

Specified Commercial Transactions Act Notice

1. Business Operator Information

- **Company Name (Operating Company):** Asia Interaction Supports Inc.
- **Operating Services / Media:** Chill Chill Japan (CCJ) / EXP Tours
- **Operations Manager / Representative Officer:** Tatsuo Aoki
- **Address:** 8F Kamimaezu Green Bldg., 1-4-12 Kamimaezu, Naka-ku, Nagoya, Aichi 460-0013, Japan
- **Phone Number:** +81-52-339-3601 (Hours: Weekdays 9:30 AM – 6:30 PM JST / Closed on weekends, national holidays, and New Year holidays)
- **Email Address:** inbound@asia-is.com

2. Travel Agency Registration & Terms

- **Travel Agency License:** Registered Travel Agency with the Governor of Aichi Prefecture No. 2-1328 (Category 2 Travel Agency)
- **Certified Travel Services Manager:** Tatsuo Aoki
- **Association Membership:** Japan Association of Travel Agents (JATA) Full Member
- **Terms & Conditions:**
 - [Standard Travel Agency Terms and Conditions (PDF)]
 - [Travel Agency Registration Sign (PDF)]

3. Selling Price and Necessary Expenses

- **Tour Fees:** The amount listed on each tour/product details page or specified in individual estimates/invoices (tax included).
- **Inclusions and Exclusions:** Specified individually on each tour details page or contract document (estimate).
- **Additional Expenses (not included in the tour fee):**
 - Bank transfer fees (if paying via bank transfer)
 - Personal expenses incurred on-site (meals, souvenirs, optional activities, etc. not included in the tour package)

4. Payment Methods and Timing

- **Payment Methods:**
 - Credit Card (Visa, Mastercard, American Express, JCB, etc., via Stripe / WeTravel)
 - Mobile Payments (Apple Pay, Google Pay)
 - Bank Transfer (to our designated bank account)
- **Payment Timing:**
 - **Package Tours / Arranged Tours (Online Bookings / Fixed Tours):** Immediate payment upon application/booking completion.

- **Customized / Tailor-Made Tours:** Payable by the deadline specified in the invoice or payment link issued by us (in principle, before the tour start date).

5. Service Delivery Timing (Contract Formation & Document Issuance)

- **Contract Formation:** The travel contract is legally established when we accept your booking application and the payment or reservation procedure is completed.
- **Issuance of Confirmation Documents (Itinerary / Voucher):** Upon completion of payment, confirmation emails and tour itineraries (final confirmation documents / electronic vouchers) will be issued without delay via email, LINE, or other electronic means.

6. Booking Changes, Cancellations, and Refunds

- **Customer Cancellations (Cancellation Fees):** If you cancel or change your reservation for personal reasons after the travel contract is formed, a prescribed cancellation fee will apply in accordance with the Travel Agency Act and our Standard Travel Agency Terms and Conditions. Specific cancellation fee rates are specified on the tour details page and contract documents.
 - **Standard Cancellation Fee Schedule (Example for Package Tours):**
 - 20 to 8 days prior to the day before the tour start date: 20% of the tour fee
 - 7 to 2 days prior to the day before the tour start date: 30% of the tour fee
 - The day before the tour start date: 40% of the tour fee
 - On the tour start date (prior to tour commencement): 50% of the tour fee
 - After tour commencement or no-show: 100% of the tour fee
- **Cancellations by Company / Tour Operator:** If the tour cannot be operated safely due to severe weather, natural disasters, transport interruptions, or other unforeseen force majeure events prior to the tour start date, the tour will be canceled and the paid travel fee will be refunded in full.
- **Inquiries Regarding Service Discrepancies:** If any issue or omission occurs regarding the travel services provided, please contact our support desk immediately. We will handle the matter in good faith based on our Standard Travel Agency Terms and Conditions and applicable laws.

7. Cooling-Off Period

Under Article 26, Paragraph 1 of the Act on Specified Commercial Transactions, travel products (organized and arranged travel contracts governed by the Travel Agency Act) are **exempt from the mail-order cooling-off provisions**. Cancellations are governed strictly by the cancellation fee policy outlined in Section 6 above.