

Sado Enjoy Plan Travel Conditions

Payment of Trip Fees and Notes on Cancellations

Internet Application

Input your information on the Sado Enjoy Plan Experience Package page. Pay by credit card via Recruit Easy Pay. ※ Recruit Easy Pay Registration is required.

※ Please note that reservation by phone or in-person via cash payment is not possible for the ferry ticket and experience combo.

● Please contact us as soon as possible in the event of cancellation. Cancellation may incur a fee. Please take note of our cancellation policy at the time of reservation.

● Refunds in Case of Cancellation, etc.

Any refunds will be made to your original credit card used at the time of reservation. If a cancellation fee has been charged, the refund will be made after deduction of the cancellation.

● Minors (under 20 years old) who wish to participate alone or with a group of friends must have the consent of a parent or guardian. Please submit a consent form.

Concerning Fares for Children

● The fare for children is for kids of elementary school age.

● For infants and preschoolers, etc.: if you wish to receive the same experience services as a children's ticket, please pay for a children's fare ticket. (Your child should be accompanied by a parent or guardian, etc.)

Bringing your Vehicle

● The Sado Experience Package itself does not include vehicle transportation. Please pay the vehicle transportation fee at the Sado Kisen port on the day of embarkation.

● Customers who book the Sado Experience Package and vehicle transportation together are eligible for a discount on vehicle transportation.

Sado Kisen Cancellations

● Sometimes the ferry or jetfoil may be cancelled due to weather conditions. Sado Kisen makes the final decision on whether or not to run service 60 minutes before a scheduled departure. Contact the point of embarkation directly for any inquiries.

● Outbound Cancellations

In the case of cancellation of your Sado-bound ferry, you can cancel or reschedule your experience to another day at no extra cost. Refunds are also available.

● Return Cancellations

If your return ferry has been cancelled, bring your boarding ticket to the counter at Sado Kisen terminal and change to another scheduled departure time. If a cancellation means you have to stay an extra night on Sado, you will be responsible for additional accommodation, meals, transportation, and any other expenses.

Sado Enjoy Plan Travel Conditions

● Tour Contract

This tour is planned and organized by Sado Island Tourism Exchange Organization (384-11 Ryotsu-i, Sado City, Niigata Prefecture, Niigata Prefecture, Registered Travel Agency 2-342, hereinafter referred to as "the Company").

The customer who participates in this program is to conclude an organized tour contract (hereinafter referred to as the "tour contract") with the Company. The customer who participates in this tour shall conclude a contract with the Company (hereinafter referred to as the "tour contract").

The conditions of the tour are as follows. In addition to the following, the tour conditions will also be set forth in the tour condition document (full text) to be delivered separately, the final document called the reservation confirmation (voucher) to be delivered prior to departure, and the Company's travel business conditions.

The tour conditions shall be in accordance with the following.

Application for the tour and time of conclusion of contract

(1) Please fill out the online application form and submit it with the application fee.

(2) In the case of application by telephone, mail, facsimile, Internet or any other means of communication, the Company will accept the application within 3 days from the day following the day on which the Company notifies the applicant of its acceptance of the reservation.

(2) In case of application by telephone, mail, facsimile, internet or other communication means, the applicant shall submit the application form and payment of the application fee within 3 days from the day following the day on which the Company is notified of its acceptance of the reservation.

● Included in the Tour Fee

The trip fee may include transportation, experience program, insurance, and taxes as shown on the website.

● Cancellation Fees

The following cancellation fees will be charged in the event that a tour is cancelled at the request of the customer. In the event that the Sado Kisen Ferry or Jetfoil is cancelled or the weather is inclement and the experience program is cancelled, cancellation fees will not be charged.

Cancellations at request of the customer may incur the following cancellation fees.

For Experience Pack (including ferry tickets):

Up to 21 days before: Free

20 days before: 20% fee

7 days before: 30% fee

Day before: 40%

Same day cancellation: 50%

No-show: 100%

For Experience Program Only:

11 days before: Free

10 days before: 20% fee

7 days before until the day of event: 30% fee

Sado Enjoy Plan Travel Conditions

● Special Compensation

The Company will pay a certain amount of compensation in accordance with The Company General Terms and Conditions in the case of damages caused by a sudden and accidental accident to the life, body, or luggage of the passenger while participating in the tour.

● Itinerary Guarantee

In the event of important changes to the itinerary, we will pay compensation equivalent to 1% to 5% of the tour fee, depending on the details of the change, in accordance with the provisions of the travel business terms and conditions (tour planning contract).

In the event of a significant change to the itinerary, compensation will be paid in an amount equivalent to 1% to 5% of the tour fee, depending on the nature of the change. However, the amount of compensation paid for changes to the tour contract shall be limited to 15% of the tour fee. The amount of compensation for changes to the travel contract shall be limited to 15% of the tour fee.

If the amount of compensation for change is less than 1,000 yen, no compensation for change will be paid. The trip price that is the basis for calculating the compensation for change is the total price of the trip, excluding any additional charges that arise at the customer's own expense.

● Disclaimer

We shall not be liable for compensation in the following cases: damages caused by natural disasters, strike or other force, damage caused by theft, or illness, or damages caused due to negligence by the Customer, damages caused by acts of the Customer contrary to laws and regulations or public order, damages caused by transportation, accommodation, or any other agency other than the Company.

For other matters, please refer to the Company's travel business terms and conditions approved by the Ministry of Land, Infrastructure, Transport and Tourism.

● Domestic Travel Insurance

If you are injured during your trip, you may incur medical and transportation expenses. In addition, in the event of an accident, it may be very difficult to claim compensation from the offender or to recover compensation. We recommend that you purchase sufficient domestic travel insurance to cover these expenses.

● Handling of Personal Information

Our company and contracted tour operators will use the personal information provided on the application form for the tour to the extent necessary to communicate with the customer and to make arrangements for and receive the services provided by the transportation and accommodation agencies, etc. for the tour requested.

● Date for travel conditions and tour fee

The base date for travel conditions and the base date for the tour fee will be the date indicated on the website.

Travel Implementation and Planning

Sado Island Tourism Exchange Organization

Registered Travel Agency No. 2-342

Domestic Travel Supervisor / Akie Willoughby, Emi Suzuki ※
(Full member of Japan Association of Travel Agents)

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Home page <https://www.visitsado.com>

※ A domestic travel supervisor is in charge of transactions at the sales office that handles customers' travel. If you have any questions regarding this tour contract, please do not hesitate to ask the above-mentioned supervisor for clarification.