

areas, civil disturbances, war, and arbitrary changes mandated by government authorities or private concerns. It is the responsibility of the passenger(s) to check with the authorities of your home country for any current advisories and updates to the destinations on their itinerary. Local Living Tour / Sano Tourism Association shall be held harmless from any and all liability in connection with the foregoing.

By booking a tour or service from Local Living Tour / Sano Tourism Association you confirm that you have read, fully understand, and agree to all of the terms and conditions contained herein, especially noting limitations of liability, and my responsibility. I agree that in the event any part or portion of this TOUR PARTICIPANT'S AGREEMENT REGARDING COMPLETE ASSUMPTION OF RISK OF TRAVEL AND RELEASE OF LOCAL LIVING TOUR / SANO TOURISM ASSOCIATION STAFF AND PERSONAL LIABILITY will be given full force and effect.

Travel Planning and Conducting

Registered Travel Agency in Tochigi, No. 3-742

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Official Member of the All Nippon Travel Agents Association (ANTA)