

Commercial Disclosure for the InsideOutJapan (“IOJ”) Website and Application

Legal Name: MTJ Co., LTD

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Head of Operations: Mariateresa Agosto, CEO

Prices: Amounts are specified on each product’s page

Additional fees: The prices to be paid to MTJ for the booking of Walking Tours and other in-person services may not be inclusive of required fees to be paid to third parties during such Walking Tours or other in-person services. (For example, entrance ticket fees or transportation fees.) For Walking Tours and other in-person services which require additional fees to be paid by customers to third parties, such fees will be listed in the description of the Walking Tour or other in-person service, on its product page. Customers are solely responsible for the payment of all such listed fees during the Walking Tour or other in-person service.

Cancellations and changes without cause requested by customers and Travel Agents:

- Requested by customers
Bookings made directly by customers for Walking Tours are eligible for the following refunds in the case of a cancellation by the booking customer. The same applies to changes by customers, which require that the original booked service be cancelled, and a new booking be made (subject to availability).
 - Cancellations made within 24 hours from the time of booking will receive a full refund if the cancellation is made before the scheduled starting time of the Walking Tour. For all other cancellations, the following shall apply.
 - Cancellations that are made more than 8 full calendar days (192 hours) from the scheduled starting time are subject to a 10% administrative fee and will receive a 90% refund.
 - Cancellations that are made less than 8 full calendar days (192 hours) from the scheduled starting time but more than 4 days (96 hours) from the scheduled starting time are subject to a 60% administrative fee and will receive a 40% refund.
 - Cancellations made less than 4 full calendar days (96 hours) from the scheduled starting time are not eligible for any refund. The same applies to cases in which the customer does not show or does not partake in the Walking Tour that was booked.

Bookings made directly by customers for the 24-Hour Chat Service (which can be booked directly by customers in 1-hour increments), that are cancelled by the booking customer before confirmation of the availability of the chat service by MTJ, will not be charged. Once the booking has been confirmed by MTJ, no refunds will be made.

- Requested by Travel Agents

Bookings made by Travel Agents for services on the IOJ Website and Application are eligible for the following refunds to the Travel Agent, once a booking for a service within a TRIP has been confirmed by MTJ and an invoice is created for that TRIP. (Customers who are clients of Travel Agents who participate in services booked by Travel Agents are not eligible to make any cancellations or changes directly to MTJ. All such requests must be made by the booking Travel Agent.)

 - Cancellations by Travel Agents for any services that are part of a TRIP more than 8 full calendar days (192 hours) from the scheduled starting day of that TRIP will receive a full refund.
 - Cancellations for any services that are part of a TRIP that are made less than 8 full calendar days (192 hours) from the scheduled starting day of that TRIP but more than 3 full calendar days (72 hours) from the scheduled starting day of that TRIP, are subject to a 60% administrative fee and will receive a 40% refund.
 - Cancellations for any services that are part of a TRIP made less than 3 full calendar days (72 hours) from the scheduled starting day of that TRIP are not eligible for any refund. The same applies to cases in which the customer(s) participating in the TRIP do not show or do not partake in the service that was booked.

- Changes by Travel Agents
 - Notwithstanding anything to the contrary, once a TRIP has been created by a Travel Agent, the dates of the TRIP and the name of the customer contact cannot be changed for that TRIP, at any time.
 - Changes (and additions) made by Travel Agents for any services for an existing TRIP may be made up to 3 full calendar days (72 hours) from the scheduled starting day of that TRIP. Such changes are subject to the above fees for cancellations requested by Travel Agents, when applicable. (For example purposes only: if a Walking Tour is changed 5 days from the starting day of a TRIP by the Travel Agent, the change will incur a 60% administrative fee for cancelling the already booked Walking Tour, in addition to the full booking fee for the newly booked Walking Tour.) No changes can be made to any services that are part of a TRIP less than 3 full calendar days (72 hours) from the starting day of that TRIP, nor can any additions be made. Changes to book new services for a TRIP are subject to availability, and may require up to 72 hours to confirm, depending on the type of service.

Cancellations by MTJ

- Due to late arrival by customers
 - In cases where a customer is up to 10 minutes late to arrive at the designated location for a Walking Tour or other in-person service at the scheduled starting time, the Walking Tour/other in-person service will commence with the customer upon their arrival. However, in the case of multiple customers being late to arrive, the Walking Tour/other in-person service will hold back at the starting location for up to 10 minutes past the starting time, for all scheduled customers to arrive. In all such cases, the Walking Tour/other in-person service ending time will not be extended and all affected customers will not be eligible for any refunds.
 - In cases where a customer does not arrive at the designated location for a Walking Tour or other in-person service more than 10 minutes past the scheduled starting time, the Walking Tour/other in-person service will no longer be available to the late-arriving

customer. In such cases, the affected late-arriving customer will not be eligible for any refund.

- Due to reasons attributable to MTJ
 - MTJ may cancel any services, including Walking Tours and chat services, in the case that it becomes impossible to provide the services due to a reason attributable to MTJ, such as due to the illness of a Travel Story Teller. In such a case, MTJ will refund to the customer or Travel Agent (in accordance with who purchased the service) the entire booking fee for the affected service that was cancelled.

Delivery times:

- Walking Tours and other in-person services will be provided at the date, time and location that the service is scheduled to start when booked, subject to cancellations. However, the Walking Tours and other in-person services will hold back at the starting location for up to 10 minutes past the starting time, for late arriving customers. (In all such cases, the Walking Tour/other in-person service ending time will not be extended and all affected customers will not be eligible for any refunds.)
- When customers book the 24-Hour Chat Services (available in 1-hour increments), the chat services will become functional immediately upon confirmation of availability by MTJ, during the 15 minute confirmation period.
- ChatAssistanceTeam services booked by Travel Agents will become functional at the scheduled date and time that it is booked for, available via the IOJ Website/Application.

Application Period:

- For customers
 - Walking Tours that have no bookings will be available until 7 days (168 hours) before the scheduled starting time.
 - Walking Tours that have bookings and additional capacity will be available until the scheduled starting time, or until the capacity for that Walking Tour is filled.
 - The 24-Hour Chat Service, which can be booked directly by customers in 1-hour increments, will be available for booking requests at any time for immediate use (pending confirmation). All requests are subject to confirmation of availability by MTJ and such confirmation will be made within 15 minutes of the booking request.
- For Travel Agents
 - Services will be available for booking a new TRIP until 21 days (504 hours) before the scheduled starting day of the TRIP. (A "TRIP" must be created by a Travel Agent, in order for the Travel Agent to book services for their client. The TRIP is to include all the active bookings on the IOJ Website/Application for that client. The starting (arrival) day for the TRIP, set by the Travel Agent, cannot be any later than the first day of a booked service and cannot be changed once the TRIP is created.) Changes to services in an existing TRIP can be made pursuant to the "Changes by Travel Agent" section of this Commercial Disclosure.

Available quantity:

- Capacity limitations for certain services, such as Walking Tours and other in-person services, will be indicated on that service's page on the IOJ Website/Application by the limitation on the amount of people that the service can be booked for.
- For customers

- Booking a Walking Tour on the IOJ Website/Application (including complete processing of payment) will receive immediate confirmation of availability. Confirmation of availability will confirm Walking Tour for the customer.
- Booking requests for 24-Hour Chat Service (available in 1-hour increments) are subject to confirmation of availability by MTJ. Confirmation will be provided within 15 minutes of the booking request.
- For Travel Agents
 - Booking a Walking Tour or ChatAssistanceTeam service on the IOJ Website/Application will receive immediate confirmation of availability. Confirmation that it is available will guarantee the availability of the Walking Tour or ChatAssistanceTeam service that was booked.
 - Booking requests for other services available for Travel Agents, such as airport welcomes and other in-person services, on the IOJ website/application does not guarantee the availability at that time. Confirmation of availability will be made by MTJ within 72 hours of the booking request.

Accepted payment methods:

- Bookings made directly by customers can be made via credit card by using STRIPE.
- Bookings made by Travel Agents can be made via bank transfer by using Flywire.

Payment period:

- For customers
 - Bookings made directly by customers for Walking Tours via credit card are processed immediately.
 - Booking requests made directly by customers for the 24-Hour Chat Service (available in 1-hour increments) requires credit card pre-authorization of the payment by the customer at the time of the request. Only after confirmation by MTJ of the availability of the 1-hour chat service period (made within 15 minutes of the request), will the payment be processed. Payments will not be processed for booking requests that are not confirmed to be available by MTJ.
- For Travel Agents
 - Payment for the booking of services for a new TRIP must be made by Travel Agents via bank transfer and must be received at least 21 calendar days (504 hours) before the starting day of the TRIP.
 - For additional fees resulting from changes or additions to services within an existing TRIP that are made less than 21 calendar days (504 hours) from the starting day of the TRIP (or, if the invoice for the TRIP has otherwise already been paid for by the Travel Agent), but more than 3 days (72 hours) from the starting day of the TRIP, any additional fees must be paid within 2 days (48 hours) of the invoice on the IOJ Website/Application updating to reflect the change/addition. The same payment period will apply when confirmation is still pending for services that are booked that have a 3 days (72 hours) confirmation period, where confirmation and update of the invoice occurs after the invoice for the same TRIP has already been paid for by the Travel Agent. (Therefore requiring an update to the invoice.)

Established on: October 27, 2023