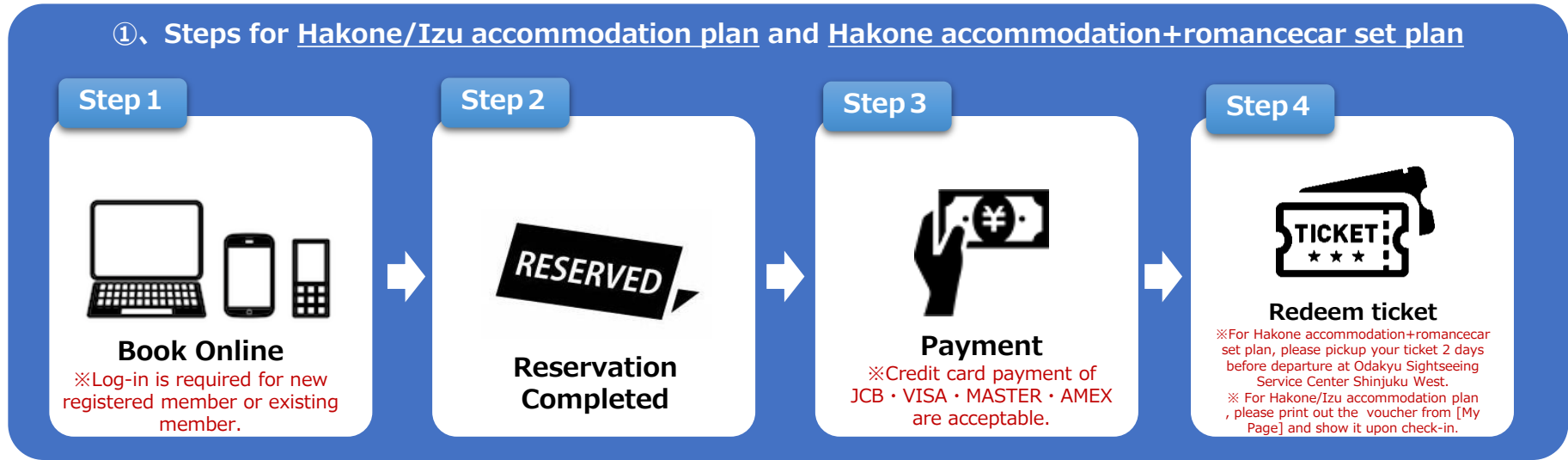


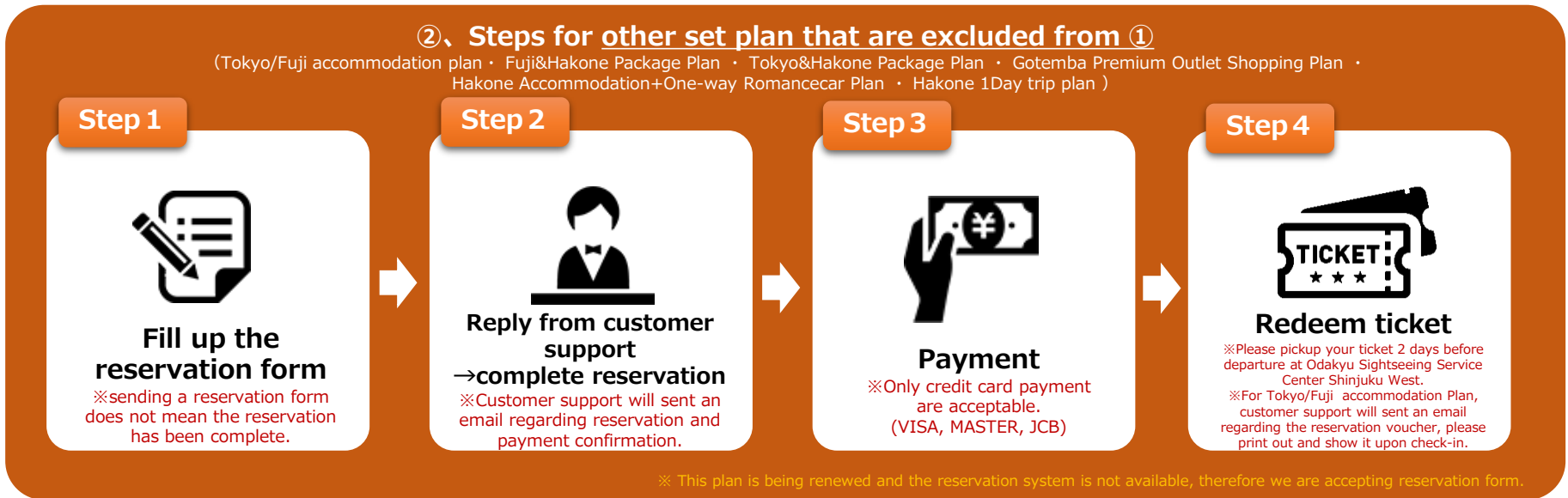
# THE PROCESS OF ONLINE BOOKING

## ①、Steps for Hakone/Izu accommodation plan and Hakone accommodation+romancecar set plan



## ②、Steps for other set plan that are excluded from ①

(Tokyo/Fuji accommodation plan · Fuji&Hakone Package Plan · Tokyo&Hakone Package Plan · Gotemba Premium Outlet Shopping Plan · Hakone Accommodation+One-way Romancecar Plan · Hakone 1Day trip plan )



※ This plan is being renewed and the reservation system is not available, therefore we are accepting reservation form.

# THE PROCESS OF PAYMENT

\*We use Online GMO Payment Gateway system (Tokyo Stock Exchange section-1)

<< Notice for the way of transact for refund claim by Odakyu Travel >>

This notice is for the person who applies reservation from outside of Japan, and the person who lives in Japan but the settle the payment by credit card or online credit card payment.

For the certain reason of our credit card company, we transact with refund claim as below. Also we can not refund money by cash. Also please settle your transact in one month after you claim your refund. Please understand this situation.

1. When you cancel your reservation after you settled whole amount of payment.

1.1 Refund claims for whole your reservation without cancellation charge.

We cancel whole amount of your payment transaction by your credit card immediately after you claim cancellation with us during our business hours.

Notice: The exchange rate will be changed depend on your credit card company or closing date of your credit card statement. So the exchange rate might be different between your first payment and refund.

Please ask more detail (such as exchange rate or charge or refund) to your credit card company.

1.2 Refund claims for whole your reservation with cancellation charge.

We can not return simply your tour fare minus cancellation charge.

We need to charge the new amount of tour fare (the whole tour fare minus cancellation charge) by your credit card again. Then once we confirm your new payment, we will cancel your first payment.

<Example>

Your total tour fare was 100,000yen. You cancelled your reservation after you settled the payment by your credit card. When you cancelled your reservation, your cancellation charge is 20,000yen.

In this case, Odakyu Travel cannot simple return 80,000yen to guest.

You have to settle the payment of 20,000yen, and then after Odakyu Travel confirms your payment, we cancelled your last payment of 100,000yen. This means that we offset your payment and return 80,000yen to you.

Notice: The exchange rate will be changed depend on your credit card company or closing date of your credit card statement. So the exchange rate might be different between your first payment and refund.

Please ask more detail (such as exchange rate or charge or refund) to your credit card company.

2. When you change your reservation statement after you settled the payment.

2.1 When you add any reservation statement such as extend your trip or add your transportation.

We charged additional fare only again by your credit card. You can change your payment form as well.

<Example>

Your tour fare was 50,000yen, and you already settled the payment.

But your friend joins your trip, so you wish to add one more person. And the additional fare was 10,000yen.

In this case, we charged 10,000yen again, so please settle the payment 10, 000yen by your credit card.

Notice: The exchange rate will be changed depend on your credit card company or closing date of your credit card statement. So the exchange rate might be different between your first payment and refund.

Please ask more detail (such as exchange rate or charge or refund) to your credit card company.

2.2 When you wish to cancel any reservation statement such as cancel one person guest reservation or cancel your transportation.

We can not return simply your tour fare minus your cancel fare.

We need to charge new amount of tour fare (whole tour fare minus cancellation charge) by your credit card again. Then once we confirm your new payment, we cancelled your first payment by credit card.

<Example>

Your total tour fare was 50,000yen. After you settled the payment by your credit card, your friend wish to cancel his trip,

When your group of member was change to 5 to 4 people, your total tour fare is changed to 40,000yen/ In this case, Odakyu Travel cannot simple return 10,000yen to you.

You have to settle the payment of 40,000yen, and then after Odakyu Travel confirms your payment, we cancelled your last payment of 50,000yen. This means that we offset your payment and return 10,000yen to you.

Notice: The exchange rate will be changed depend on your credit card company or closing date of your credit card statement. So the exchange rate might be different between your first payment and refund.

Please ask more detail (such as exchange rate or charge or refund) to your credit card company.