



## **CARTAN GLOBAL TOKYO 2020 OLYMPIC GAMES SPORTS TRAVEL EXPERIENCE TERMS AND CONDITIONS**

These Terms and Conditions apply between the client ("The Client") and Cartan ("The Company") and relate to the sale of the travel packages, event ticket packages, and other travel amenities by The Company to The Customer in connection with events. These booking conditions apply to any booking made with The Company so The Client shall read them carefully. They contain exclusions and limitations of liability.

**Reservations:** In order to secure The Client's package, The Client must complete the online Cartan Tokyo 2020 Reservation Form. By signing the reservation form The Client is agreeing to the terms and conditions outlined in this brochure.

**Deposit:** A 30% deposit for packages and pre and post excursions is due at the time of booking. Full payment for air is required upon confirmation of air arrangements. Deposit schedule is as follows:

**Initial Deposit:** Due at time of Reservation: 30%

**Second Deposit:** Due on or before August 31, 2019: 60%

**Final Payment:** Due on or before March 1, 2020: 100%

**Reservations made after March 1, 2020:** New reservations made after March 1, 2020 must be paid in full upon confirmation.

**Change Fees:** Changes to itinerary made after initial confirmation is sent to The Client, may result in a minimum change fee of \$150.00, plus any charges imposed by suppliers.

**Cancellations:** All cancellations after deposit/payment must be effected in writing and carry the following per person cancellation penalties.

**Now to August 31, 2019:** \$250.00 (per person)

**From August 31, 2019 to March 1, 2020:** \$500.00 (per person plus any air penalty)

**After March 1, 2020:** 100% - nonrefundable (plus any air penalty)

**Cancellation by The Company:** The Company reserves the right to cancel any program or extension in the brochure, in which case all monies received by The Company from The Client shall be refunded. The Company's liability is limited to refunds of monies received. If payment is not received in full by the dates set up The Company reserves the right to cancel The Client's booking. The Company reserves all rights to refuse or accept ANY orders that are incomplete, inaccurate or which do not abide by The Company's Terms and Conditions. The Company has the right to refuse registrations submitted by anyone who resells or attempts to resell Product (s) or components of the Product. An attempt to resell or sell, calls for seizure or cancellation without refund or other compensation.

**Accommodations:** The accommodations used in these packages are based on the room share requested. Hotel categories used in these packages are based on the national standard in Japan. Items such as size, ambiance, facilities, location, distances from venue and airport are all taken into account based on availability. Hotels vary from property to property. Regardless of The Client's arrival or departure times for the hotel, early check-in or late check-out could be requested but it is not guaranteed. The Client or The Client's guest may be required by the Hotel upon check-in (arrival) to guarantee payment of incidental charges with a major credit card or cash deposit. The Company is not held accountable for incidental charges. Accommodations are based on two people sharing a room, unless stated otherwise on The Client's confirmation. Requests for specific bedding arrangements must be made at the time of booking and this will be passed on to the accommodations provider. This is considered a special request and this cannot always be provided during international events. Requests for roll away beds, connecting/adjoining rooms, smoking/non-smoking preferences, early check - in and late check- out, as well as any requests noted are considered Special Requests. These Special Requests are not guaranteed by the hotels and will be honored depending upon availability at check in. Name List must be received no later than 45 days prior to the start of the tour. Any names received or changed after 45 days prior to departure will be assessed a \$150.00 per occurrence administrative fee. Passengers must check into the hotel on the scheduled arrival day of the package to avoid being considered a "no show" by the hotel. If The Client is determined a "no show" by the hotel/vendor, The Company has no control over hotel/ vendor policies and cannot provide refunds/adjustments. In the event The Client will be arriving late, The Client shall contact The Company. The Client may be required to change rooms in the event of additional nights/extension purchase.

**Ground Transportation:** Transportation is only included when specifically mentioned in the package inclusions. The Client will be responsible for any on-board or hand carried luggage.

**Air Transportation:** The Company's packages are quoted without airfare, however a quote could be provided at time of booking for international and domestic air. The Client shall contact one of The Company's Travel Specialists for further information. If The Client chooses to book The Client's own air travel, itineraries must be provided to The Company no later than 45 days prior to departure. Any itineraries received or changed within 45 days prior to departure cannot be guaranteed arrival/departure transfer and will be assessed a \$150.00 per occurrence administrative fee.

**Luggage:** Each passenger is limited to one (1) piece of check-in luggage in accordance with airline size and weight regulations and one (1) carry-on bag. Luggage space on motor coaches is not sufficient for any additional luggage. Luggage lost or damaged while property is in the custody of an airline, ship line, train, hotel, bus or transfer company cannot be the responsibility of The Company. Luggage insurance is strongly recommended and The Company can refer The Client to an insurance provider at time of booking in order to provide The Client with a quote. The Client shall make sure to check The Client's airline terms and conditions in regards to their luggage requirements and allowances prior to The Client's departure.

**Service Charge and Taxes:** The cost of travel programs include all service charges, and local taxes normally payable on any service included, with the exception of possible Transportation Taxes and Customs Security Fees, local airport taxes and departure taxes if and where applicable.



**Passports and Visas:** The Client shall ensure that The Client's passport and any necessary visas are valid for The Client's complete trip and that the name on The Client's passport matches the name on The Client's airline ticket. Japan requires passengers to have at least six months' validity remaining on a full 10-year passport. The Client should check details of passport and visa requirements for The Client's chosen destination with the Japanese Embassy, Consulate or Home Country of The Client's passport for exact requirements for The Client's date of travel. It is The Client's responsibility to ensure that The Client has the correct passport and visas to gain access to any country/region included in the travel arrangements which The Client purchases from The Company. If The Client fails to do so, The Company has no liability to The Client for any cost, loss or damage which The Client suffers, nor will The Company refund The Client the cost of any unused portion of The Client's travel arrangements.

**Not Included:** Event tickets other than those listed, venue transfers other than those listed, meals other than those listed, incidental charges such as items of a personal nature including laundry, alcohol, soft drinks and mineral water, overweight luggage charges, accident and luggage insurance and any item not specifically listed as included.

**Protect Your Vacation Dollar:** Travel insurance is not included in the program price, however it is highly recommended. If you are interested in obtaining a quote for travel insurance, click on [Trawick International](#) to request a quote.

**Document & Health:** It is the responsibility of the Client to ensure that correct health documents are valid before the commencement of the trip. For medical advice regarding The Client's journey, including vaccinations, please contact the Japanese Embassy or Consulate.

**Program Participants:** The Company reserves the right to accept or reject any person as The Client and to expel anyone whose conduct is deemed inappropriate.

**Prices:** Prices are per person, based on two persons sharing a room. All rates listed are in U.S. dollars.

**Disabled Program Participants:** Any disability requiring special attention must be reported to The Company at the time of booking. The Company will make reasonable efforts to accommodate the needs of disabled participants, but is not responsible for denial of service by carriers, hotels, restaurants or other suppliers. A qualified companion must accompany The Client needing assistance.

**Lost Vouchers/Event Tickets:** The Company assumes no liability for lost or stolen travel vouchers or event tickets. However, The Company's staff will assist whenever possible.

**Advisement by Travel Agents:** Travel Agents cannot complete the Booking Form on behalf of their client. Individual travelers must be fully aware of all Terms and Conditions and that they fully understand that he/she is subject to said requirements and policies.

**Travel Documents:** International travel documents will be delivered to the email address The Client provided at least 14 days prior to departure. Under no circumstances will The Company release documents without full payment.

**The Company's Liability:** In order to supply The Client with Event Ticket/Travel Packages, The Company has contracted with third party suppliers which The Company will take reasonable care and skill to ensure are reputable. The Company's role after that point is to secure The Client's booking with the suppliers and although The Company will try to resolve matters where the suppliers has not complied with any of its obligations, The Company emphasizes that The Company does not have control over the actual services provided to The Client by the suppliers. The Company shall not be liable for any costs, direct or indirect damage ("Damage") in connection with The Company's use of the packages. The Company shall not be liable in the event of gross negligence of the suppliers. The Company shall not be liable for any damages that are untypical and unforeseeable under this Agreement.

**The Client's Liability:** Although The Company arranges The Client's reservation with the suppliers, The Company cannot be held responsible for the acts and omissions of The Client and any of the clients who use the confirmed services reserved by The Client. In the event of any claim, cost or expense arising against The Company in respect of any such act or omission (if such claim, cost and expense is not without foundation), The Client confirms that The Client will bear the responsibility for this, either by settling and paying for such claims, costs or expenses or, if The Client disputes any such claim, cost or expense, that The Client will be responsible for the costs arising in defending such a claim including The Company's own reasonable costs (if any).

**Email Confirmations:** When the order is submitted, an email is sent to The Client's email address provided. The Client should receive an email within 48 business hours. Often times, The Company's email confirmations are sent to Spam Filters. The Client shall check The Client's Spam Filters.

**Event Ticket Responsibilities:** The Company is not responsible for misplaced or stolen event tickets. Event tickets cannot be replaced if they are lost or damaged. Upon receipt of event tickets, The Client must notify The Company of any discrepancies. All times listed on The Company's site are local for the event. But dates and times are subject to change and should be verified by The Client on the week of the event. The Client is bound to the Terms and Conditions set forth by Tokyo 2020.

**Binding Agreement:** The Company intends to rely upon the written terms set out here in the Terms and Conditions set forth by Tokyo 2020. If either The Company or The Client requires any changes which are agreed by both parties, both parties should ensure the details are put in writing. Both parties acknowledge that this is a legally binding document.

**Force Majeure:** The performance of this Agreement by either party is subject to acts of God, war, government action or decree, disaster, strikes (other than strikes by The Company's staff), riot or civil disorder, acts of terrorism, curtailment of transportation (to the extent such curtailment was beyond The Company's reasonable control), inclement weather, the postponement or cancellation of the Event, or its being relocated to another venue or any other emergencies beyond the affected party's control making it illegal or impossible to provide services. In the event that performance of this Agreement is not possible by reason of Force Majeure, neither party shall be deemed to be in breach of the terms of this Agreement nor neither party shall then be obligated in any manner to the other with respect to such performance. Compensation will not be payable by either. To the extent The Company recovers monies from the Hotels and other service providers The Company will refund such monies to The Client and The Company will use The Company's reasonable efforts to obtain such recovery.



**Responsibility:** The Company is acting as an independent intermediary for suppliers in selling services, or in accepting reservations or booking for services which are not directly supplied by The Company such as hotel accommodations, ground transportation, meals, tours, event tickets and cruises. The Company, therefore, shall not be responsible for breach of contract or any actions or omissions on the part of such suppliers, which result in any loss, damage, delay or injury to The Client or The Client's travel companions or group members. The Company is not responsible for any personal injury, property damage, or other loss of services The Client may suffer or incur from the acts or failure to act on the part of any service provider. All event ticket coupons and orders are furnished and issued subject in all respects to the forgoing and to any and all terms and conditions under which the transportation and other service and accommodation provided thereby are offered or supplied. The Company accepts no responsibility for losses or expenses due to delay or changes in schedules, sickness, weather, strikes, war, quarantine, or other causes. All such losses or expenses will be borne by The Client. Luggage is "at the owner's risk" throughout the tour unless insured. Small articles (coats, cameras, umbrellas, etc) are entirely in the care of The Client. The right is reserved to decline to accept or to terminate participation of any person as a member of any tour and to cancel or alter the tour. Schedules mentioned/published and rates quoted are in effect at time of printing and are subject to change without notice due to unforeseen circumstances, foreign exchange fluctuations and variations in airline operating costs including but not limited to an escalation of fuel prices. Unused services cannot be refunded or exchanged. The Company reserves the right to cancel and/or modify the itineraries where circumstances require and may substitute hotels or other services where necessary. Airline liability for passenger's luggage is limited by tariffs. The Client, by engaging the company and making deposit and/or full payment for the package arrangement specified, acknowledges the position of The Company as stipulated by the foregoing and agrees to hold The Company blameless in making the arrangements on The Client's behalf, and further agrees that restitution of damages, if any are claimed, shall be sought directly from the suppliers. In circumstances where liability of The Company cannot be excluded, such liability is limited to the value of the purchased item that is in dispute. As indicated above, rates are subject to changes without notice. Tours and event tickets are subject to availability. Payment of deposit or full payment shall constitute consent of all provisions stated herein, which are part of this offer. Moreover, The Company is not responsible for The Client's non-compliance with Japan's immigration regulations.

**Travel Insurance:** Trip cancellation insurance is available for purchase; more information will be sent upon registration. The Company highly recommends this important protection, which can save The Client's money if The Client is forced to cancel or alter The Client's trip. Insurance premium payments are subject to the policies of the insurance carrier.

CST #2045087-40 Registration as a Seller of Travel does not constitute approval by the State of California.

**Use of Promotional Material:** Photograph and video content captured at Tokyo 2020, including images of The Client, are sole property The Company and may be used in future promotional materials. Feedback or interviews provided by The Client (in all forms) is also property of The Company and may be used in promotional materials including on The Company's website and social media platforms.

**Pricing and Typographic Mistakes:** The Company's objective is to provide The Client with information as accurate as possible. However, some mistakes related to pricing or to typography may occur. In the event this happens, The Company has the right to cancel the orders for the specific mistaken item. Moreover, in case of a mispriced item, The Company will, at its own discretion, call The Client to cancel the order and provide full refund or give The Client instructions regarding the procedures to follow. The Client shall know that event tickets and travel prices and availability may vary without notice from The Company.

**Transferability of Travel Packages:** In the event The Client is unable to travel and to use the Travel Package purchased from The Company, The Client could transfer the reservation to anyone who meets The Company's requirements and who abides to The Company's Terms and Conditions. The Client shall contact The Company to verify the requirements before giving notification of the transfer.

**Resale:** The Client is prohibited from reselling Products or any components of the Products. An attempt to resell or sell calls for seizure or cancellation without refund or other compensation.

**Complaints:** In the event The Client has any complaints about the purchase of The Company's products, The Client may email The Company's Customer Service Representative at [info@cartan.com](mailto:info@cartan.com). Complaints must be in written form and must be sent to The Company no later than 30 days after the purchase. The Company will make any effort to solve The Client's problem.

**Disputes:** Any action arising out of this purchase must be filed in a court of competent jurisdiction situated in the County of Los Angeles, California.