



**COCO INTERNATIONAL**

1302 Esplanade #303N Redondo Beach CA 90277

Phone: 310-316-1930 Fax: 310-316-3141 Email: [info@cocointernational.net](mailto:info@cocointernational.net)

## TERMS & CONDITIONS

### RESPONSIBILITIES & LIABILITIES

1. Should weather or any other unforeseen circumstances cause a delay in transportation before the tours departures, Coco International reserves the right to alter, postpone or cancel the tour. For any loss or additional charges incurred shall be borne by the participants.
2. For making sure our tours can be completed as planned, if anyone among the tour group interferes with any of the tour's activity, Coco International reserves the right to refuse the said individual to continue with the group; and Coco International shall not be responsible for any act by the said individual thereafter. No refund shall be given.
3. For any unforeseen situation, such as traffic, road conditions, accidents, mechanical problems, authority of law, public enemies, strikes, riots or any other natural circumstances beyond our control, Coco International reserve the right to change the itinerary and tour fare without prior notice. We also are not responsible for any flight cancellation or delay.
4. All tour participants should strictly abide by the laws and regulations promulgated by the government of the visiting country, including but not limited to the Immigration and Customs laws. Coco International will not be responsible for the act of any tour participant.
5. Coco International reserves the right to make any amendment on the itinerary based on local circumstances that are beyond the control of Coco International.
6. Coco International acts as an agent in making and securing all arrangements for transportation, sightseeing, and accommodations for the tour concerned. Coco International does not own, manage, control or operate any transportation vehicle, hotel, restaurant or any related supplier of services related to this tour.
7. By accepting the tickets and any related vouchers or document, the passenger agrees that neither Coco International nor any of our representatives shall be liable for any loss, injury, or damage to you or your personal belongings, or in connection with any accommodations, transportation, or other services resulting directly or indirectly from any of the following circumstances:
  - a) Theft, mechanical breakdowns, government actions, political unrest, terrorism, strikes, lockouts, war, weather, natural disasters or other factors and causes beyond our control;
  - b) Acts of vandalism, air or land piracy, burglaries, accidents, injuries, assaults or any physical harm to you or your personal belongings;
  - c) Your failure to follow instructions including but not limited to check-in/out times and baggage handling;
  - d) Your failure to obtain required documentation including passport, visas, health certificate, or others where required;

8. All the fares printed on brochures are for reference only; Coco International reserves the right to change according to operational cost, hotel availability, or other causes, without prior notice. Please re-confirm the tour fare with our representative when you make the reservation.

9. Coco International reserves the right to change or cancel all scheduled departures if the number of participants falls below 10 people in one group.

10. Coco International accepts no responsibility for value, quality, reliability or authenticity of any goods purchased while on tour.

11. Young Travelers

A parent or guardian must accompany travelers who are less than 18 years old on the date of departure.

### **RESERVATION & CANCELLATION POLICY**

1. A US\$300 non-refundable deposit per person will be required at the time of booking. The rest of the amount must be paid 60 days prior to departure. If booking less than 60 days prior to the departure date, full payment is due at time of booking. Failure to comply with deposit and final payment requirement with result in cancellation of your reservation and no refund of deposit will be given.

2. Please triple re-confirm that the name used for reservation is the name listed on the passport. Once tickets are issued, penalties will apply for alterations.

3. Cancellation policy:

Time prior to departure Cancellation Charges (per person):

60 days or more prior to departure - US\$300

59 days-30 days before departure - 30% of the total tour cost

29 days-16 days before departure - 50% of the total tour cost

Within 15 days of departure - 100% of the total tour cost

4. No refund shall be given for any portions of the tour unused by the passenger on his/her own accord.

5. Since air tickets, accommodations, transportation and meals have to be arranged in advance, no change including departure date, name, tour, and itinerary is allowed.

### **PASSPORTS AND VISAS**

1. Passengers are responsible to obtain the proper travel document for the trip and all passports must remain valid for at least 6 months prior to the scheduled return date of the trip.

2. Passengers should be responsible for arranging his/her own visa required for travel to the destination country or place.

3. No entry visa for passport holders USA, Canada and Australia going to Japan for up to 90 days.

### **TRAVEL INSURANCE**

Coco International strongly recommends our customers to acquire insurance on medical, trip cancellation, and baggage, etc. Coco International acts as an agent

for suppliers of transportation, sightseeing and hotel accommodations. All terms and conditions will be borne by the respective suppliers, and Coco International shall be exempt from any liability for loss or damage of properties, injury to people, delays, accidents, irregularities or other occurrences beyond its control.

#### **TOUR FARE INCLUDES**

1. Meals, transportation, admissions, air ticket, or others, which are mentioned in the itinerary. Hotel accommodation is based on two adults in one room (single room supplement is applicable). No discount on triple occupancy.
2. "Child" fare is for children between 2-11, who shares a room with 2 adults (no extra bed will be added). Infant under 2 years old pays 10% of the adult fare.

#### **TOUR FARE EXCLUDES**

1. Any personal-based expenses, such as phone calls, laundry, postage, travel insurance, additional meals and drinks (alcoholic and non-alcoholic), excess baggage fees, medical expenses and any other items of a personal nature not outlined in the tour itinerary.
2. All costs of activities, which are not mentioned in the itinerary, or stated "optional".
3. Transportation to airport after the tour dismisses.
4. Tipping for local guide and driver in the combined amount of 3000 Japanese yen per person for 6day tour is required. 3500 Japanese yen per person for 7day tour is required. 4000 Japanese yen per person for 8day tour is required.
5. Airport taxes, fuel surcharge and other related charges.
6. In accordance with the bus regulations and the matter of space, each passenger is only allowed one suitcase (not exceeding 23kg=50lbs) & one carry on luggage (not exceeding 10kg=22lbs).
6. Visa application fees.