

Subject: Our response to the damage caused by the September 2018 Earthquake (As of 7 September)

Dear Customer,

Thank you very much for using the YOKOSO Japan Tour & Hotel website.

To everyone who is suffering from 2018 Hokkaido Eastern Iburi earthquake at this time, we would like to express our deepest condolences at this troubling time.

Please read our guidelines below regarding cancelling your booking in the affected regions:

Booking Tours (YOKOSO Japan Tour/MIN.2)

For tours that have been cancelled due to operational difficulties, YOKOSO Japan Tour will contact affected customers by e-mail. For unaffected tours, customers will not be contacted. If customers cancel a tour that is guaranteed to depart, a cancellation fee will be charged.

However, in view of the current uncertainty of when New Chitose Airport will resume operation, if you cancel your visit to Japan due to cancelled flights, then a cancellation fee will not incur. If you need to cancel your booking because you can no longer travel to Japan, please contact us directly rather than canceling through your account. Please also attach a document as evidence of the cancellation of your flight in an e-mail.

Booking Ryokans & Hotels (JTO)

In the case of cancelling your accommodation in Hokkaido, please make a cancellation in advance.

We apologize for any inconveniences caused and we appreciate your understanding.

Find the latest travel news here (JNTO)

<https://www.japan.travel/en/travel-directory/latest-news/travel-advisories-news/>