

●Registration

- This plan can be registered from 1 adult. (1 person for the minimum number of participants).
Pre-school children are not included in a number of participants.
- This product is for an independent travel. A tour conductor or licensed tour guide will not accompany.
- This product is only for participants who possess a passport issued by a country other than Japan. Each participant needs to present their foreign passport at the time of purchase. However, up to 2 Japanese participants may accompany per 1 participant with a foreign passport.
- Tickets, coupons, etc. that are not used during travel for a personal reason cannot be refunded.
- Child fee applies to children from 6 to 11 years old.
- Participants under 20 years old at the time of registration require parental consent form.
- Participants under 15 years old at the time of traveling have to be accompanied by guardians.

●FLEX RAIL-TICKET plan

- FLEX RAIL-TICKET plan is a convenient and affordable product which includes coupons that can be used for transportation and at a destination.
- FLEX RAIL-TICKET plan is a round-trip product with a non-reserved seat in a bullet train. A ticket for a return trip is valid for 7 days from the set date for outward trip.
Example: If purchased with a scheduled date on May 15th for outward trip, a ticket for return trip is valid until May 21st. Because a ticket for outward trip is valid for 7 days from May 15th, you may use it on 16th. However, expiration date for a return trip is still until 21st.

●JR plan

- FLEX RAIL-TICKET plan is intended for a non-reserved seat in a bullet train. However, there are some restrictions of use (i.e. Dropping off at a station other than a designated one, changing a seating option, etc. are not allowed.) because special transportation fee and price of an agent organized tour are applied.
- A train name, number, schedule, and number of trains may change due to timetable change.
- You may not change from a non-reserved seat to a reserved seat or Green car.

●Experience at a destination

- Please note that food menu, plates/utensils, dining location, opening hours, etc. may change and it may be closed without prior announcement.
- Please show a provided coupon at a preferred shop/restaurant. The experience coupon can be used once per person during a trip.
- For the places marked as "RSV Req'd", it is required to make a reservation by phone in advance on your own. When making a reservation, please mention that you would like to use JR Tokai Tours Experience coupon. (Also, please do so when making a reservation with "RSV OK" places.)
- In case coupons are lost, special deals will not be provided.
- Coupons cannot be refunded even if they are unused.

●Tax

- All tours listed include taxes and service fee.
- If participants add meals and other services at a destination, they are subject to taxes.

●Cancellation fee

- Cancellation fee for this product is followed by the cancel policy for 1 day trip.

Date of cancellation	Counting back from the day before departure			4) Cancellation on the day before departure
	1) Cancellation on or prior to the 11th day	2) Cancellation on or after the 10th day (Excludes 3 to 6)	3) Cancellation on or after the 7th day (Excludes 4 to 6)	
Cancellation fees	Free	20% of tour cost	30% of tour cost	40% of tour cost

●Others

- Please ask shops/restaurants for details on your own.
- Special deals are only applied to participants who registered with adult or child fee unless mentioned otherwise.
- This information guide is as of January 1st, 2020.