

Kaito Yumin Club Terms of Participation and Cancellation Policy

Article 1 (Scope of Application)

These Terms and Conditions apply to participation in experience programs, guided tours, nature-based activities, and other services (collectively, the “Programs”) provided by OZ Co., Ltd. (trading as Kaito Yumin Club, hereinafter referred to as “the Company”). These Terms apply to participants as well as travel agencies, organizations, or other parties making reservations on behalf of participants.

Article 2 (Reservations)

1. Reservations must be made using the methods specified by the Company.
2. A reservation is considered confirmed when accepted by the Company.
3. Participation by persons under 19 years of age without an accompanying adult is generally not permitted. However, participation may be approved at the Company's discretion upon submission of a parental consent form and confirmation that participation can be conducted safely. In such cases, an additional safety management fee may apply.

Article 3 (Payment)

1. Program fees must be paid at check-in on the day of participation or by the deadline specified by the Company.
2. Payment methods may vary depending on the booking channel. The Company reserves the right to refuse participation if payment cannot be confirmed.

Article 4 (Participation Requirements)

1. Participants must understand the nature of the Program and follow all safety instructions provided by the Company.
2. Participants who have medical conditions, are pregnant, or require special consideration must notify the Company in advance. The Company reserves the right to refuse participation if, due to a participant’s physical condition, clothing, equipment, or other circumstances, safe participation is deemed difficult.
3. Participants must arrive at the designated meeting place by the specified meeting time. The Program may depart without late arrivals. Participants who fail to arrive on time and are unable to join the Program will be treated as same-day cancellations.

Article 5 (Safety)

1. Participants must follow all instructions given by guides and staff members.
2. Participants shall be responsible for any damage caused to other participants, facilities, equipment, or property through intentional acts or gross negligence.
3. Participants acknowledge that Programs conducted in natural environments involve inherent risks arising from weather conditions, terrain, wildlife, and other natural factors.

Article 6 (Program Changes and Cancellation by the Company)

1. The Company may cancel or modify a Program if weather conditions, sea conditions, natural disasters, infectious disease outbreaks, or other circumstances make safe operation difficult. In such cases, no cancellation fee will be charged.

2. If the Company cancels a Program, any fees already paid will be refunded in full. However, the Company is not responsible for transportation costs, accommodation expenses, or any other incidental expenses incurred by participants.

Article 7 (Cancellation Policy)

1. If a participant cancels a reservation for personal reasons, cancellation fees will apply in accordance with the cancellation fee schedule separately provided by the Company.
2. Any bank transfer fees incurred in connection with refunds shall be borne by the participant.

Cancellation Time	No Show	Same Day	Before 1 day	Before 2-5days	Before 6days	Before 7days	Before 8-14days	Before 15days	Before 16days-	Before 31days-
1-9 persons	100%	50%	30%	—	—	—	—	—	—	—
10-15 persons	100%	100%	50%	30%	30%	—	—	—	—	—
16-29 persons	100%	100%	50%	30%	30%	30%	10%	—	—	—
30-99 persons	100%	100%	80%	50%	30%	30%	30%	30%	10%	5%
100- persons	100%	100%	80%	50%	30%	30%	30%	30%	10%	5%

Article 8 (Use of Photos and Videos)

1. Photos and videos taken during the Program may be used by the Company for promotional purposes, including on its website, social media accounts, brochures, and other marketing materials.
2. Participants who do not wish to appear in such materials should notify the Company by indicating their preference on the participation consent form provided at check-in. Declining photo or video use will not affect eligibility to participate in the Program.

Article 9 (Personal Information)

1. Personal information collected through reservations will be used solely for reservation management, communication, emergency response, and service improvement. The Company will not disclose such information to third parties except where required by law.

Article 10 (Limitation of Liability)

1. The Company shall not be liable for damages arising from weather conditions, transportation delays, natural disasters, or other circumstances beyond the Company's reasonable control.
2. The Company shall not be liable for accidents, injuries, theft, or other losses resulting from a participant's own actions or negligence, except where caused by the Company's willful misconduct or gross negligence.
3. The Company shall not be liable for loss, theft, or damage to personal belongings or valuables unless caused by the Company's willful misconduct or gross negligence.

Article 11 (Amendments)

1. The Company reserves the right to amend these Terms and Conditions as necessary. Any amendments shall become effective upon publication on the Company's website or through other appropriate means.