

Tour Cancellation Policy

Written documentation must be presented for a refund, without exception. Your receipt is required to issue a refund.

- **One-Day Tours** – If you cancel 6 business days prior to your scheduled tour, no charge will be assessed. If you cancel 1-5 business days prior, you will be charged 50% of the total price of the tour. If you cancel on the date of the tour or seek a refund past the date of the tour, no refunds will be given. Business days exclude weekends and U.S. holidays.
- **Overnight Tours** – If you cancel 11 business days prior to your scheduled tour, no charge will be assessed. If you cancel 7-10 business days prior, you will be charged the deposit of the tour. If you cancel 6 business days prior, or on the date of the tour, or seek a refund past the date of the tour, no refund will be given, except in the event of valid duty commitment.

Cancellation cannot be accepted for tours that require admission tickets in advance. Refunds cannot be made after acceptance of reservations for such events, i.e. sumo tournaments, kabuki performances, baseball games, concerts, etc. Please inquire at the Tours office for the full cancellation/refunds policy.