**Go Explore Japan Booking Contract**

This Booking Contract (“Contract”) is entered into between Go Explore Japan (“Company”) and the Client (“Traveler”) for the booking of a travel itinerary as outlined in the confirmed itinerary provided to the Traveler. Any booking ("Segment") mentioned in this document, called a segment, refers to booked items such as airline tickets, tour tickets, accommodations bookings, restaurant booking, etc. which are made on the clients behalf by the company.

Booking and Payment Terms 1.1 Payment Options The Traveler may choose one of the following payment methods:

·       Full Payment: Pay the total cost of the trip at once.

·       Three Equal Payments: Pay the total in three equal installments.

·       Monthly Payments: Available for trips booked 5-24 months in advance. Payments are made in equal monthly installments. Shorter trips may require installments or full payment upfront. All monthly/installment payments are required to be paid in full at least 30 days before the trip start date. Go Explore Japan does not perform credit checks and does not charge interest on installment/monthly payment plans.

1.2 Payment Schedule: The payment schedule will be outlined in writing to the client once the trip has been planned and finalized. This booking agreement follows that written payment schedule (e-mail communications are valid as "in writing" with valid date and time stamps). The first payment is due on the date of trip finalization if paying monthly or in installments. The clients second monthly payment may be due in less than 30 days after the first and then every 30 days after until the final payment which is paid 30 days before the start date of the trip. If paying in full the full payment is due on the date the trip is finalized unless other terms are agreed to in writing by both parties but not later than 14 days after finalization.

1.3 Missed Payments - For any missed monthly or installment payments travelers have 7 days to pay the missed payment without penalty. - After 7 days, the trip will be placed on hold until the payment plus a $25 missed payment fee is made. - If payment is not received within 30 days, the trip will be canceled with no refunds or credits. If paid before 30 days the payments resume on the previously set schedule. The the payment following the missed monthly/installment payment does not get pushed back.

1.4 Cost Reporting Go Explore Japan does not and is not required to provide itemized cost reports for bookings to clients. Travelers will be informed of which segments are booked, but not the individual costs paid for each segment. The final price paid on bookings is between Go Explore Japan and the third-party entity (e.g., hotel, airline, tour operator, etc.). The only cost report the company is required to supply to the client is the total cost of the trip and any monthly payments/instalments due.

Non-Refundable Bookings and Refund Policy 2.1 Some segments of the trip may be non-refundable due to third-party policies. 2.2 The Traveler will receive email confirmation for each non-refundable booking with details of the segment and its restrictions within 48 hours of the booking. Clients will not receive communications for refundable segments except once the trip is fully booked. Once all segments are booked and paid for the client will receive an email or emails with all required tickets and documents for their booked vacation package such as airline tickets, tour tickets, hotel check ins, etc.

2.3 Refunds or credits will only apply to refundable segments minus any third-party cancellation fees. 2.4 Refunds and credits are governed by Go Explore Japan’s refund policy, as outlined below:

o   Cancellation within 30 days of initial payment: Traveler may cancel for a full refund if (1) the trip is at least 91 days from departure and (2) cancellation is made before entering the 90-day window before departure.

o   Cancellation after 30 days or within 90 days before departure: All payments made are considered non-refundable. Traveler may receive a company credit for refundable portions of payments, valid for 24 months from the date of issue. Credit reflects only refundable bookings; non-refundable segments are excluded.

Example: - Trip cost: $1,600 - Refundable flight: $950 (cancellation fee: $50) - Non-refundable hotel: $300 - Credit available if canceled: $1,250 ($1,600 - $50 - $300)

Trip Credits 3.1 If the Traveler cancels for financial or personal reasons, Go Explore Japan offers trip credits for refundable segments only. 3.2 Credits are valid for 24 months from the date of issue and may be applied toward a future trip.

Travel Support 4.1 Go Explore Japan provides on-the-ground travel advisors for all trips booked through the company. 4.2 For travelers booking independently outside scheduled group trips, advisors are available via text only, and the Traveler accepts responsibility for navigating local transport and schedules.

Changes and Cancellations 5.1 Trip changes or cancellations must be communicated in writing (text and email constitute in writing). 5.2 Any fees charged by airlines, hotels, or third-party vendors for segment modifications are the responsibility of the Traveler. 5.3 Go Explore Japan reserves the right to cancel trips due to unforeseen circumstances (e.g., dangerous weather, political unrest, natural disasters, etc), in which case refundable portions will be credited or refunded per third-party policies. Un-refundable portions will not be refunded or credited. It is suggested that clients seek travelers insurance for events that are beyond the companies control to mitigate such losses.

Limitation of Liability 6.1 Go Explore Japan acts solely as a booking facilitator. The company is not liable for delays, cancellations, or incidents caused by airlines, hotels, or local service providers. In the event of a canceled or missed trip segment the company will offer as much assistance as it can to find a resolution for the client but are under no obligation to provide a credit or refund for any or all of the trip or to book a new segment at the companies expense.

6.2 Travelers are responsible for obtaining travel insurance, passports, visas, and any other required legal travel documentation. Failure to obtain all legal documents for both the United States and Japan before the trip start date does not constitute grounds for a refund or cancelation. Client agrees that it is not the job or requirement of Go Explore Japan to remind them to acquire all legally required travel documents.

**No Chargeback Agreement 7.1**

By agreeing to this document, you acknowledge and agree that all payments made under this agreement are final and non-refundable, **unless otherwise stated in this document or in the** [**refund policy**](https://www.goexplorejapan.com/refund). You further agree not to initiate, request, or attempt any chargeback or reversal of any portion of the funds paid, through any bank, credit card issuer, or payment processor, for any reason. Any violation of this provision may result in legal action, and you shall be responsible for any associated costs, fees, or damages incurred in the recovery of the funds.

Acknowledgment 8.1 By clicking the box and hitting submit, the Traveler confirms that they have read, understood, and do agree to all terms in this Booking Contract. The Traveler also acknowledges and understanding the nature of non-refundable bookings, payment obligations, the [refund policy](https://www.goexplorejapan.com/refund), and the policy regarding itemized cost reporting.