

SERVICE FEES

IACE TRAVEL will charge fees for the services described below.
All fees are NON-REFUNDABLE. (¥ = Japanese Yen)

[OVERSEAS]

Fees for Handling, Change, Cancellation	Service	Detail	Handling Fee	Change/Cancel Fee	Note	
	Air Ticket originating from Japan	Unpublished Air Ticket	Published Air Ticket	¥3,850 per ticket	Per IACE agreement	-
		Military/Government Fare Ticket, RAT Travel Arrangement			¥5,500 per ticket	
		Business Class, First Class Ticket	¥4,950 per ticket	¥5,500 per ticket		
		Air Ticket other than above (i.e. Round-the-World)	¥5,500 per ticket	¥5,500 per ticket		
			¥11,000 per ticket	¥11,000 per ticket		
	Air Ticket originating outside Japan	with purchase of Japan-origin-ticket at IACE		¥3,850 per ticket	¥5,500 per ticket	-
		without purchase of Japan-origin-ticket at IACE		¥3,850 per ticket	¥5,500 per ticket	
		Air Ticket from overseas to Japan				
	Air Ticket issued at IACE overseas	Air Ticket issued at IACE overseas office		¥5,500 per ticket	¥5,500 per ticket	-
Bus, Boat	-		¥3,300 per ticket	¥5,500 per ticket	-	
Ticket Exchange, Revalidation	Ticket Exchange, Revalidation		¥5,500 per ticket	-	-	
Hotel	Hotel Booking payable to IACE Japan		FREE	¥3,300 per booking	Booking = per room, per hotel	
	Hotel Booking payable to hotel directly		¥3,300 per booking	¥3,300 per booking		
Rent-a-car, Train, Pass, Optional Tour, or other optional booking	with purchase of Japan-origin-ticket at IACE		¥3,300 per product	¥3,300 per product	Product = per person, unit	
	without purchase of Japan-origin-ticket at IACE		¥3,300 per product	¥3,300 per product		
Booking on behalf	Reservation for restaurant, facility, etc.		¥5,500 per booking	-	Additional Fee may apply	
	Voluntary Change on Package Tour		¥5,500 per booking	-	If allowed by agreement	

※For Change or Cancel per customers' request, the above fee(s) will apply in addition to the actual penalty imposed by suppliers/vendors.

※Refundable only for tickets, bookings purchased at IACE except non-refundable products.

※All Tickets, coupons and/or vouchers must be returned to process refund. Refund will not be made without them.

※When e-ticket is not eligible, airline service fee will be collected for tickets issued by the airline.

Other Handling Fees	Service	Detail	Handling Fee	Note	
	Urgent Processing Fee	Unpublished Air Ticket	Purchase 1-2 days prior to departure	FREE	Regular Handling Fee will apply
		Other Air Ticket than above			
		Train, Bus, Boat	Purchase 1-2 days prior to departure (except Sat,Sun,Hol)	N/A	
	Same-Day Processing Fee	Unpublished Air Ticket	Purchase on the same day of departure	FREE	Regular Handling Fee will apply
		Other Air Ticket than above			
		Train, Bus, Boat		N/A	
Delivery Fee	Deliver to airport by customers' request		N/A	-	
	Deliver to the designated place by customers' request		N/A	-	

※Arrangements 0-2days prior to the service date may not be accepted. Please ask agent.

※The above fees do not include the cost of phone, communication, or shipping. Such cost may be collected in addition to the above fees.

Travel Document Processing Fees	Service	Detail	Handling Fee	Note	
	Passport	Completion of Application Form		N/A	-
		Completion of Application Form & Apply		N/A	-
	Entry/Exit Card	Completion of Embarkation/Disembarkation Card		N/A	-
	Visa	Completion of the Visa Form and/or Apply for Tourist Visa		Ask Agent	Visa fee, Agent Fee, Transportation will be collected.
		Completion of the Visa Form and/or Apply for Business Visa			
		Completion of the Visa Form and/or Apply for Student, Immigrant, or Long-Stay Visa			
		Request Visa Agent for process			
		Urgent Processing Fee			
		Completion of Visa Exemption Form			
Quarantine	Accompany to the quarantine office, or obtain the certificate on behalf		N/A	-	
Travel Related Document	Making Flight Confirmation, Recommend Letter, Travel Order, English Resume, English Itinerary, Financial Statement, or Proxy to the notary public office		N/A	-	
Other	Other document than above		N/A	-	

※The above fees may be combined depending on the service provided. Actual cost (transportation, shipping, translation etc.) will be also collected.

※The above fees will apply regardless of the visa approval.

※The above fees will be non-refundable due to trip cancellation.

※Last minute request may not be accepted. Please ask agent.

※Request from outside of your resident area may not be accepted.

Tour Escort	Service		Fee	Note
		Tour Escort Fee	Per escort, per day	¥55,000

Communication	Service		Fee	Note
		Contact the local vendor or the customer by customers' request		¥3,300 each time

Other Service	Service	Detail	Fee	Note	
	Pet, Upgrade, Unaccompanied Minor	Arrange Pet, Upgrade, or Unaccompanied Minor		¥4,400 per booking	-
	Seat Assignment	arrange Pre-Paid seat, Special seat such as exit seat, bulkhead seat		¥3,300 per booking	-
	Staff Dispatch	(1) Dispatch staff to airport, hotel or etc. by customers' request		¥16,500 per staff	Transportation, Hotel accommodation will be additional. Midnight = 22:00-5:00
		(2) Sundays, Holidays, or Midnight surcharge for the above (1)		¥16,500 per staff	
	Search for lost items	IACE Package Tour Customers		¥3,300 per place	May not be available for some countries
		IACE Hotel Booking Customers			
	Receipt Reissuance	Reissue the payment receipt		Free	-
	Travel Loans	Travel Loans by JACCS		N/A	-
E-TICKET Reissuance	Reissue E-ticket after trip		Free	-	

※Actual cost such as transportation, shipping charge will be additional.

【JAPAN DOMESTIC】

Service	Detail		Fee	Note
Handling Fee	Arrange Air Ticket & Hotel together	For a group of over 15	Within 15% of the total price	-
		Individual (less than 15)	¥2,200 per ticket	-
	Arrange Air Ticket		¥2,200 per ticket	-
	Arrange LCC (Peach, Vanilla, Jetstar, Spring) Ticket		¥3,300 per ticket	-
	Arrange Hotel		¥2,200 per booking	Booking = per room, per hotel
	Rent-a-Car, Train, Bus, Boat, Optional Tour, or other optional booking		¥2,200 per product	Product = per person, unit
	Tokyo Disney Pass, Universal Studio Japan Pass		¥550 per ticket	-
Arrange Air Ticket only		¥2,200 per ticket	-	
Tour Escort Fee			per escort, per day ¥16,500	Accommodation, transportation for escort is not included
Change Fee	Change Air Ticket and/or hotel if booked together	For a group of over 15	Within 15% of the total price (before change)	-
		Individual (less than 15)	¥3,300 per ticket	-
	Change Air Ticket		¥3,300 per ticket	-
	Change Hotel Booking		¥3,300 per booking	Booking = per room, per hotel
	Change Rent-a-Car, Train, Bus, Boat, Optional Tour, or other optional booking		¥3,300 per product	Product = per person, unit
Change Air Ticket		¥3,300 per ticket	-	
Cancel Fee	Cancel Air Ticket and/or hotel if booked together	For a group of over 15	Within 15% of the total price (before cancel)	-
		Individual (less than 15)	¥3,300 per ticket	-
	Cancel Air Ticket		¥3,300 per ticket	-
	Cancel Hotel Booking		¥3,300 per booking	Booking = per room, per hotel
	Cancel Rent-a-Car, Train, Bus, Boat, Optional Tour, or other optional booking		¥3,300 per product	Product = per person, unit
Cancel Air Ticket		¥3,300 per ticket	-	
Communication Fee	Contact the local vendor or the customer by customers' request		¥3,300 each time	Actual cost of telephone, telegram will be additional

Fees for Handling, Change, Cancellation

※Group Trip is defined as the trip by multiple travelers with the same itinerary with the designated representative.

※For Change or Cancel per customers' request, the above fee(s) will apply in addition to the actual penalty imposed by suppliers/vendors.

※The consecutive night stay at the same hotel is regarded as one booking.

(GENERAL NOTE)

1.All the fees include Consumption Tax

2.The fee incurred for refund (such as bank fee) will be on customers' expense.

Revised on 01OCT 2019