

# Dear Customer

LICENSE NO.835 by Minister of Land,Infrastructure and Transport. ATB CO., LTD

Thank you for choosing A'cross Travellers Bureau.

Please read the following information carefully. The terms of our customer contract are as follows.

Please make sure that you understand the following points:

## 1. Regarding names

- \* The name must be the same as shown on the person's passport. You will not be able to board the airplane if there is even a single letter mistake. In such case, a new ticket will have to be issued and no refund is possible for the incorrect ticket. This means you will have to cancel the ticket and reserve another one. Please pay attention to the schedule, the spelling of the name and gender on the voucher. If they are not correct, please notify us immediately. For our confirmation, we need a copy of your passport.
- \* The name on the ticket cannot be changed to another's. In such case, the ticket will be cancelled and another one will have to be reserved.(This is considered as the cancellation of your reservation).

## 2. Check for Passport and visa

- \* Please check for valid visa requirements for your destination and transit countries. If you do not have the required visa, we cannot be held responsible. Please check whether you need a visa or not, and the validity of your passport. (The validity of the passport depends on the country).
- \* Alternatively we can handle visa applications for selected countries. (Handling fee will be charged)  
If you arrange your visa yourself, please send us a copy.

## 3. Ticket Application and Emergency handling charges

Deposit fee: 20,000yen per person. (Please pay within 3 days after you reserved with a deposit).

The rest of the ticket fare: Please pay 3 weeks before the departure date with the exception of an Emergency case or peak season.

Payment: Pay by a wire transfer under the name (Alphabet) on the ticket. We ask you to pay the handling fee for the bank transfer.

Account Info: Please check our account information on the invoice. Bank transfer statements can be treated as ATB receipts.

- \* An emergency handling fee of ¥3,000 per person is charged if you apply for your ticket within 3 days of your departure date.(not counting Saturday, Sunday and National holidays.) (Emergency handling fee cannot be refunded when you cancel)
- \* In case of waiting list, if we are unable to confirm your seat before your departure from Japan, your deposit will be refunded by bank transfer.

Deposit (¥20,000 per person or full payment) is required even if your reservation is not confirmed.

- \* In any case we cannot handle, e.g. Change of transportation fee or climate change, in which case the ticket fare would be changed after your reservation.

## 4. Cancel, Change and Exemption

- \* In case of cancellation or change, please notify us immediately; please contact directly to the staff in charge during business hours.
- \* Refunds will be made by bank transfer only. Please understand that procedures of refunds after the issuance of tickets may take some time. For refunds necessitated as a result of cancellations for personal reasons, we ask you to pay the handling fee for the bank transfer. Please note that there are some financial institutions which we cannot accept. For more information, please inquire to the staff in charge..
- \* Refunds will take some time for completion depending on the airlines or the ticket.

## 5. Receiving the tickets

- \* Air tickets will be issued after total payment is complete.
- \* If the ticket is issued as an e-ticket (electronic ticket) an electronic ticket receipt will be sent to you by post mail, e-mail or FAX. In other cases, the ticket will be handed to you at the airport on your departure date.
- \* The ticket will be handed to you at the counter on the meeting time mentioned on the Passenger Voucher.
- \* If you wish for your ticket to be sent before your departure date, we charge ¥1,200 per delivery (to Hokkaido or Okinawa ¥2,000). Some tickets cannot be delivered. Please ask our staff for further information.

The same charge applies to delivery of hotel coupons and other valuable documents.

## 6. Reconfirmation

- \* Some airline request reconfirmation. Please reconfirm your reservation for your next/return flight at least 72hours(3 days) prior to your departure.
- \* If you fail to reconfirm your ticket and as a result end up canceling the reservation, we will not take responsibility.

## 7. Insurance (Travel Insurance is really helpful. Please have it for your security)

- \* The fee for the hospitals in foreign countries would be very expensive. We recommend you to have Travel Insurance for your security. In case of hospitalization, injury or sickness. Insurance covers the expensive fee. Please have Travel Insurance for accidents, sickness or troubles during your travel. (Please bring or send the insurance application to our office).

### On the day of your departure

Please do not be late for check in. Especially during the peak season, please come earlier than usual.

## **CHARGES FOR RESERVATION CHANGES AND CANCELLATIONS**

- If a reservation was made within 45 days of departure, the cancellation fee will follow the regulations as written below, whether the deposit had been paid or not.
- All cancellation charges are calculated based on the original departure date.
- You can cancel the reservation at any time. Charges apply depending on when you cancel in accordance to the cancellation policy below.

### <CANCELLATION(per erson)>

The day the cancellation is brought to our office	OFF SEASON	PEAK SEASON (25Apr-5May, 5Aug-15Aug, 20Dec-5Jan)
45~31days before departure	¥5,000	¥15,000
30~15days before departure	¥20,000	¥30,000
14~3days before departure	¥30,000	¥40,000
2~1days before departure	50% or ★¥30,000 ★	50% or ★ ¥ 40,000 ★
The day of departure (Including the case you were late on departure time)	100%	

- ★ **Whichever is more expensive.(e.g. If the price of the ticket is 50,000 yen, the cancellation fee is 30,000 yen during off-season.)**
- **When we issue your tickets earlier on your request or you have obtained the tickets in advance for some reason. (e.g. applying for visas or according to the order or the airline), the cancellation fee will be the same as the charged on “2~1days before departure.” (The cancellation on the day of departure is 100%).**
- \* The cancel fee for the hotel, visas, other passes or Ferry is different from the above.
- \* The max of the cancel fee is 100% of the ticket fee.

### <CHANGE (per person)>

More than 31 days before departure	FREE
30 days before to the day of departure	same as cancellation charge

- Please be aware that the bank transfer fee is in addition to the above charges.
- **Cancellation fee is charged and a new booking is created in these cases.**
  1. Correcting spellings of names on the tickets, adult or child, gender or changes in persons traveling.
  2. In case of the travel schedule is not confirmed after the change because of the waiting list.
  3. Changing a reservation to a date 1 month after the original departure date.
  4. Changing the destination.
  5. Changing of the flight rules and conditions (e.g. from a fix ticket to an open, one way or round trip.)
- \* Applicable change (the return ticket or change of flight route) fees are based on the departure date, not based on the return date.
- \* When you cancel or change after making a change, we will charge a higher fee based on the original or new departure date.
- \* Some cases would be different from the above depending on the airline or ticket. Please see the detailed (PEX) below or attached document.

## The cancellation policy above applies to your requested reservation:

If the cancellation policy does not apply to your requested reservation the special policy below shall be applied

**YES IT APPLIES**       **NO IT DOES NOT APPLY (Your ticket is special)**

The ticket that you have purchased is discounted and non changeable. It is possible to issue these tickets from ( ) days after making a reservation until ( )days before the departure date.

Issue date: (The issue date will be notified by ATB depending on handling)

If the reservation is cancelled after the ticket has been issued, cancellation charge of 2days prior departure will be applied regardless of notification time.

Reservation cancellations on the day of departure will be treated as 100% cancellation charge. A separate cancellation policy will be applied for full fare reservations. Please familiarize yourself with these conditions. A handling charge of ¥5000 will also be added in addition to the cancellation policy.

### <SPECIAL CANCELLATION POLICY> (Per person)

	CHANGES	CANCELLATION
After confirmation of reservation with Airlines	¥ %	¥ %
After issuance of ticket	¥ %	¥ %
After days before departure	¥ %	¥ %
The day of departure	¥ %	¥ %

### REFUNDS

• No charges or refunds will be allowed after your departure.

(These notices are based on the regulations as of 9 JUL 2007)

### Exemption from responsibility

We will not be responsible for any damages caused in the following cases:

★ When you cannot board the flight, or were not allowed through the immigration control office at the airport in Japan or in the country of your destination, because you did not hold a proper visa, or your passport expired, or your passport was invalid according to the country regulations in regard to expiration date, or you didn't hold proper documents. (Especially take care for one-way ticket)

This applies also to minors or children traveling with you.

★ When you did not make reconfirmation within 72 hours before your departure, and your returning flight was cancelled.

★ When your flight was cancelled, delayed or out-of-service due to natural disasters, calamity, war, riot, terrorism, hijacking, strike or technical problems of the airline.

★ When your reservation was cancelled or you can not get a seat because the airline company overbooked the flight.

★ When your ticket or passport was lost or stolen. (It could not be reissued).

★ When you come late to the airport for check in and you missed the flight (Please go to the airport early especially in the peak season).

★ When your name on the ticket is different from your passport.

★ When you could not reserve the return flight of your open ticket.

### Please also note the following

★ We cannot refund for the partly used tickets. i.e. unused flights (sectors)

★ If you do not use the next/return ticket, it will automatically be cancelled with no refund.

★ When you use several airlines and fail to catch the next connecting flight due to some problem with the first airline, we cannot take responsibility for such cases.

★ We require the unused tickets to be sent or brought back to our office. If you lost the ticket and cannot get it back to us, we would charge the total fare of the ticket.