

## Charge Chart for Travel Services

Based on the travel agency act, the client will be charged (tax included) for the following travel services provided to the client.  
If the client requests cancellation, service and handling charges are non-refundable.

**For Kansai Japan Offices**

### [International Travel]

#### Handling, reservation change and cancellation charges

Details		Handling	Change	Cancellation	Notes	
International Flight Ticket departing from Japan	Discount ticket sold at our company	Per case /pp	¥4,200	Based on our company Terms and Conditions	- ¥5,250/pp per case will be charged to change flight schedule, course or fare due to such as losing the ticket (including partially unused ticket).	
	PEX and A-PEX tickets	Per case /pp	¥6,300	¥2,100		¥2,100
	Around the world	Per case /pp	¥21,000	¥21,000		¥21,000
Flight Ticket departing from overseas	Including Departure from Japan	Per case /pp	¥2,100	¥2,100	¥2,100	- Per region
	Does not include departure from Japan		¥5,250	¥5,250	¥5,250	
Issued from our overseas branch offices	Issued from our overseas branch offices	Per case	¥15,750	¥15,750	¥15,750	Per region
Other transportation services		Per case /pp	¥2,100	¥2,100	¥2,100	
Re-issuing of flight ticket and/or cruise ticket		Per case /pp	¥5,250	—	—	
Hotel	Including departure from Japan	Per case	¥1,050	¥1,050	¥1,050	Per check-in/hotel will be counted as a case
	Does not include departure from Japan	Per case	¥1,050	¥1,050	¥1,050	
Other accommodation facilities		Per case /pp	¥2,100	¥2,100	¥2,100	
Optional Parts (tickets for train, bus and ship, rental and car hire services, tours departing and returning to the location)	Including departure from Japan	—	Free	¥2,100	¥2,100	Per product/pp. Excluding Europe rail pass validation. Before providing the pass: ¥1050 per case. After providing the pass: ¥2100 per case. (Twin pass would be considered as 2 cases)
	Does not include departure from Japan	Per case	¥2,100	¥2,100	¥2,100	
Reserving restaurant and other services	For a tour	Per case	Specified in the tour brochure	—	—	Additional fees will be charged depending on the service provided
	Including Departure from Japan	Per case	¥2,100	—	—	
	Does not include Departure from Japan	Per case	¥5,250	—	—	
Changing parts of tour schedule for Agent-Organized Tour		Per reservation	¥3,150	—	—	Only if plan and location are accepted

\* If any changes or cancellation is requested, above fee as well as fees charged by transportation and accommodation providers. Any specification in Terms and Conditions will be applied.

\* For services other than those that are listed above, the exact fees will be displayed in the itinerary.

\* We are only able to refund for flight and optional parts sold at our company; however, there are some exceptions.

\* We may ask you to return the flight ticket and ticket/coupons for optional parts in order to process a refund request. If any of these items are lost, they will become non-refundable.

\* Tax included.

\* After issuing the tickets (excluding a few exceptional tickets), changes cannot be made.

#### Other charges

Details		Procedure Fee	Notes
Emergency Procedure Fees (2 days until the departure date. Including Saturdays, Sundays and National Holidays.)	Discount Ticket sold at our company/Requested 2 days before or previous of the departure date	Per case /pp	¥3,150
	PEX Ticket/Requested 2 days before or previous of the departure date	Per case /pp	¥1,050
	A-PEX Ticket/Requested 2 days before or previous of the departure date	Per case /pp	¥1,050
	Train, bus, ship and e.t.c. /Requested 2 days before or previous of the departure date (Excluding Saturdays, Sundays and National Holidays)	Per case /pp	¥3,150
Arrangements on Departure date (Issuing on the departure date as an emergency)	Discount Ticket sold at our company	Per case /pp	¥21,000
	PEX Ticket	Per case /pp	¥1,050
	A-PEX Ticket	Per case /pp	¥5,250
	Train, bus, ship and e.t.c.	Per case /pp	¥5,250

Shipping & Handling Fee	Handing ticket at the airport (rather than at the office) at client's request	Per case /pp	¥1,050	
	Sending flight ticket to a designated address at client's request	Per case /pp	¥1,050	Per address
Issuing tickets departing from other areas	Departing from other than Kansai, Osaka Int' Airport (Itami), Kobe, Matuyama, Takamatsu, Tokushima, Kochi	Per case /pp	¥1,050	

\* Tax included.

\* For above services, we may not be able to take requests if there is less than 2 days until the departure date, but please ask our staff.

### Charges for overseas travel procedures

Details			Procedure Fee	Notes
ED (Embarkation/ Disembarkation) card	Completing ED Card	Per case/pp	¥2,100	
Visa (Including flight ticket departure from Japan)	Completing and/or making a request for Tourist Visa	Per country /pp	Refer to another document for details	Visa and examination fees will be charged separately. If flight does not depart from Japan, other than Australia (ETAS) is not possible.
	Completing and/or making a request for Business Visa	Per country /pp		
	Completing and/or making a request for emigration, student, service, long stay Visa	Per country /pp		
	Completing or making a request for Visa	Per country /pp		
	Completing a visa waiver card	Per country/pp		
Visa (Does not include flight ticket departure from Japan)	Only for Australia (ETAS)	Per case /pp		
Quarantine	Guide and accompany to quarantine, health, inspection office or receiving approval stamps as a substitute	Per case/pp	¥5,250	
Identification	Creating confirmation slip for airline company, company recommendation, business trip requests, English resume, schedule in English, expense payment certificate, a letter of attorney (for the office of notaries)	Per document	¥5,250	The client is responsible for finalizing a document such as signing and filling in details.
Re-issuing E-TKT (Ticket Number)	Reissuing E-TKT (Ticket Number) after return	Per case /time	¥2,100	Reissuing the E-TKT (Ticket Number) after return for mileage service and company documentations.

\* Tax included.

\* Above fees will be shown as a sum. Fees other than what are listed above; the exact fees will be displayed on the itinerary.

### Communication Fee

Details			Fee	Notes
Communication Fee	If communication is necessary at the location for reservations requested by the client	Per case	¥5,250	The total including fees for the actual telephone calls will be charged.

\* Tax included.

### Consultancy Fee

Details			Fee
Sightseeing Tour	Consultation for making tour plans	Basic Fee (up to 30 min)	¥4,200
		Every after 30 min	¥2,100
	Making Tour Plan	Per tour schedule	¥2,100
	Making estimation for tour fees:	Per case	¥2,100
	Providing information about the tour location, transportation, and hotels	Per A4 paper size document	¥525
Other Tours	Consultation for going overseas for special cases such as education, emigration, and international marriage	Basic Fee (up to 30 min)	¥4,200
		Every after 30 min	¥4,200
Business Trip Consultation requested by the client		Added to above fees	¥5,250

\* Tax included.

### Tour Conductor Fee

Details		Fee	Notes
Tour Conductor Service	1 Conductor/day	¥ 63,000 (If start and end at the same location, ¥ 60,000)	Excluding hotel and transportation fee

\* Tax included (except for the fee within parentheses).

## Other Fees

Details			Fee	Notes
Assistance services at the airport	Service at the airport (Only if client requests)	Per staff (Excluding transportation fee)	¥ 15,750	Only for Kansai International Airport. Midnight is between 22:00 P.M. and 5 A.M..
	If at/on Midnight, early morning, Sunday or National Holiday (Only if client requests)	Additional service staff (Excluding transportation fee)	Additional ¥ 15,750	
Searching for lost items	For Agency Arranged Tour	Per case	Refer to the tour brochure	Not possible for certain countries, cities or hotels
Travel Loan	If using Jaccs, Nippon Shinpan, Orico Service	Per case	¥2,100	
Making estimation	Making estimation for travel fare	Per document	¥525	
Special arrangement fee	Assisting unaccompanied child, completing or making a request for transporting instruments, animals, and etc.	Per case	¥2,100	

\* Tax included.

\* For services other than those that are listed above, the exact fees will be displayed in the itinerary.

H.I.S. Kansai Japan offices include Kinki and Shikoku Offices (as on February 1, 2011) .

Revised on February 1, 2011