

TERMS AND CONDITIONS

JK FUKUOKA TOUR

Last revised: October 22, 2026

1. Company Identification and Scope of Services

Trading name: JK FUKUOKA TOUR

Registered legal name: 合同会社 JK FUKUOKA TOUR

Legal structure: Japanese Limited Liability Company (LLC).

Registered address: 3-5-9 Higashiokino, Higashiomi, Shiga 527-0033, Japan.

Legal representative: Junior Fukuoka.

JK FUKUOKA TOUR is a company legally incorporated in Japan as a Limited Liability Company (LLC), specializing in destination management (DMC) and the coordination of ground travel services for travel agencies, tour operators, and international businesses.

The company provides services in accordance with the authorizations applicable to its activities in Japan.

For travel agencies and tour operators, services may include the coordination of guides, transportation through licensed providers, accommodation, rail services, admission tickets, cultural experiences, local assistance, and other expressly contracted ground services.

For individual customers, direct bookings are limited to private guiding, cultural interpretation, accompaniment, and local assistance. They do not include the direct sale of travel packages, flights, accommodation, or comprehensive travel programs.

2. Acceptance of Terms and Contractual Relationship

These Terms and Conditions govern the services offered and confirmed by JK FUKUOKA TOUR.

For business-to-business (B2B) transactions, the contractual relationship is established with the contracting travel agency, tour operator, or company, which remains responsible for its commercial relationship with passengers and for communicating the applicable conditions.

For directly booked private guiding services, the contractual relationship is established with the individual customer.

Acceptance of a quotation and confirmation of a booking constitute acceptance of the contractual terms provided before booking, including any specific conditions agreed upon in writing.

3. Quotations, Rates, and Validity

Quotations are prepared according to travel dates, itineraries, number of passengers, service duration, operational requirements, and supplier availability.

Quotations are normally valid for **15 calendar days**, unless a different period is expressly stated.

For urgent requests, last-minute bookings, or services with limited availability, validity periods of 3, 5, or 7 days, or another expressly stated period, may apply.

Rates, conditions, and availability may change before final booking confirmation.

Included services, exclusions, payment currency, and specific conditions will be detailed in each commercial proposal.

4. Quotation Changes Before Booking Confirmation

The initial quotation is provided free of charge.

Before confirming a booking, the contracting agency may request **up to two itinerary changes or redesigns without an administrative fee**.

Starting with the **third change**, a fee of **USD 100 per additional change** will apply.

The fee will be communicated and must be accepted before the corresponding work is carried out.

This provision applies exclusively during the quotation stage, before booking confirmation.

5. Bookings, Confirmations, and Payment Terms

All bookings are subject to availability of the requested services.

For travel agencies, a booking will be considered confirmed once the quotation has been accepted, the required information has been provided, the agreed initial payment has been made, and written confirmation has been received from JK FUKUOKA TOUR.

For individual customers, a guide booking will be considered confirmed once the proposal has been accepted, the required payment has been made, and written confirmation has been received.

Deposit percentages, payment deadlines, and due dates will be specified in each quotation or booking confirmation.

Advance payments will be credited toward the total price of the contracted services and will be subject to the applicable cancellation conditions.

Available payment methods include bank transfers, Wise, Stripe, or other expressly authorized methods.

Bank charges, processing fees, and currency conversion costs arising from payments shall be borne by the contracting agency or individual customer, as applicable, in accordance with the conditions communicated in advance.

Failure to meet payment deadlines may affect service availability and result in suspension or cancellation of the booking, subject to the accepted conditions and applicable law.

6. Changes After Booking Confirmation

Once the contracting agency has accepted the quotation, confirmed the booking, and made the required initial payment, each subsequent change request accepted for processing will be subject to an administrative fee of **USD 200 per request**.

Additional supplier charges, rate differences, and operational costs arising from the change will be communicated in advance for approval.

Requests made directly by passengers must be processed through the contracting agency or have its express authorization.

Changes are subject to availability and cannot be guaranteed until the relevant confirmation is issued.

For individual customers booking private guiding services, changes after confirmation will depend on guide availability and the specific conditions previously agreed upon.

7. Cancellation and Refund Policy

All cancellation requests must be submitted in writing.

The cancellation date will be the date on which JK FUKUOKA TOUR receives the relevant notice.

Unless otherwise expressly agreed under legally valid specific conditions, the following refund schedule will apply to the amount eligible for refund:

Notice before service commencement	Refund percentage
85 days or more	100%
75–84 days	70%
31–74 days	40%
30 days or less	0%

Additional Conditions

Services booked through external suppliers may be subject to specific cancellation conditions, including non-refundable rates, provided such conditions were communicated and accepted before confirmation.

Supplier expenses and other legally deductible charges will be applied in accordance with the contracted conditions, without deducting the same charge twice.

For private guiding services, booking confirmation reserves the guide's availability for the contracted dates and may prevent the acceptance of other assignments.

Accordingly, cancellations of guiding services will be subject to the conditions accepted in advance and the limits established by applicable law, particularly consumer protection requirements.

Approved refunds will normally be processed within a maximum of **30 business days**, preferably through the original payment method. Transfer expenses and fees applicable to the refund shall be borne by the contracting party, provided they were disclosed in advance and are legally permitted.

8. No-Shows, Delays, and Unused Services

When a passenger or customer fails to appear at the agreed place and time, the situation may be treated as a *no-show*.

Confirmed services that are not used due to the passenger's absence, delay, or voluntary decision **are non-refundable**, except where otherwise required by mandatory law.

Waiting periods for guides, drivers, and suppliers will depend on the conditions established for each service.

Passenger delays do not automatically extend the contracted service hours.

The agency or customer must report any delay or incident as soon as possible.

9. Private Transportation and Luggage Conditions

Private transportation services coordinated for travel agencies will be provided by duly licensed transportation providers.

Passenger and luggage capacity will depend on the confirmed vehicle and the supplier's conditions.

As a general reference, **one large suitcase and one carry-on item per passenger** are allowed, subject to the vehicle's capacity.

Additional, oversized, or special luggage must be declared before service confirmation.

Where necessary, additional charges for larger vehicles or supplementary services may apply, subject to prior approval.

10. Intercity Luggage Delivery

When included in the booking, the luggage delivery service covers **one suitcase per passenger, weighing up to 23 kg and measuring no more than 160 cm in total dimensions (height + width + depth)**. Luggage exceeding these limits will be subject to the carrier's conditions and additional charges.

Delivery times will depend on the provider and operational circumstances.

Delays, damage, loss, or transportation restrictions will be handled in accordance with the applicable contractual and legal responsibilities.

11. Operational Changes During Service Delivery

Weather conditions, traffic, transportation disruptions, facility closures, supplier restrictions, safety conditions, or other operational circumstances may require changes to schedules, routes, meeting points, or the order of activities.

JK FUKUOKA TOUR will endeavor to communicate relevant changes promptly and offer reasonable alternatives whenever possible.

Changes will be managed in accordance with the contracted conditions and rights established under applicable law.

12. Force Majeure and Extraordinary Circumstances

Force majeure refers to circumstances beyond the reasonable control of the parties that prevent or significantly affect service delivery, including earthquakes, typhoons, natural disasters, major transportation disruptions, government restrictions, and similar extraordinary events.

In such circumstances, JK FUKUOKA TOUR may propose alternatives, including:

- Rescheduling of services.
- Replacement with equivalent services, where possible.
- Credits toward future bookings, valid for a maximum of **12 months**.

Alternatives will depend on supplier availability, contractual conditions, and applicable law.

These provisions do not limit any refund rights that are mandatory under applicable law.

13. Cancellation or Inability to Perform by the Company

If JK FUKUOKA TOUR is unable to provide a confirmed service due to operational reasons, permanent supplier unavailability, or inability to perform, it will inform the contracting party as soon as reasonably possible.

Depending on the circumstances, an appropriate solution will be proposed, which may include rescheduling, an alternative service, or the refund required under the contract and applicable law.

Cancellations attributable to the company will not automatically be considered force majeure events.

14. Protection of Guides, Staff, Drivers, and Partners

JK FUKUOKA TOUR maintains a **zero-tolerance policy toward threats, harassment, discrimination, intimidation, serious physical or verbal aggression, sexual harassment, and dangerous behavior** directed at its guides, drivers, employees, suppliers, and partners.

The safety, physical integrity, and dignity of everyone involved in service delivery are a priority.

In cases of serious misconduct that compromise these principles, JK FUKUOKA TOUR may **immediately suspend or terminate the affected services**, without prior authorization from the contracting agency, when necessary to protect its personnel.

For bookings made through travel agencies, the relevant agency will be informed of the incident as soon as reasonably possible.

Services suspended or terminated as a result of serious misconduct attributable to a passenger or contracting party **will not be refundable, except where otherwise required by applicable law**.

Any retained amounts will remain subject to legally permitted limits.

The company may document incidents and report matters to the relevant authorities when warranted.

This provision applies to serious misconduct and does not apply to legitimate complaints, differences of opinion, or ordinary misunderstandings.

15. Travel Insurance

Contracting agencies and travelers are advised to maintain adequate travel insurance covering, among other matters, cancellations, medical emergencies, accidents, delays, lost luggage, and unforeseen events.

Arranging insurance and ensuring appropriate coverage are the responsibility of the relevant party, unless another service has been expressly agreed upon.

The absence of insurance does not exclude any responsibilities legally attributable to JK FUKUOKA TOUR.

16. Scope of Liability

JK FUKUOKA TOUR will be responsible for the obligations and services expressly undertaken under each booking, in accordance with the agreed conditions and applicable law.

In B2B transactions, the contracting agency remains responsible for its commercial and contractual relationship with passengers.

The company does not assume contractual obligations for services purchased directly by passengers or agencies from third parties without its involvement.

Incidents involving external suppliers, carriers, establishments, weather conditions, authorities, or other circumstances will be assessed according to each party's applicable contractual and legal responsibilities.

Nothing in these Terms and Conditions excludes liabilities that cannot legally be limited.

17. Personal Data Protection

Personal data provided for quotations, bookings, payments, operational coordination, and service delivery will be processed in accordance with the JK FUKUOKA TOUR Privacy Policy and applicable law.

Information may be shared with suppliers, partners, and competent authorities when necessary to perform the contracted services, comply with legal obligations, or fulfill previously disclosed purposes.

18. Communications and Documentation

Quotations, confirmations, changes, cancellations, and operational instructions may be handled by email or other expressly agreed electronic communication channels.

Contracting agencies and individual customers must provide accurate information and promptly communicate any relevant changes.

Specific conditions accepted in writing in quotations and booking confirmations will form part of the corresponding contractual agreement.

19. Governing Law and Dispute Resolution

These Terms and Conditions are governed by the laws of Japan, without prejudice to any mandatory legal provisions that may apply.

Disputes relating to the contracted services will be submitted to the competent courts of Japan, in accordance with applicable law.

20. Updates and Contact Information

JK FUKUOKA TOUR may update these Terms and Conditions when necessary for legal, operational, administrative, or commercial reasons.

Subsequent changes will not retroactively alter the conditions of previously confirmed bookings without agreement between the parties or a valid legal basis.

JK FUKUOKA TOUR

Email: support@jfkfukuokatour.com

Website: <https://jfkfukuokatour.com>