

HAKONE CHECKBOX TOUR Terms and Conditions

Established: September 10, 2026

Last revised: September 10, 2026

These Terms and Conditions set forth the conditions of use for the HAKONE CHECKBOX TOUR provided by Odakyu Electric Railway Co., Ltd. (the "Company").

Article 1 (Purpose and Scope)

1. These Terms and Conditions set forth the conditions governing applications for and participation in the HAKONE CHECKBOX TOUR provided by the Company (the "Tour").
2. Participants shall apply for the Tour only after agreeing to these Terms and Conditions, the product page, the booking confirmation screen, and any other matters separately communicated by the Company.
3. If any specific condition stated on the product page or elsewhere differs from these Terms and Conditions, the specific condition shall prevail.

Article 2 (Nature of the Tour)

1. The Tour is a service consisting primarily of sightseeing guidance and accompaniment by a guide. It is not provided as a package tour or an arranged tour under Japan's Travel Agency Act.
2. Transportation, restaurants, sightseeing facilities, activity facilities, and other services provided by third parties shall be used by participants in accordance with the terms and conditions of the respective service providers.

Article 3 (Tour Details)

1. The Tour is a one-day guided tour departing from either Shinjuku or Hakone-Yumoto Station. Participants will meet the guide at Hakone-Yumoto Station and use the Hakone Freepass or other tickets to visit major sightseeing attractions, primarily along the Hakone Golden Course.
2. The specific meeting point, end point, planned itinerary, and estimated duration will be stated on the product page or in the information provided after the booking is confirmed.

Article 4 (Sales Channels and Applications)

1. The Tour is sold through EMot Online Tickets, provided by Odakyu Electric Railway, and at Odakyu Sightseeing Service Center counters.
2. As a general rule, bookings open at 3:00 a.m. six months before the Tour date. The application deadline will be stated on the product page.
3. The contract for use of the Tour is formed when the Company sends notice that the booking has been confirmed.
4. The Company may reject an application or cancel a booking if the Tour is fully booked, the application requirements are not met, false information has been provided, safety or smooth operation may be compromised, or other unavoidable circumstances exist.

Article 5 (Date of Use and Participation Procedure)

1. A Tour ticket is valid only on the booked Tour date.
2. On the day of the Tour, participants must provide the name under which the booking was made to staff at the designated meeting point. If staff are unable to confirm the booking, participants must show either the booking confirmation email or the EMot Online Tickets screen.
3. Resale, unauthorized use, or duplication of tickets is prohibited.

Article 6 (Tour Price)

1. The Tour prices are as follows:

Departure	Participant Category	T-shirt	Tour Price (Tax Included)
Shinjuku	Adult	No	JPY 27,300
Shinjuku	Adult	Yes	JPY 32,800
Shinjuku	Child	No	JPY 13,900
Shinjuku	Child	Yes	JPY 19,400
Hakone-Yumoto	Adult	No	JPY 17,800
Hakone-Yumoto	Adult	Yes	JPY 23,300
Hakone-Yumoto	Child	No	JPY 11,100
Hakone-Yumoto	Child	Yes	JPY 16,600

2. Child prices apply to participants from 6 through 11 years of age.

3. Prices and participation conditions for children under 6, and the handling of T-shirts and other options, will be stated on the product page.

Article 7 (Items Included in the Tour Price and Direct Payment)

1. The items included in the Tour price will be clearly stated on the product page according to the departure option selected and whether a T-shirt is included.

2. Meal costs are not included in the Tour price. Participants are responsible for the cost of lunch and all other food and beverages.

3. Participants shall pay the local service provider directly for any transportation, facility use, activity, food and beverages, or other costs not stated on the product page as being included. Payment methods and the conditions of use and cancellation are subject to the rules of the respective service providers.

Article 8 (Cancellation and Refunds)

1. Participants may cancel a booking free of charge up to 24 hours before the scheduled departure date and time.

2. For cancellations made less than 24 hours before the scheduled departure date and time, no-shows without notice, or withdrawal after the Tour has begun, a cancellation charge equal to 100% of the Tour price will apply and no refund will be issued.

3. If the Company cancels the Tour due to severe weather or other circumstances, it will notify participants and refund the Tour price in full.

4. If part of the itinerary is changed due to weather, transportation conditions, congestion, facility circumstances, or similar reasons on the Tour date, no partial refund will be made in principle, except where a refund is required by law.

Article 9 (Meeting, Late Arrival, and Withdrawal During the Tour)

1. Participants must complete check-in by the designated meeting time. As a general rule, the Tour will begin on time and will depart without waiting for late participants.

2. If a participant is unable to join the Tour due to late arrival, transportation delays, taking an incorrect route, or any other circumstance attributable to the participant, this will be treated as a same-day cancellation.

3. Joining the Tour after it has begun is permitted only when operationally feasible. Participants may not leave the group for personal reasons or withdraw without notice. If withdrawal is unavoidable, the participant must notify the guide and will be responsible for their own safety, transportation, and expenses after withdrawing.

Article 10 (Itinerary Changes and Termination)

1. The destinations, order of visits, duration of stays, means of transportation, end point, or end time may be changed due to weather, natural disasters, suspension or delay of transportation services, road conditions, congestion, facility closures or admission restrictions, or other unavoidable circumstances.
2. If the Company determines that the Tour cannot be conducted safely, it may cancel the Tour before it begins or terminate it after it has begun.
3. Except where attributable to the Company, the Company will not bear transportation costs to the meeting point, accommodation costs, or any other expenses individually arranged by participants.

Article 11 (Health and Participation Requirements)

1. The Tour involves walking, stairs, slopes, and extended periods of outdoor activity. Participants shall take part only after considering their own health and physical fitness.
2. Participants who require special consideration due to a pre-existing medical condition, disability, pregnancy, food allergy, use of an assistance dog, or any other circumstance must inform the Company when applying.
3. Where necessary for safety, the Company may require a caregiver or companion to accompany the participant, submission of a medical certificate, non-participation in part of the itinerary, or other conditions. The Company may refuse participation if it is unable to provide the necessary accommodation.

Article 12 (Important Information for the Hakone Area)

1. The Tour involves walking long distances, visiting locations at different elevations, waiting outdoors, and boarding and alighting from trains, buses, boats, ropeways, cable cars, and other transportation. Seats may not be available when transportation is crowded.
2. Access restrictions or itinerary changes may be imposed due to volcanic activity, snow, strong winds, dense fog, rain, high or low temperatures, or other conditions. At Owakudani and other restricted areas, participants must follow the instructions of public authorities, facility operators, and the guide.
3. Mt. Fuji and other natural scenery may not be visible due to weather or other conditions. No refund will be issued solely because a scenic view is not visible.

Article 13 (Safety and Clothing)

1. Participants shall follow all safety and operational guidance and reasonable instructions given by the guide, transportation operators, and facility staff.
2. Participants shall wear comfortable walking shoes and clothing appropriate for the weather and shall bring their own drinks, rain gear, warm clothing, hats, and any other necessary items.
3. Entering hazardous areas, taking photographs in a dangerous manner while walking or boarding or alighting from transportation, violating traffic rules, and any other conduct that endangers the participant or others are prohibited.

Article 14 (Prohibited Conduct Toward Guides and Others)

1. Participants must not engage in violence, threats, intimidation, abusive language, insults, discriminatory remarks or conduct, sexual remarks or conduct, unnecessary physical contact, stalking, or any other harassment toward guides, Company employees, contractor personnel, transportation operators, or facility staff.
2. Repeatedly requesting private contact details, making demands that substantially exceed the scope of a person's duties, repeatedly making the same demand, or engaging in any other conduct that harms the working environment is prohibited.

Article 15 (Consideration for Other Participants and the Local Community)

1. Participants shall be considerate and avoid interfering with other participants' sightseeing, breaks, photography, or ability to hear the guide's explanations.
2. Violence, abusive language, discriminatory remarks or conduct, harassment, stalking, photography without permission, or any other conduct that causes anxiety or discomfort to other participants is prohibited.
3. Shouting, obstructing passage, entering private property, littering, or any other conduct that causes inconvenience or harm to local residents, facility users, or the environment is prohibited.

Article 16 (Photography and Publication of Information)

1. Before photographing or recording another participant, a guide, a local resident, or facility staff, participants must obtain that person's consent.
2. When taking photographs or recordings and publishing them on social media or elsewhere, participants must respect third-party portrait rights, privacy, and copyrights and comply with each facility's photography and recording rules.
3. If the Company takes photographs or recordings for publicity or record-keeping purposes, it will explain the purpose and scope of use in advance and obtain any required consent.

Article 17 (Handling of Personal Information)

1. The Company will use names, ages, contact details, health-related accommodation needs, emergency contact details, and other personal information obtained at the time of application or during the Tour for booking management, identity verification, Tour operations, safety management, emergency response, and responding to inquiries.
2. To the extent necessary for the purposes set out in the preceding paragraph, the Company may provide personal information to guides, contractors, transportation operators, facilities used during the Tour, medical institutions, and other relevant parties. The Company will obtain any required consent before providing special care-required personal information, except where disclosure is permitted by law.
3. Further details regarding the handling of personal information are governed by the Company's Privacy Policy. Participants consent to the collection, use, and provision of personal information to the extent necessary to provide the Tour.

Article 18 (Management of Personal Belongings)

1. Participants are responsible for managing their own valuables, baggage, transportation tickets, admission tickets, and other belongings.
2. Except where caused by the Company's willful misconduct or negligence, the Company will not be liable for loss, theft, or damage resulting from a participant's failure to properly manage their belongings.

Article 19 (Participant Responsibility and Liability for Damages)

1. Participants shall bear responsibility for any injury, loss, or additional expense they incur as a result of their own willful misconduct or negligence, violation of these Terms and Conditions, failure to follow reasonable instructions from the guide or others, or withdrawal from the Tour without notice.
2. If a participant, through willful misconduct or negligence, causes injury or damage to another participant, a guide, the Company, a local resident, a transportation operator, a facility used during the Tour, or any other third party, the participant will be liable for such damage in accordance with applicable law.
3. Nothing in this Article excludes or limits any liability the Company bears under applicable law for damage caused by its willful misconduct or negligence.

Article 20 (Emergency Response)

1. In the event of sudden illness, injury, disaster, or another emergency, the Company or guide may request emergency services, contact a medical institution or the participant's emergency contact, or take any other action considered necessary.
2. Except where attributable to the Company, participants are responsible for medical expenses, emergency transportation costs, transportation costs after withdrawing from the Tour, and other expenses arising from their personal circumstances.

Article 21 (Exclusion of Antisocial Forces and Termination of Participation)

1. Persons who are members or associates of organized crime groups or any other antisocial forces, or who have a socially reprehensible relationship with such persons or entities, may not participate in the Tour.
2. If a participant violates these Terms and Conditions and the Company determines that the violation jeopardizes the safety or dignity of the participant, other participants, guides, or others, or interferes with smooth operation of the Tour, the Company may issue a warning, cancel the booking, terminate the

participant's participation, require the participant to leave the Tour, or report the matter to the police or other relevant authorities.

3. Any refund and expenses incurred after withdrawal in the circumstances described in the preceding paragraph will be handled in accordance with applicable law and Article 9.

Article 22 (Amendments and Governing Law)

1. The Company may amend these Terms and Conditions in accordance with applicable law if laws or regulations are amended, the services are changed, or other circumstances make an amendment necessary. The amended Terms and Conditions will be announced on the Company's website or by another appropriate method.

2. These Terms and Conditions are governed by the laws of Japan.

3. If any provision of these Terms and Conditions is found to be invalid or unenforceable, the remaining provisions will remain in full force and effect.

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