



Terms and Conditions

- 1. Services Provided:** The ZPW Company (Advisor) offers guided services for travel in Japan. The Advisor will work with the client to create customized itineraries and make reservations on their behalf.
- 2. Fees and Payment:** The client is to pay the Advisor for services and costs agreed upon. Payment methods and any applicable deposit requirements will be specified in writing.

Cancellation date prior to departure	Cancellation Fees
Over 15 days	No cancellation Fee, except for items under "special cancellation policy"
08 to 14 days	50% of Total invoice, 100% for items under "special cancellation policy"
04 to 07 days	75% of Total invoice, 100% for items under "special cancellation policy"
00 to 03 days	100% of Total invoice, 100% for items under "special cancellation policy"

Special Cancellation Policy: Following items may be subject to 100% cancellation fees.

- Transport tickets
 - Special arrangements/activities/Tours/encounters
 - Restaurant bookings
- 3. Cancellations and Refunds:** Cancellation policies may vary and the client is responsible for any associated fees. No refund will be awarded for consulting fees once commenced
 - 4. Travel Documents and Insurance:** The client is solely responsible for ensuring they have all the necessary documents and insurances.
 - 5. Changes to Itinerary:** If the client requests changes to their travel itinerary, the Advisor will make reasonable efforts to accommodate these changes, subject to availability and any applicable fees.
 - 6. Liability:** The Advisor is not liable for factors beyond their control, including but not limited to accidents, illness, delays, or acts of nature, which may affect the client's travel plans.

- 7. Client Responsibilities:** The client is responsible for providing accurate information to the Advisor and complying with all travel and health requirements, such as vaccination or testing requirements.
- 8. Privacy and Data Protection:** The Advisor will handle the client's personal information in accordance with applicable privacy laws and regulations.
- 9. Termination of Services:** The Advisor reserves the right to terminate services if the client breaches the terms of this agreement or engages in inappropriate or disruptive behaviour during the course of their planning or their travels.
- 10. Entire Agreement:** These Terms and Conditions represent the entire agreement between the client and the Advisor.
- 11. Changes to Terms and Conditions:** The Advisor reserves the right to modify these terms and conditions, and any changes will be communicated to the client in writing.
- 12. Client Acknowledgment:** By commencing work with the Advisor, client is accepting these Terms and Conditions, the client acknowledges that they have read, understood, and agreed to the terms herein.