

Terms of Transaction

Domestic travel — Package Tours and Custom-Order Package Tours

Travel Agent	We Ride Japan LLC
Registration	Ehime Prefecture Governor Registered Travel Agency No. 2-244
Association	All Nippon Travel Agents Association (ANTA), full member
Registered Office	1973 Uchiko, Uchiko-cho, Kita-gun, Ehime 791-3301, Japan
Domestic Travel Services Manager	Tomohiro Akatsuka
Contact	info@weridejapan.jp weridejapan.jp

This document is the written statement of transaction terms required by Article 12-4 of Japan's Travel Agency Act. Please read it before you book. Once a travel contract is concluded, this document — together with the confirmation documents we issue — forms part of the written contract required by Article 12-5 of the same Act.

Matters not covered here are governed by our Travel Agency Terms and Conditions, which follow Japan's Standard Travel Agency Terms and Conditions. A copy will be provided to you together with these Terms of Transaction before the travel contract is concluded.

Article 1 — Scope and types of contract

This document applies to the following travel contracts concluded between you and We Ride Japan LLC ("we", "us"). We have appointed a Domestic Travel Services Manager, and the travel we handle is therefore **limited to travel within Japan**.

- **Package Tour Contract** — cycling tours for which we prepare the itinerary in advance and recruit participants.
- **Custom-Order Package Tour Contract** — private and charter tours for which we prepare an itinerary at your request.

Every contract is governed by this document and our Travel Agency Terms and Conditions, together with the terms set out in our brochures, the tour pages on our website, the Trip Notes, any applicable tour proposal document, your Booking Confirmation, and the Final Itinerary we issue before departure.

Article 2 — Travel Services Manager

Our Travel Services Manager is named below. The Manager is the person responsible for transactions with our customers. If anything in this document or in the terms of your trip is unclear, you may ask the Manager for an explanation at any time.

Domestic Travel Services Manager	Tomohiro Akatsuka
Office	We Ride Japan LLC, 1973 Uchiko, Uchiko-cho, Kita-gun, Ehime 791-3301, Japan
Contact	akatsuka@weridejapan.jp

Article 3 — Tour content and scope of services

The destinations, itinerary, accommodation details, and the travel services you will receive are set out in each tour's brochure, website tour page, Trip Notes, or proposal document. The Final Itinerary we issue before departure confirms the definitive schedule and details of the accommodation and other travel services for your trip.

Cycling routes, distances, elevation gain, rest stops, and points of interest may be changed to the extent necessary for itinerary management, in response to weather, road surface conditions, traffic restrictions, riders' progress, and similar circumstances.

Article 4 — Tour price, deposit, and payment

Included in the tour price

Guiding, accommodation, meals listed in the itinerary, fares and charges for the transport listed in the itinerary, bicycle rental (where stated as included), luggage transfers, and admission fees during group activities — in each case as specified in the tour brochure or on the website.

Not included in the tour price

- Travel and accommodation between your home and the tour's start and finish points
- Personal expenses (drinks, additional meals, laundry, communications, souvenirs)
- Optional travel insurance premiums
- Transport and repair of your own bicycle and equipment
- Excess baggage charges, and anything the brochure or website states is not included

Deposit

A deposit of **10% of the tour price** is required to conclude the travel contract. It must be received **within 14 days** of the day after we notify you that your reservation has been accepted. The deposit is applied towards the tour price, or towards any cancellation fee or penalty that becomes due.

Balance

The balance of the tour price is due **no later than 90 days before the day of departure**. Where you book within 90 days of departure, or the timing of your booking otherwise makes that date unworkable, the full tour price is payable by the date we specify.

How to pay

By bank transfer or credit card. Bank transfer fees are payable by you. If we do not receive payment by the due date, we may treat the contract as cancelled by you and charge a penalty equal to the cancellation fee set out in Article 7.

Article 5 — Booking and when the contract takes effect

To apply for a booking, complete our application form or use the reservation form on our website or another method we accept. We also accept applications by post, fax, and email. Once we notify you that your reservation

has been accepted, please submit any required application information and pay the deposit **within 14 days** of the day after that notification. Where fewer than 14 days remain before departure, payment is due by the date we specify. If we do not receive the required information and deposit within that period, we will treat the reservation as having lapsed.

The contract takes effect when we accept your booking and receive the deposit.

For communications contracts, where payment is made by credit card, the contract takes effect when we dispatch our notice of acceptance — or, where we send an electronic notice of acceptance, when that notice reaches you. The card charge date for a communications contract is the date the contract takes effect.

Article 6 — Changes and transfer of contract

Where a natural disaster, war, civil disorder, suspension of travel services by transport or accommodation providers, government order, provision of transport services outside the original operating plan, or any other cause beyond our control makes it unavoidable in order to run the tour safely and smoothly, we may change the itinerary, the travel services, or other terms of the contract, having first explained the reason. If the tour price rises or falls as a result, we will charge or refund the difference.

We will accommodate changes you request — to dates, participant numbers, and similar — so far as we are able. You will be charged any additional costs arising from the change. Where a reduction in participant numbers falls within the period in which cancellation fees apply under Article 7, **the applicable cancellation fee is charged for each participant withdrawn.**

With our consent, you may transfer your position under the contract to a third party. You will be charged any additional costs arising from the transfer. The transfer takes effect when we give our consent.

Article 7 — Cancellation by you, and cancellation fees

You may cancel a package tour contract at any time by paying the cancellation fee below. The fee is charged per person, as a percentage of the tour price. **The date of cancellation is the date your notice reaches us during our business hours.**

When we receive your cancellation	Fee
On or before the 21st day before departure (11th day for a day tour)	None
From the 20th day (10th day for a day tour) through the 8th day before departure	20%
From the 7th day through the 2nd day before departure	30%
The day before departure	40%
On the day of departure, before the tour begins	50%
After the tour has begun, or no-show without notice	100%

For a custom-order package tour where the proposal document states a planning fee, cancellation on or after the 30th day before departure attracts that planning fee in addition to the fees in the table above.

Cancellation without a fee

You may cancel **before the tour begins**, without paying a cancellation fee, in any of the following cases. We refund the **full amount** already received, within seven days of the day after the cancellation.

- We change the content of the contract (other than a minor change)
- The tour price is increased
- A natural disaster, war, civil disorder, government order, or similar cause makes safe and smooth operation of the tour impossible, or creates a very high risk that it will become impossible
- We fail to issue the Final Itinerary by the due date
- Through our fault, the tour cannot be operated according to the itinerary

Article 8 — Cancellation by us

We may cancel the contract, having explained the reason to you, in the following cases. Where we cancel before the tour begins, we will refund the full amount already paid. **However, where we cancel because you have failed to pay the tour price by the due date**, as provided in Article 4, we will treat the contract as having been cancelled by you and charge a penalty equal to the cancellation fee set out in Article 7.

- You do not pay the tour price by the due date
- It becomes apparent that you do not meet the participation conditions in Article 16, or that the health status, skills, or other matters you declared differ from the facts
- You are likely to cause inconvenience to other participants or to disrupt the smooth running of the group
- You are found to be a member or associate of an organised crime group or other anti-social force, or you make violent or intimidating demands of us, or demands imposing an unreasonable burden
- You demand a burden beyond a reasonable scope in connection with the contract
- The minimum number of participants is not reached (Article 9)
- Conditions required to operate the tour are very unlikely to be met
- A natural disaster, war, civil disorder, government order, or other cause beyond our control makes safe and smooth operation of the tour impossible, or creates a very high risk that it will become impossible

We may also cancel part of the contract after the tour has begun if illness or injury leaves you unable to continue, if you do not follow instructions from us or our guides given for itinerary management, or if you act in a way that causes inconvenience to other participants. In that case we will refund the tour price less the value of the travel services you have already received. Return travel costs are your responsibility.

Article 9 — Minimum number of participants

Each package tour has a minimum number of participants, stated in the tour brochure, on the tour page of our website, or in the Trip Notes. If that number is not reached, we may cancel the tour.

In that case we will notify you **no later than the 14th day before departure (the 4th day for a day tour)** and refund the full amount already paid.

Article 10 — Itinerary management, guides, and interpreter-guides

We will take the measures necessary for you to travel safely and smoothly and to receive the travel services set out in the itinerary. Where there is a risk of change to the itinerary, we will arrange alternative services; where a travel service cannot be provided, we will arrange a substitute.

No tour conductor (a person who carries out itinerary management on our behalf) accompanies any of our tours. We carry out itinerary management ourselves: if the itinerary needs to change or alternative services need to be arranged during the tour, we decide on and make those arrangements. How to contact us during the

tour (our emergency telephone number) is stated in the Final Itinerary. You complete the procedures needed to receive each travel service at the destination yourself, based on the bookings listed in the Final Itinerary.

On **guided tours**, a We Ride Japan cycling guide accompanies the whole trip and is responsible for guiding the ride, managing the route, and safety on the road. If the itinerary changes, we may tell you of our decision through your cycling guide.

No nationally licensed or regionally licensed interpreter-guide (tsūyaku-annaishi) accompanies any of our tours. Our cycling guides are responsible for guiding the ride, managing the route, and safety on the road. They are not tour conductors carrying out itinerary management, and they do not act as interpreter-guides under Japan's Interpreter-Guide Act.

Article 11 — Our liability

If, in performing a package tour contract, we or an agent we have engaged to make arrangements cause you loss intentionally or negligently, we will compensate that loss — provided that **you notify us within two years of the day after the loss occurs**.

For loss or damage to baggage, we will compensate up to **¥150,000 per person**, and only if **you notify us within 14 days of the day after the loss occurs** — except where we have acted intentionally or with gross negligence.

Article 12 — Exclusions

We are not liable under Article 11 for loss arising from any of the following.

- Natural disaster, weather conditions, severe weather, lightning, earthquake, tsunami, typhoon, volcanic activity
- War, civil disorder, or acts of terrorism, and any resulting change or cancellation of the itinerary
- Government orders, outbreak or spread of infectious disease, and restrictions on travel or movement
- Accident or fire involving transport or accommodation providers, and any resulting change or cancellation of the itinerary
- Delay, suspension, schedule change, or route change of transport services, and any resulting change to the itinerary or reduction in time at a destination
- Road closures, traffic restrictions, congestion, and ferry cancellations
- Accidents during your free time
- Food poisoning
- Theft
- Any other cause beyond the control of us or our arrangement agents

Article 13 — Your responsibility

If we suffer loss through your intentional act or negligence, you are required to compensate that loss.

When entering into the contract, please use the information we provide to understand your rights and obligations and the content of the contract. After the tour begins, if you believe that a travel service differs from what the contract documents describe, please tell us, our arrangement agent, or the service provider promptly, at the place where it happens, so that the service you are entitled to can be delivered.

Article 14 — Special Compensation

Regardless of whether we are at fault, we pay Special Compensation and condolence payments under our Special Compensation Rules for certain loss to life, body, or baggage suffered by a participant in a package tour as a result of a sudden and accidental external event. For domestic travel, the amounts are as follows.

Type of compensation	Amount
Death benefit	¥15,000,000
Permanent disability benefit (by degree of disability)	¥450,000–15,000,000
Hospitalisation payment (by number of days)	¥20,000–200,000
Outpatient payment (by number of days)	¥10,000–50,000
Baggage damage, per person	up to ¥150,000

Baggage compensation is limited to ¥100,000 per item, pair, or set. Cash, securities, credit cards, contact lenses, dentures, data, and live animals and plants are not covered. Compensation is also excluded for accidents occurring during certain hazardous activities specified in the Special Compensation Rules, and for loss caused by your intentional act, by riding or driving under the influence of alcohol, or by operating a vehicle without the licence required by law.

Article 15 — Itinerary Guarantee

Where a significant change occurs to the contract content listed in the left column of Appended Table 2 of our Travel Agency Terms and Conditions, we pay compensation for change — the tour price multiplied by at least the rate shown in the right column of that table — within 30 days of the day after the tour ends. Where the change is our fault, we pay compensation for damages under Article 11 instead.

Notified before departure	1.0%–2.5% of the tour price
Notified after departure	2.0%–5.0% of the tour price
Maximum payable	15% of the tour price, per person per package tour
Not payable	Where the amount would be under ¥1,000 per person per package tour

No compensation for change is payable where the change results from a natural disaster, war, civil disorder, government order, suspension of travel services by transport or accommodation providers, provision of transport services outside the original operating plan, or measures necessary to protect the life or safety of participants. The one exception is where a transport or accommodation provider was in fact operating the service but you could not receive it because of overbooking.

Article 16 — Cycling terms and eligibility

Our tours involve riding a bicycle. To take part, you must meet all of the conditions below. We may decline a booking, or cancel the contract under Article 8, where we judge that these conditions are not met.

- **Riding ability** — you must be fit and skilled enough to ride the distances and elevation gain stated in the tour materials, unassisted, on each day of the tour, and have experience riding on public roads.

- **Health** — when booking, you must give an accurate account of your health, pre-existing conditions, medication, allergies, and emergency contact on our form. If you have a cardiac or respiratory condition, or a doctor has restricted your physical activity, please consult your doctor before booking and tell us.
- **Age** — minors must provide written consent from a parent or guardian. The minimum age for each tour is stated in its tour materials.
- **Helmet** — you must wear a helmet of an approved standard at all times while riding. If you decline, you may not ride.
- **Traffic law** — you must observe Japan's Road Traffic Act and all other applicable law. Note in particular: ride on the left side of the road; never ride after drinking; use lights at night; obey signals; do not use a mobile phone or earphones while riding. You are responsible for any liability and loss arising from a breach.
- **Instructions** — you must follow your guide's instructions given for safety while riding.

Where we judge it necessary for safety, in light of weather, road surface, traffic, your physical condition, or your progress, we may shorten or change a riding section, switch to vehicle transfer, or stop riding for the day. Where a travel service is not provided as a result, our Travel Agency Terms and Conditions govern the outcome.

Article 17 — Rental bicycles and equipment

Where we lend you a bicycle, helmet, or other equipment, that loan is a separate contract from the travel contract and is governed by our bicycle rental terms.

- You must use and return the bicycle and equipment with the care of a prudent manager.
- If you lose, damage, or destroy the equipment intentionally or negligently, you are required to pay the repair cost or our standard compensation amount.
- You are not charged for ordinary wear, punctures, or other mechanical faults arising in normal use.
- If you bring your own bicycle, its condition and any mechanical trouble during the tour are your responsibility. Except where we are at fault, we are not liable for damage to your bicycle during transport or storage.

Article 18 — Travel insurance

The Special Compensation in Article 14 does not cover every loss you might suffer. In particular, it may not be sufficient for medical treatment costs, rescue and search expenses, third-party liability, damage to your own bicycle, or costs arising from a cancelled tour.

We strongly recommend that you take out travel insurance, at your own expense, covering medical treatment for injury and illness, rescue expenses, and personal liability. If you live outside Japan, please note that medical costs in Japan may be payable in full by you.

Article 19 — Custom-order package tours

For a custom-order package tour, where we prepare an itinerary at your request, the preceding articles apply together with the following.

- We issue a proposal document setting out the destinations and itinerary, the travel services, the tour price, and the planning fee.
- The contract takes effect when we accept your booking and receive the deposit (10% of the tour price).

- Where the proposal document states a planning fee, cancellation on or after the 30th day before departure attracts that fee in addition to the cancellation fees in Article 7.
- For changes you request, you are charged any additional costs arising from the change.

Article 20 — Personal information

We provide the personal information you give us when booking to transport and accommodation providers, insurers, and other travel service providers — by electronic and other means — to the extent necessary to contact you and to arrange and deliver your travel services. Information about your health and pre-existing conditions is used to keep you safe during the tour and to support medical care in an emergency.

We may also use your personal information to tell you about our own and our partners' products and services, to compile statistics, and to invite you to take part in surveys.

To request disclosure, correction, or suspension of use of your personal information, please contact us at the address in Article 22. Our full privacy policy is published on our website.

Article 21 — Guarantee fund

We are a bonded member of the **All Nippon Travel Agents Association (ANTA)**, 3F Akasaka Shasta East Building, 4-2-19 Akasaka, Minato-ku, Tokyo 107-0052, Japan.

A traveller who transacts with a bonded member of a travel agents' association may claim, in respect of debts arising from that transaction, against the guarantee fund deposited by the association. **The limit applicable to us is ¥11,000,000.**

We do not deposit a separate business guarantee bond. For the procedure for making a claim, please contact the All Nippon Travel Agents Association.

Article 22 — Enquiries and complaints

Please direct questions, concerns, and complaints about your trip to the following contact point.

Contact	We Ride Japan LLC
Address	1973 Uchiko, Uchiko-cho, Kita-gun, Ehime 791-3301, Japan
Email	info@weridejapan.jp
Business hours	Weekdays 9:00–17:00 JST, excluding public holidays and the New Year period

If we cannot resolve a matter, you may also raise it with the All Nippon Travel Agents Association's traveller consultation office.

Article 23 — Reference date and governing law

The travel conditions and prices in this document are stated as at the reference dates below. Tour prices are those stated in the applicable tour brochure, website tour page, Trip Notes, proposal document, or Booking Confirmation.

Travel conditions as at	2 September 2026
Tour prices as at	2 September 2026

Disputes arising from this contract are governed by Japanese law, and the court with jurisdiction over our registered office has exclusive jurisdiction as the court of first instance.