

# Cycling Tour Terms and Conditions

This tour is managed by "it's mo!". These Terms and Conditions outline the rules and regulations that all participants must strictly follow. By agreeing to these terms, you are eligible to participate in the tour. Please note that participation will be denied if you do not agree to these terms. Furthermore, in the event of a violation of these terms, the tour may be terminated immediately, and a penalty fee may be charged.

## 1. Tour Overview

### (a) Meeting Point

- it's mo!
- Etajima-sou

### (b) Tour fee

**Beginner Course** : ¥7,000

Intermediate Course : ¥8,000

### (c) Payment Methods

Payment must be made in advance.



## 2. Eligibility and Health Requirements

### (a) Mandatory Helmet Use

**For your safety, wearing a helmet is mandatory when using our rental bicycles. We provide helmets free of charge at our shop.**

### (b) Participation Requirements

The following individuals are not eligible to participate in this tour:

- Those with pre-existing medical conditions that may interfere with safe cycling.
- Those who have consumed alcohol prior to the tour.
- **Those accompanied by infants or individuals who are unable to ride a bicycle independently.**

### (c) Height Restrictions

The bicycles used on this tour are designed for individuals with a height of 144 cm

or taller (as specified by the manufacturer). For your safety, those who do not meet this requirement cannot participate. Please note that there is no age limit.

**(d) Recommended Clothing**

The following clothing is not recommended when using our rental bicycles. Please note that we are not responsible for any damage to clothing caused by getting caught in the bicycle or other accidents.

- Skirts and wide-bottomed pants (such as cargo pants).
- Long coats, scarves, or any other items that may get caught in the bicycle.
- Sandals, high heels, or any other footwear unsuitable for cycling.

**3. Accidents and Property Damage**

In the event of an accident during the tour, please take all measures required by law, such as promptly reporting to the police. Additionally, please inform our staff of the "date, time, location, cause, and circumstances" of the accident. We are insured under the "Rental Bicycle Liability Insurance" provided by JTB Ryoren Business. The events covered by this insurance are as follows:

(a) **Compensation for accidents caused by our negligence (e.g., brake failure or mechanical defects).**

(b) Compensation for bodily injury to others and property damage occurring during the tour.

(c) Repair costs for damage to the bicycle (excluding damage caused by intentional acts).

※ Please note that our insurance does not cover injuries or death resulting from the user's own negligence (inattention, etc.).

**4. Cancellation or Suspension of the Tour**

In the event of a bicycle malfunction, flat tire, or injury that makes it impossible to continue, the tour will be canceled on the spot. Regarding sudden rain, the tour may be temporarily suspended, and we will decide whether to proceed based on the weather conditions. Please be aware that no refunds will be provided for cancellations made after the tour has already started.

**5. Matters regarding theft or loss of bicycles, etc.**

If your bicycle or rental items (helmet, lock, etc.) are stolen or lost while using the bicycle, please contact our store immediately. If the customer is negligent, you will be responsible for the full cost.

## 6. Cancellation Policy

(a) A cancellation fee will be charged for cancellations made for personal reasons (excluding those due to bad weather). Please transfer the fee to our designated bank account within one week of the reserved date.

**1 day before: 50% of the tour fee    On the day: 100% of the tour fee**

(b) Our decision regarding cancellation due to rain will be made by 8:00 AM on the day of the tour, based on the weather forecast. In such cases, no cancellation fees will be charged.

(c) If you do not arrive at the meeting point within 10 minutes of your scheduled booking time without prior notice, the tour will be canceled without exception. In such cases, a cancellation fee will still apply.

## 7. Prohibited acts when using the bike

(a) Violating traffic laws such as drunk driving and distracted driving (eating, drinking, or using a smartphone)

(b) Parking your bike in a no-parking area

(c) Nuisances such as riding with someone else, riding side by side, or riding in the middle of the road

(d) **Overtaking or breaking the designated riding order.**

## privacy policy

Our company has established the following privacy policy regarding the handling of personal information acquired by our company, and will comply with the Act on the Protection of Personal Information, guidelines on the protection of personal information, and other relevant laws and regulations regarding the protection of personal information.

### **【1. personal information】**

"Personal information" refers to personal information as defined in the Personal Information Protection Act, and refers to information about a living individual that can identify a specific individual based on the name, date of birth, address, telephone number, contact details, and other descriptions contained in the information, as well as data related to appearance, fingerprints, voiceprints, and information that can identify a specific individual from the information alone, such as the insurer number on a health insurance card (personal identification information).

## **【2. Safety management of personal information】**

With regard to the protection of personal information, our company will implement appropriate organizational, physical, personnel and technical measures, and will take necessary and appropriate measures to prevent the leakage, loss or damage of personal information handled by our company, and to otherwise safely manage personal information.

## **【3. Purpose of Use of Personal Information】**

Except as required by law or with the consent of the individual, we will not use the personal information we acquire beyond the scope necessary to achieve the purposes of use set out below.

- ① Operation, maintenance, and management of this website
- ② Provision and introduction of services through this website
- ③ Surveys to improve the quality of this website

## **【4. Disclosure and correction of personal information】**

Except as required by law, we will not provide personal information acquired with the consent of the individual to a third party without the individual's prior consent. Furthermore, with regard to requests for disclosure, correction, addition or deletion of personal information, or notification of the purpose of use, we will do so in accordance with the law, and will respond appropriately to any opinions or inquiries.

## **【5. Change in purpose of use of personal information】**

In principle, we will not change the purposes of use specified in the previous section unless we have received the prior consent of the individual. However, this does not apply when we make changes to the purposes of use after publicly announcing them in advance, to the extent that they are reasonably deemed to be related to the purposes of use before the changes.

## **【6. Provision of personal information to third parties】**

When the Company entrusts all or part of the handling of personal information to a third party, the Company will thoroughly examine the suitability of the third party and provide necessary and appropriate supervision of the entrusted party to ensure the safe management of the entrusted personal information.

## **【7. Improvement and review of the handling of personal information】**

Our company will inspect its handling of personal information, management system and initiatives, and will continually improve and review them.

**【8. Deletion and disposal of personal information】**

When personal information is no longer necessary in light of the purpose of use, the Company will erase or discard such information. Such erasure or disposal will be carried out in a necessary and appropriate manner to prevent risks such as leakage to outside parties, and only to the extent necessary for the performance of business.

**【9. About SSL Security (Secure Socket Layer)】**

Our website is compatible with SSL, which encrypts communication between the web browser and the web server. Personal information entered by users is automatically encrypted.

**【10. Disclaimer】**

We make every effort to ensure the accuracy of the information on our website, but we assume no responsibility for any actions taken by users using the information on our website.

We assume no responsibility for any damage suffered by users as a result of their use of our website, or any damage caused by users to third parties.

**【11. Copyright and portrait rights】**

All content on our website, including text and images, is protected by copyright and portrait rights. Unauthorized use or diversion is prohibited.

**【12.link】**

You are free to set up links to our website. However, we may refuse to set up a link depending on the content of the website.