

Japanese Outbound Travelers Now and in the Future

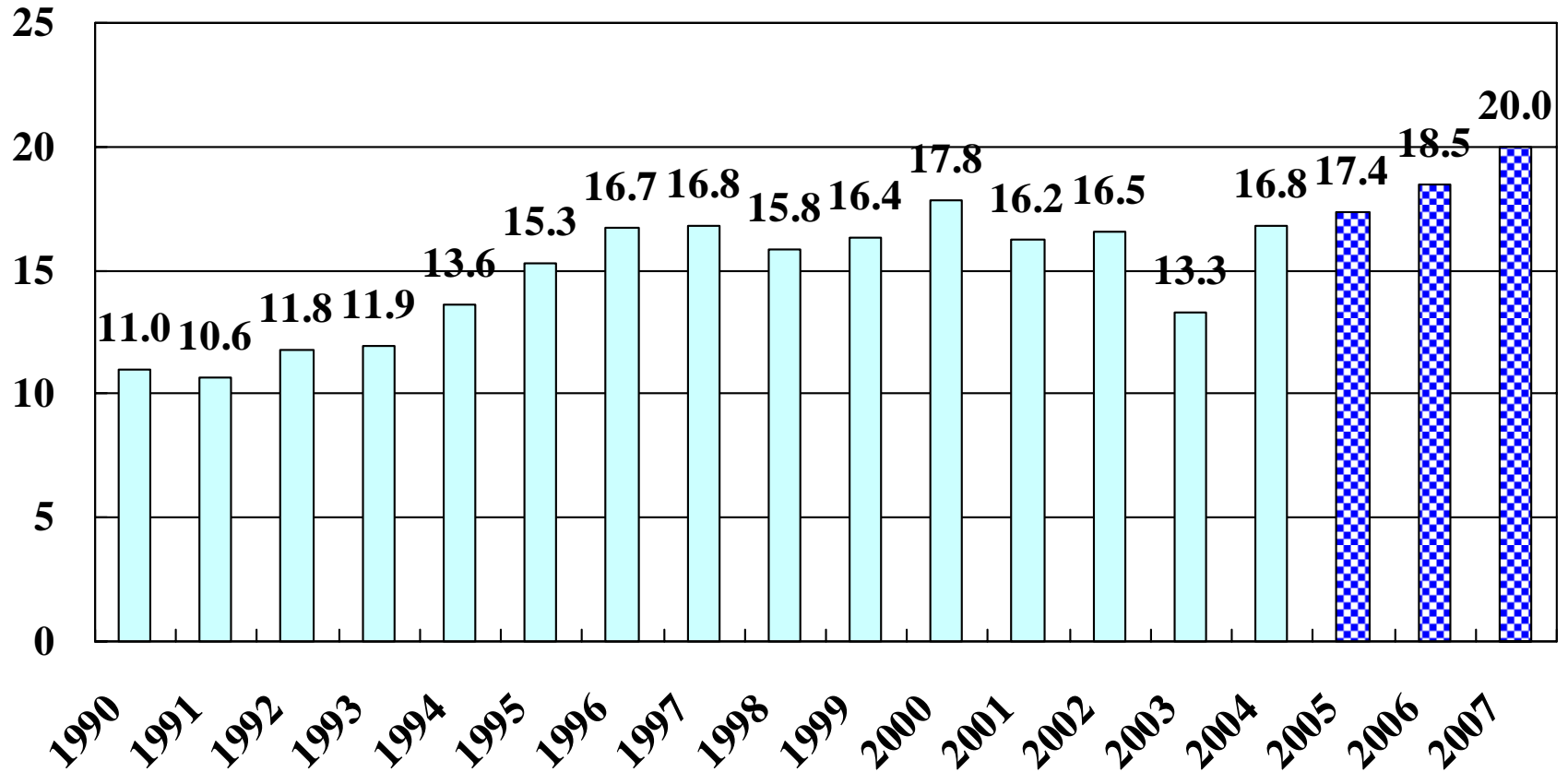
September 21rd 2005

Masato Takamatsu

JATA World Tourism Congress & Travel Fair 2005
JAPAN TOURISM MARKETING Co.

Japanese International Departure (1990 – 2004) and JATA Quota to 2007

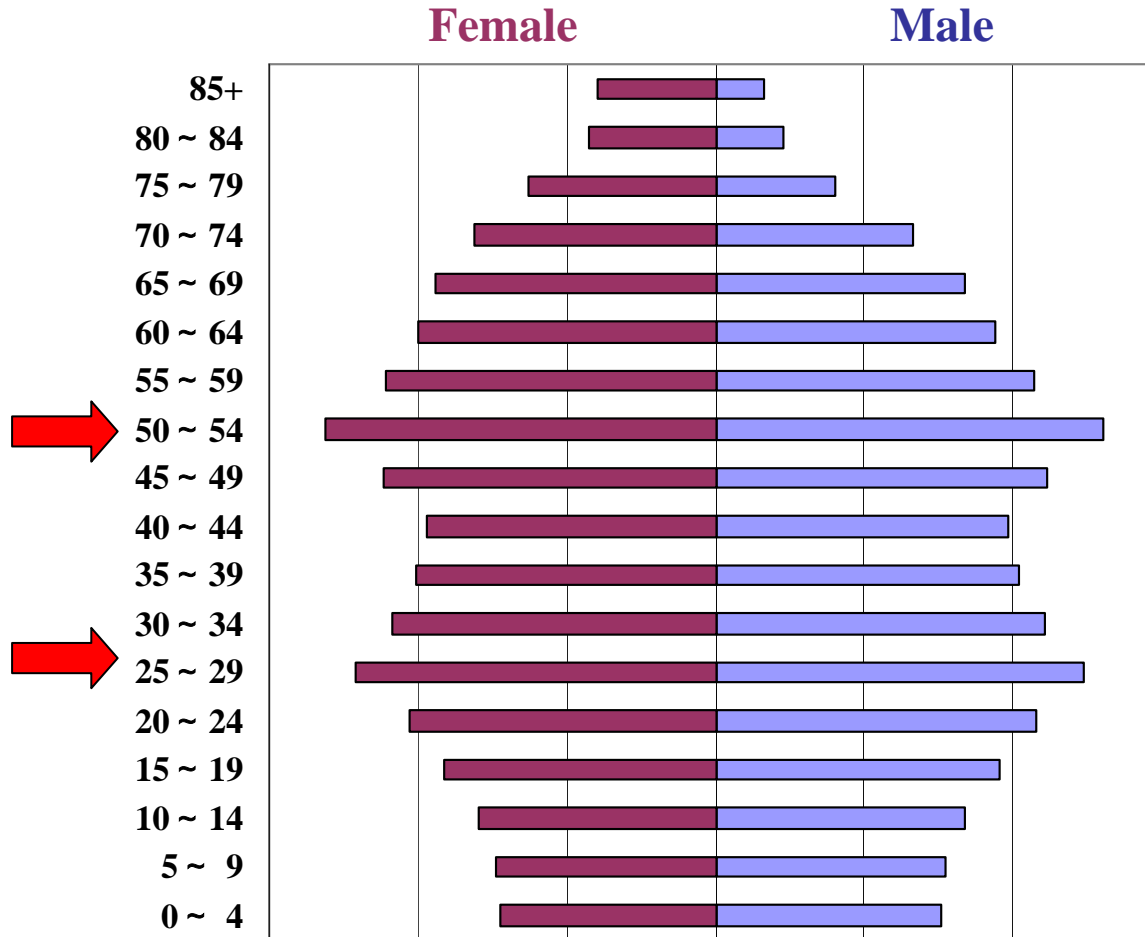
million



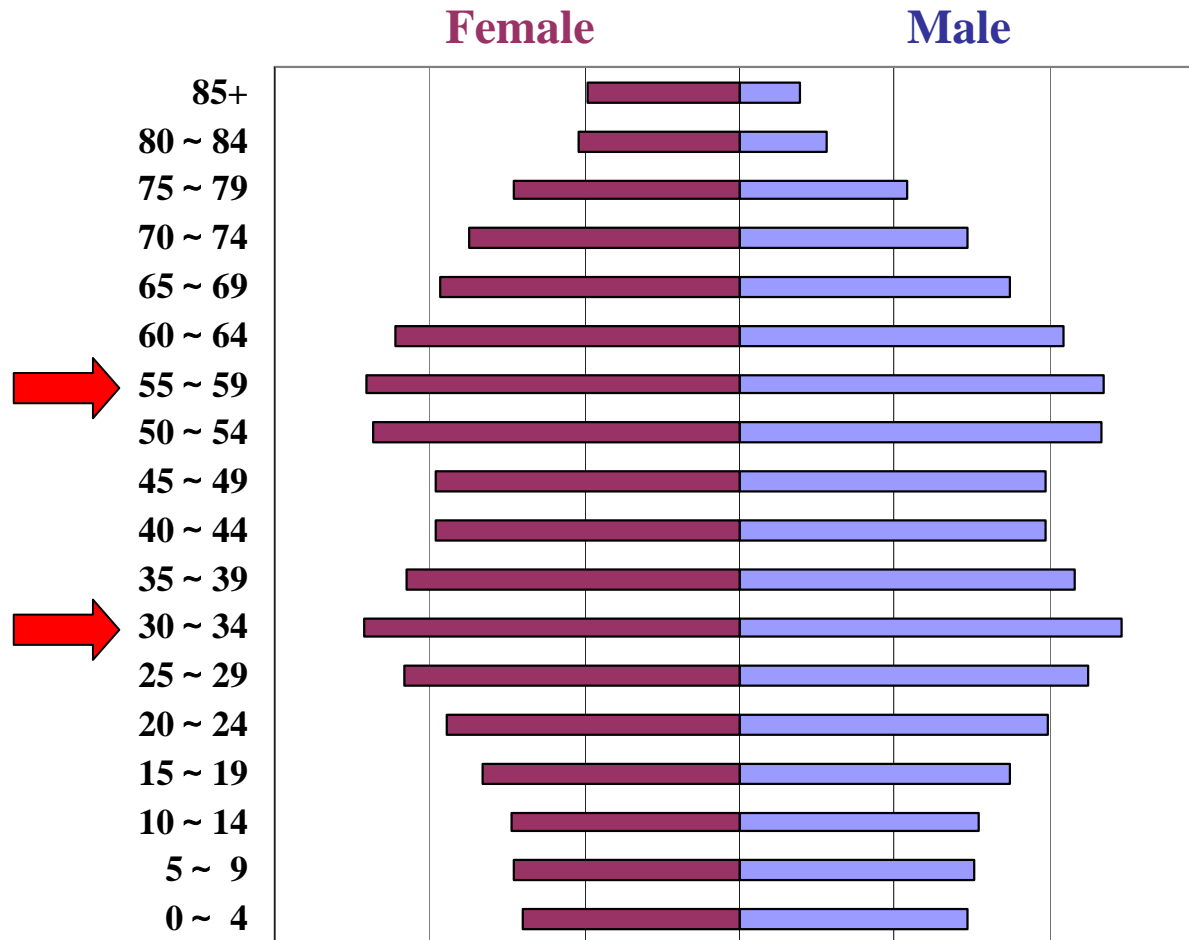
Source: Ministry of Justice (1990-2004), JATA

Japanese Population and the Number of Departures

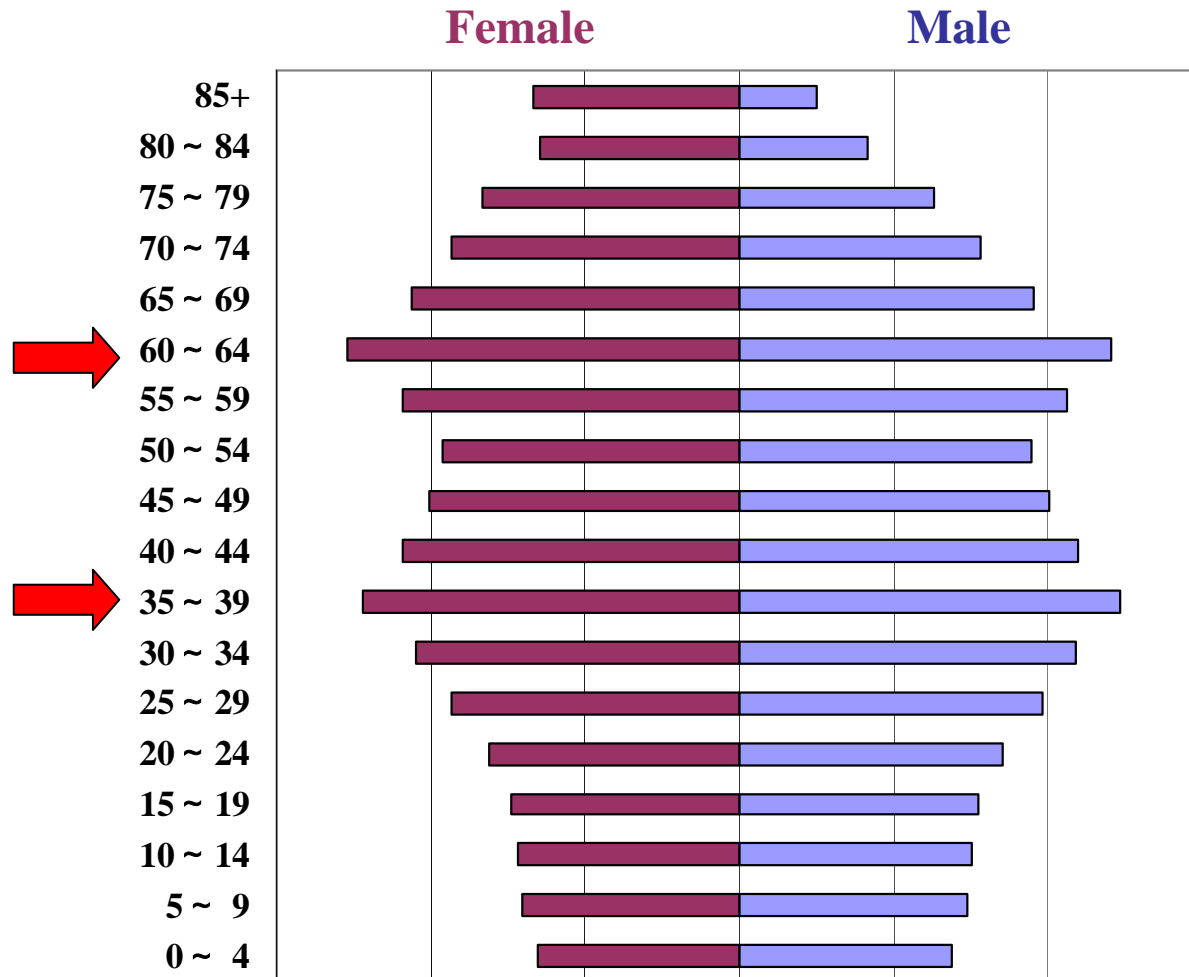
Japanese Population (2000)



Japanese Population (2005)

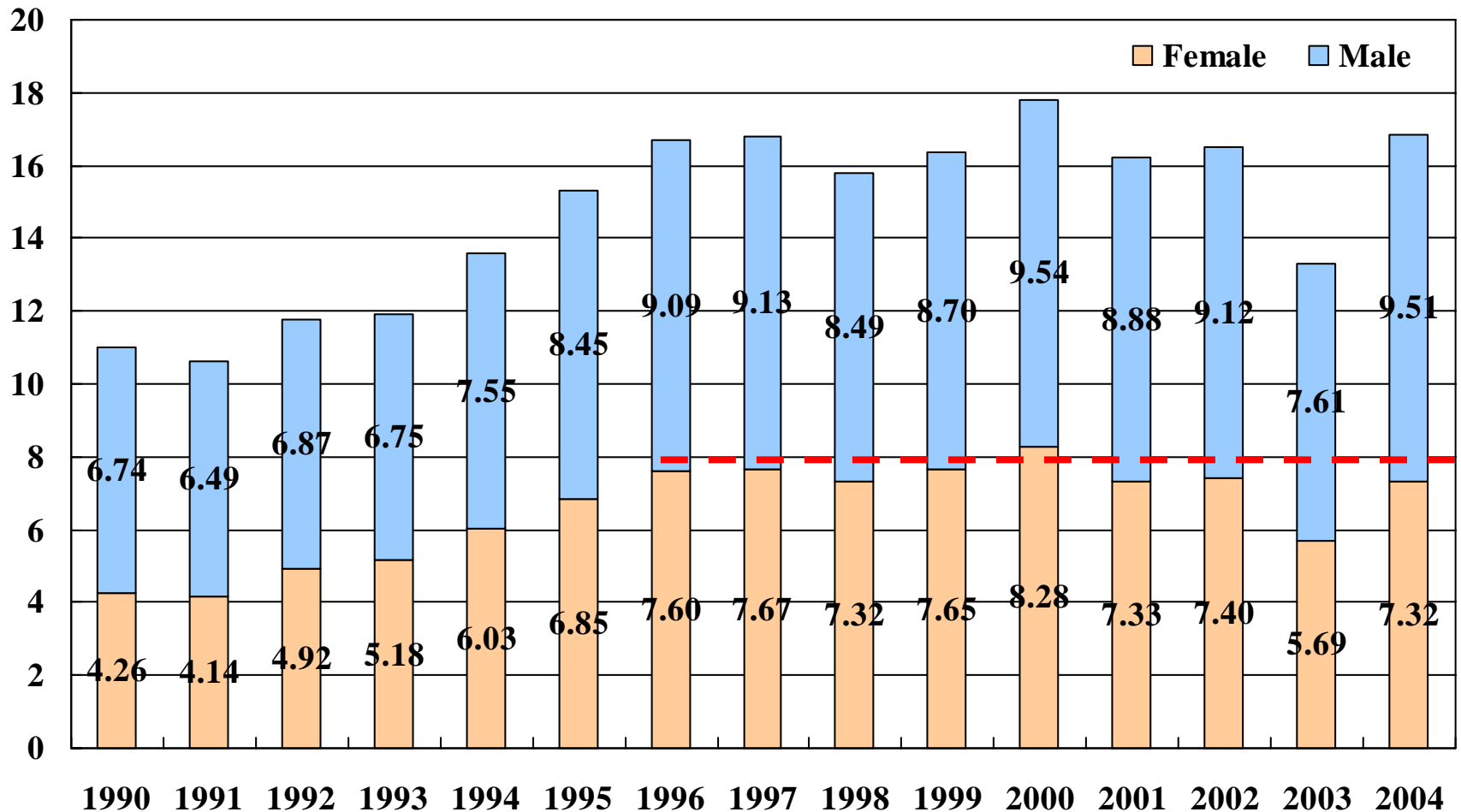


Japanese Population (2010)



Japanese Departure by Gender

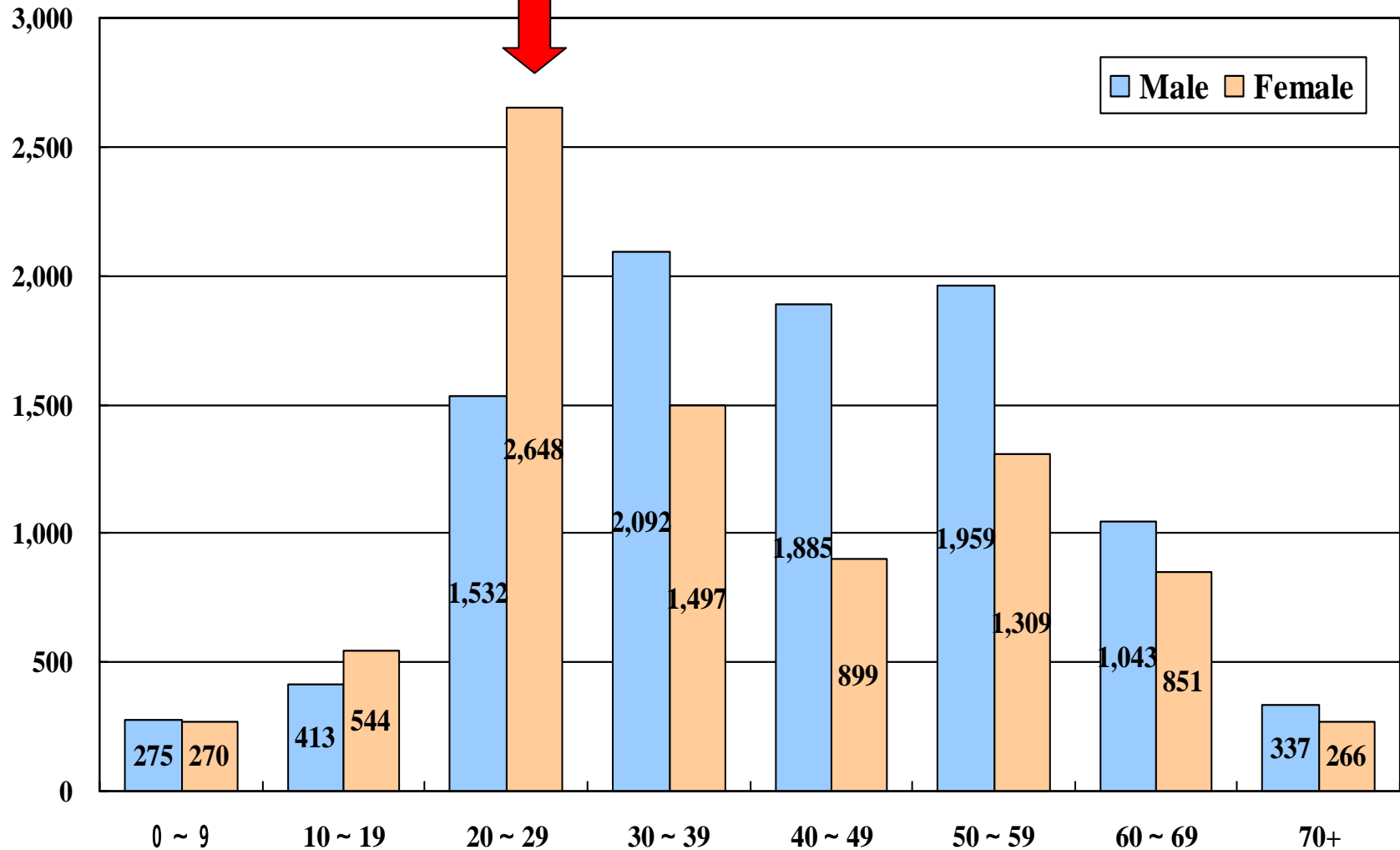
million



Source: Ministry of Justice (1990-2004)

Departures by Gender and Age Group (2000)

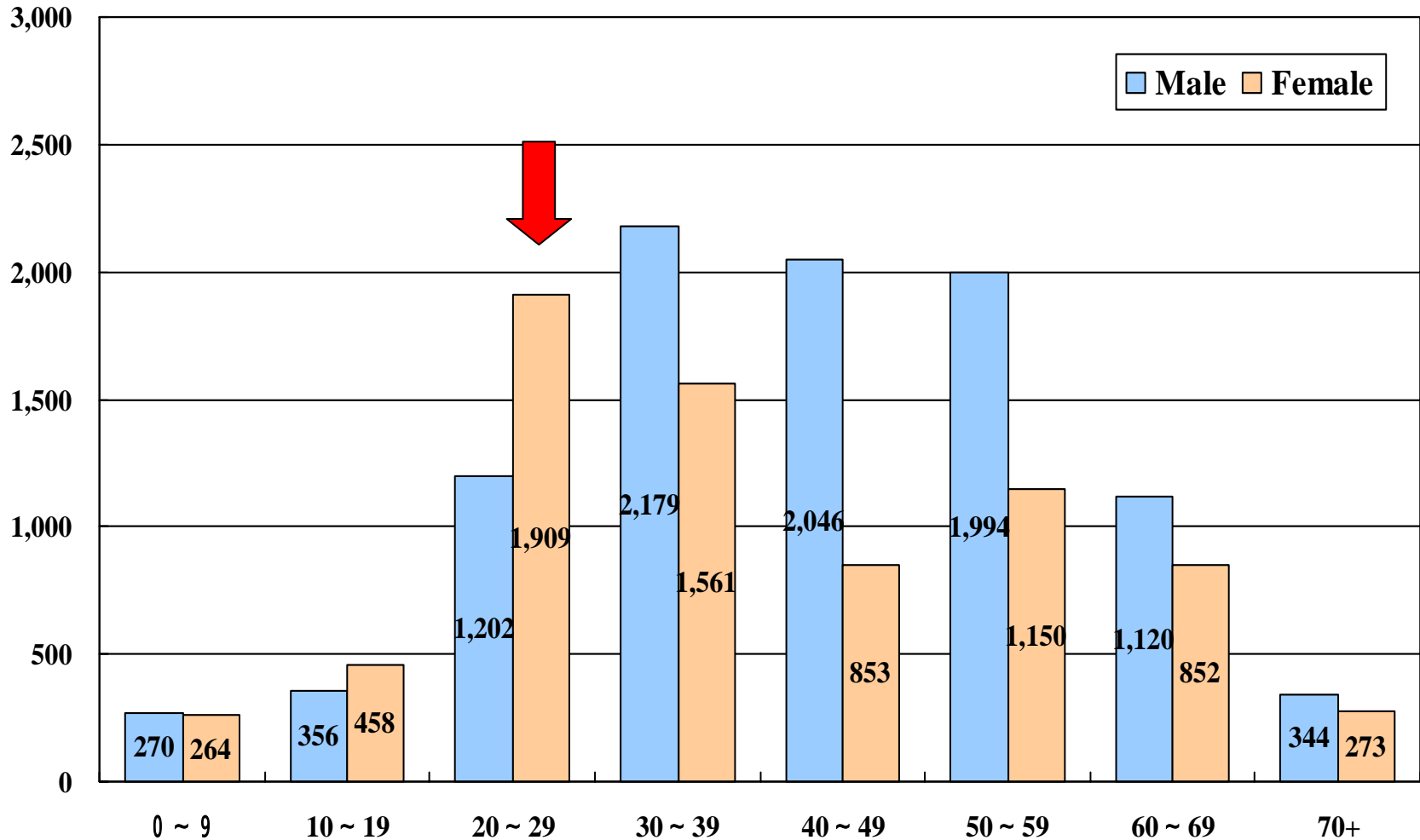
(Thousand)



Source: Ministry of Justice

Departures by Gender and Age Group (2004)

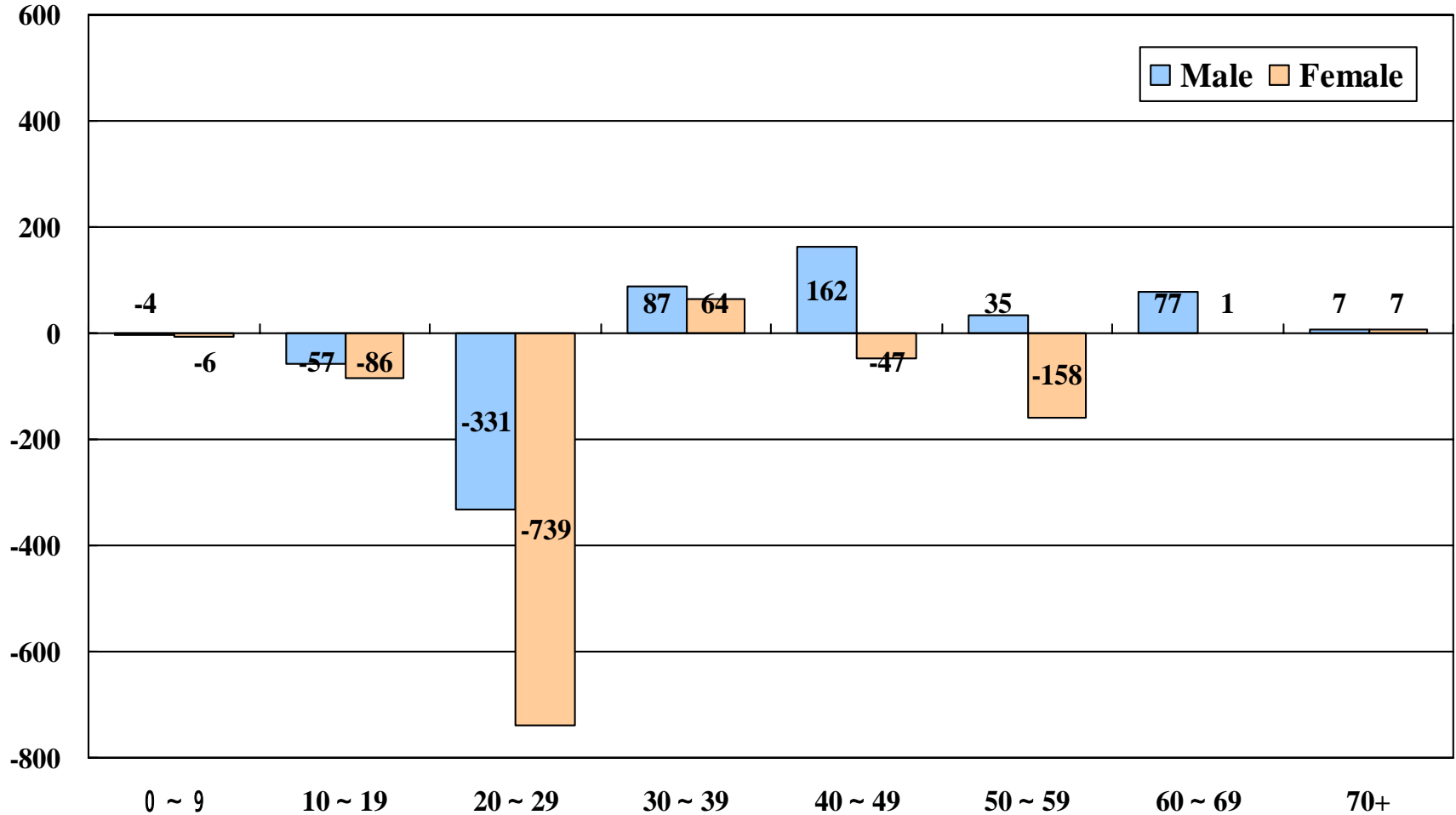
(Thousand)



Source: Ministry of Justice

Change in Departures by Gender and Age Group (2004/2000)

(Thousand)



Source: Ministry of Justice

Change in Departures by Gender and Age Group

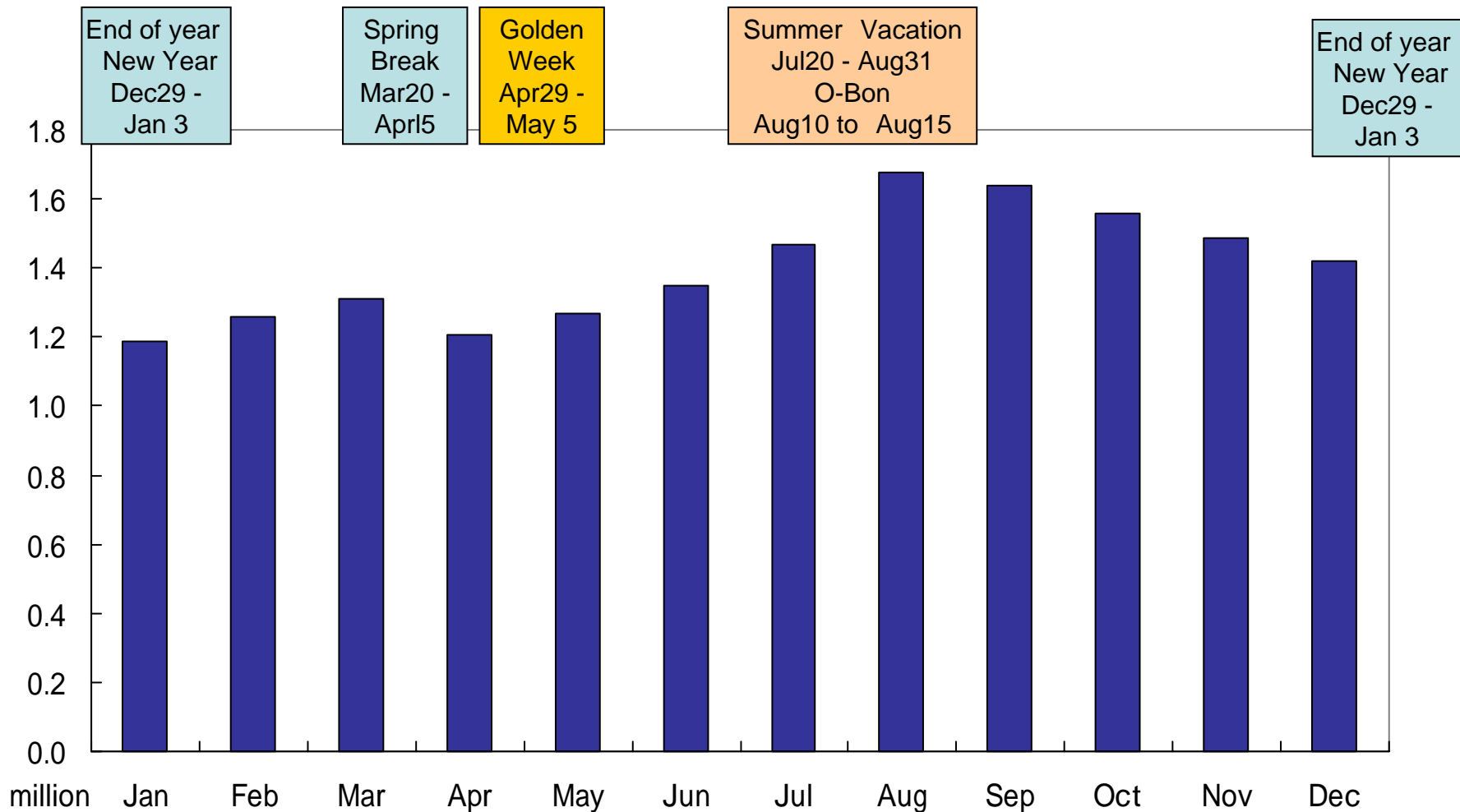
Increased 2000 – 2004

- Men: 30s, 40s, 50s, 60s, 70+
- Women: 30s, 70+

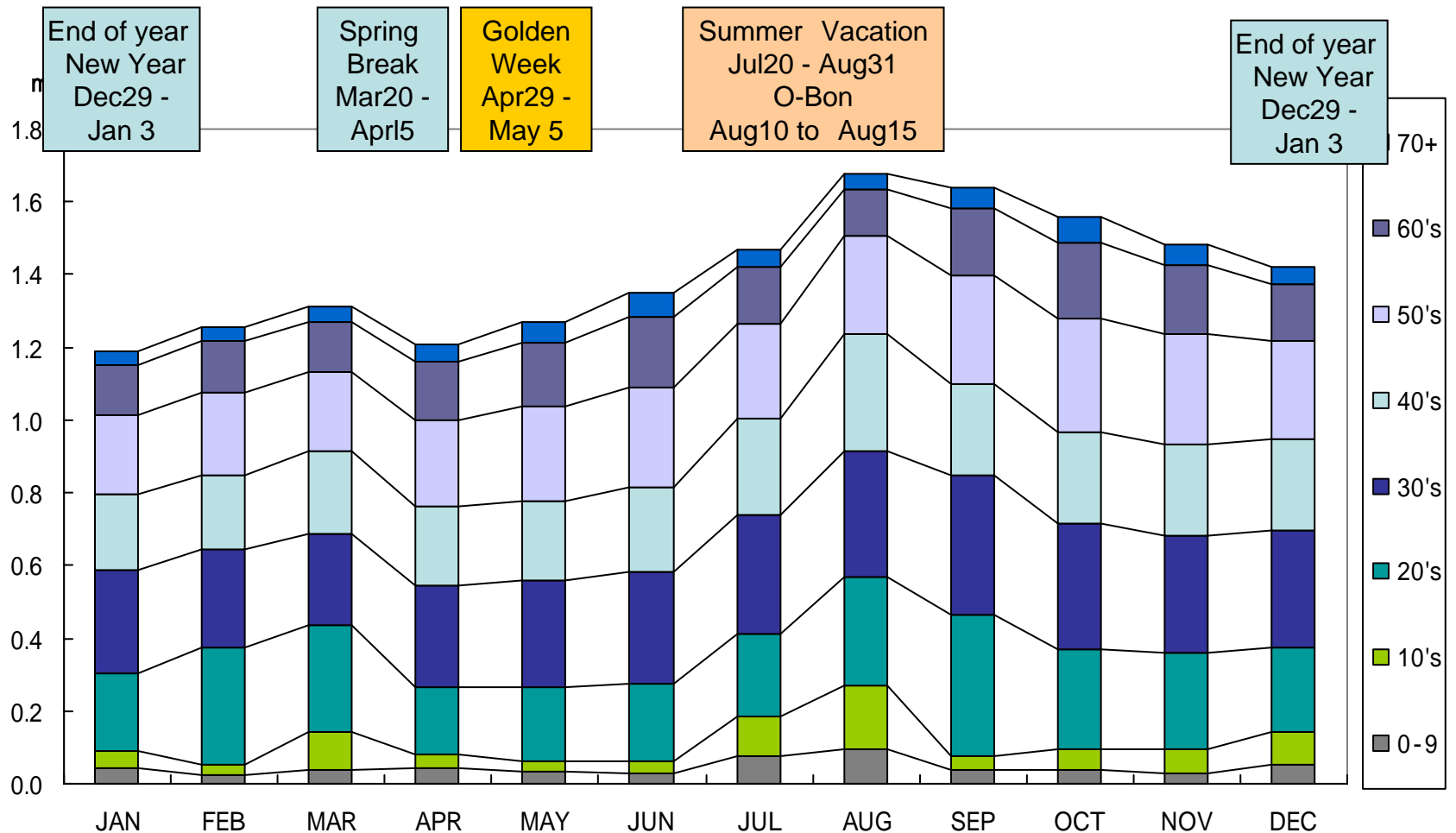
International departure of 20s decreased by more than 1 million in 4 years!

Women in 20s used to be the most important market segment. Every destination was after this segment.

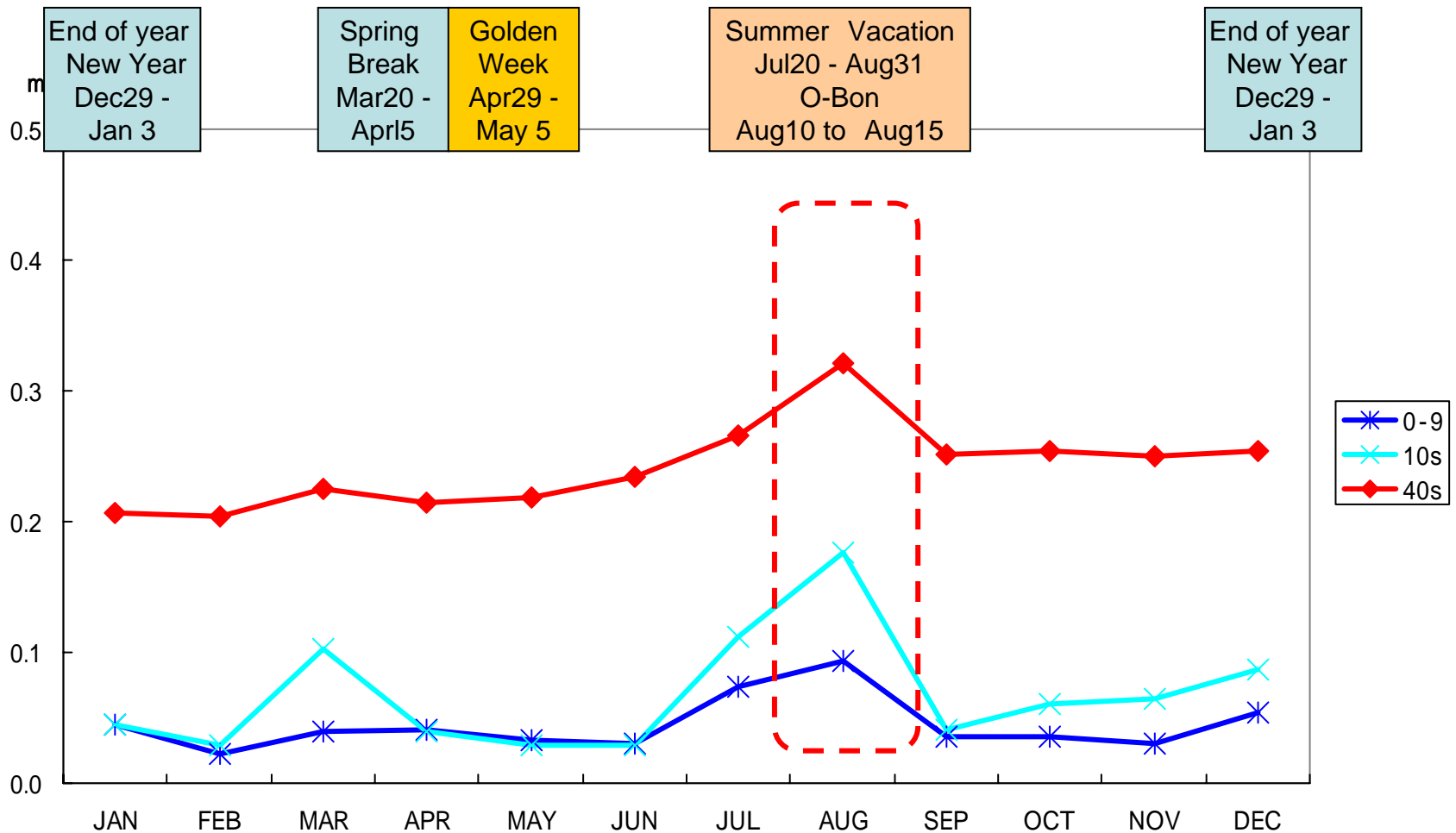
Holidays & Seasonality for Outbound Travel



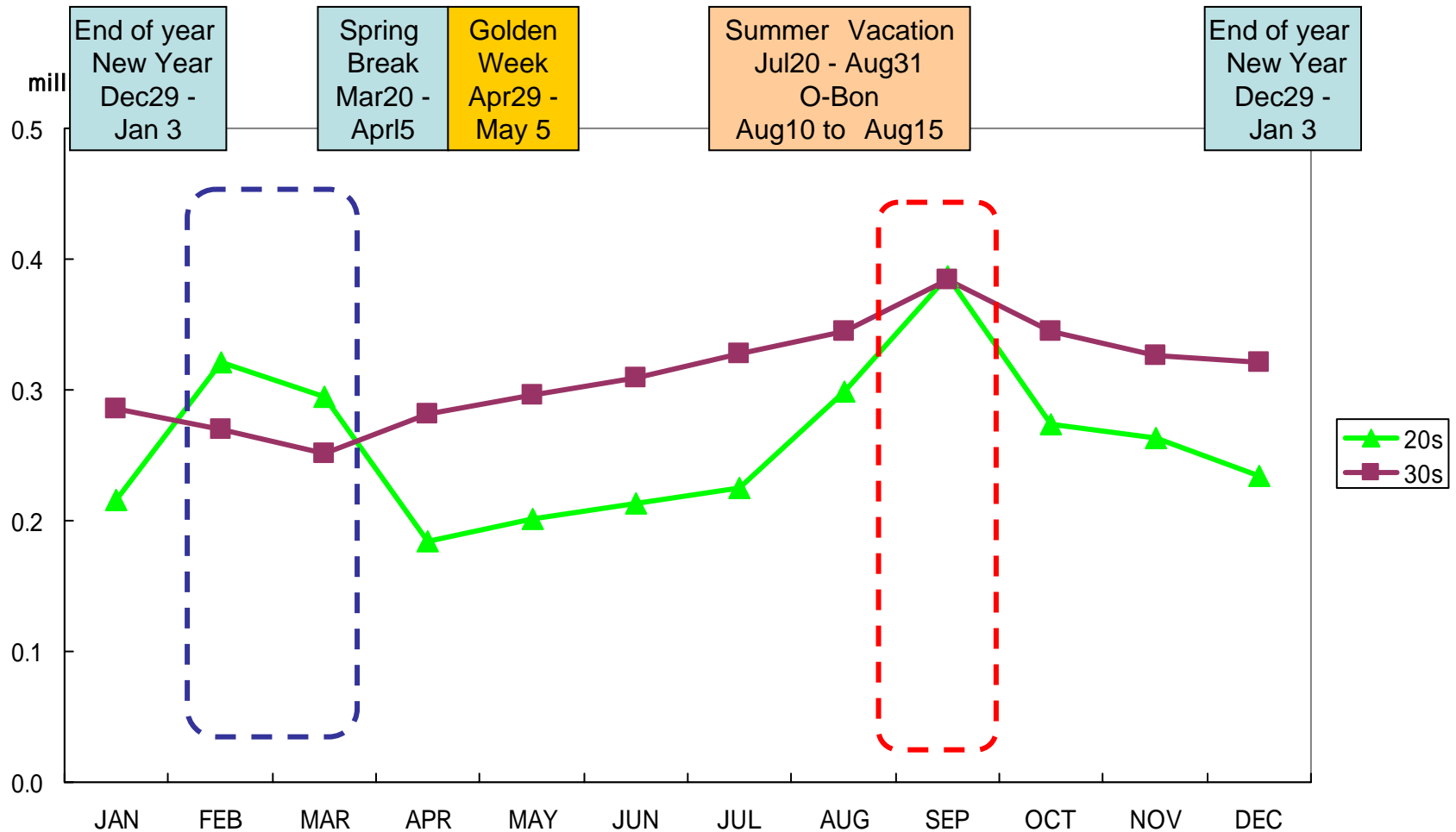
Monthly Departure by Age Groups



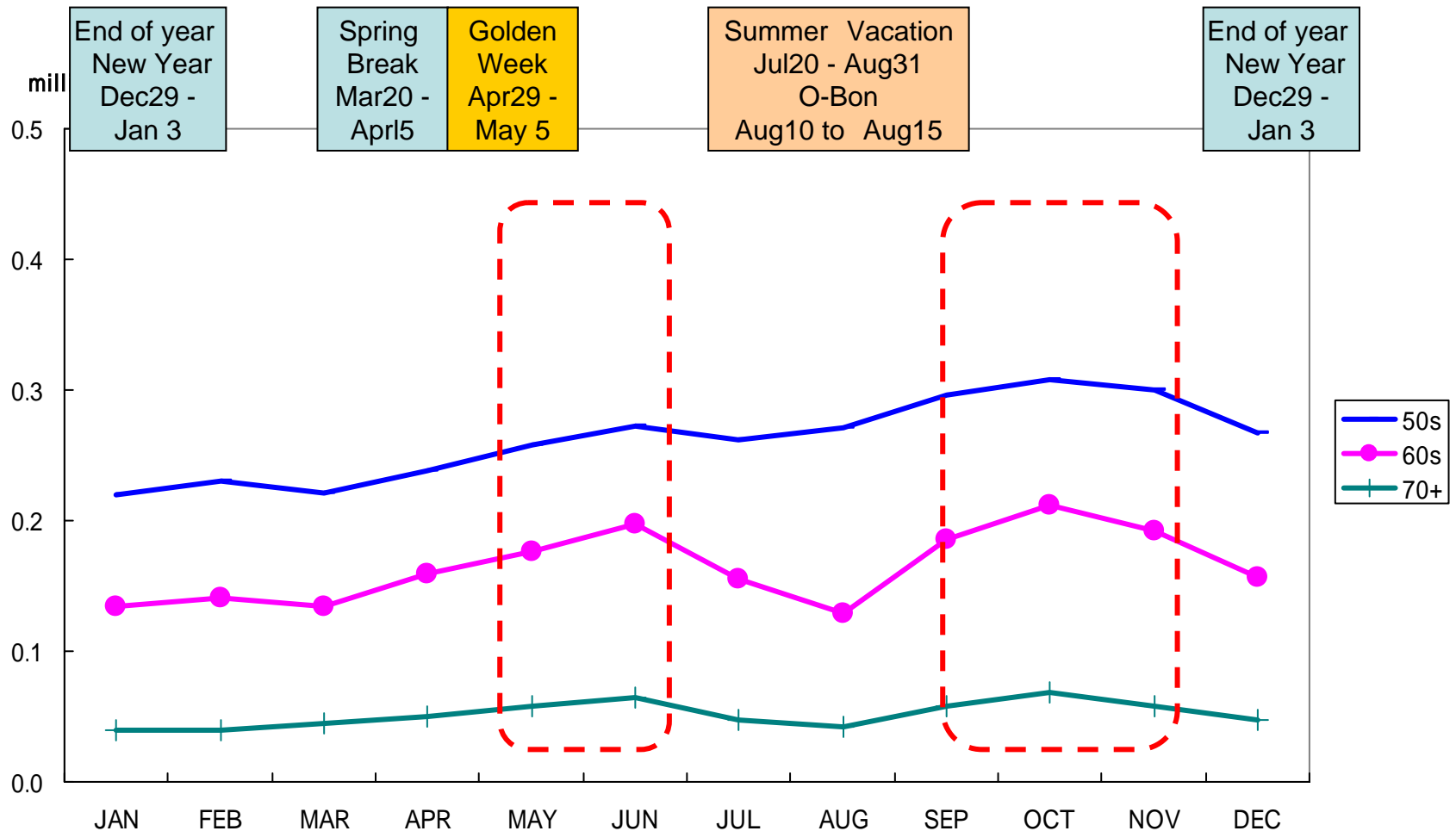
Monthly Departure by Age Groups (0-19, 40s)



Monthly Departure by Age Groups (20s, 30s)



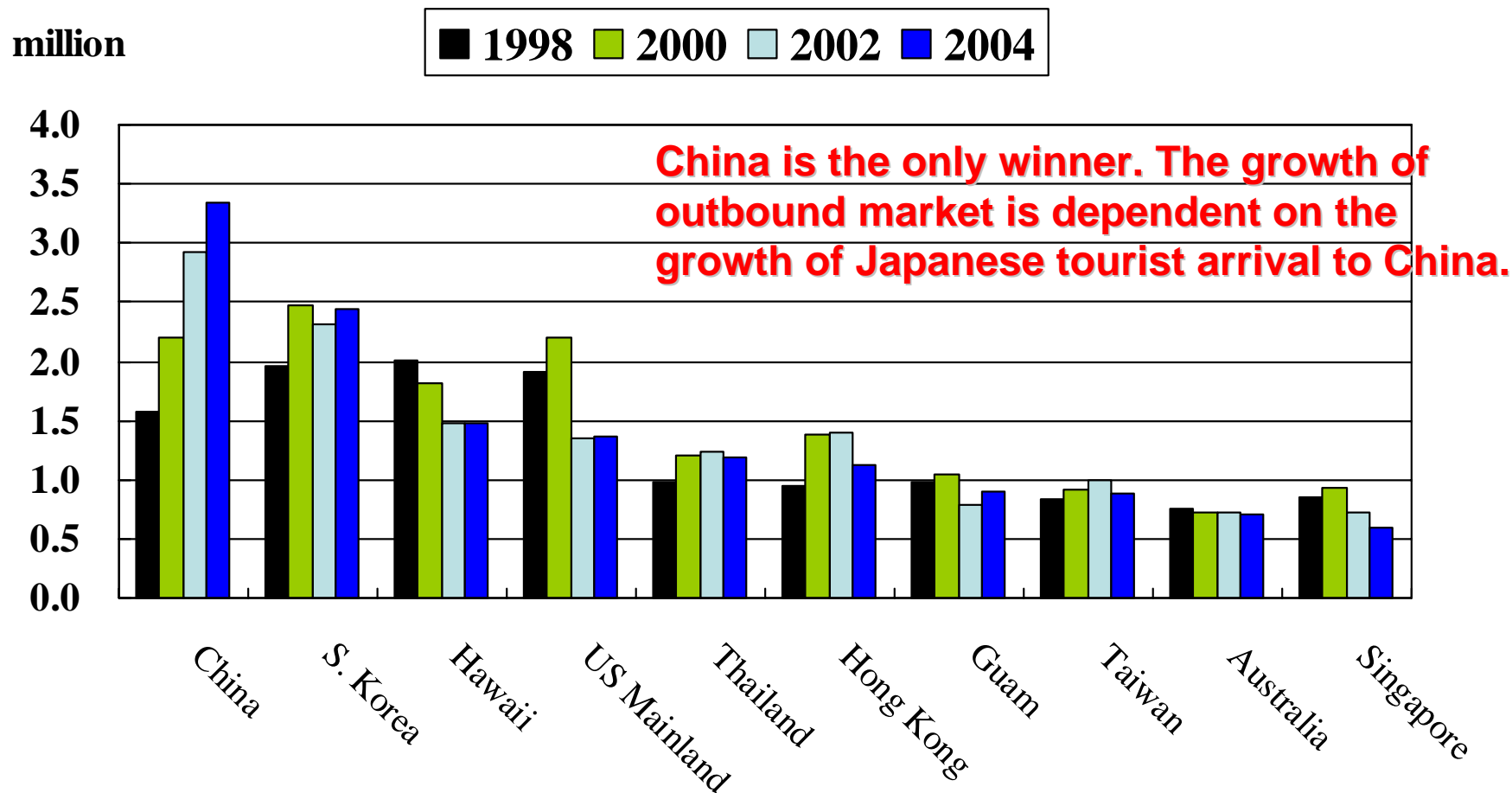
Monthly Departure by Age Groups (50s, 60s, 70+)



Frequently Visited Destinations

Frequently Visited Destinations

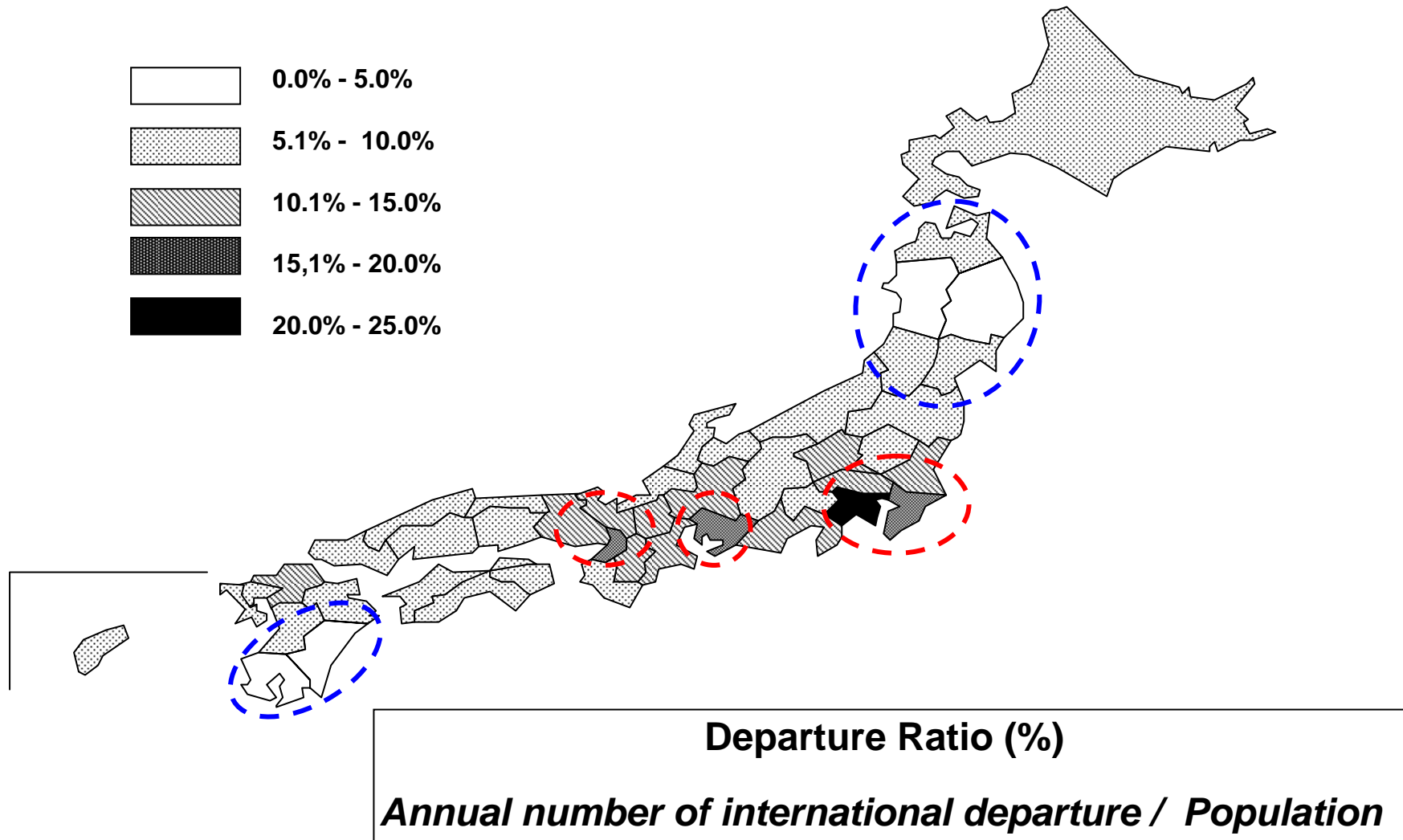
Where Did Japanese Travelers Go?



Source: JTB Report 2000-2005

Departures by Origins

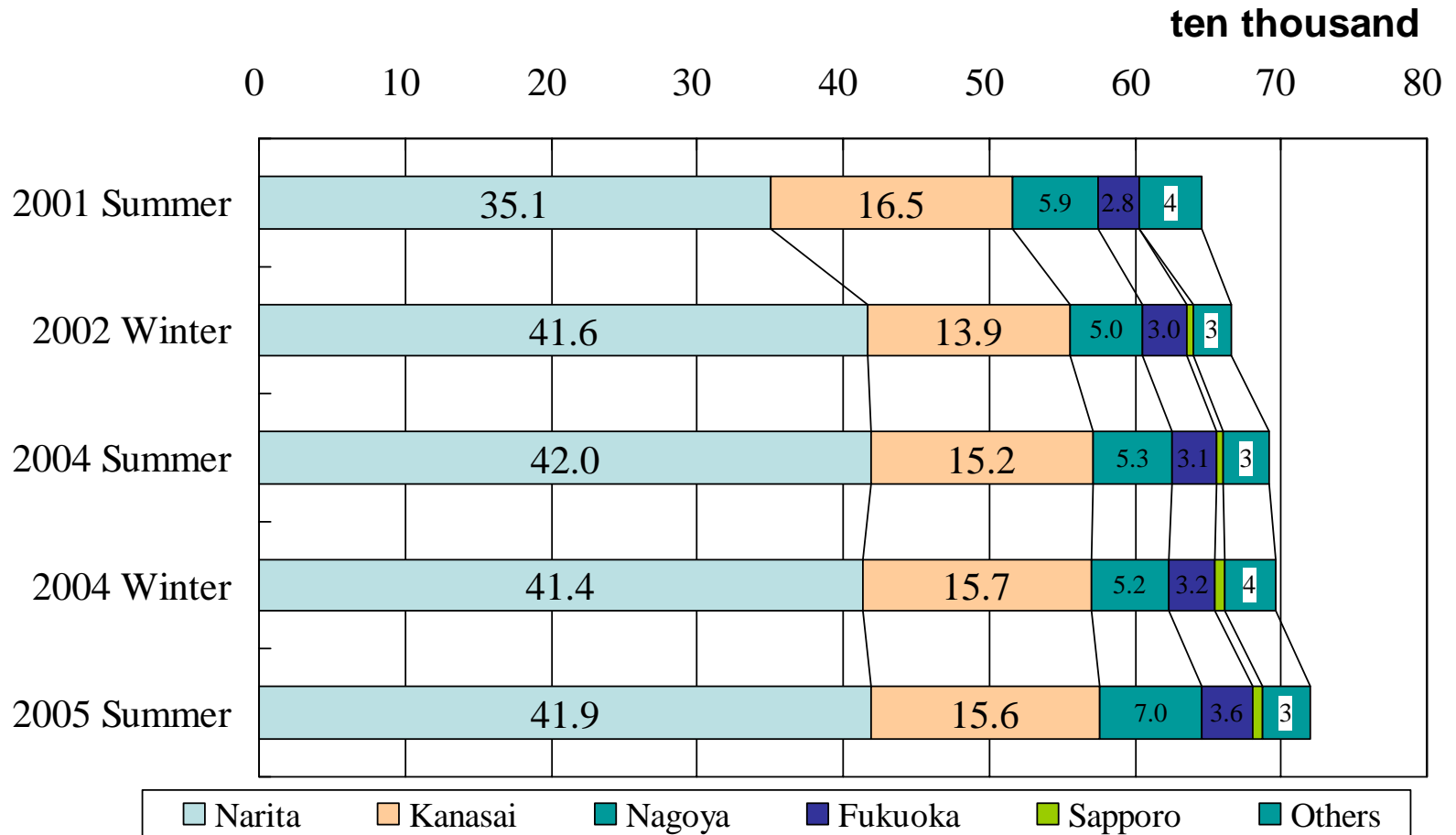
Departure Ratio By Prefectures



The Number of Issued Passport, and The Number of Overseas Travelers

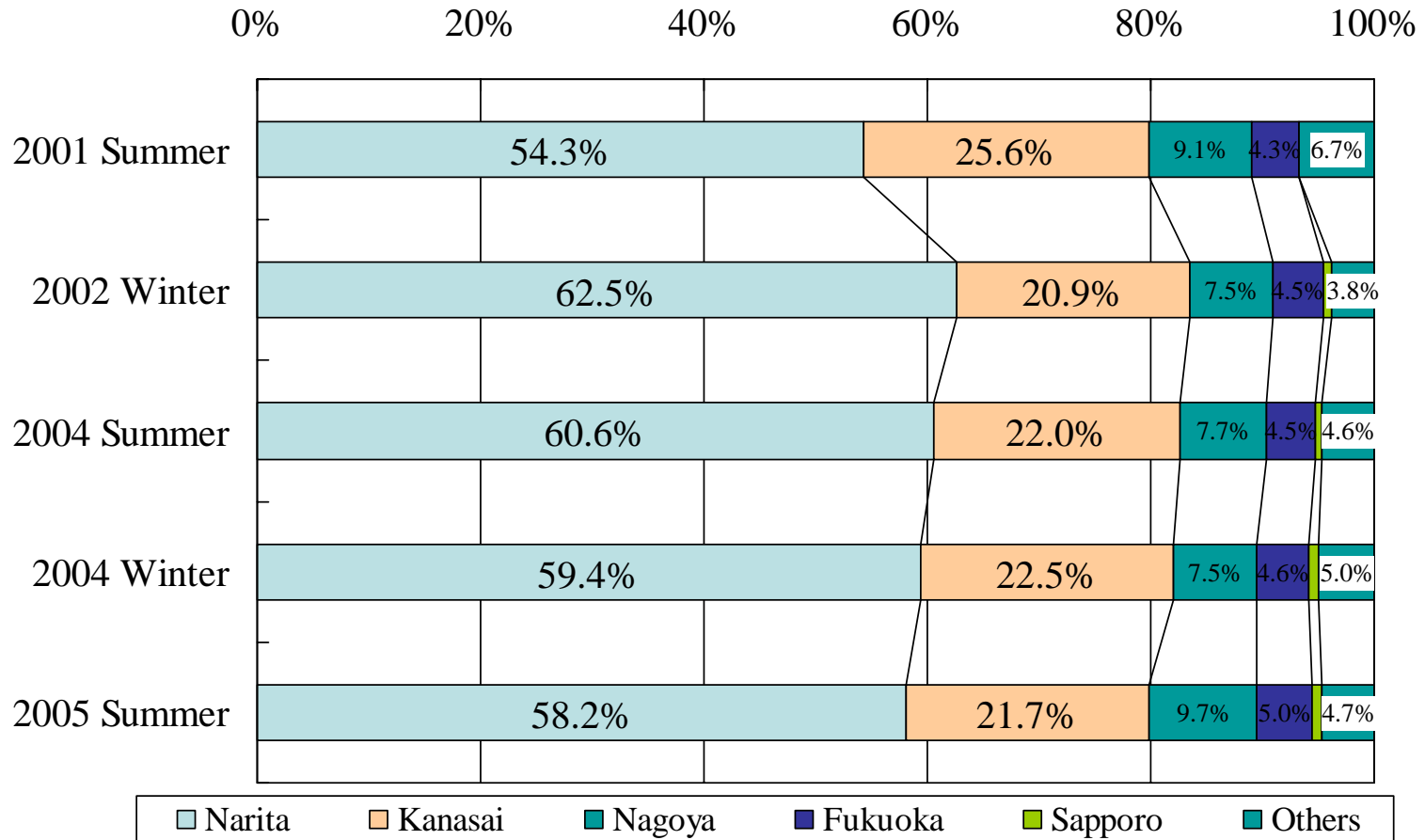
| Prefecture | the number of issued passport | the number of overseas travelers | population | departure ratio | Prefecture | the number of issued passport | the number of overseas travelers | population | departure ratio |
|------------|-------------------------------|----------------------------------|------------|-----------------|------------|-------------------------------|----------------------------------|------------|-----------------|
| Hokkaido | 107,067 | 342,996 | 5,630,000 | 6.1% | Mie | 48,763 | 198,485 | 1,833,000 | 10.8% |
| Aomori | 18,893 | 51,863 | 1,448,000 | 3.6% | Shiga | 40,381 | 179,939 | 1,351,000 | 13.3% |
| Iwate | 20,702 | 55,872 | 1,389,000 | 4.0% | Kyoto | 79,306 | 376,324 | 2,596,000 | 14.5% |
| Miyagi | 46,950 | 160,776 | 2,358,000 | 6.8% | Osaka | 260,785 | 1,325,815 | 8,653,000 | 15.3% |
| Akita | 17,748 | 46,503 | 1,155,000 | 4.0% | Hyogo | 164,090 | 808,027 | 5,508,000 | 14.7% |
| Yamagata | 22,114 | 62,962 | 1,218,000 | 5.2% | Nara | 43,484 | 224,335 | 1,423,000 | 15.8% |
| Fukushima | 38,876 | 123,380 | 2,095,000 | 5.9% | Wakayama | 22,961 | 87,957 | 1,045,000 | 8.4% |
| Ibaraki | 75,623 | 319,597 | 2,950,000 | 10.8% | Tottori | 14,942 | 47,344 | 606,000 | 7.8% |
| Tochigi | 51,272 | 198,517 | 1,987,000 | 10.0% | Shimane | 13,594 | 37,896 | 744,000 | 5.1% |
| Gunma | 49,504 | 192,718 | 1,997,000 | 9.7% | Okayama | 44,340 | 160,499 | 1,938,000 | 8.3% |
| Saitama | 220,195 | 1,033,297 | 6,967,000 | 14.8% | Hiroshima | 69,713 | 268,173 | 2,852,000 | 9.4% |
| Chiba | 193,502 | 1,063,903 | 5,967,000 | 17.8% | Yamaguchi | 31,191 | 107,680 | 1,493,000 | 7.2% |
| Tokyo | 478,872 | 3,028,133 | 12,123,000 | 25.0% | Tokushima | 17,103 | 56,165 | 809,000 | 6.9% |
| Kanagawa | 308,231 | 1,807,095 | 8,613,000 | 21.0% | Kagawa | 21,463 | 77,811 | 1,012,000 | 7.7% |
| Niigata | 44,014 | 142,646 | 2,440,000 | 5.8% | Ehime | 27,826 | 92,480 | 1,471,000 | 6.3% |
| Toyama | 26,656 | 91,092 | 1,107,000 | 8.2% | Kouchi | 12,719 | 41,265 | 800,000 | 5.2% |
| Ishikawa | 29,898 | 105,877 | 1,172,000 | 9.0% | Fukuoka | 147,235 | 577,645 | 5,025,000 | 11.5% |
| Fukui | 20,054 | 72,097 | 814,000 | 8.9% | Saga | 21,268 | 65,888 | 866,000 | 7.6% |
| Yamanashi | 23,117 | 93,299 | 871,000 | 10.7% | Nagasaki | 28,687 | 91,237 | 1,489,000 | 6.1% |
| Nagano | 50,495 | 209,171 | 2,175,000 | 9.6% | Kumamoto | 42,241 | 138,100 | 1,846,000 | 7.5% |
| Gifu | 58,560 | 251,130 | 2,074,000 | 12.1% | Oita | 29,057 | 87,343 | 1,208,000 | 7.2% |
| Shizuoka | 103,243 | 420,778 | 3,725,000 | 11.3% | Miyazaki | 21,567 | 58,195 | 1,158,000 | 5.0% |
| Aichi | 220,833 | 1,077,545 | 7,056,000 | 15.3% | Kagoshima | 30,887 | 82,007 | 1,764,000 | 4.6% |
| | | | | | Okinawa | 25,290 | 77,982 | 1,352,000 | 5.8% |

Share of Weekly Airline Seat Supply by Airports



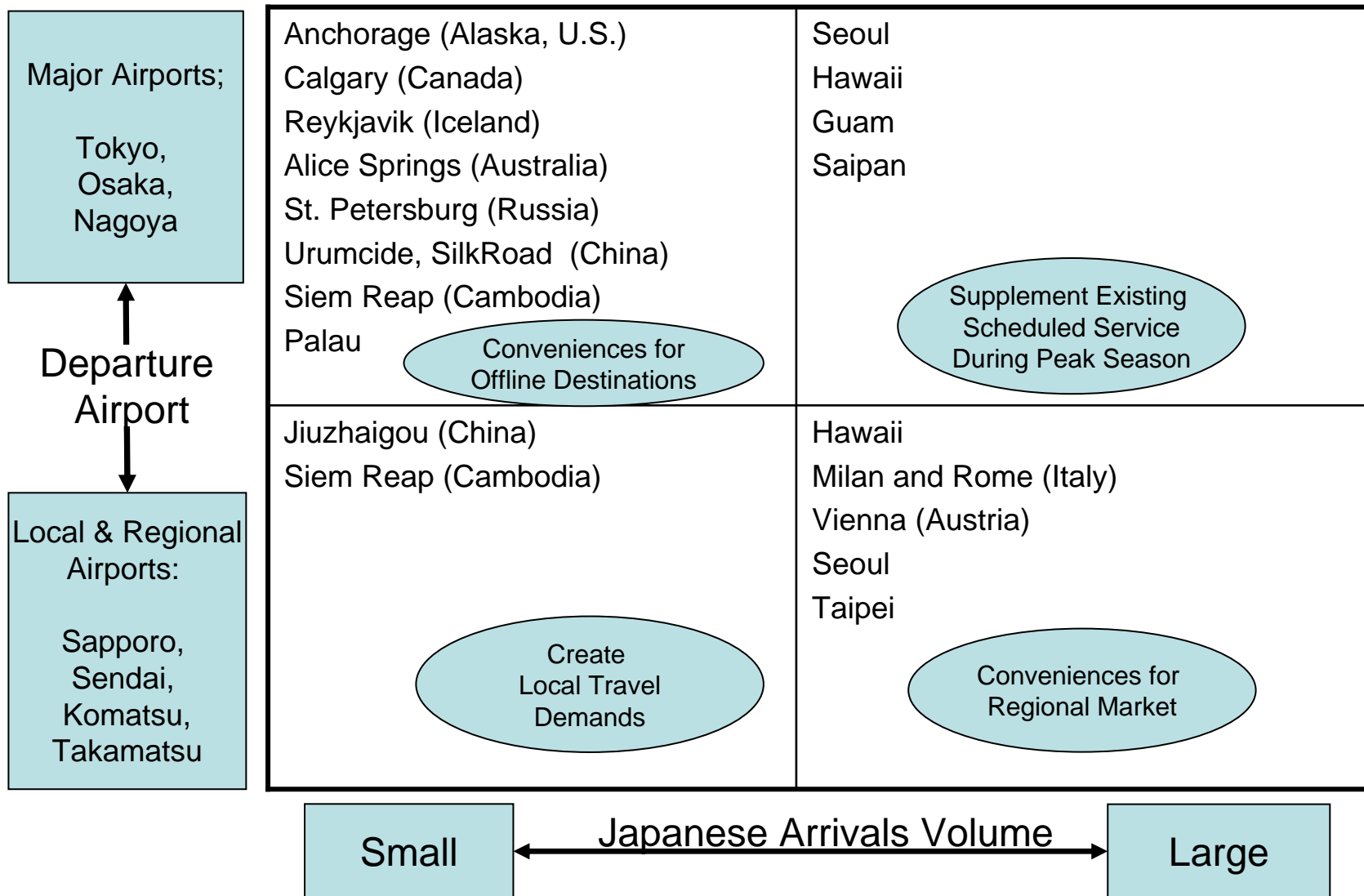
Source: Travel Journal

Share of Airline Seat Supply by Airports (%)

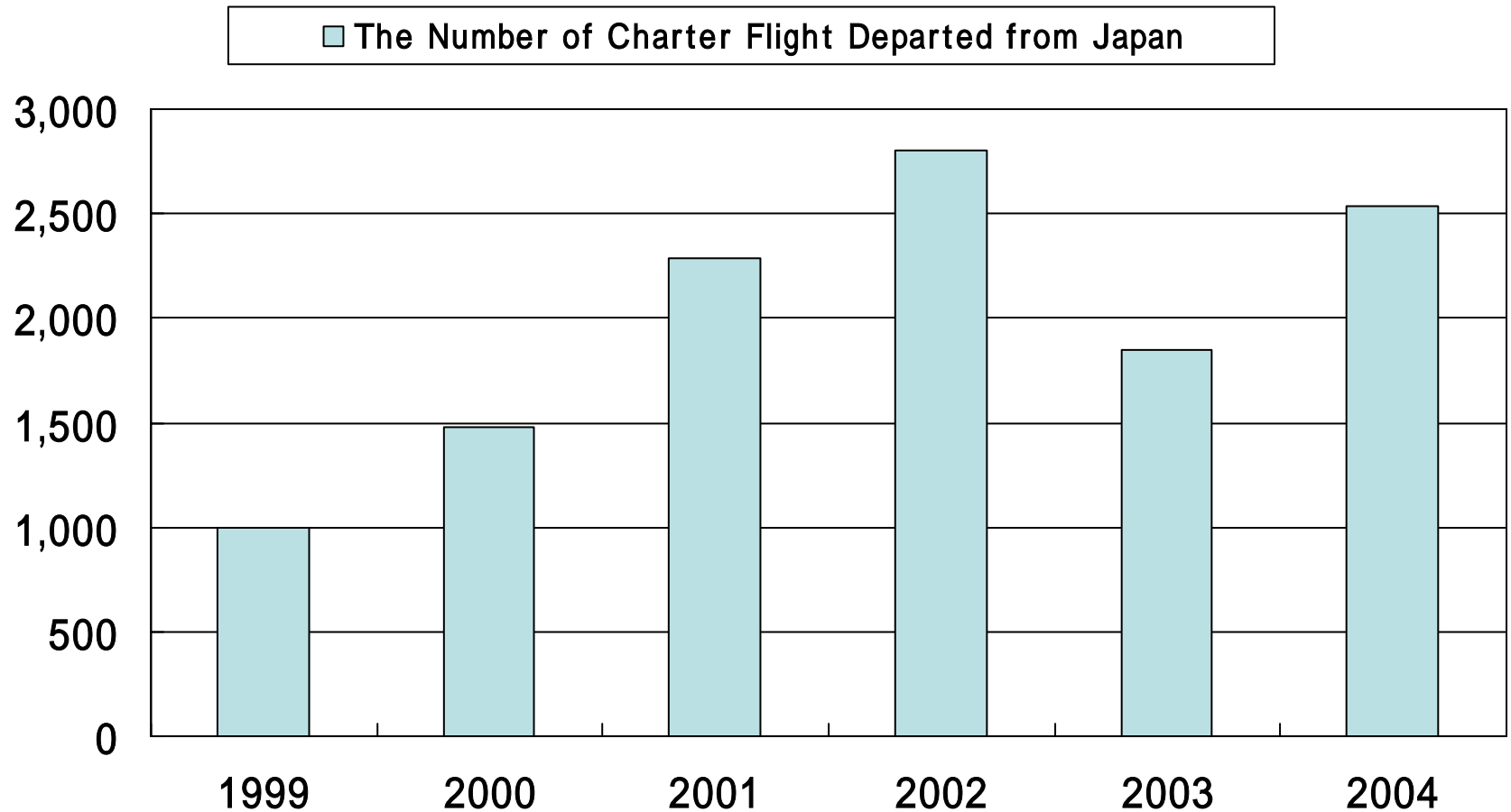


Source: Travel Journal

Destination Types for Charter Flights

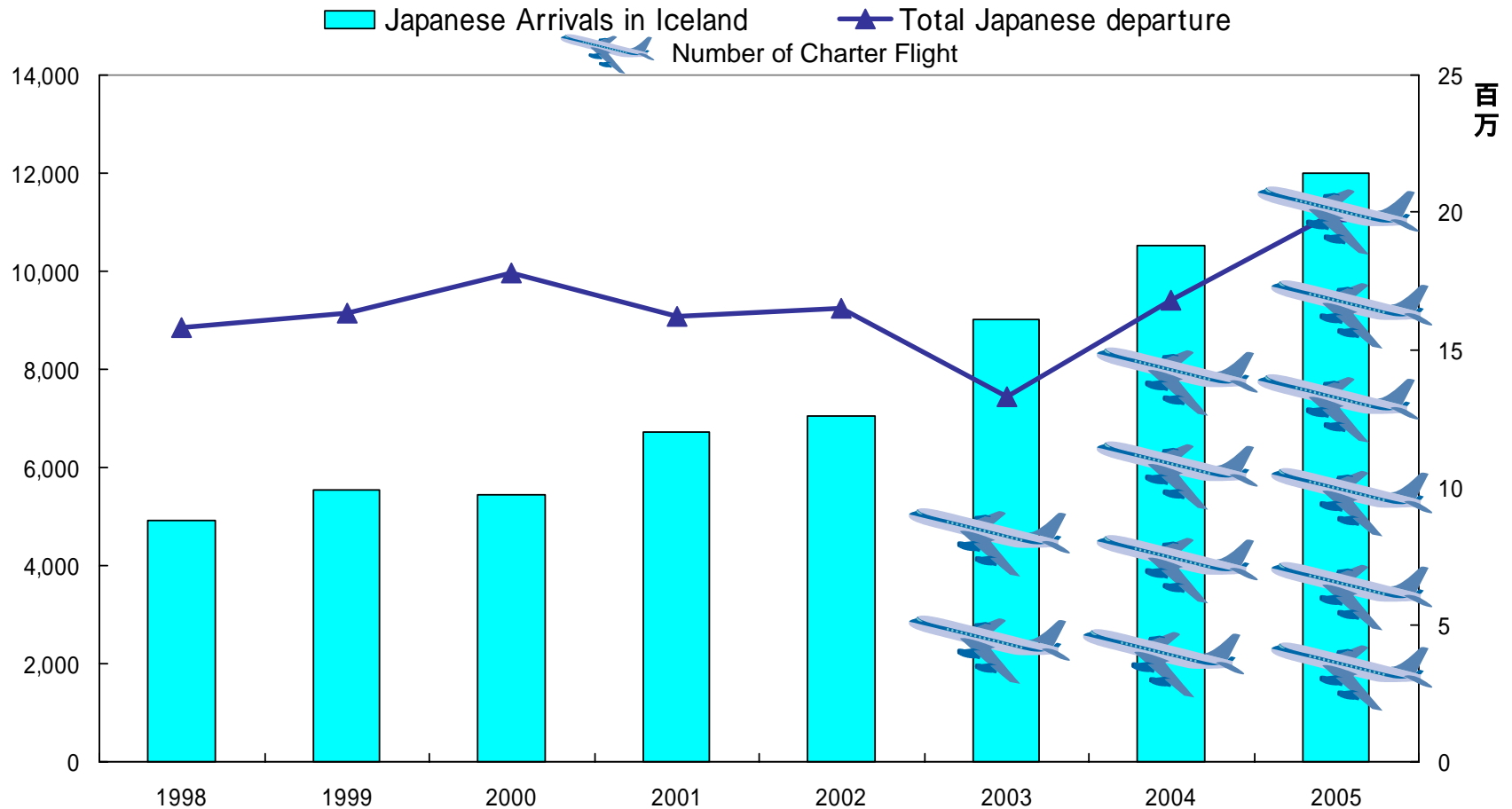


Changes of Number of Charter Flights



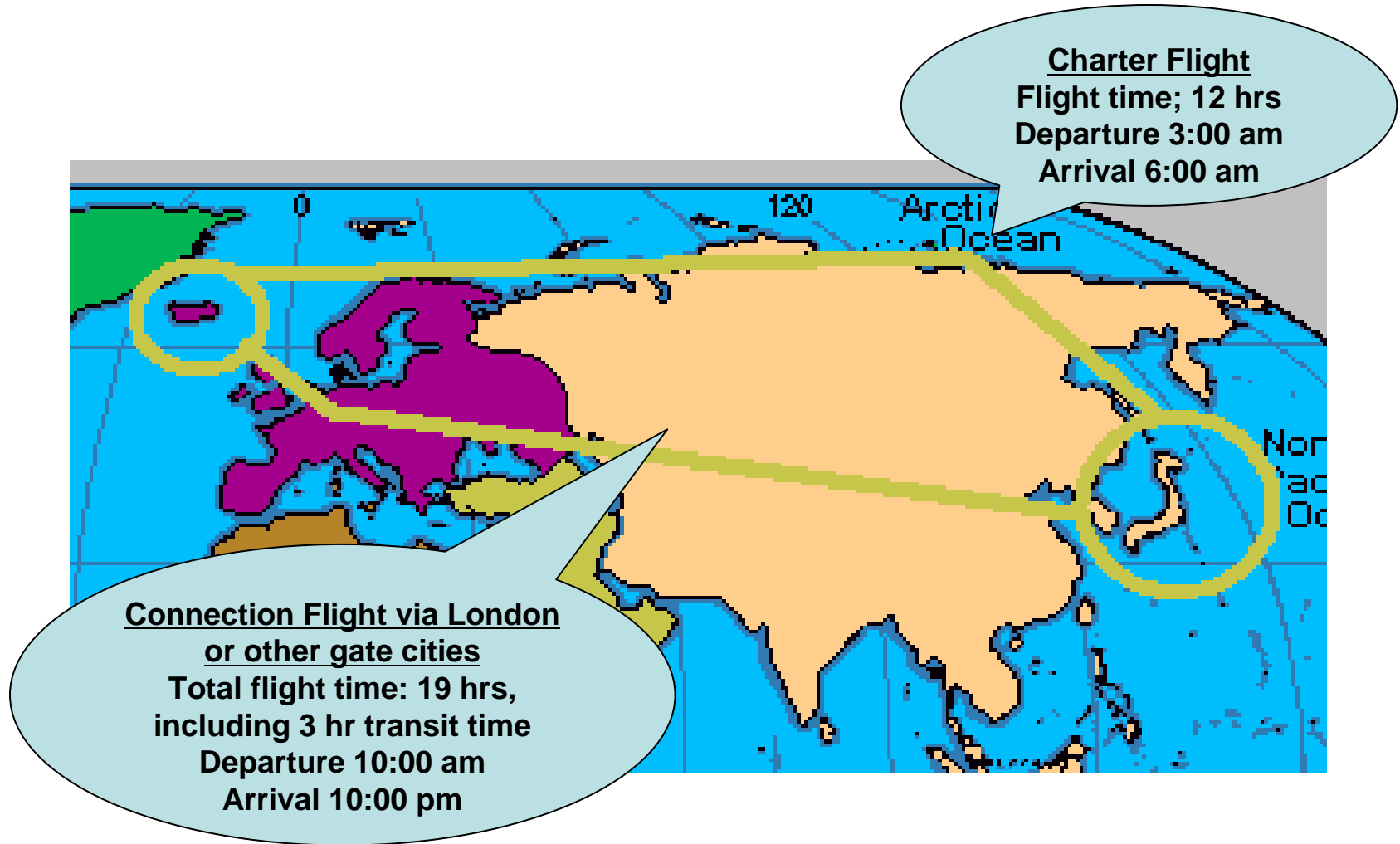
Source :Ministry of Land, Infrastructure and Transportation Ministry

Japanese Arrivals at Iceland & Number of Charter Flights



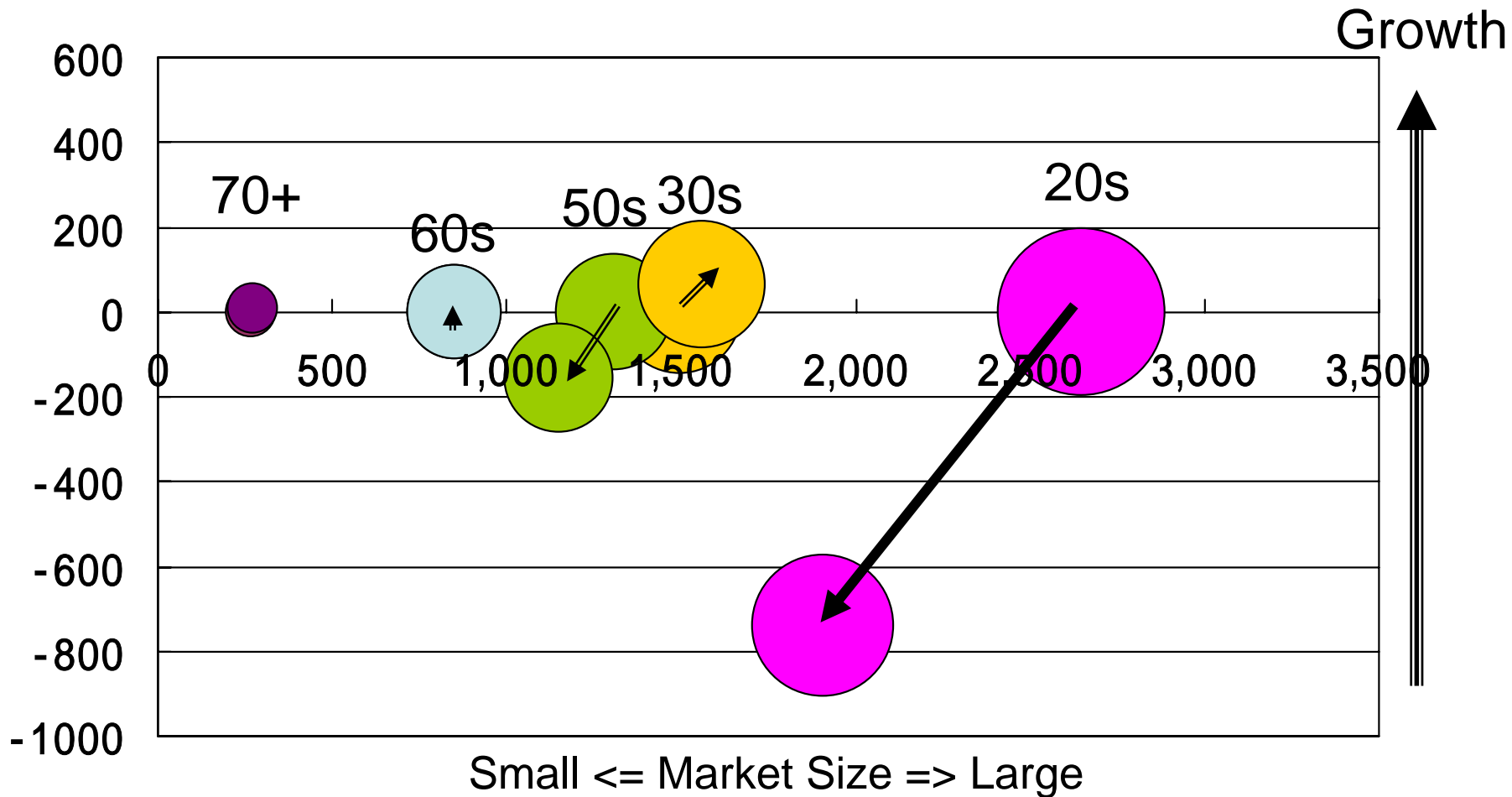
Source :Ministry of Land, Infrastructure and Transportation Ministry

Charter Flight Saves Flight Time

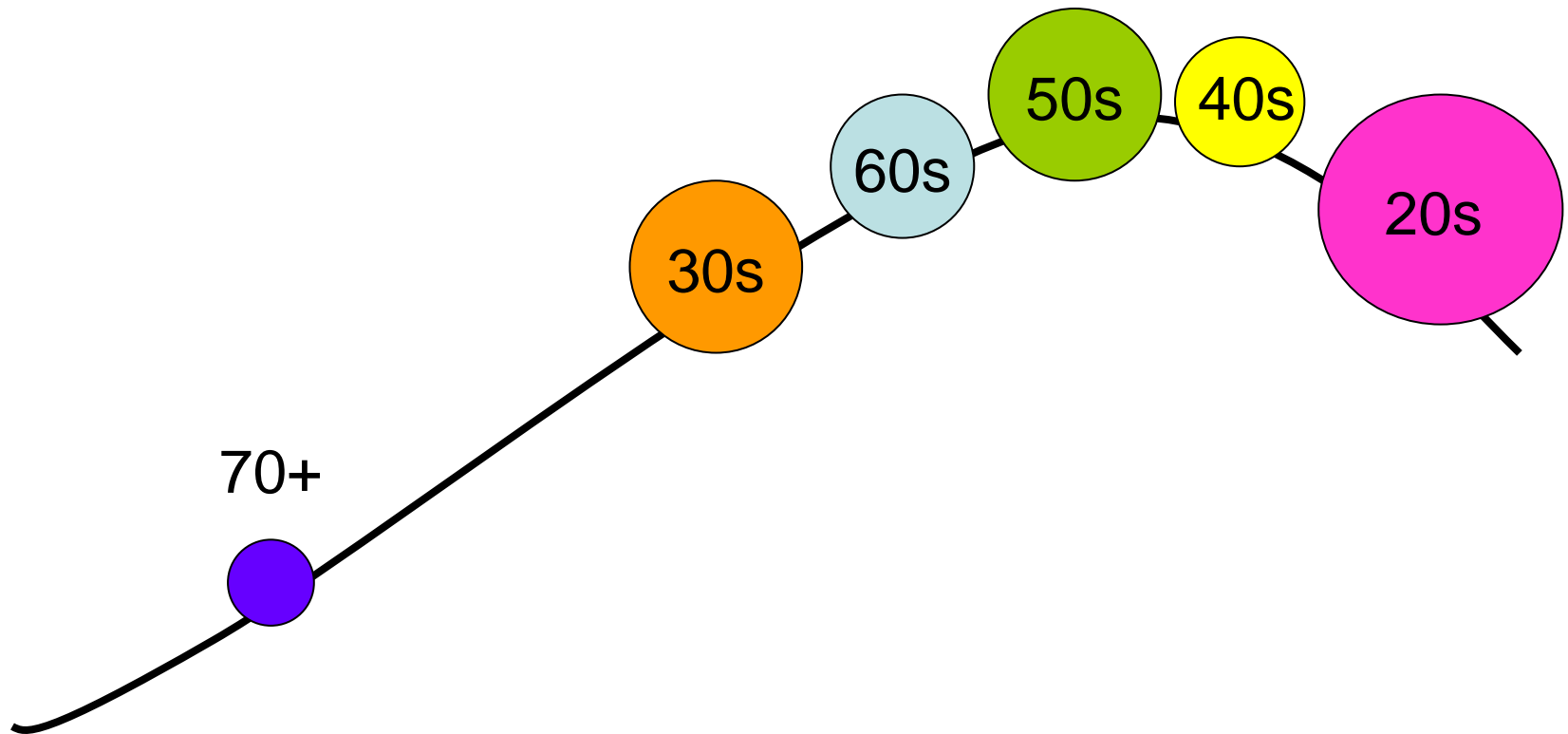


Market Leaders

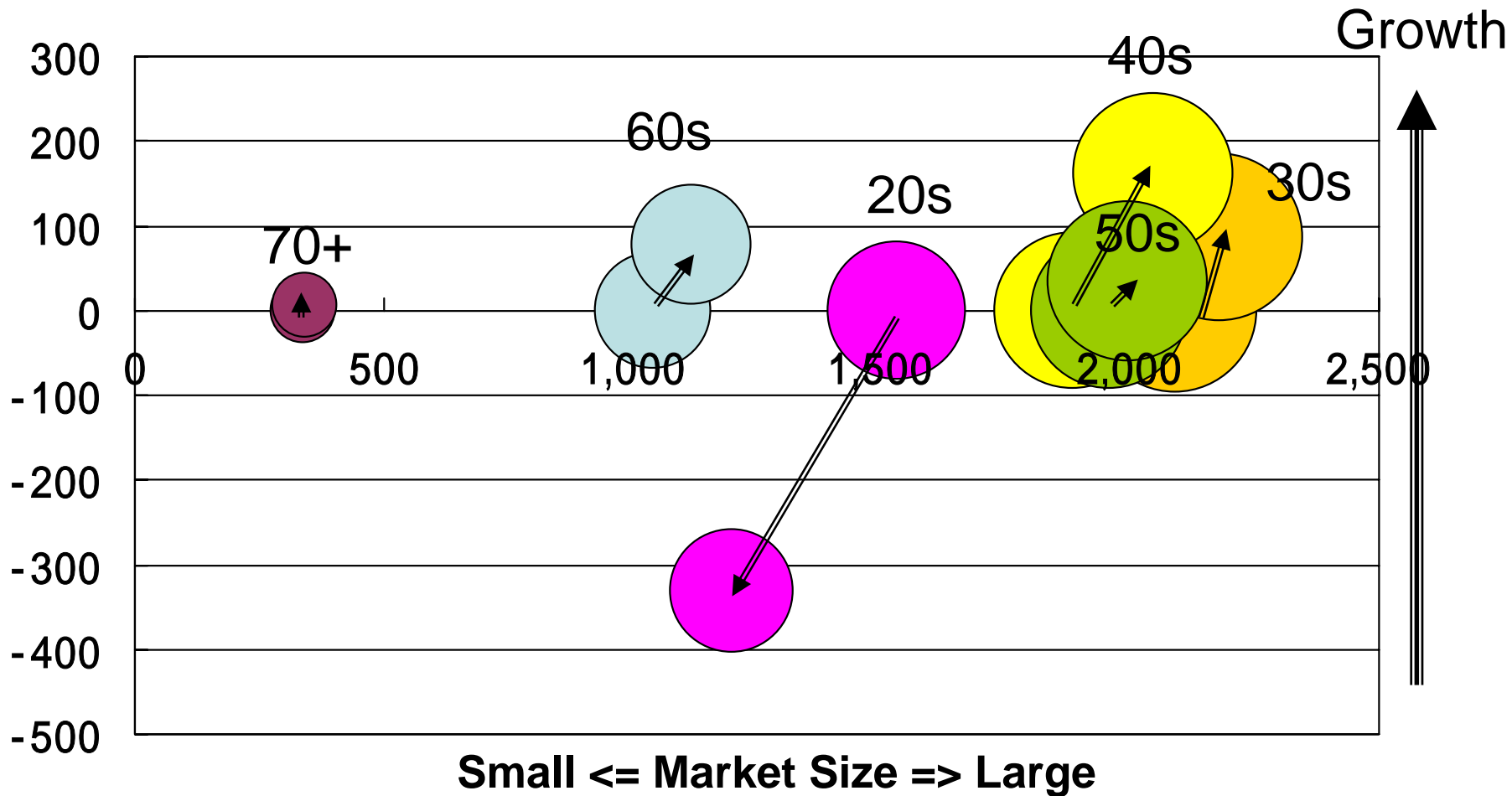
Female Travel Market Growth by Age Group 2000/2004



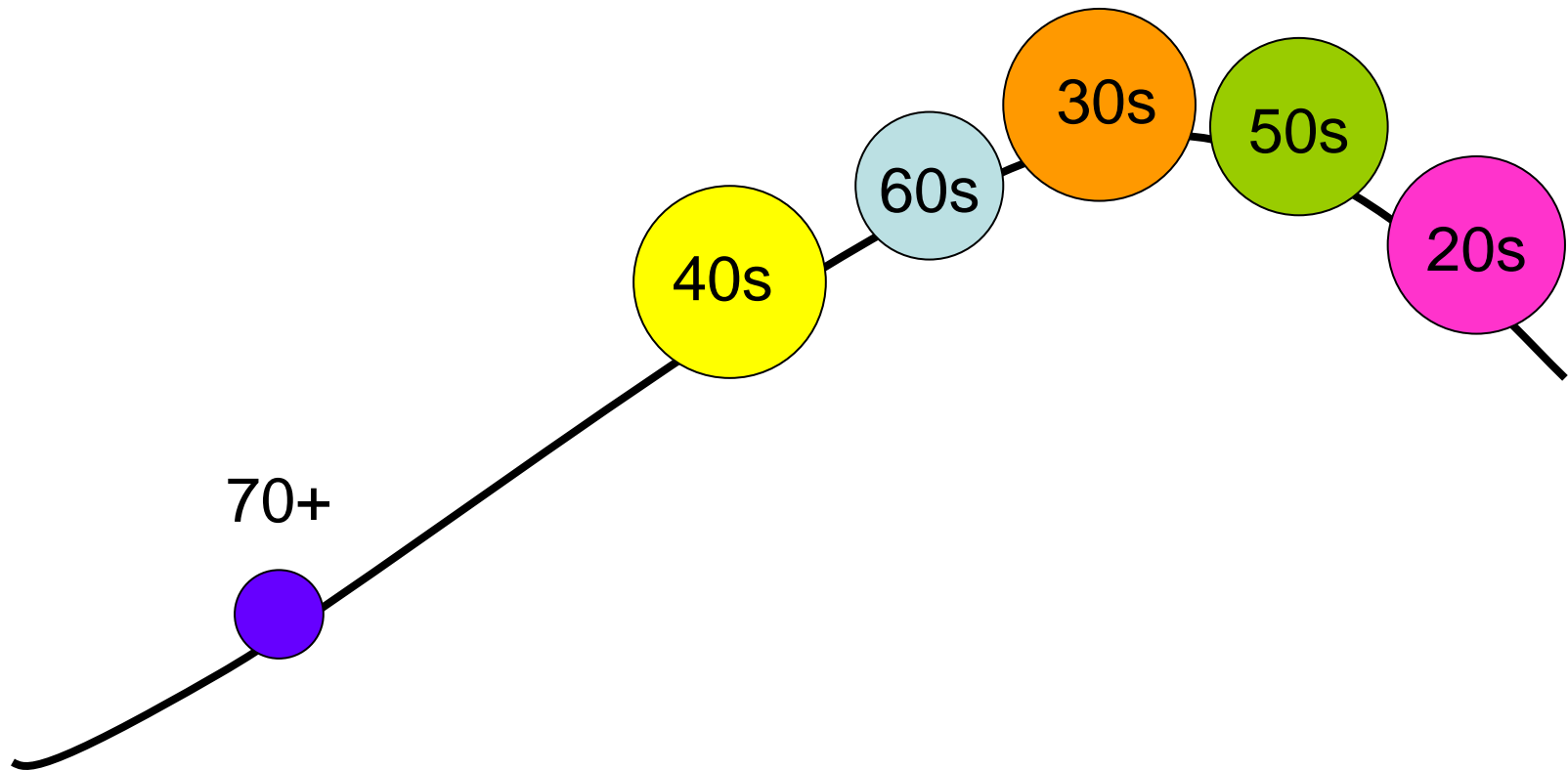
Female Age Groups on the Growth Curve



Male Travel Market Growth by Age Group 2000/2004



Male Age Groups on the Growth Curve



How to Approach Market Leaders?

◆ 50s

◆ 60+

◆ 30s

50s

Data

- Born in 1946 – 1956 (Post W.W.II)
- Population: 20 million

Characteristics

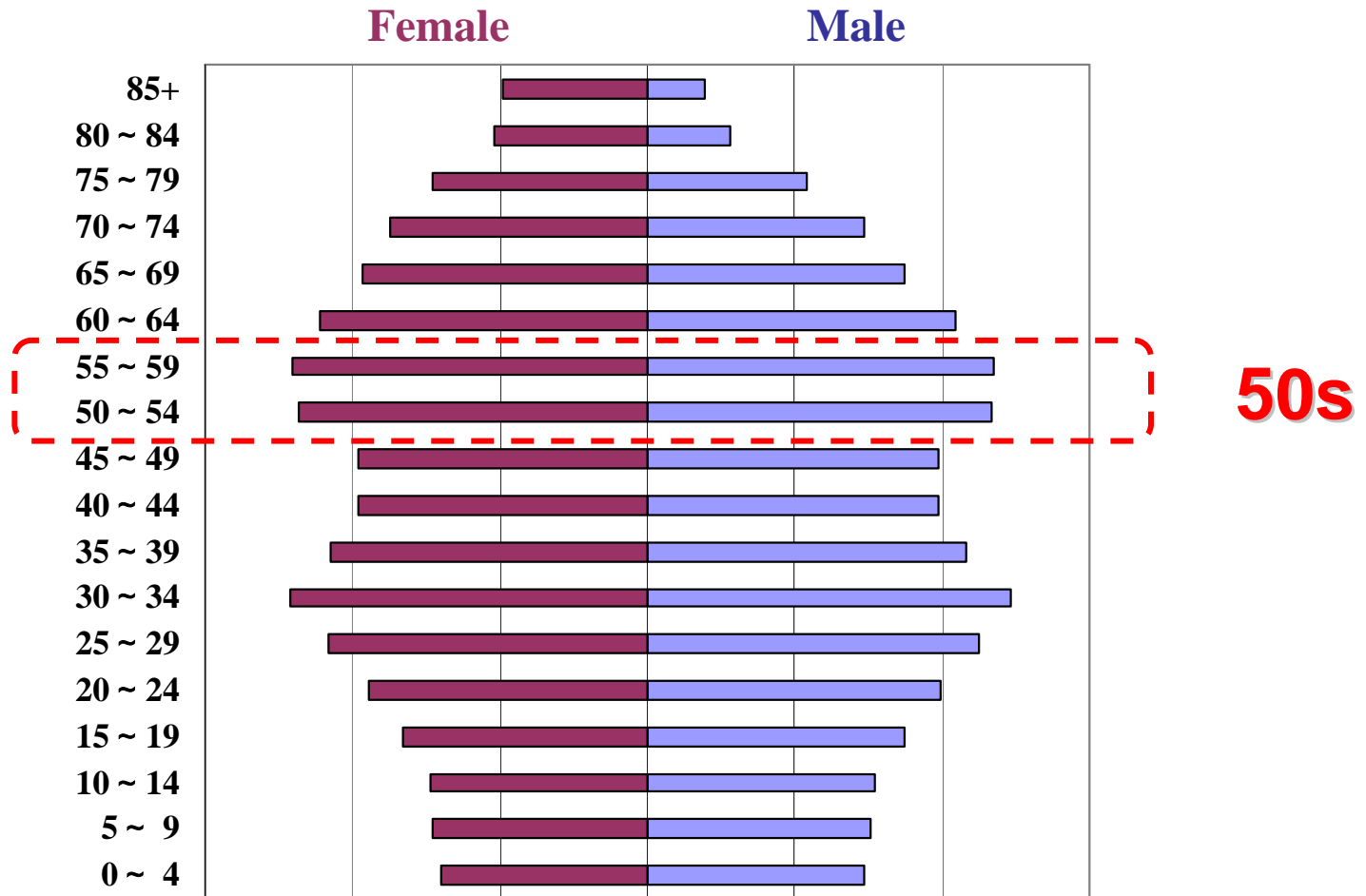
- Energetic, matured, as active as younger generations.
- Enjoying life after raising children
- Mother and Daughter Duos are high spenders.

Preferred Travel Style

- High quality products and services.
- Easy itinerary; consecutive night stay at luxury hotel in each destination
- Some experienced travelers prefer to travel individually.
- Mother and Daughter Duos travel overseas together



Japanese Population (2005)

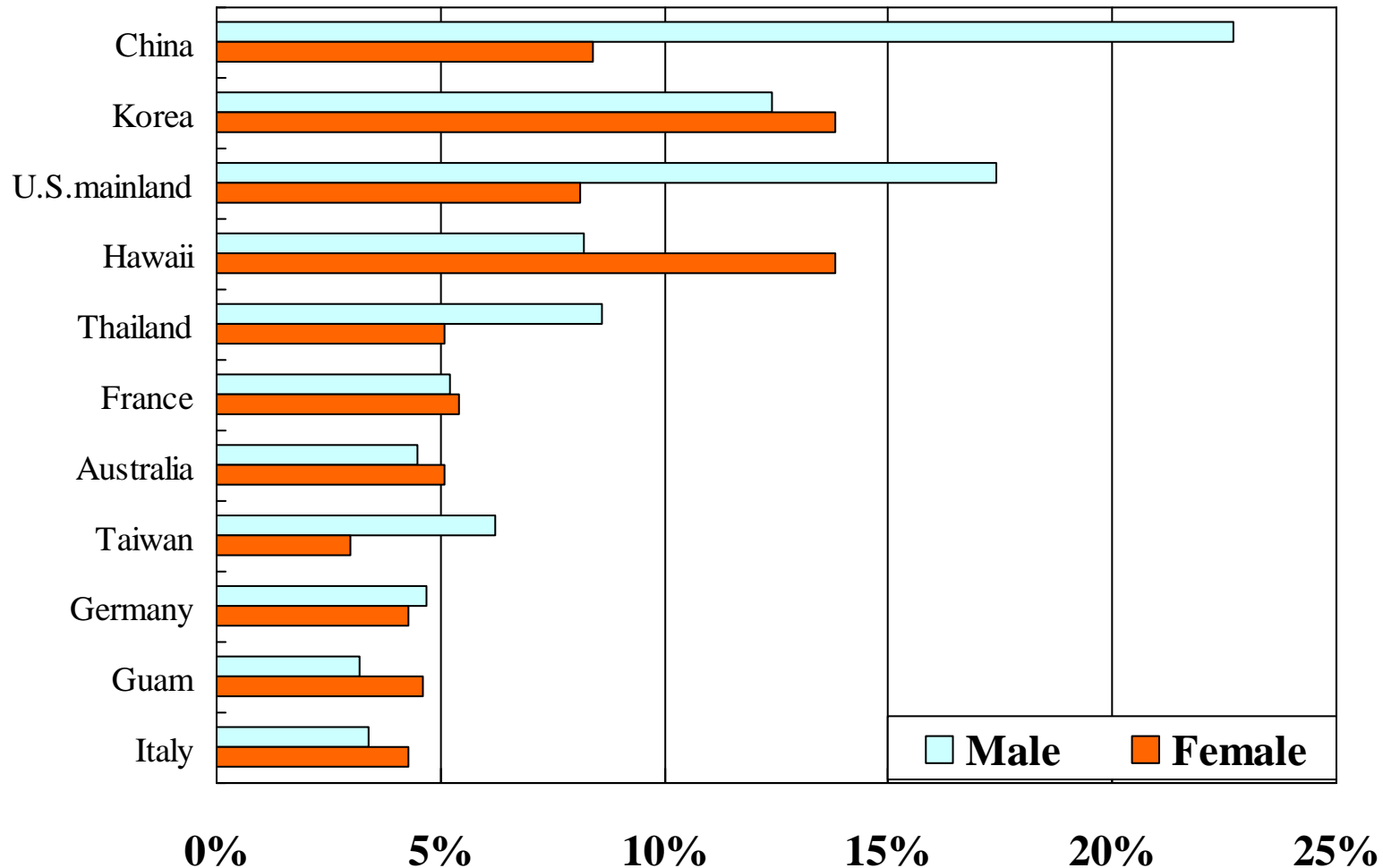


Characteristics of Men in 50s

- Baby Boomers begin to retire after 2007.
- 50s are preparing for life after retirement: something they enjoy after retirement.
- With increased disposal Income, they purchase luxury items; premium cars, plasma televisions and sophisticated DVD recorders.
- After retirement, they will travel more frequently.

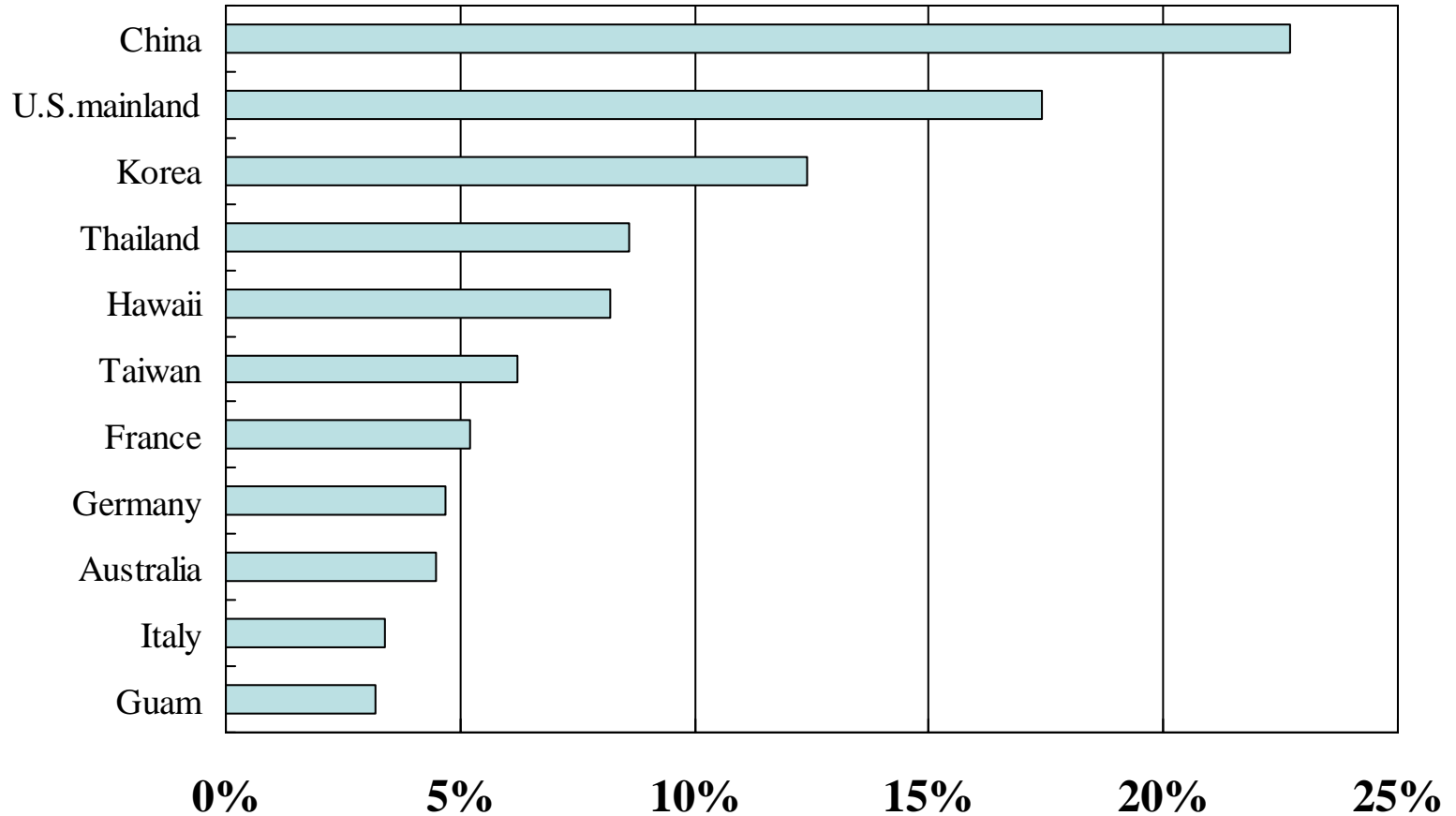


Frequently Visited Destinations (50s)



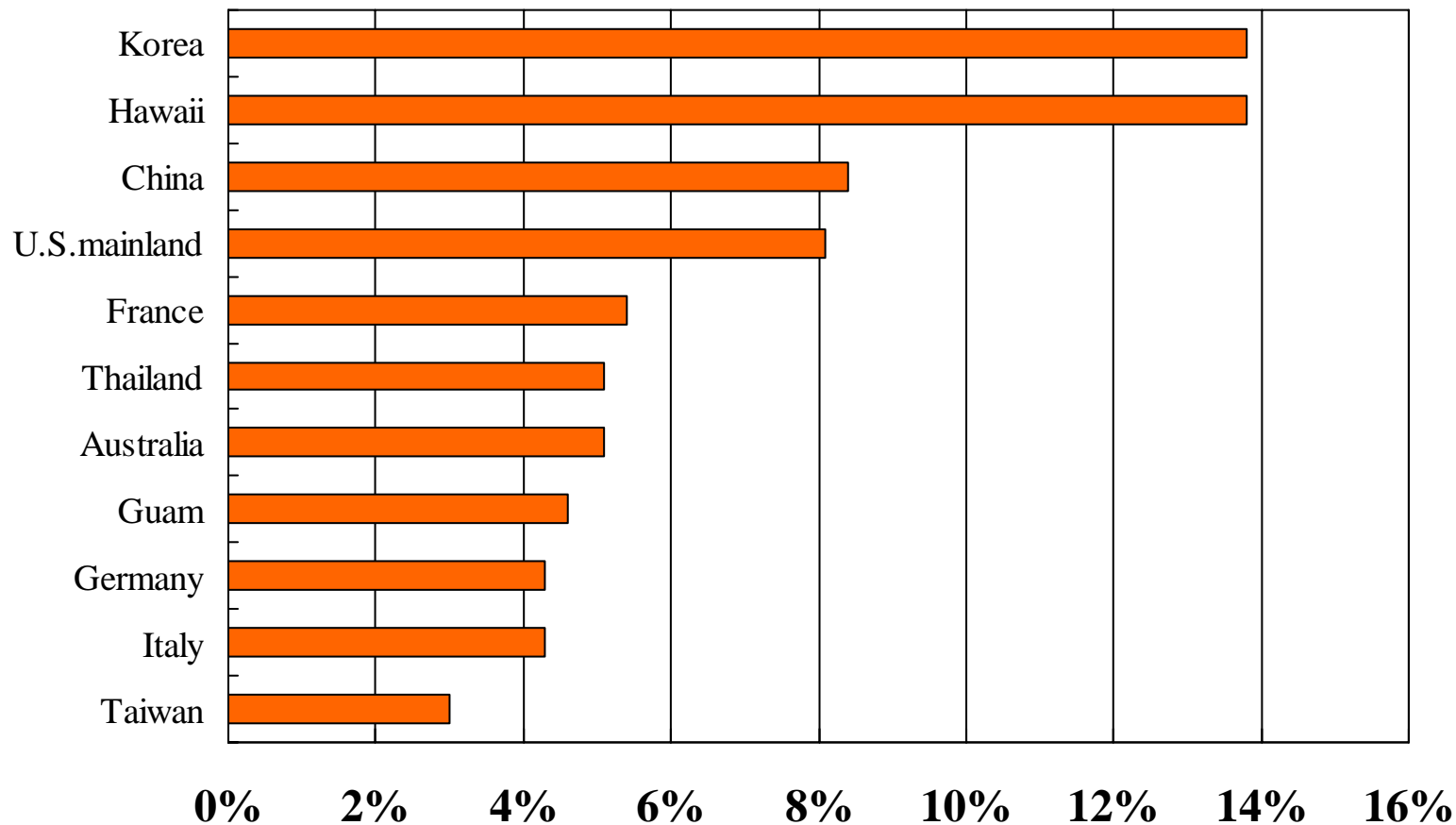
Source: JTB Report 2005

Frequently Visited Destinations (Men 50s)



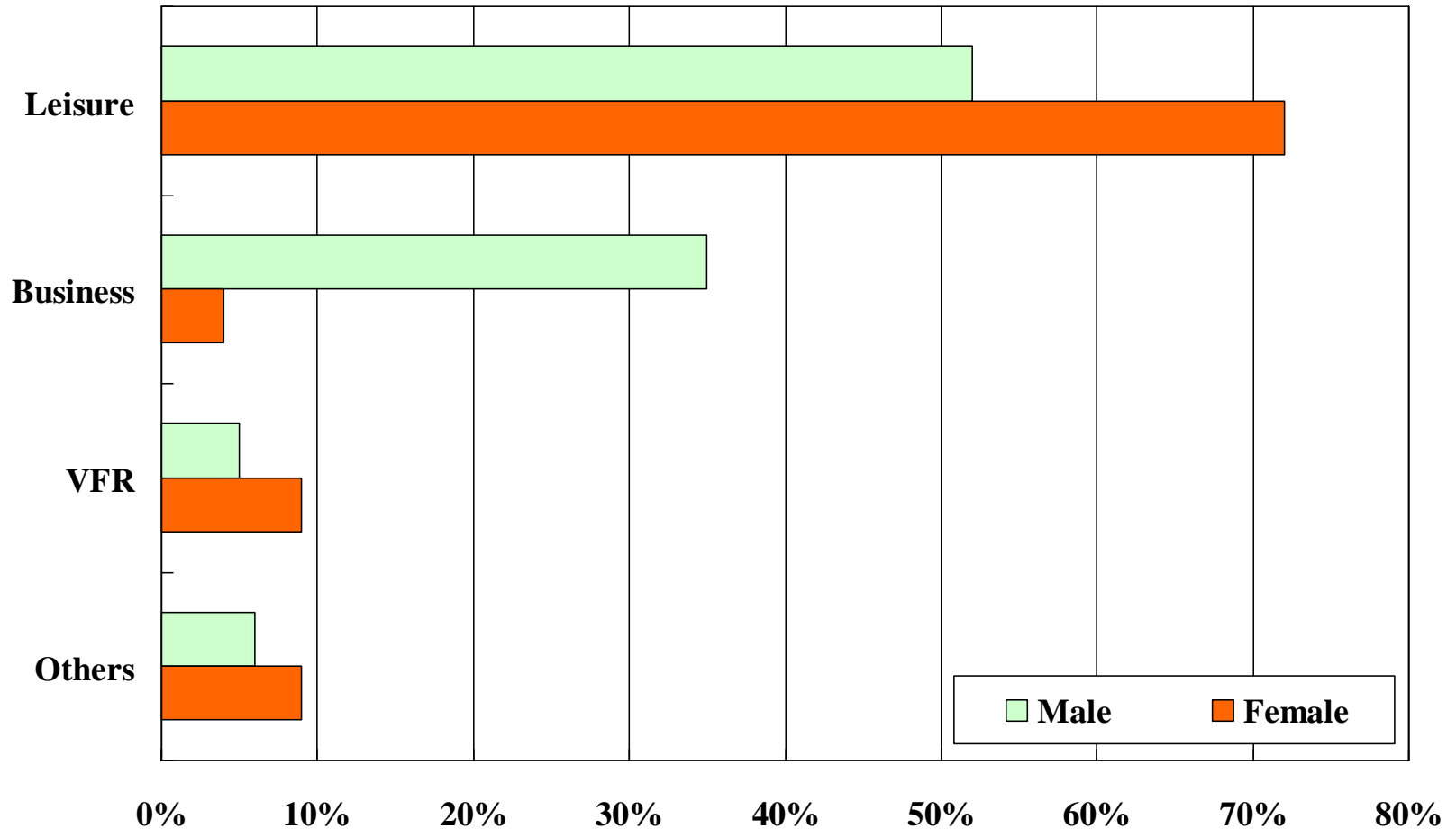
Source: JTB Report 2005

Frequently Visited Destinations (Women 50s)



Source: JTB Report 2005

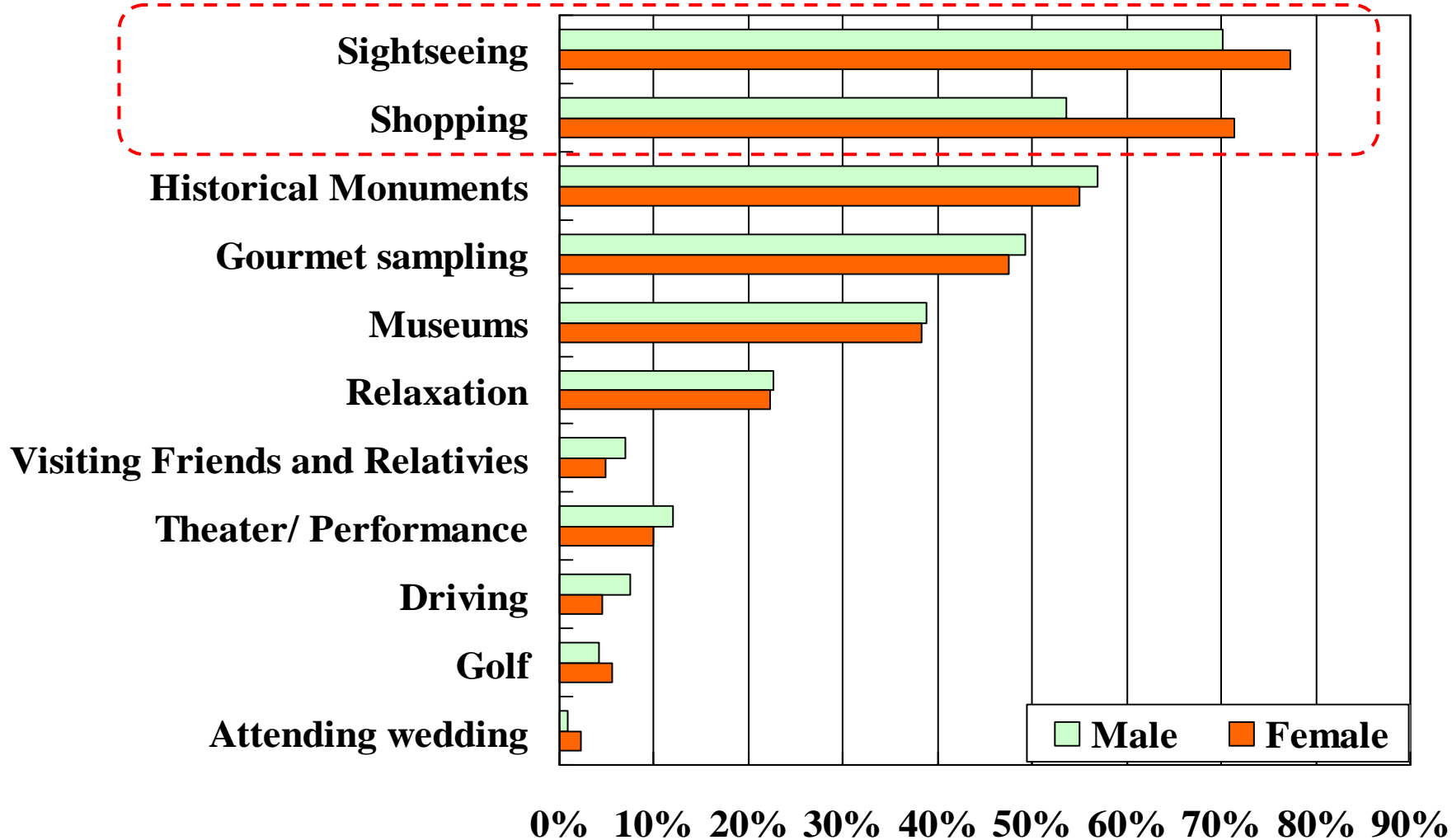
Purpose of Trips (50s)



Source: JTB Report 2005

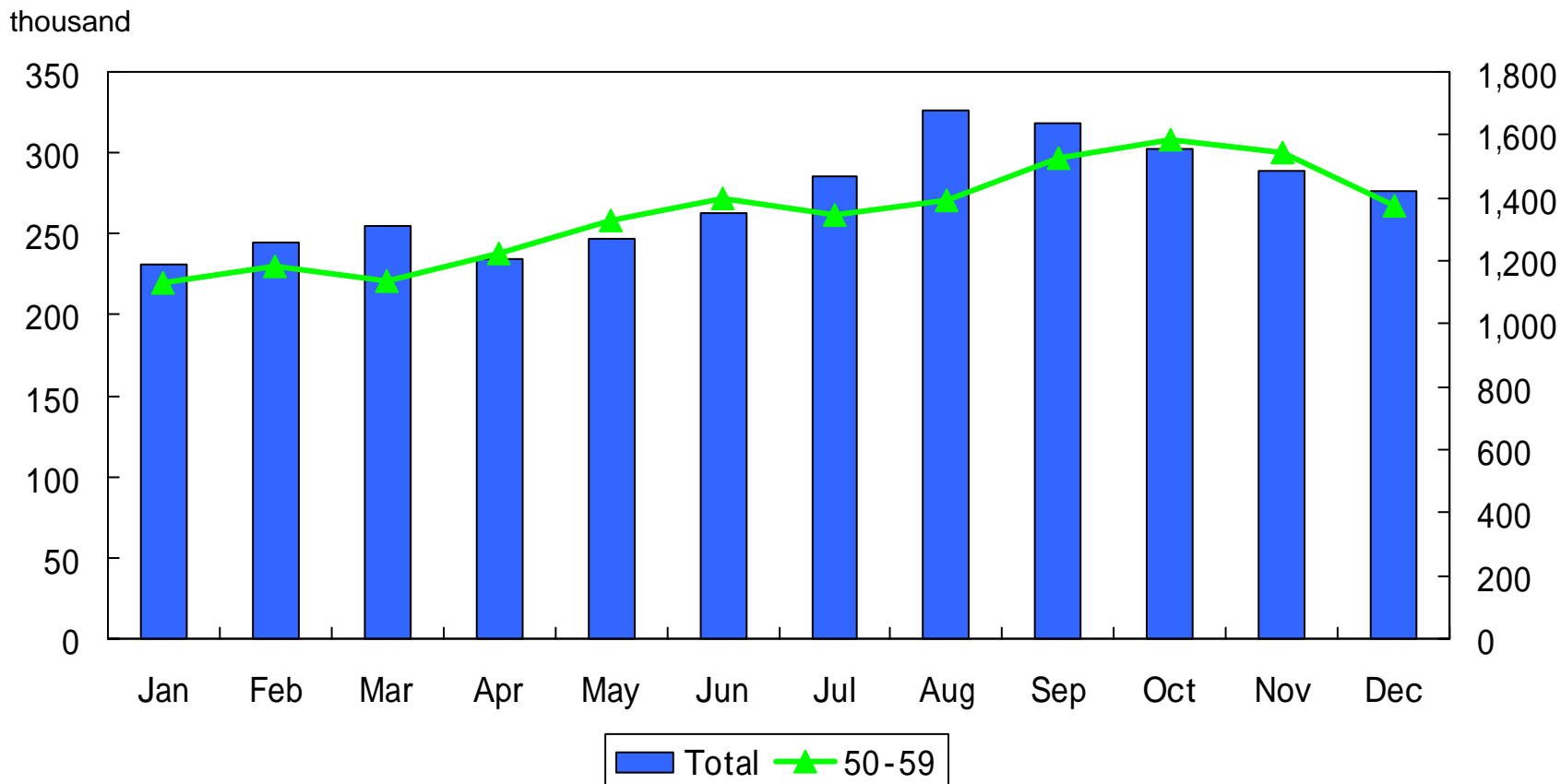
Activities in Destinations (50s)

Women are more active than men.



Source: JTB Report 2005

Traveling Seasons for Travelers (50s)



Source: JTB Report 2005

Senior (60+)

Data

- Born before 1945
- Population: 30 million

Characteristics

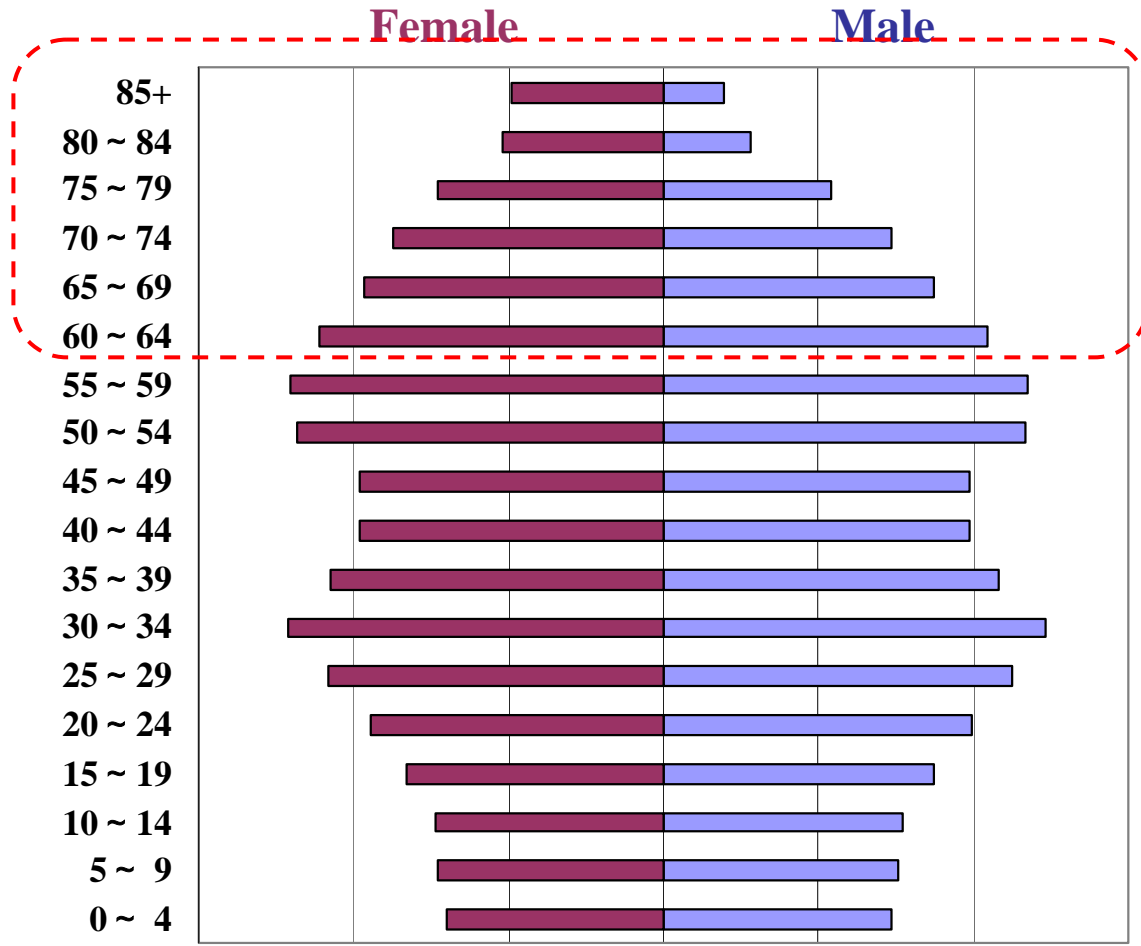
- Retired; rich in time.
- Energetic
- Health conscious.
- Concern for declining physical abilities.
- Most of seniors live on pension or retirement fund.
- Own a half of the total personal asset in Japan.

Preferred Travel Style

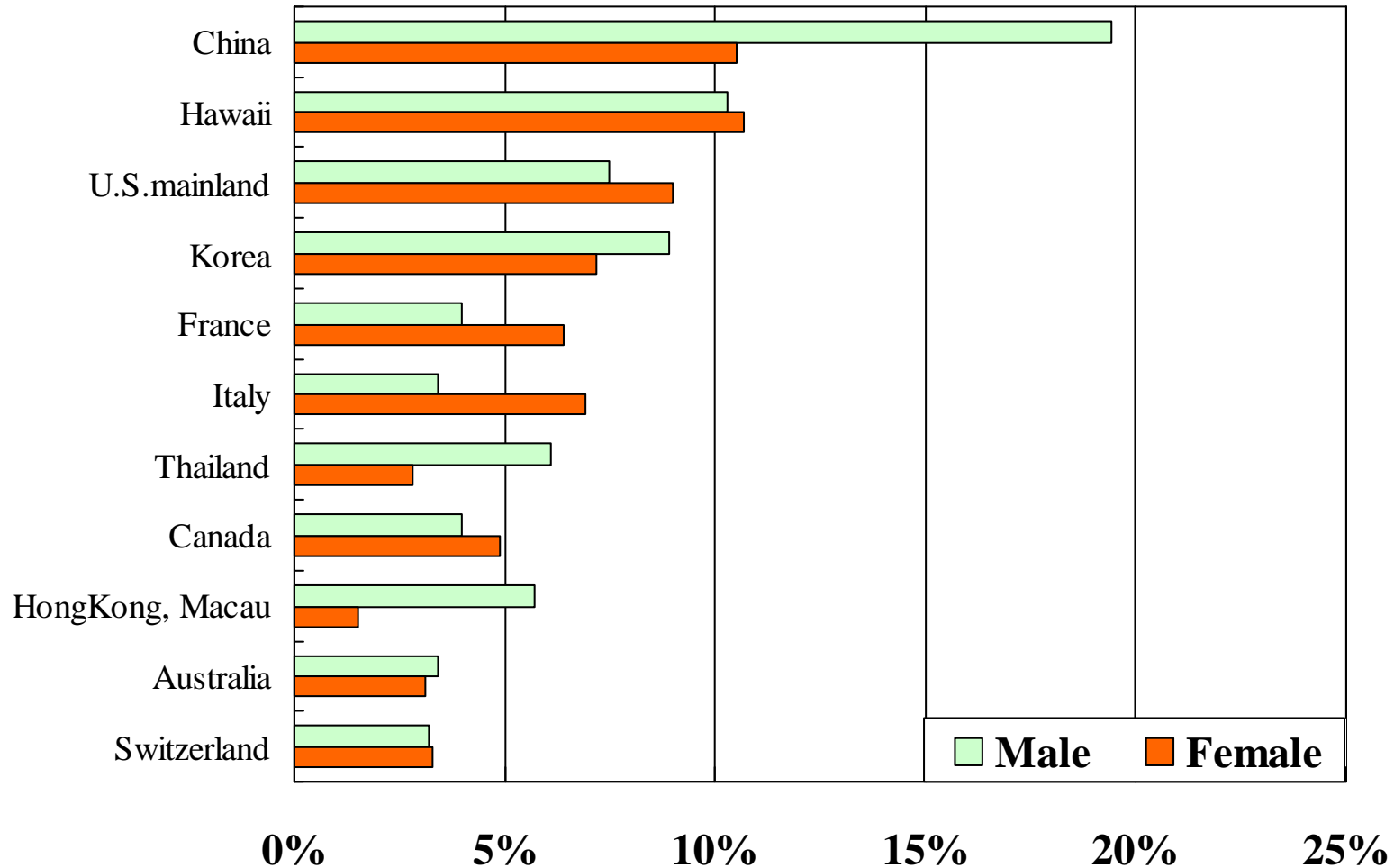
- Escorted tour with a Japanese speaking guide.
- Itinerary with 3 meals including occasional Japanese foods
- Budget package tours like Club Tourism, or Hankyu Trapics (media tours).
- Some enjoy exclusive deluxe tours.
- Travel in June or in October, Avoid peak seasons.



Japanese Population (2005)

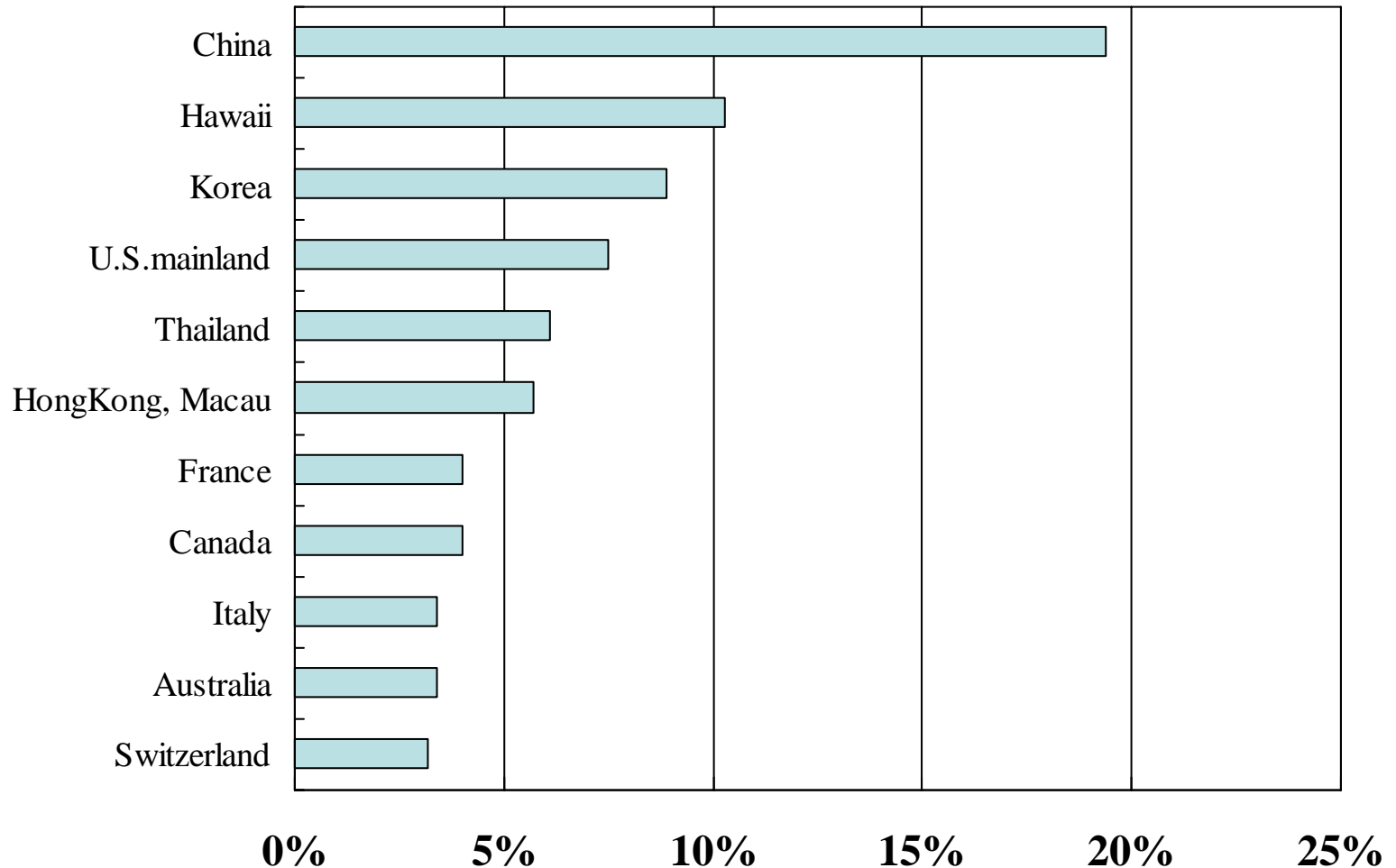


Frequently Visited Destinations (60+)



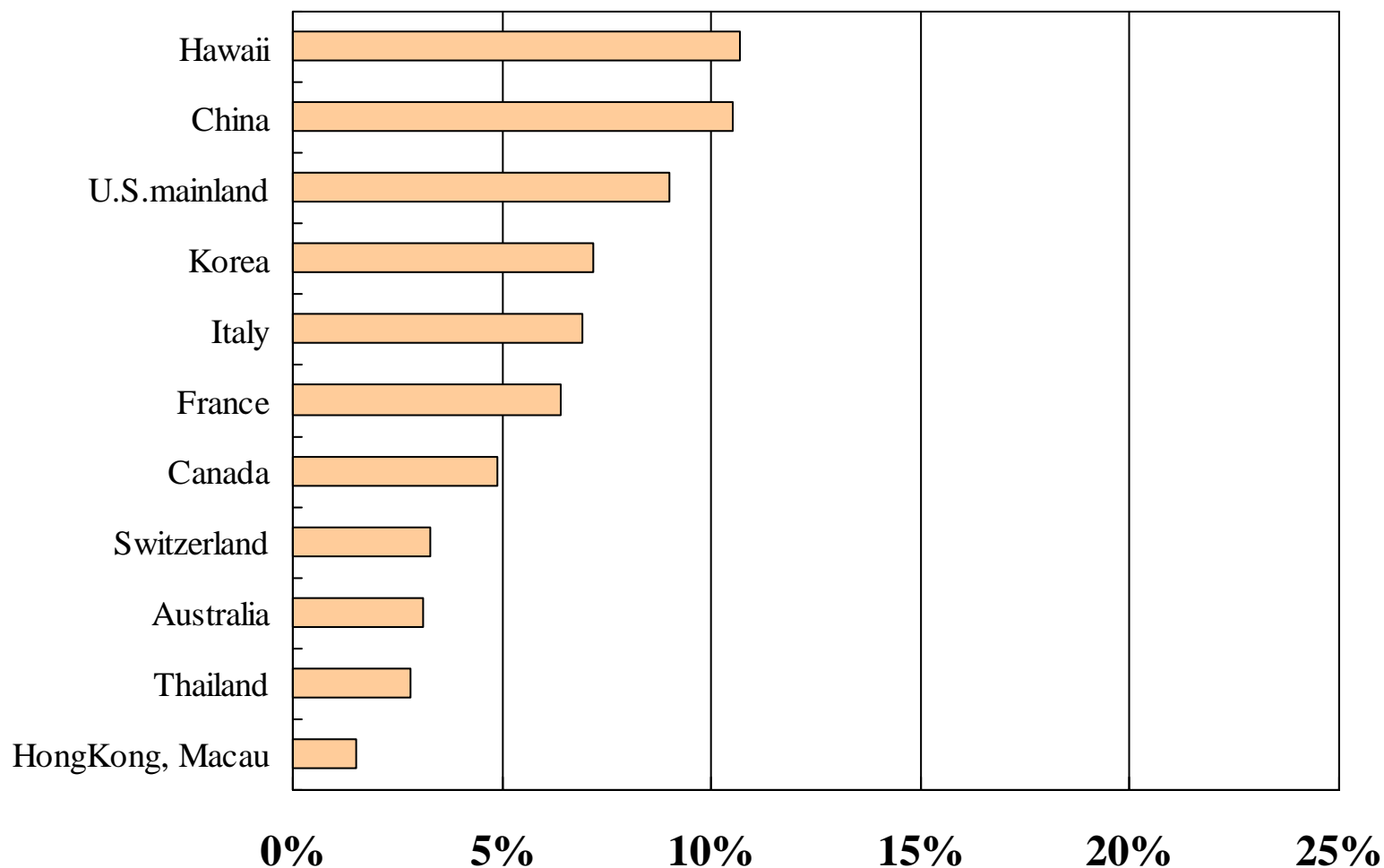
Source: JTB Report 2005

Frequently Visited Destinations (Men 60+)



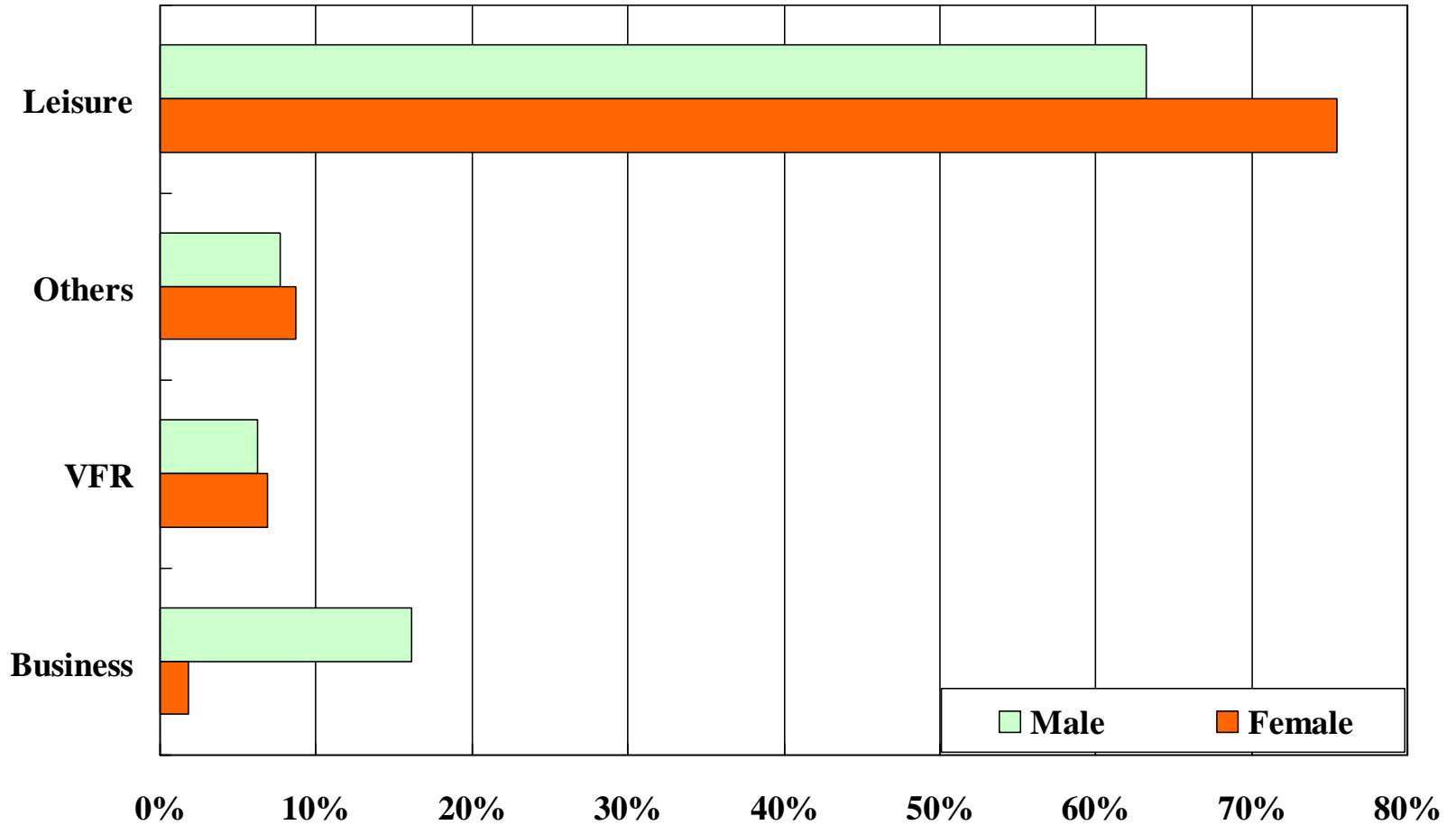
Source: JTB Report 2005

Frequently Visited Destinations (Women 60+)



Source: JTB Report 2005

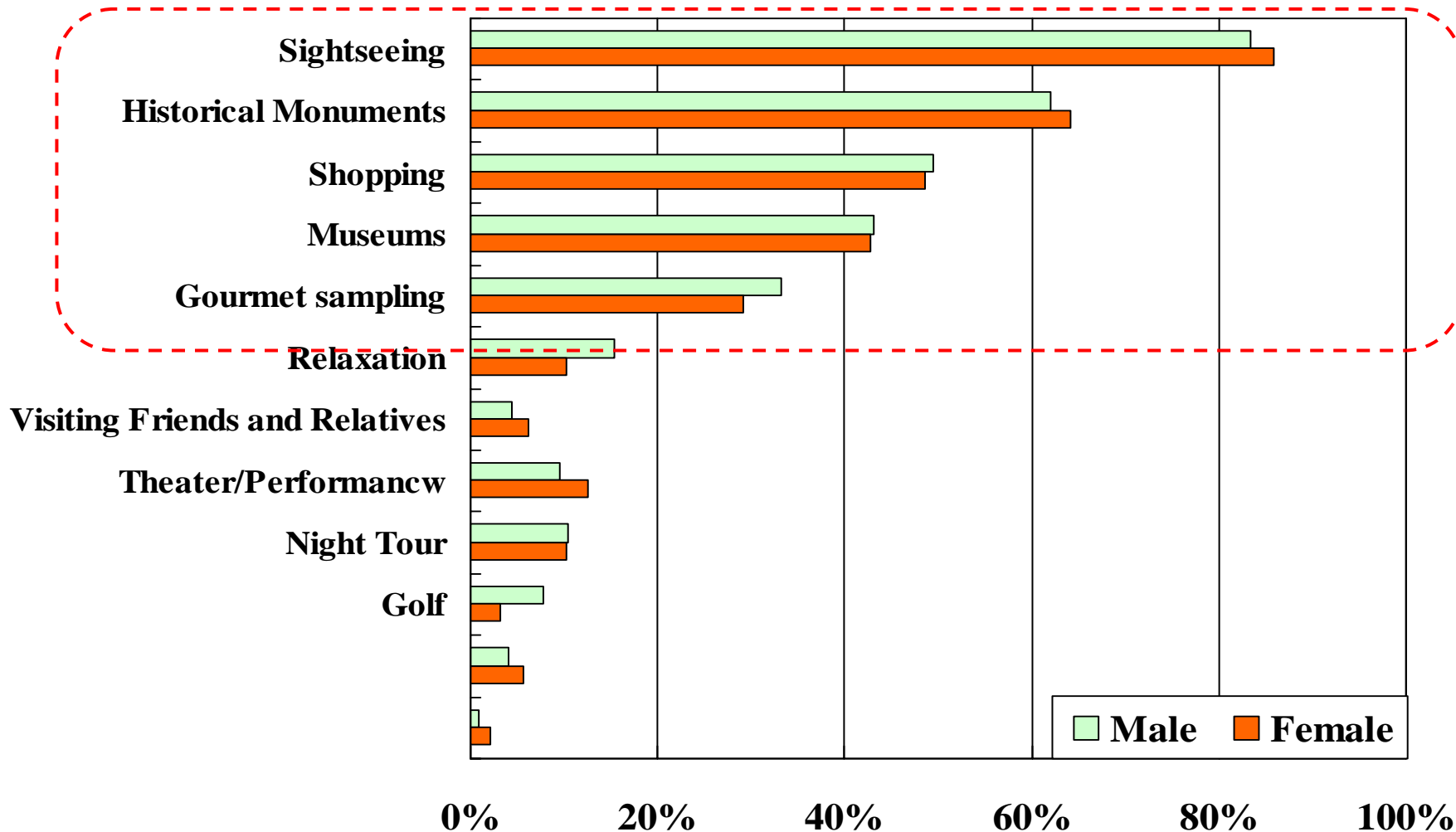
Purpose of Trips (60+)



Source: JTB Report 2005

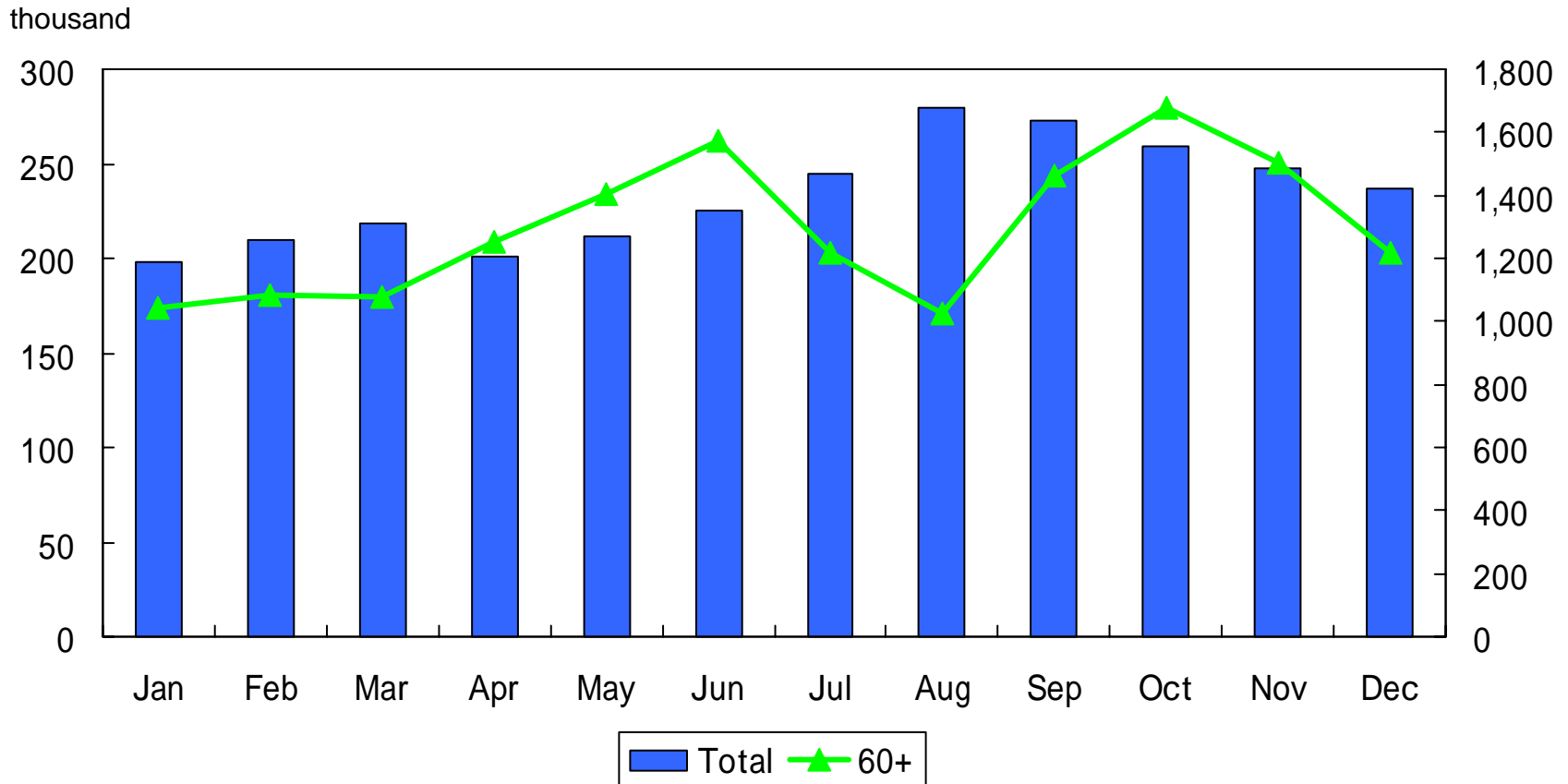
Activities in Destinations (60+)

More Interest in Culture than the Younger.



Source: JTB Report 2005

Traveling Seasons for Travelers (60+)



Source: JTB Report 2005

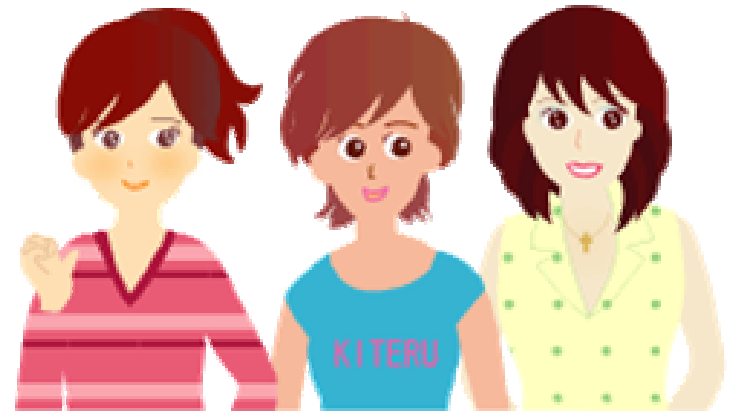
Women in 30s

Data

- Born in 1965-1975
- Population: 8.5 million

Characteristics

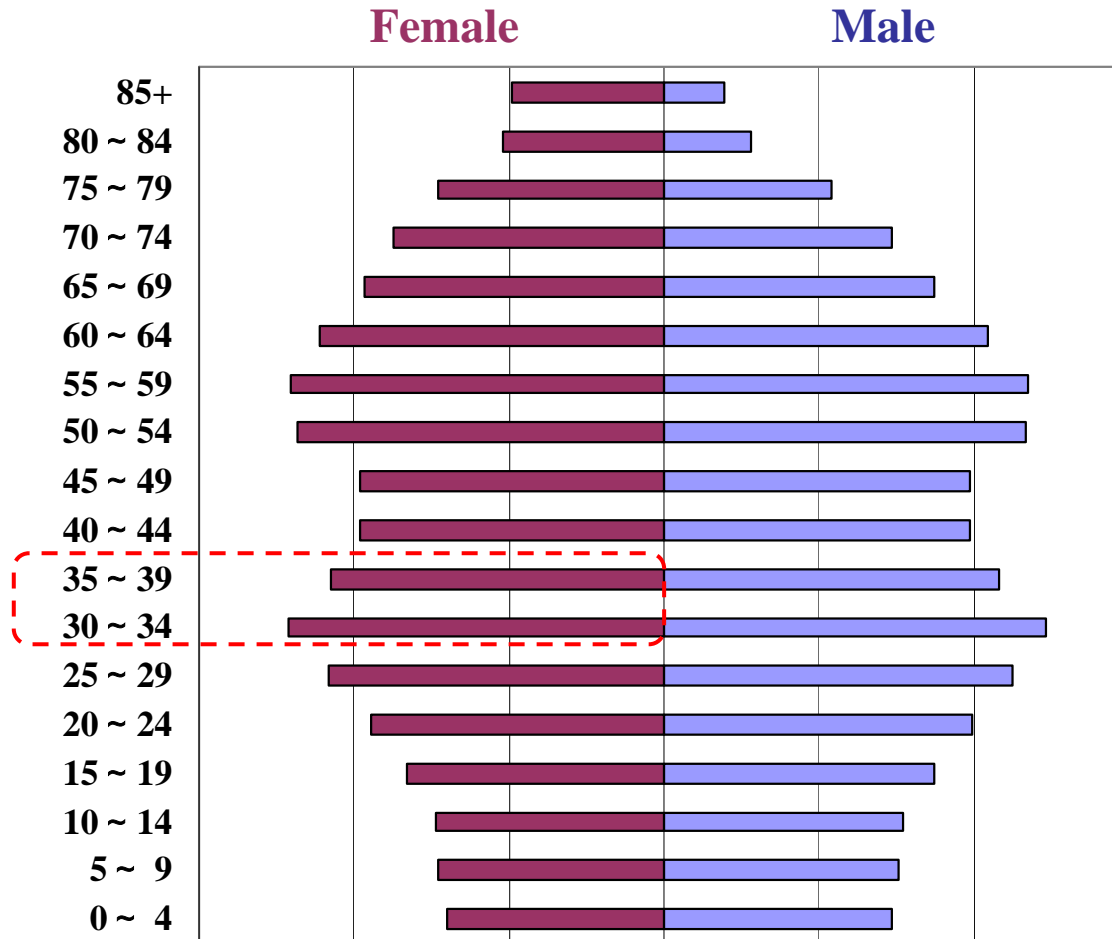
- Permanently employed
- Higher disposal income than 20s
- More likely to be SINGLE or DINKS
- Experienced overseas travelers



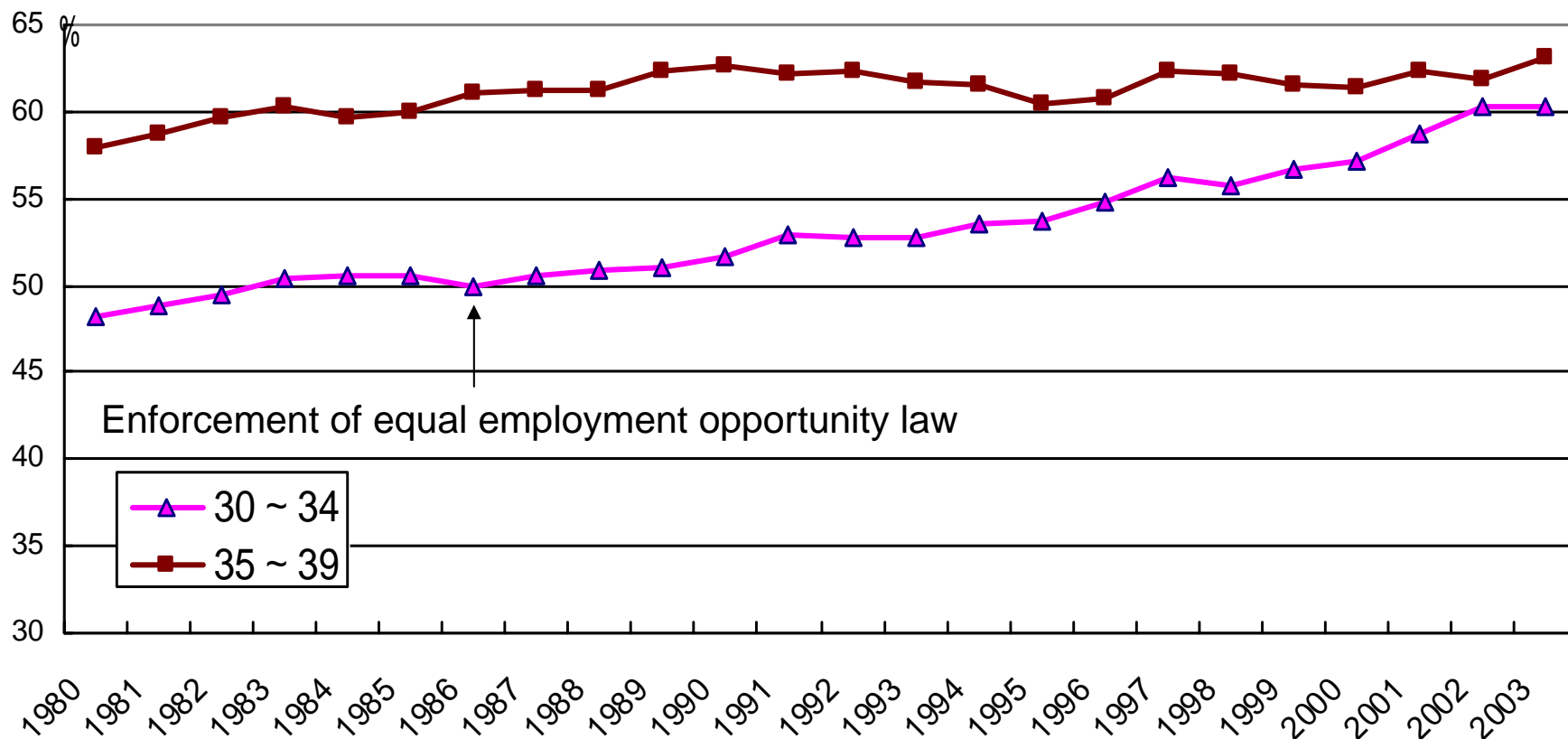
Preferred Travel Style

- Personal travel (package tours or individual arrangement)
- Beach & Spas, Strong desires for relaxations
- Travel companions vary by purpose and destination;
 - No one: travel alone
 - Mother: Mother & Daughter duo
 - Friend:
 - Spouse or partner: couple
 - Children: family
 - Travel with parents and children (3 generation travel)

Japanese Population (2005)

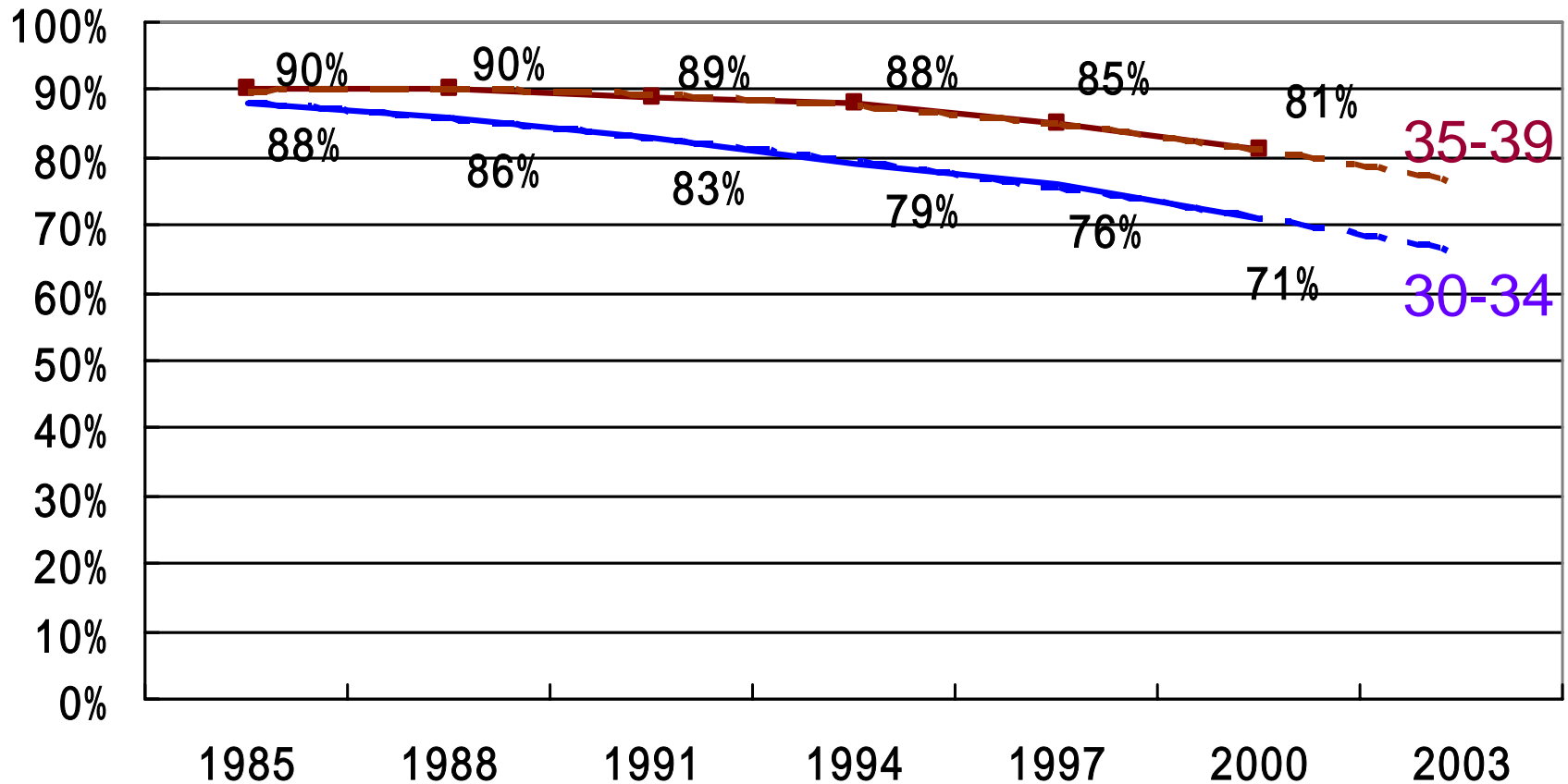


Employment Rate of Women in their 30s



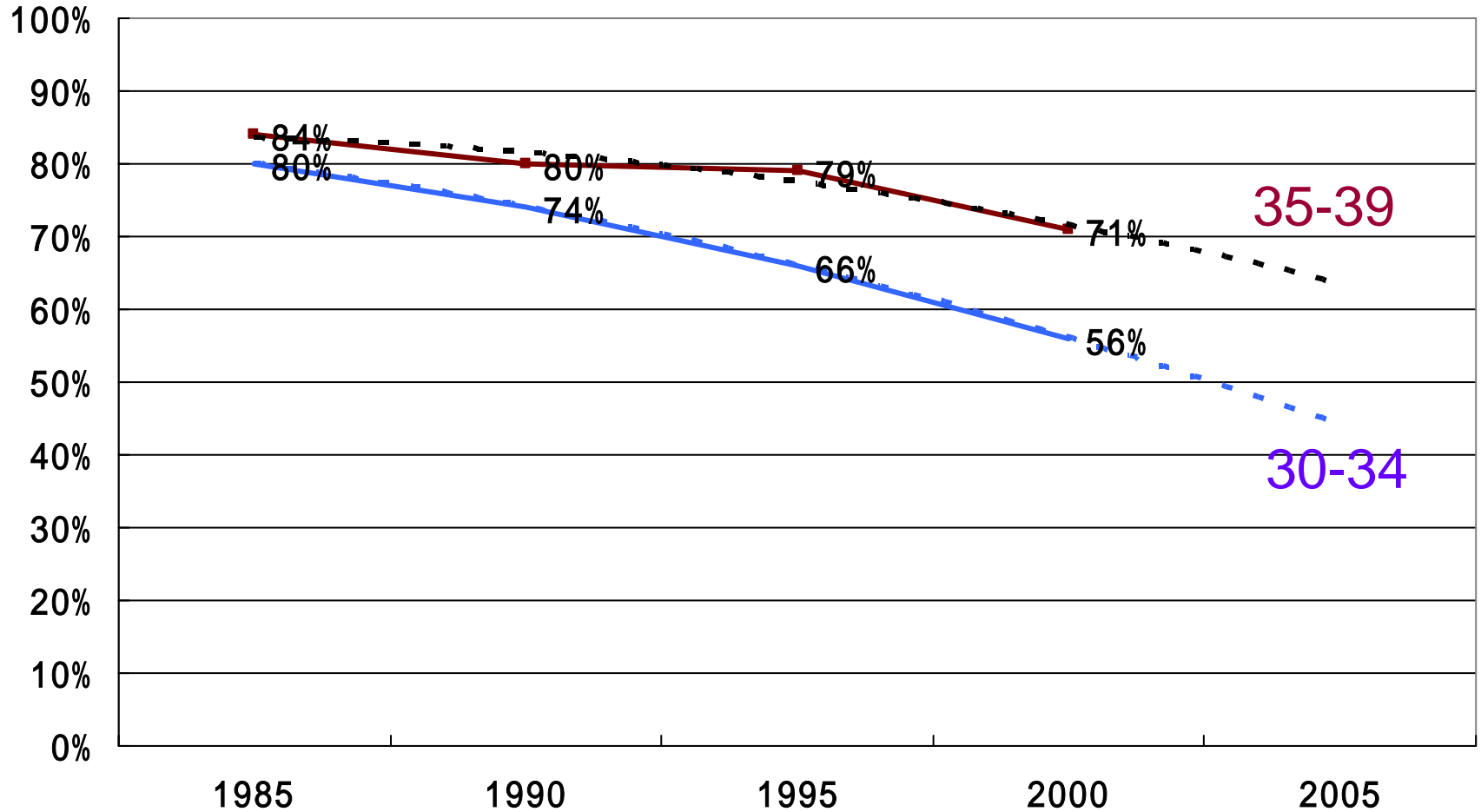
Source: Ministry of Justice (1990-2003)

Marriage Rate of Women in their 30s

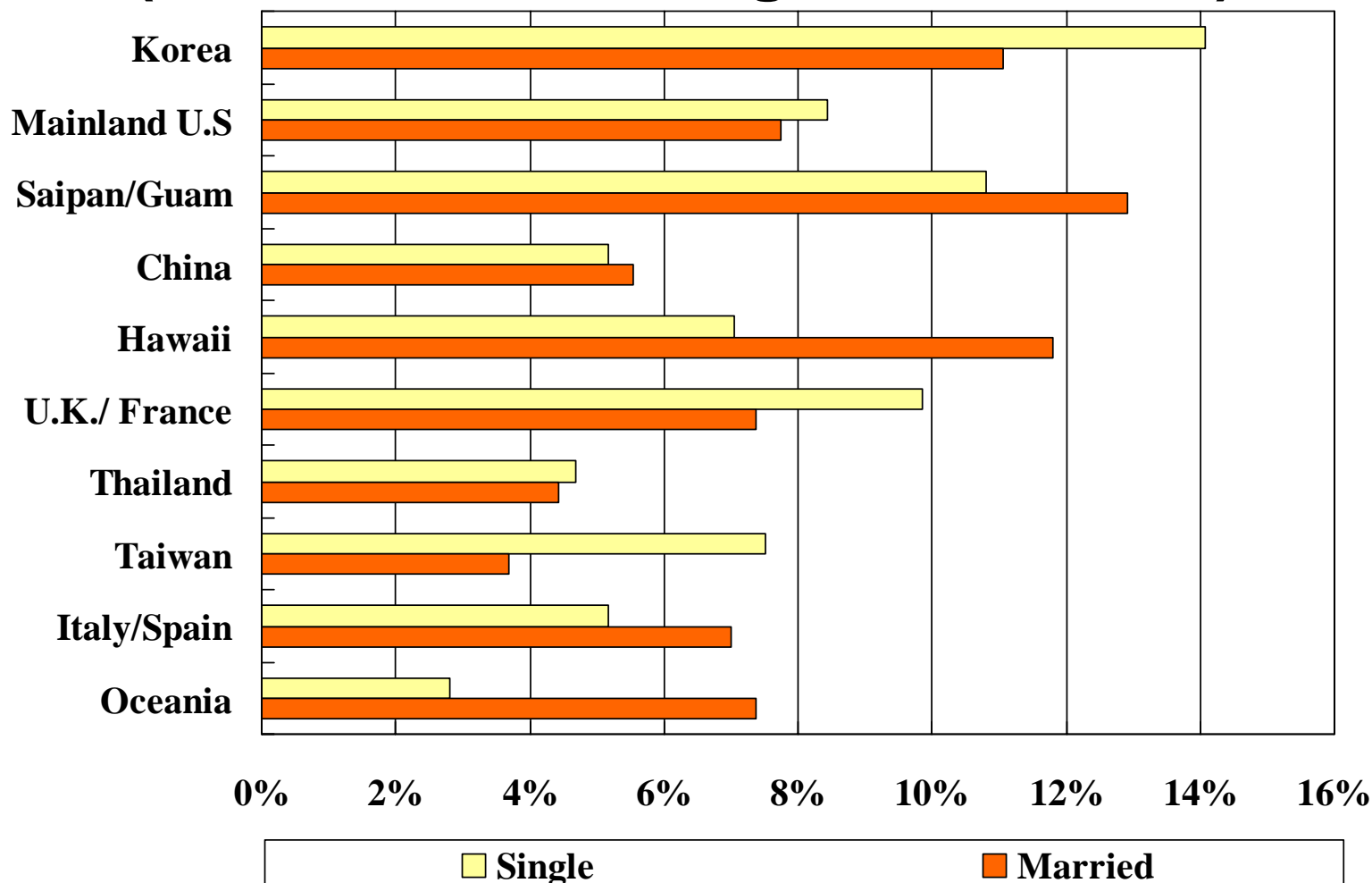


Source: Ministry of Justice (1990-2003)

Women in 30s with Children



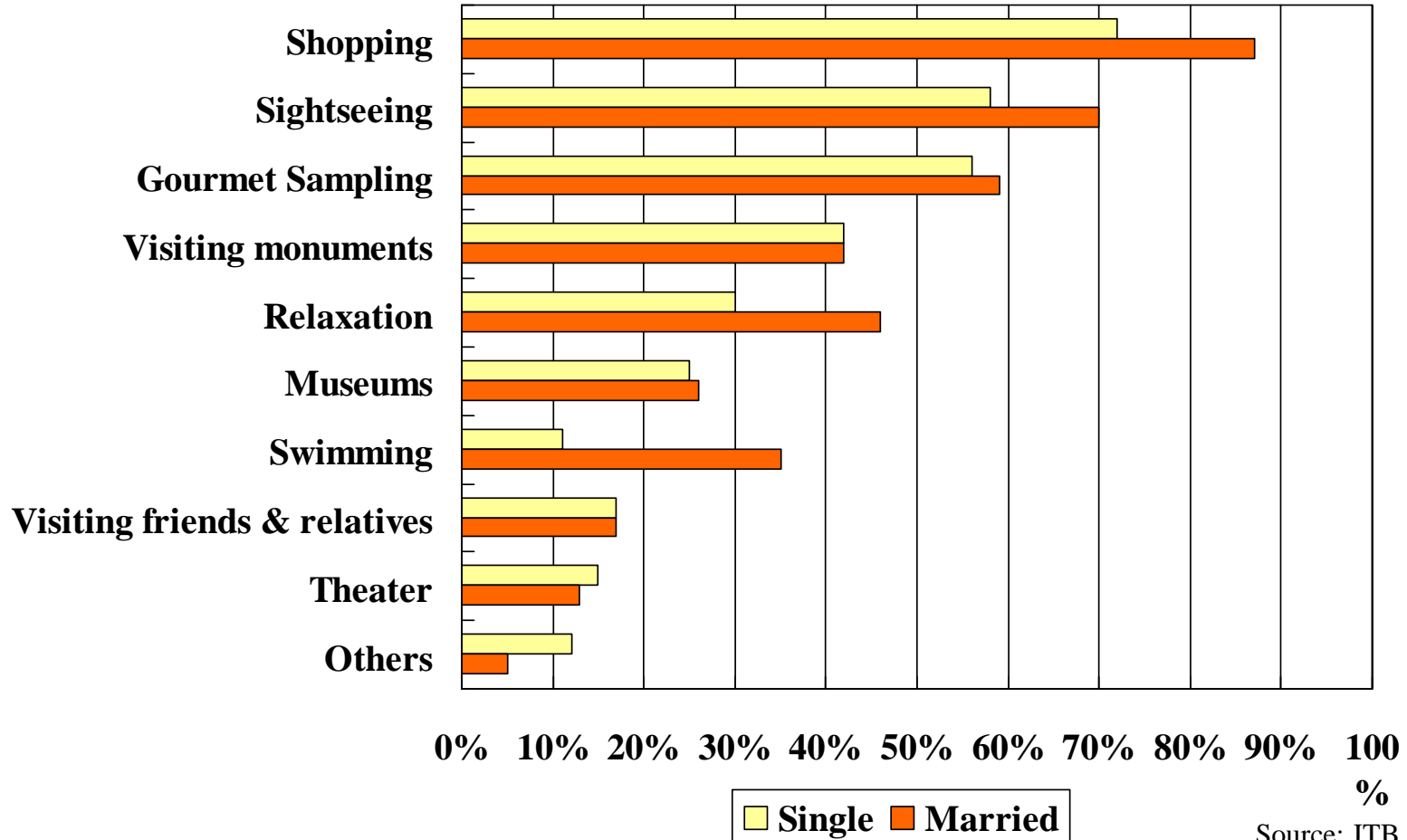
Preferred Destinations (Women in 30s: Single vs. Married)



Source: JTB Report 2005

Activities at Destinations (Women in 30s: Single vs. Married)

Single women are less likely to participate in activities.



Source: JTB Report 2005

Ms. Independent

Japanese women who travel alone.

- Single or DINKS
- Usually Permanently employed.

Travel Alone

- Prefer non-escorted tour.
- Package tours with no single occupancy charge are welcome.
- Somewhat concerned about the safety and security of international travel environment.
- Prefer conveniently located luxury accommodations.

Desired activities overseas

- Petit Living experiences overseas (New York, Paris, London, etc)
- SPAS and Relaxations




Travel with Children

- Increase in Package tours for family travelers with children
- Special prices for children (2 to 11 years old with seats and beds)
- Suite type rooms
- Activities
- Special offers and giveaways

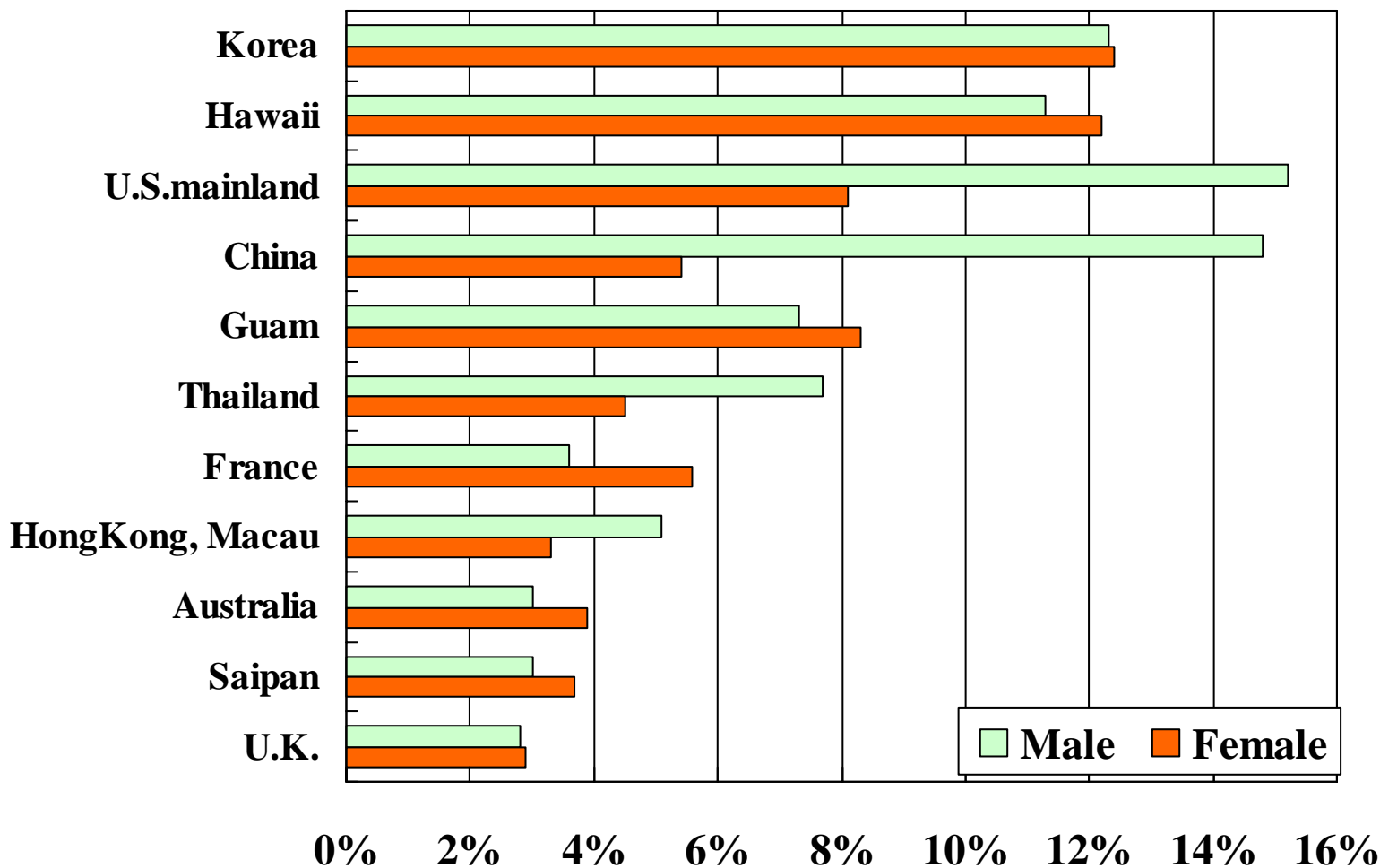


Tour Price Comparison

Regular tour and Family package tour

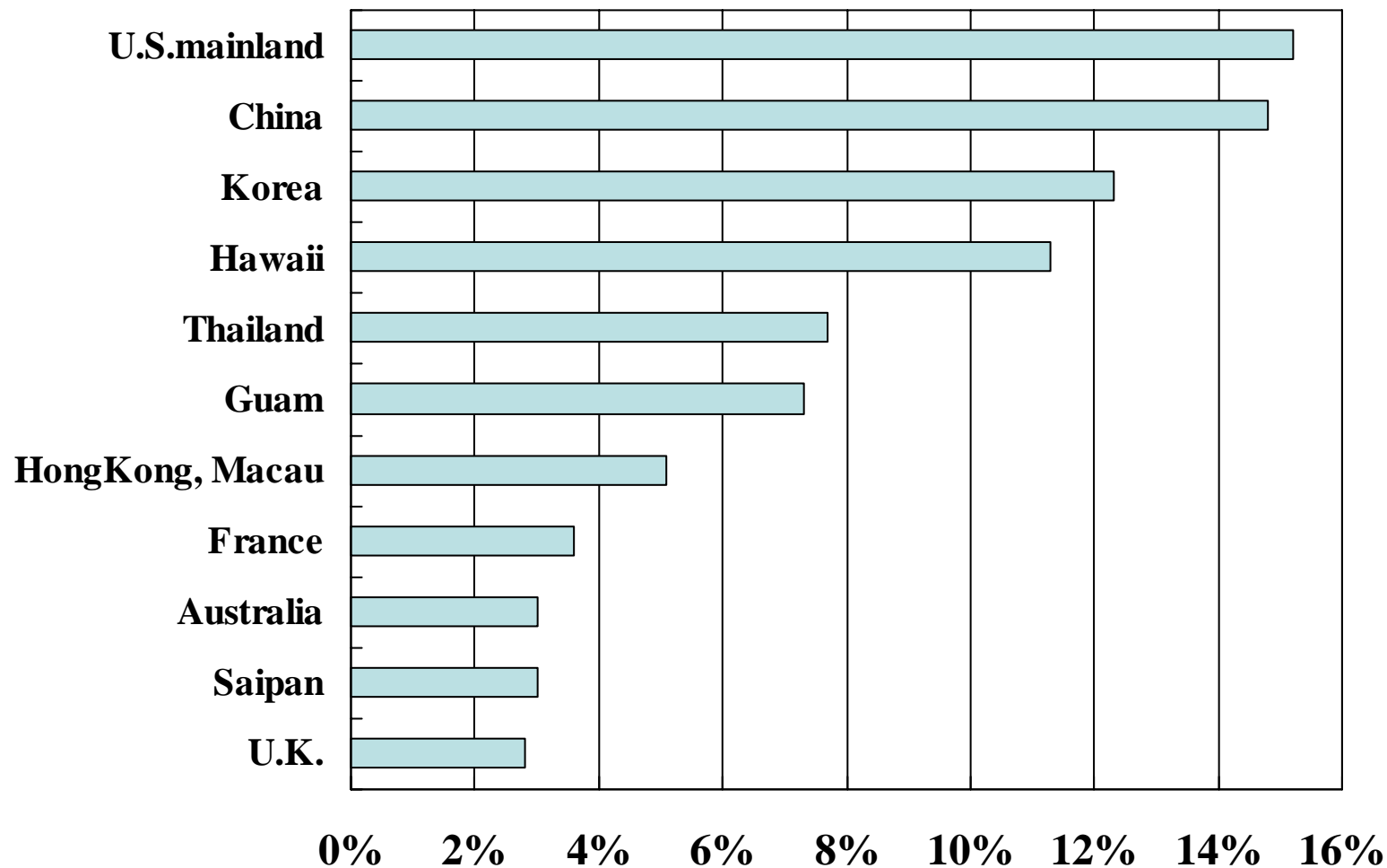
| Price | <u>Look JTB Regular</u> <u>April to September</u> | JTB Summer Vacation Package Wai Wai Family Tour |
|-------------------------------------|--|--|
| Adult | ¥105,800 × 2 people | ¥115,800 × 2 people |
| Child | ¥105,800 × 2 people | ¥57,900 × 2 people |
| Activities and Special offerings | | <ul style="list-style-type: none"> -watermelon game for -snack giveaway at hot -kids program  |
| Total Price | ¥403,200 | ¥347,400 |

Frequently Visited Destinations (30s) Male / Female



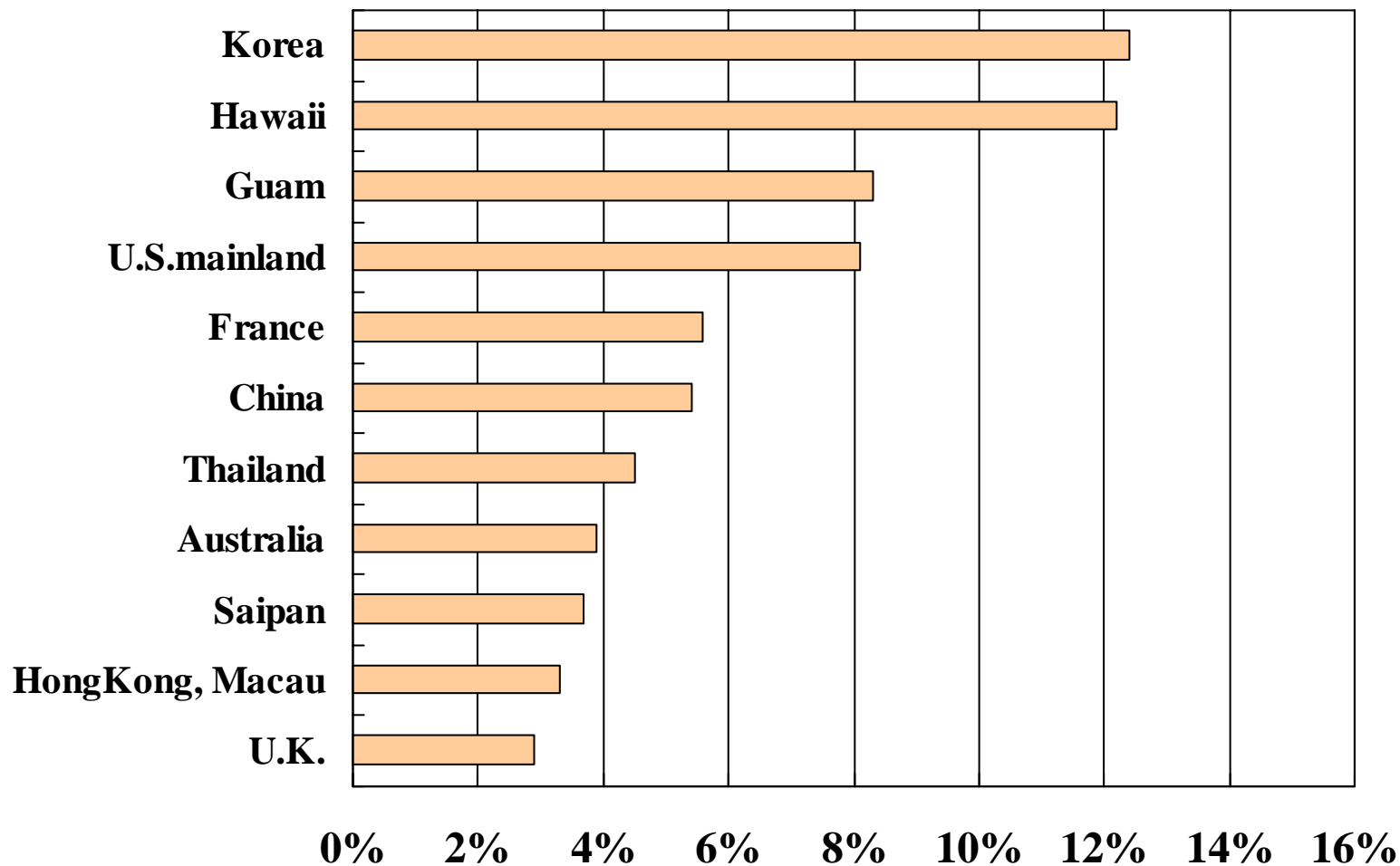
Source: JTB Report 2005

Frequently Visited Destinations (Men 30s)



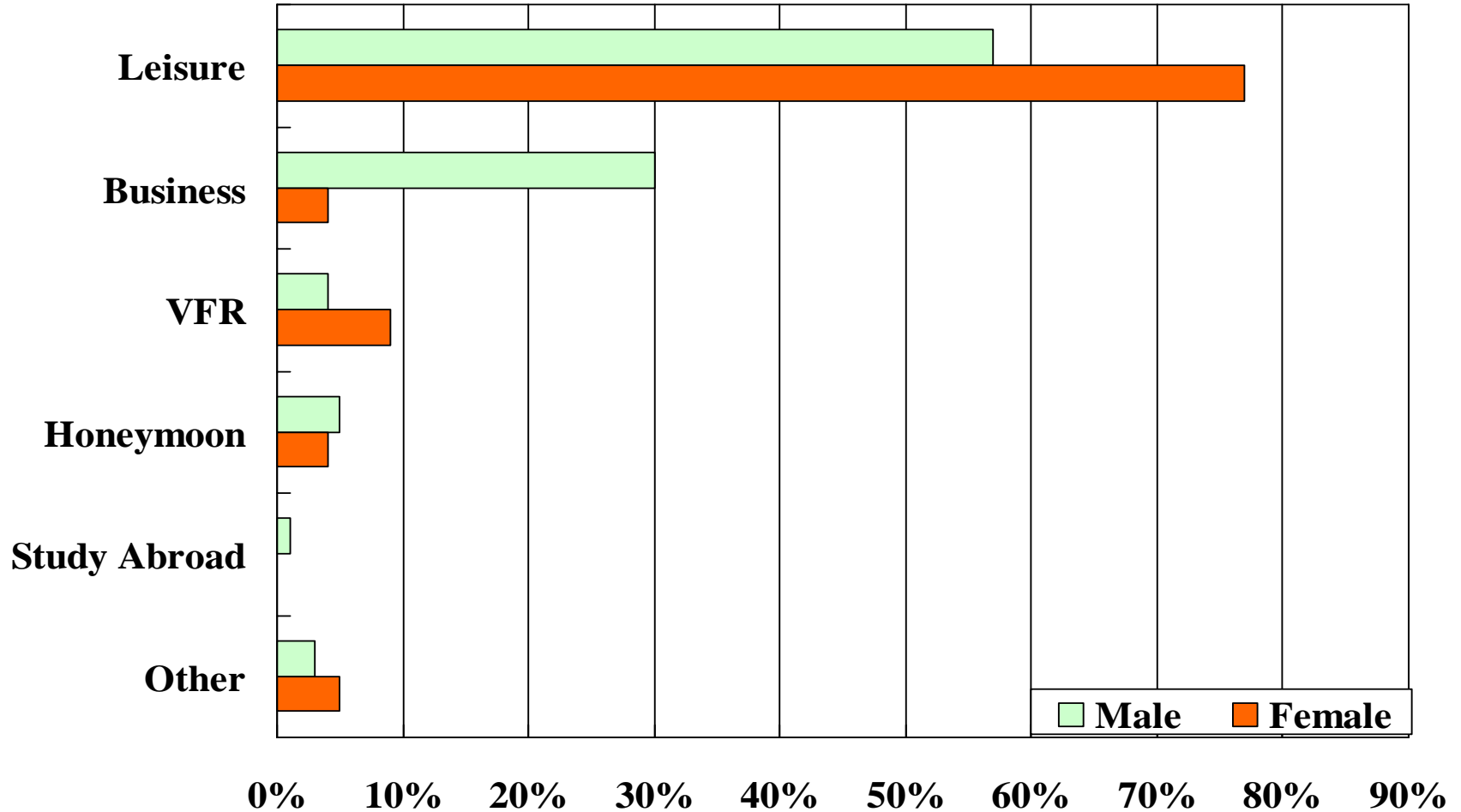
Source: JTB Report 2005

Frequently Visited Destinations (Women 30s)



Source: JTB Report 2005

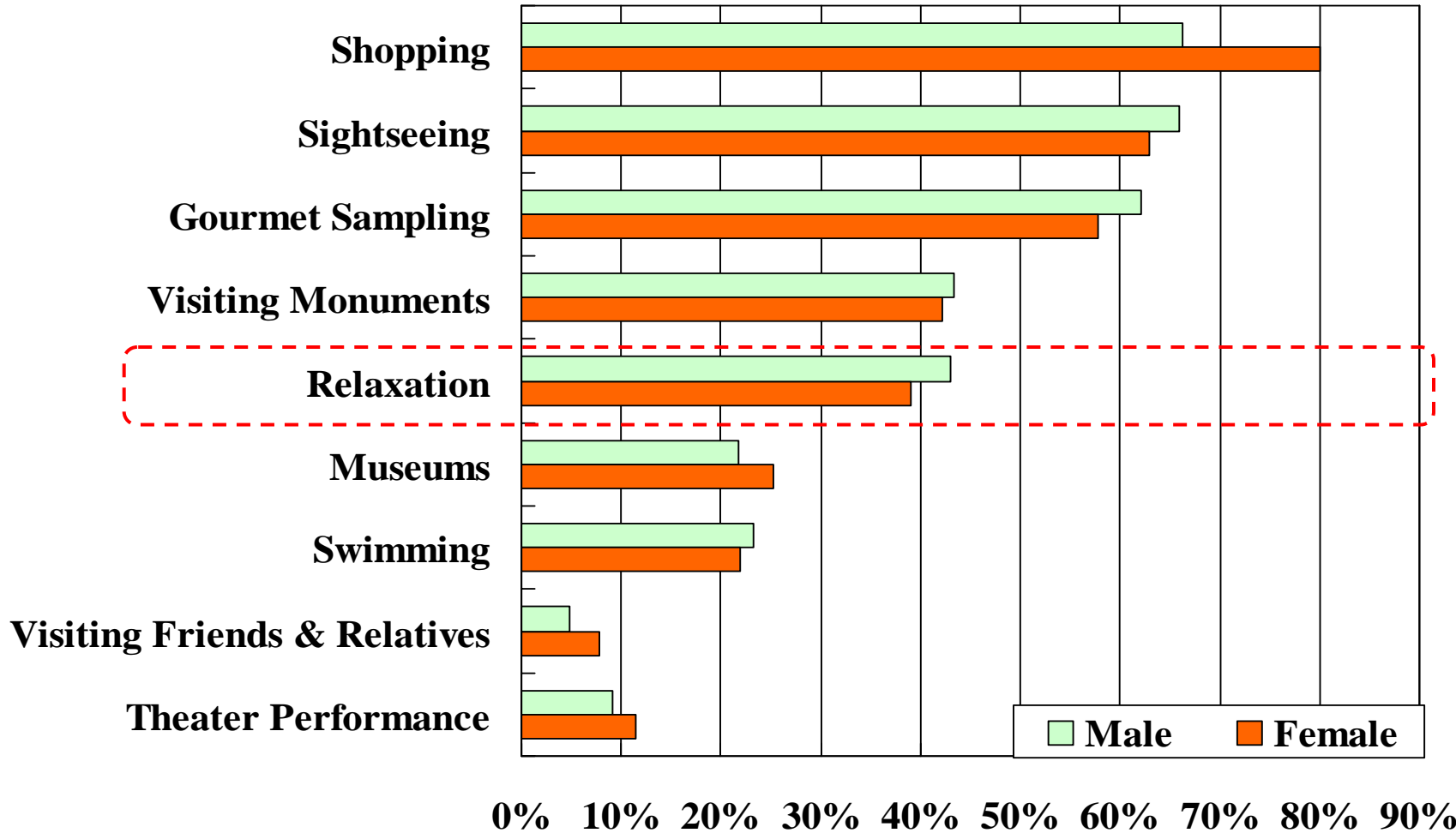
Purpose of trips (30s) Male / Female



Source: JTB Report 2005

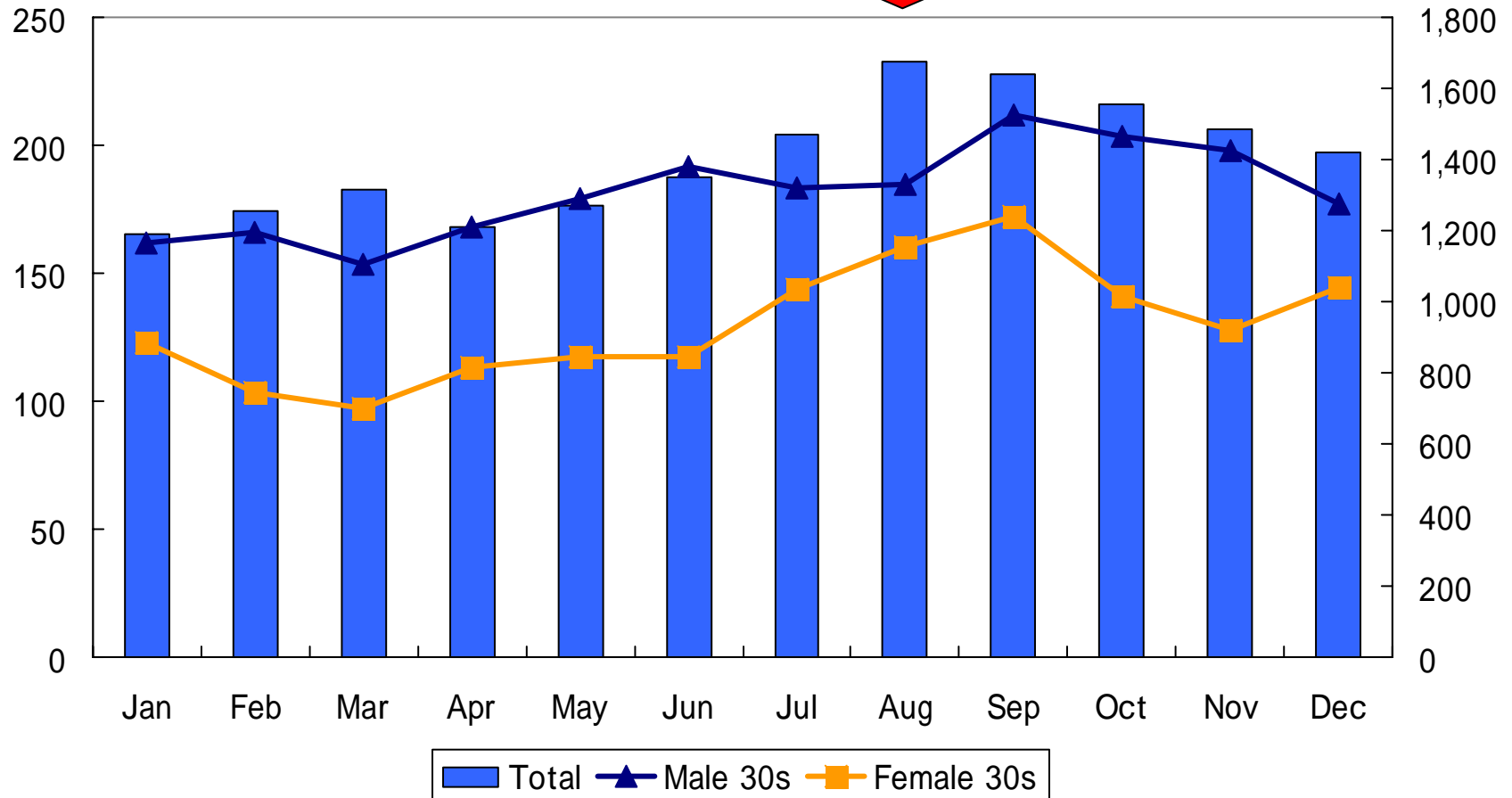
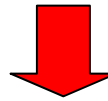
Activities in Destinations (30s)

Relaxation is of Higher Priority than Seniors



Source: JTB Report 2005

Traveling Seasons for Travelers (30s)



Source: JTB Report 2005

How to Approach the Japanese Travel Companies 1

Japanese Travel Companies

Travel Companies in Japan

| Type | Leisure FIT (Air / Hotel) | Package Wholesale | Package Retail | Direct PKG Sales | Business Travel | Group/ Incentive |
|---|------------------------------|----------------------|-------------------|---------------------|--------------------|---------------------|
| General Travel Company | | | | | | |
| Retail Company | | | | | | |
| In-house Agency | | | | | | |
| Wholesaler | | | | | | |
| Direct Marketing Company (Media Sales) | | | | | | |
| Online Travel Agent | | | | | | |
| Business Travel Management Company | | | | | | |

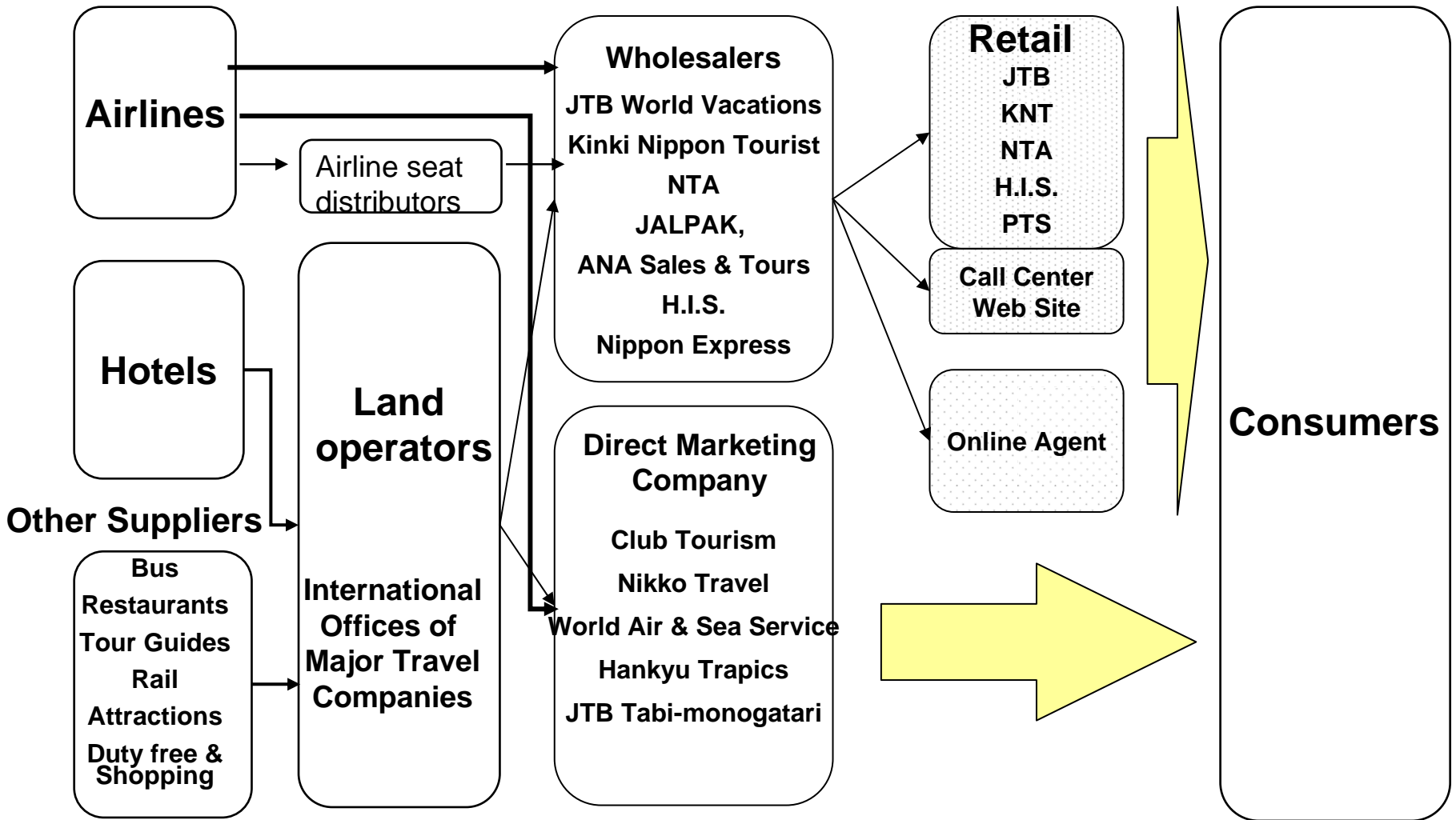
Types of Travel Agencies by Registration, and Designated Services

| Classifications of Registration | To organize (produce)/ wholesale Package Tour | | To retail Package Tour | | To make travel arrangements for the clients as an agent | | To handle overseas visitors |
|---------------------------------------|---|----------|------------------------|----------|---|----------|-----------------------------|
| | Inter-national | Domestic | Inter-national | Domestic | Inter-national | Domestic | |
| 1st Category | | | | | | | |
| 2nd Category | × | | | | | | |
| 3rd Category | × | × | | | | | |
| Sub-agents for Travel Agencies | × | × | | | | | × |

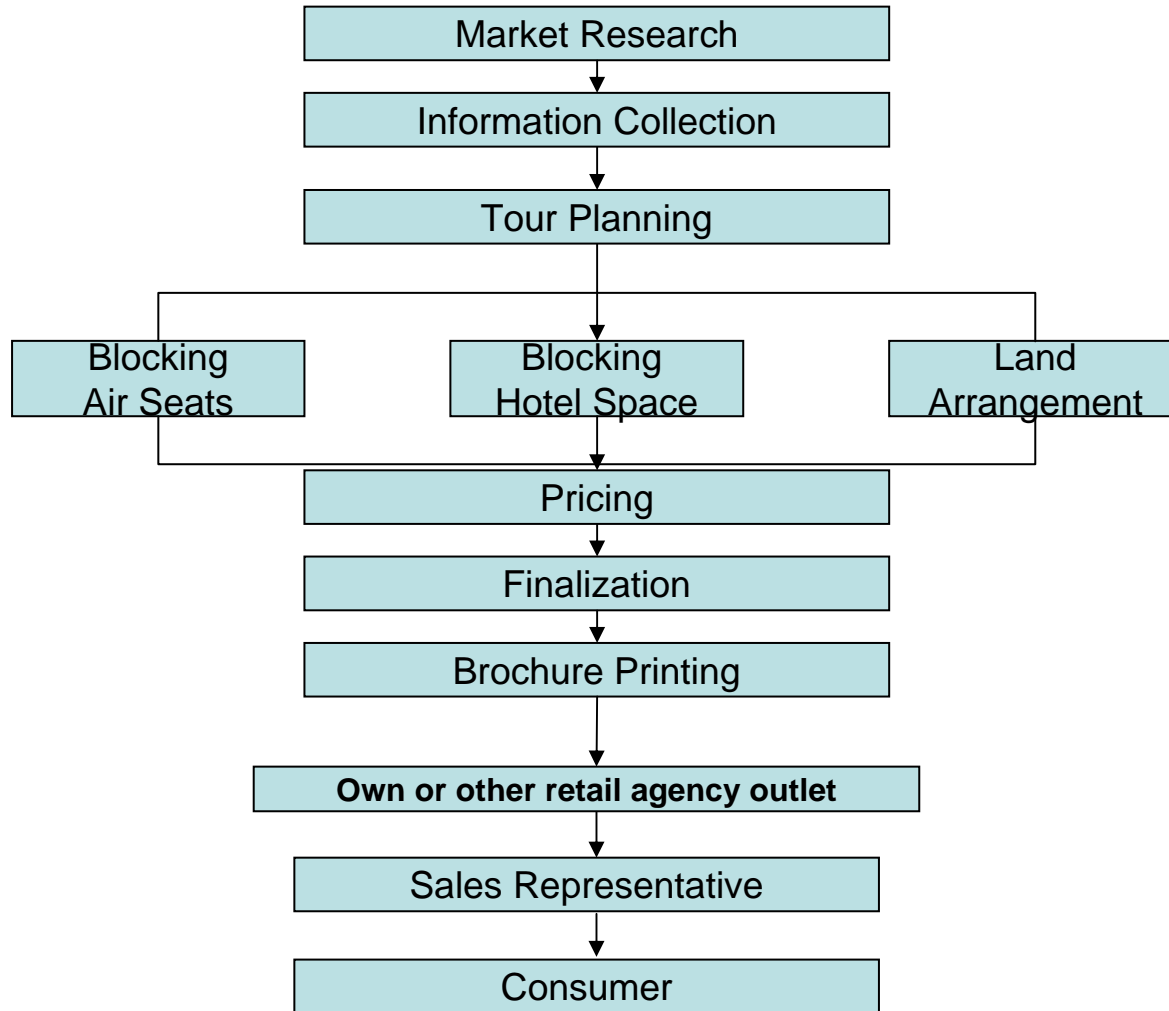
Number of Registered of Japanese Travel Agencies

| Year | Travel Agencies Category | | | Travel sub-agencies | Total |
|------|--------------------------|-----------------|-----------------|---------------------|--------|
| | 1 st | 2 nd | 3 rd | | |
| 1996 | 879 | 2,680 | 4,929 | 2,259 | 10,747 |
| 1997 | 949 | 2,714 | 5,577 | 1,591 | 10,831 |
| 1998 | 936 | 2,737 | 5,822 | 1,481 | 10,976 |
| 1999 | 896 | 2,755 | 5,971 | 1,439 | 11,061 |
| 2000 | 874 | 2,747 | 6,090 | 1,358 | 11,069 |
| 2001 | 868 | 2,762 | 6,188 | 1,308 | 11,126 |
| 2002 | 855 | 2,780 | 6,312 | 1,201 | 11,148 |
| 2003 | 841 | 2,782 | 6,314 | 1,129 | 11,066 |
| 2004 | 784 | 2,765 | 6,259 | 1,061 | 10,869 |

Package Tour Distribution Channel in Japan



Wholesaler Tour Planning Work Flow Chart



| Year round Tour Catalog | Newspaper Advertised |
|---|---|
| 8 to 10 months before | 2 to 4 months before |
| 6 to 7 months before | 2 to 3 months before |
| 4 to 5 months before | |
| 4 months before | 1 to 2 months before |
| 3 months before the departure of the tours | 2 to 4 weeks before the departure |

How to Approach the Japanese Travel Companies 2 Travel Agency Law

Travel Agency Law

Travel itinerary booking guarantee
(Liability to pay compensation due to change)

-Purpose-

**To maintain fair practices in travel business,
to promote security and safety in travel and
the development of the traveler's convenience**

through the implementation of a system of registration for persons operating a travel agent business and others by ensuring correct business practices by persons operating a travel agent business and others, and encouraging proper activities of their organizations.

-Revised Version of 'Travel Agency Law'

Effective on **April 1st, 2005**

-Major Change in Current Version-

'Travel Booking Itinerary Guarantees' apply to `Custom-Ordered Tour` in addition to 'Agent-Organized Tour'.

Standard Terms and Conditions of Travel Contracts

Contract between the travel company and the traveler must follow 'Standard Terms and Conditions of Travel Contracts'.

In case the company enters into a special contract with the traveler, such special contract shall prevail over the provisions of these 'Standard Terms and Conditions of Travel Contracts'.

The special contract shall not violate any laws, ordinances, regulations nor put the travelers at a disadvantage.

Agent-Organized Tour Contracts

Custom-Ordered Tour Contracts

Arranged Tour Contracts

Agency Contracts for Procedure for Going Abroad

Travel Consultation Contracts

Type of Travel Contract by Travel Agency Law

| Type of Travel | Definition of Travel Type | Travel Itinerary Booking Guarantees |
|--|---|-------------------------------------|
| Agent-Organized Tour = Package Tour | Travel for which a travel company prepares in advance, for the recruitment of the travelers, a travel plan in which the destination and itinerary of the travel, the contents of the transportation or accommodation services which the traveler is entitled to receive, and the amount of the travel fee that the traveler should pay are specified. | |
| Custom-Ordered Tour | Travel for which a travel company prepares, at the request of a traveler, a travel plan in which the destination and itinerary of the travel, the contents of the transportation or accommodation services which the traveler is entitled to receive, and the amount of the travel fee that the traveler should pay to the company are specified. | |
| Arranged Tour | Travel for which a travel company, commissioned by a traveler, undertakes to make arrangements so that the traveler can receive services for transportation, accommodation, and the other services for travel provided by transportation/accommodation facilities by acting as a representative, as an intermediary, as an agent, etc. on behalf of the traveler. | × |

Enforcement of ‘Travel Itinerary Booking Guarantees’ Revised in 2005

Tour organizing company shall be responsible for the management of all services described in the itinerary to be rendered faithfully.

In the case of any major changes occurring during the tour *regardless whether the company is liable or not*, the company shall compensate for the damage within the limit stipulated in the condition.

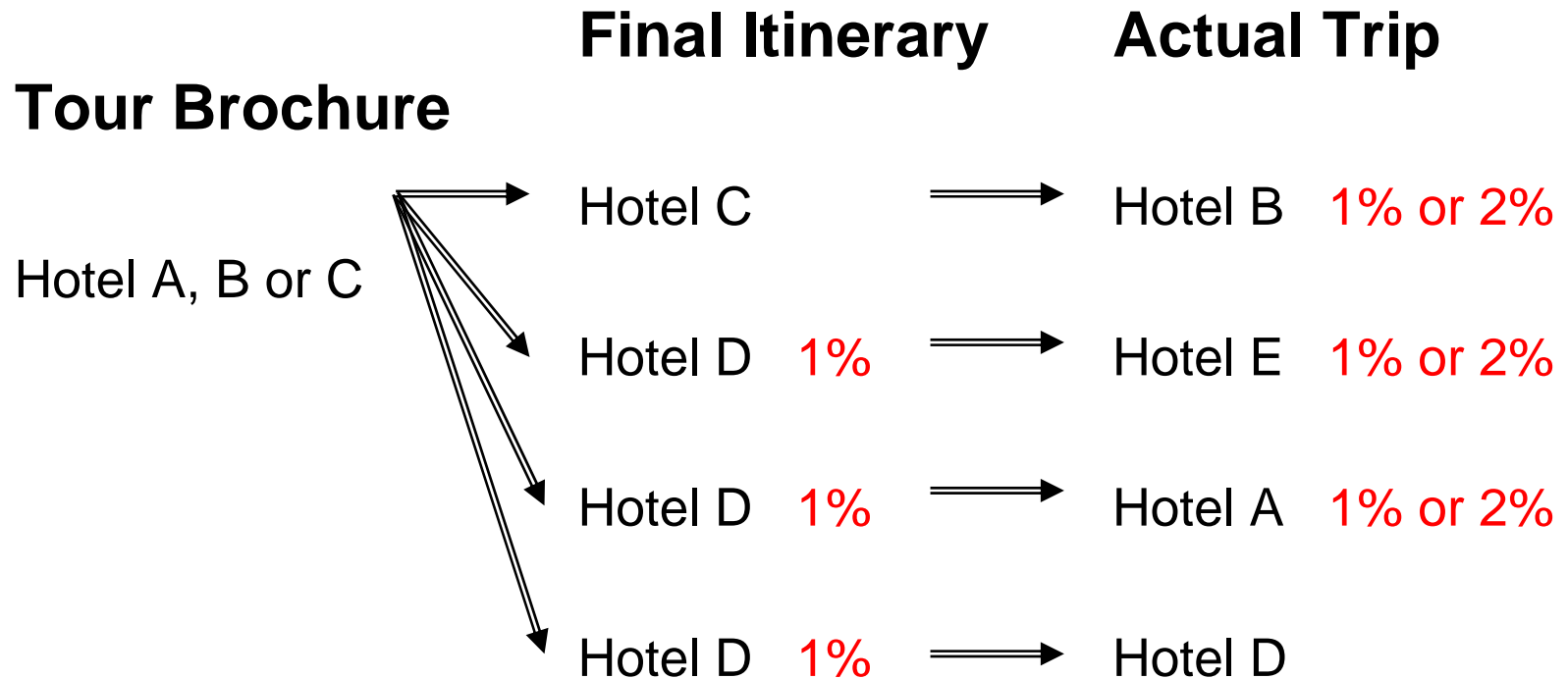
The ‘travel itinerary booking guarantee’ compensates consumers for substantial contract changes in a travel itinerary.

1. Compensation must be paid when substantial changes arise **between the services specified in the tour brochure or tour advertisement and the actual trip.**
2. Compensation must be paid when substantial changes arise **between the final itinerary given to the customer prior to departing Japan and the actual trip.**

Compensation Rate for Each Case

| | Case requiring compensation payment | Rate Per Incident (%) | |
|----------|--|-----------------------|-----------------|
| | | Prior to trip | After departure |
| 1 | Change in dates for departure or arrival from what was the contract | 1.50 | 3.00 |
| 2 | Change in the destination or entering tourist spot and (or) facilities, including restaurants from what was in the contract | 1.00 | 2.00 |
| 3 | Change to class lower than the transportation class stated in the contract | 1.00 | 2.00 |
| 4 | Change to transportation vehicles or company operating the vehicle from what was in the contract | 1.00 | 2.00 |
| 5 | Change to the airport departing from or arriving in Japan stated in the contract | 1.00 | 2.00 |
| 6 | Change of airline flight between Japan and the destination; from non-stop flight to flight with a stop or connecting flight | 1.00 | 2.00 |
| 7 | Change in accommodation facilities from what was in the contract | 1.00 | 2.00 |
| 8 | Change in type, facilities and view of the accommodation and other condition from what was in the contract | 1.00 | 2.00 |
| 9 | Regarding changes in 1 to 8, changes relating to the title given in the contract, the rates at the right will supersede the above rates. | 2.50 | 5.00 |

Compensation Case Study



Changes are counted by the number of nights.

Change of accommodation for three consecutive nights are counted three changes. => **1% x 3 nights**

Final Itinerary Sample

Day 1
Aug.13
Milan

Day 2
Aug.14.
Venice

Hotel Names
By
Location

【日程表】

ご利用航空会社
JL:日本航空
AZ:アリタリア航空

第1日目 8月13日(土)

| 都市名 | 時刻 | 交通機関 | スケジュール |
|--------|---------|-------|-------------------------|
| 東京(成田) | 発 13:00 | JL417 | 最終催行人員 通関時刻 出発ゲート |
| ミラノ | 着 18:25 | | 着後: ホテルへ |
| ミラノ | | | |
| 食事 | | 機内食 | 夕食 |

<ミラノ泊/ご宿泊ホテル名>
STARHOTELS BUSINESS PALACE
スターホテルズ ビジネス パレス
部屋番号 お客様 号室 添乗員 号室

第2日目 8月14日(日)

| 都市名 | 時刻 | 交通機関 | スケジュール |
|------|------|------|--|
| ミラノ | | バス | モーニングコール 荷物回収 ホテル出発 午前: ミラノ市内観光 (約4時間) ●ドゥオモ (屋上展望台を含む) (公式行事のある日は入場不可のためスカラ座博物館にご案内) ●スフォルツェスコ城内彫刻美術館 ◎スカラ座 ◎ピットリオ・エマヌエレ 2世ガレリア イタリアギフトショップ 昼食は名物リゾットとミラノ風カツレツをお楽しみください |
| ベネチア | | | 午後: ベネチアへ (約277km) 夕刻: ゴンドラセレーナードをお楽しみいただけます |
| 食事 | 朝食あり | 昼食 | 名物料理 |
| | | | 夕食あり |

<ベネチア泊/ご宿泊ホテル名>
STARHOTEL SPLENDID SUISSE
スターホテル スplendid スイス
部屋番号 お客様 号室 添乗員 号室

【ご宿泊ホテル】

<ミラノ>
8月13日~ 8月14日 (1泊)
ホテル名: STARHOTELS BUSINESS PALACE
スターホテルズ ビジネス パレス
所在地: VIA GAGGIA 3, 20139 MILANO ITALY
TEL: (02) 53545 FAX: (02) 57307550

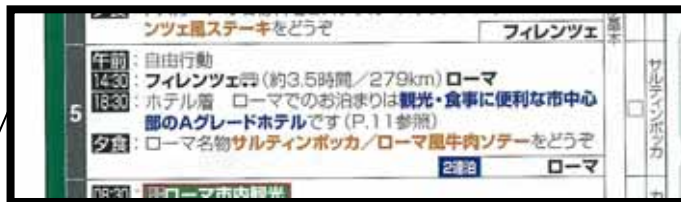
<ベネチア>
8月14日~ 8月16日 (2泊)
ホテル名: STARHOTEL SPLENDID SUISSE
スターホテル スplendid スイス
所在地: SAN MARCO MERCERIE 760 VENICE, ITALY
TEL: (041) 5200755 FAX: (041) 5286498

<フィレンツェ>
8月16日~ 8月17日 (1泊)
ホテル名: ALBANI HOTEL
アルバーニ ホテル
所在地: VIA FUME 12, I-50123 FIRENZE, ITALY
TEL: (055) 286030 FAX: (055) 211045

<ローマ>
8月17日~ 8月19日 (2泊)
ホテル名: STARHOTEL METROPOLE
スターホテル メトロポール
所在地: VIA PRINCIPE AMEDEO 3, I-00185 ROME, ITALY
TEL: (06) 4774 FAX: (06) 4740413

Comparison of Tour Brochure and Final Itinerary

Tour Brochure



Final Itinerary Hotel Lists

【ご宿泊ホテル】

<ミラノ>
8月13日～8月14日(1泊)
ホテル名: STARHOTELS BUSINESS PALACE
スターホテルズ ビジネス パレス
所在地: VIA GAGGIA 3, 20139 MILANO ITALY
TEL (02) 53546 FAX (02) 57307550

<ベネチア>
8月14日～8月16日(2泊)
ホテル名: STARHOTEL SPLENDID SUISSE
スターホテル スPLENDID スイス
所在地: SAN MARCO MERCERIE 760 VENICE, ITALY
TEL (041) 5200755 FAX (041) 5286498

<フィレンツェ>
8月16日～8月17日(1泊)
ホテル名: ALBANI HOTEL
アルバーニ ホテル
所在地: VIA FUME 12, I-50123 FIRENZE, ITALY
TEL (055) 26030 FAX (055) 211045

<ローマ>
8月17日～8月19日(2泊)
ホテル名: STARHOTEL METROPOLE
スターホテル メトロポール
所在地: VIA PRINCIPE AMEDEO 3, I-00185 ROME, ITALY
TEL (06) 4774 FAX (06) 4740413

Hotel Category:
A Grade Hotel
Hotel List Page 11



A Class Hotels
Star Hotel
P.11 Hotel Lists in Rome

Compensation Case Study 2

Day 6 in Rome

| 第6日目 | | 8月18日(木) | |
|--|------|----------|--|
| 都市名 | 時刻 | 交通機関 | スケジュール |
| ローマ | | | モーニングコール ホテル出発 午前：ローマ市内半日観光 ●サンピエトロ大聖堂 ●コロッセオ ◎トレビの泉 ○フォロ・ロマーノ ○サンタンジェロ城 (聖天使城) ○ベネチア広場 総合免税店または イタリア産品ショップ 午後：自由行動 夕食はカンゾォーネを聞き らお楽しみください |
| 食事 | 朝食あり | 昼食 | 夕食あり |
| <ローマ泊/ご宿泊ホテル名> STARHOTEL METROPOLE スターホテル メトロポール 部屋番号：お客様 号室 添乗員 号室 | | | |

Final Itinerary indicates 'Walk in Colosseo'



Actually Looked Colosseo through the Bus Window



Subject to the compensation

Compensation Case 2

Day 3 in Florence

| 都・市・名 | 時刻 | 交通機関 | スケジュール |
|--|-------|-------|--|
| ベネチア | | | モーニングコール ホテル出発 午前：ベネチア市内観光 (徒歩にて) (約2時間) ◎サンマルコ寺院 ◎サンマルコ広場 ベネチアングラスショップ 昼食はベネチアならではのシー フードとイカ墨のリングイネを 楽しみください 午後：自由時間 |
| 食事 | 朝食 あり | 昼食 あり | 夕食 |
| <ベネチア泊/ご宿泊ホテル名> STARHOTEL SPLENDID SUISSE スターホテル スプレンドィド スイス 部屋番号：お客様 号室 添乗員 号室 | | | |

Final Itinerary :
 Dinner includes
 spaghetti con nero di seppia
 'Calamari (squid) Ink Spaghetti'



Actually served Sea Food
 Tomato Sauce Pasta



Subject to the compensation

Exemption from Compensation

- Natural disasters
- Wars
- Riots
- Orders by either domestic or foreign governmental offices
- Interruption, cancellation and or suspension of transport and accommodation
- Provision of transport services different from the original schedule
- Necessary measures taken to prevent death or bodily harm of the travelers