

Frequently-Asked Questions from Our Customers Regarding Our Tours

Frequently-asked questions regarding pricing

[\(1\) Can you tell me more about your pricing system?](#)

Our Private Charter Plan tour prices are time-based. Prices will differ, depending on the vehicle and region. Please see the pricing chart in the center of our Private Charter Plan feature page for details.

[\(2\) Can large groups participate \(six people or more\)?](#)

For our **Packaged Plan** which use either a minibus or a mid-sized bus, large groups can participate.

At present, the only courses we offer that use these vehicles depart from Tokyo.

If you would like to participate with more than 6 people. Please contact us. ⇒ maildealer1@mdgenesis.maildealer.jp

[\(3\) Will I be charged extra if the travel time goes over the specified number of hours, due to traffic or other circumstances on that day?](#)

In the case where your travel time exceeds the specified number of hours, we will not charge for extra time.

However, we will try to keep the tour within the standard number of hours wherever possible on the Private Charter Plan, by omitting or shortening the time spent at certain tour stops.

In such a case, we cannot offer partial refunds on the tour price.

[\(4\) Does the price include toll road fees, parking fees and lunch fees?](#)

Customized Plan : Not include parking fee, admission fee, toll road fee and lunch.

Packaged Plan : Include parking fee, admission fee, toll road fee except lunch.

*For admission fee has to be paid by a customer depending on the situation.

[\(5\) From when will cancellation fees apply?](#)

In case of cancellation on the day in which cancellation fees apply,

a cancellation fee will be charged in lieu of the travel fees, in the percentages shown below.

Up to 8-10 days before: 20%; up to 2-7 days before: 30%; on the day prior to departure: 40%;

on the day of departure (prior to the meeting time for the tour, after the start of the tour, or cancellation without notice): 100%



Frequently-asked questions regarding reservations

[\(1\) Can I make a reservation on the day of the tour, or on a day just prior to the tour?](#)

In general, we cannot accept reservations later than one week before the tour. Further, during busy seasons, reservations may not be accepted that are made later than two weeks before the tour.

[\(2\) Can I get an immediate reply on whether the tour is accepted, right after I make the reservation?](#)

Although the tour may have been reserved, this does not necessarily mean that the tour is confirmed for departure.

You may not participate in the tour with such children sitting or lying on your lap while you are riding.

(We will inform you within 72 hours of whether the tour can be held.)

If your application falls on a Saturday, Sunday or public holiday, you will be contacted on a business day afterwards.

[\(3\) Will infants or small children be counted as participants?](#)

As infants and small children require child seats when riding, they are counted as passengers and included in the total.

You may not participate in the tour with such children sitting or lying on your lap while you are riding.

(As an exception, minibuses and mid-sized buses do not have child seats, so children will be allowed to ride on your lap.)

[\(4\) What sort of language services will you provide on the day of the tour?](#)

In general, a driver who is versed in English will control the itinerary, lead the participants to the tourist spots and so on.

Tour guides will not be provided at the tour destinations.

As there are only a limited number of staff who can speak Chinese,

we may not be able to accept Chinese language tours in some circumstances.

Frequently-asked questions regarding tour usage

[\(1\) Can the tour hours be extended or shortened?](#)

As the standard charter times are predetermined for each tour, they cannot be extended.

Also, although tour times can be shortened, please understand that we cannot offer refunds in this case.

[\(2\) Can I change the course during the tour?](#)

For the **Customized Plan**, you are able to change the course by asking our staff as needed,

provided that the tourist spot you desire to visit is one that is offered by our company.

For the **Packaged Plan**, the itinerary may not be changed.

Note: Changes made due to unavoidable circumstances such as bad weather may be allowed as exceptions.

→Please see this information for more on **Customized Plan** and **Packaged Plan**.

[\(3\) How can I meet up with the staff at the meeting place on the day of the tour?](#)

Our staff will be waiting for you at the meeting place, holding a placard with the name of the person representing your tour.

Our staff will wait for you at a location you specify.

For instance, if the meeting place is a hotel, they can wait at the front desk or in the lobby area.

For public facilities such as train stations or airports, our staff can wait in a place such as in front of the entrance or arrival gate.

Please contact us first if you are unable to meet up with our staff.

Monday-Friday: (03) 6734-5111

KNT-CT Holdings Co Ltd., Honichi FIT Center

Times of availability: 9:30 a.m.-5:30 p.m. (English/Chinese OK)

During times not listed above, please call us at (03) 6674-2597.

Available 24 hours a day. (English/Chinese OK)

[\(4\) Can the vehicle stop to drop off or pick up participants at multiple departure and arrival locations?](#)

No, this is not allowed. Only one departure location and one arrival location are permitted.

[\(5\) What should I do if I forgot something in the vehicle?](#)

We will send an e-mail to the address which the customer used when reserving the tour.

If we find that the lost article belongs to one of our customers, we can mail it to an address within Japan.

If the customer who lost an article has already left Japan, unfortunately we cannot ship the article to an overseas location,

but we will hold the article in safekeeping until the customer returns to Japan, at which time we can ship it within Japan.

Postage fees will be payable by the customer who lost the article.

