

BOOKING TERMS & CONDITIONS

JANESCO GROUP TOURS 2025-2026

These booking conditions are binding upon Janesco Travel and upon any person/entity making the booking whether on their own behalf or on behalf of any other person or entity. By making this booking and subsequent payment, you acknowledge that you have read and understand your obligations and rights and accept the disclosed terms and conditions. We make no warranty about the accuracy of the tour information contained in Janesco Travel marketing materials and exclude all liabilities for any errors or omissions in those materials.

Reservation and payment. To secure your place on a tour, a non-refundable deposit of \$1,500 is required at the time of reservation, together with a signed and completed booking form and passport copy. Final balance is payable by 70 Days prior to departure. If your booking is made after that date, the full amount is payable at the time of booking.

Late Booking Fee. Bookings made within 7 days of departure, incur a fee of \$200.00 per passenger and are subject to availability,

Cancellation by Janesco. If a tour is cancelled due to natural disasters, pandemic, epidemic, border closures or other circumstances beyond our control, refunds will be less any unrecoverable costs already incurred on your behalf. If a tour is cancelled by Janesco due to its not reaching minimum numbers, any payments to Janesco for the tour will be refunded, but no refunds will be made for airfares purchased by the client independently of JANESCO. Travellers should purchase flexible air tickets to cover themselves in case of a cancelled tour.

Cancellation by traveller. Cancellation of a reservation must be provided to us in writing and is subject to the following cancellation fees:

70 days or more before departure: loss of \$1,500 non-refundable deposit and airline cancellation fees where applicable

69 to 35 days before departure: 50% of total amount and airline cancellation fees where applicable

Within 35 days of departure: 100% of total amount and airline cancellation fee where applicable

Single travellers. In the interests of traveller privacy JANESCO Travel does not find rooming companions for single travellers and a single supplement must be paid.

Amendments. Each amendment to the booking requested after the initial reservation is made will incur a fee of \$50 per person, per change plus any further costs incurred. Amendments may not always be possible.

Insurance. It is mandatory that all passengers obtain comprehensive travel insurance for the duration of travel. You must insure yourself against loss resulting from cancellation, medical and repatriation expenses, personal injury and accidental death and loss of personal baggage and personal liability insurance.

Documentation. Australian and New Zealand passport holders currently do not require a visa for tourism stays in Japan of up to 90 days. It is the responsibility of the traveller to ensure they have all required visas and. See www.mofa.go.jp for entry requirements. Passports must be valid for the entire time you are staying in Japan. JANESCO Travel does not accept any responsibility for losses or additional expenses incurred as a result of a passenger not holding the necessary valid passport, visa or other documentation.

Alterations. JANESCO Travel will consider alterations or additions to the Itinerary, but no refund is available in respect of any tours, tickets, accommodation, meals or any other services not utilized. Alterations may incur extra charges.

Extensions. Pre or post tour extensions in Japan can be arranged subject to availability. Please request extensions at the time of booking.

Air Travel. Airline tickets are issued to and accepted by the passenger subject to the terms, regulations and conditions appearing thereon. Any changes after ticket issue will incur fees as imposed by the airlines.

Costs. Costs are expressed in Australian dollars based on foreign exchange rates and are subject to alteration should there be any fluctuation in the rate of exchange. JANESCO Travel prices may be altered with or without notice at any time.

Not Included. Airline taxes and other fees, meals which are not specified in the itinerary, cost of passport, visas, when necessary, medical expenses, excess baggage charges, optional activities and all personal expenses, transfers to and from Australian Airports.

Liability. JANESCO Travel advises that the service it provides is for the booking and packaging of goods and services provided by other operators, such as hotels and transportation companies. Accordingly, JANESCO Travel will not be responsible and will be excluded from liability for any loss, damage, injury, inconvenience or delay, omission or acts being negligent or otherwise, committed by the operators or airlines, coach lines, hotel or attractions used in connection with the tours. All such losses or expenses will have to be borne by the passenger.

Possible Changes. While we endeavour to operate all tours as described we reserve the right to change or cancel the itinerary at any time.

Tour Authority. The decision of the tour leader is final on all matters likely to affect the safety or well-being of any traveller or staff member participating in the trip. If you fail to comply with a decision made by a group leader or interfere with the well-being or mobility of the group, the group leader may direct you to leave the trip with no right of refund.

Cultural awareness. Proper attire is required to enter some restaurants. Shorts and bare shoulders are sometimes not permitted in temples and shrines

Health and Fitness. A minimum level of fitness is required to participate in a JANESCO Travel tour. This tour is not suitable for guests with dietary restrictions, food allergies, limited mobility, and guests who utilise a wheelchair or walking frame. Guests are required to be able to at least:

- Walk for 3 km without the use of walking aids on uneven surfaces at a moderate pace with only short breaks.
- Get on and off coaches without assistance.
- Carry hand luggage over moderate distances (200 meters)
- Stand for lengths of time (in museums, galleries etc.)
- Negotiate stairs (50 steps)
- Move their luggage short distances
- Get up and down from the floor unassisted
- Keep up with the group at all times

Effective 01 September 2025

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