

Terms of Conditions

These Terms of Conditions establish the conditions for using the online reservation system ("Reservation System") operated by Inbound Platform Corp ("Company") for booking travel products.

Any matters not explicitly covered in these Terms shall be governed by our General Terms and Conditions for Travel Services (Arrangement-Based Travel Contracts) (available here) and the information provided on the relevant product pages of our website. If you have any questions, please feel free to contact us.

※ This disclosure page forms part of the Transaction Terms Document as required by Article 12-4 of the Travel Agency Act, and it also constitutes part of the Contract Document under Article 12-5 of the same Act. Additionally, these Terms have been prepared in accordance with the Standard Terms for Arrangement-Based Travel Contracts for travel agencies.

1. Application Fees and Contract Formation

To apply for travel services, customers must enter the required details on the "Application Confirmation & Payment Page" on our website, agree to the applicable terms, and electronically submit their application. Once submitted, changes or cancellations cannot be made, so please review your details carefully before proceeding.

The travel contract (Arrangement-Based Travel Contract) is deemed to be concluded when the customer receives a reservation confirmation notification from the Company or when the booking details are updated in the customer's My Page on our website. Even if the customer cannot access the confirmation due to device issues, the contract is still considered valid.

If the requested travel service cannot be arranged (e.g., seats are fully booked), the contract will be considered not concluded, and we will notify the customer accordingly.

Customers can review their booking details via My Page.

2. Ticket Issuance Method

Upon completion of payment, the QR code for the ticket will be issued immediately and sent to the customer via email. The QR code can also be accessed through My Page.

The method for exchanging the purchased ticket may vary depending on the product. Please check the individual product page for details.

For group bookings, the contract representative will be deemed to have the authority to act on behalf of all group members.

3. Handling Fees

The Company charges a ticket issuance fee as follows:

10% of the total purchase amount

4. Application Requirements

Customers must comply with the terms and conditions set by the relevant transportation providers and facilities when using the purchased tickets.

The Company reserves the right to refuse service to:

Individuals affiliated with organized crime groups or anti-social forces

Customers whose actions may harm the Company's reputation or disrupt its business operations

Customers whose applications must be declined due to operational reasons

5. Payment Terms for Travel Services

For payments made under a communication contract (where customers use a credit card issued by a Company-affiliated credit card provider without requiring a signature), the following terms apply:

Customers must provide their card number and expiration date at the time of booking.

The "Card Usage Date" refers to the date on which the Company or the customer fulfills their payment or refund obligations under the travel contract.

If a customer's credit card is invalid or insufficient to cover the travel cost, the Company reserves the right to decline the contract.

After confirming a successful booking, the Company will proceed with the payment process and notify the customer accordingly.

6. Changes and Cancellations

Each travel product has its own cancellation policy. Customers must review the applicable policy before finalizing their reservation.

If a cancellation is made after payment, a cancellation fee will apply in accordance with the product's policy.

Refunds, if applicable, will not accrue interest.

7. Issuance of Contract Documents

Once the travel contract is finalized, the Company will promptly send the contract documents to the customer via email.

The documents will include:

Itinerary details

Services provided

Rights to access the booked services

8. Liability, Compensation, and Customer Responsibilities

Company's Liability & Compensation

If the Company intentionally or negligently causes damage to the customer while fulfilling the travel contract, the Company will compensate up to 150,000 yen per traveler.

Claims for compensation must be made within two years from the date the travel contract was finalized.

Limitation of Liability

The Company is not liable for damages caused by:

Natural disasters, political unrest, government orders, fires, facility service suspensions, food poisoning, or any other incidents beyond our control

Customer negligence, such as errors in entered information or failure to receive the issued ticket

Customer Responsibilities

If a customer intentionally or negligently causes damage to the Company, they shall be liable to compensate for any resulting losses.

9. Exclusion from Special Compensation Regulations

As this agreement is based on an Arrangement-Based Travel Contract, the Company's special compensation regulations for travel agencies do not apply.

10. Handling of Personal Information

The Company will use the personal information provided in the travel application primarily for:

Communications with the customer

Arranging travel services

Processing contracts or claims with insurance providers

This may involve sharing relevant details with transportation providers, accommodations, and insurance companies as necessary.

11. Miscellaneous

Any matters not specified in these Terms shall be governed by the Company's General Terms and Conditions for Travel Services (Arrangement-Based Travel Contracts).

Company Information

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Travel Agency Registration Number: 2-7989

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