

Dear Naomi Melendez,

Thank you for your interest in joining Japan Awaits. I'm Kaori Shibuya from Japan Awaits Co., Ltd., and we're excited to welcome you to our team. To move forward, we just need you to complete a few simple steps.

## I. Service Contract Agreement

To ensure mutual understanding and smooth operations, we kindly ask you to read and sign our service agreement.

You can review the agreement here: <????????>

Once you've reviewed and agreed to the terms, please follow these steps:

- Complete the personal information section.
- Sign using your mouse or touchscreen in the "Sign here" box.
- Click "Submit." If you have any questions prior to signing, please feel free to email me directly.

## II. Bank Details

To process future payments, please provide the following information:

- Bank Name (domestic only)
- Branch Name
- Account Type
- Account Number
- Account Holder's Name

## III. Next Steps

After we receive your signed contract, we will send you a printed copy by mail for your records, along with a starter pack containing materials for guest interactions (e.g., signboards, review cards, tote bag, and small flag). In the event of contract termination, we kindly ask that these items be returned.

Once the agreement is signed, the Booking Manager will be able to send tour requests and provide customer details.

## IV. Guidelines for Guiding Services

- **Confidentiality:** Refrain from sharing information about our products with other companies or using it personally.
- **Guest Interaction:** Kindly interact with guests as a representative of Japan Awaits.
- **Review Submissions:** At the end of each tour, provide review cards to guests (one review card per group) and encourage them to write a review. Additional review cards or other materials can be requested in our Request Form.

## V. Cancellation Policy

In case of cancellation from the guests, the guide fee will be paid as follows:

- 1 day notice: 100% guide fee
- 2 days notice: 50% guide fee

- 3 days notice: 25% guide fee
- 4 days or more notice: No guide fee

Exceptions may apply in cases of force majeure.

## **VI. Payment Schedule and Guide Fees**

Guide fees are paid twice a month:

- For tours from the 1st to 15th of the month: Payment at the end of the month
- For tours from the 16th to end of the month: Payment by the 15th of the following month

Starting rates for FIT tours are included in the original email, with rates based on location, duration, number of guests as provided by the Booking Manager. For fixed tours, the guide fee is fixed.

## **VII. Expense Reporting**

Please submit your tour expenses in the Tour Report within 72 hours after the completion of the tour. Please see below on how to report transportation expenses based on the method used:

For Public Transportation:

- Provide a screenshot of the navigation system (such as [Google Maps or Yahoo!????](#)) as proof of transportation expense.
- We will cover the cost of transport from your home to the destination (up to the maximum amount stated in the Tour Instructions). If the transportation expense should exceed the maximum amount, please consult the Booking Manager for approval in advance ([booking@japanawaits.com](mailto:booking@japanawaits.com)).
- Include details of the departure and arrival destinations and the total expense amount on the Tour Report.

For Private Car Usage:

- Use the Yahoo! Carnavi app to calculate petrol and toll charges (you must indicate your car type on the app prior to usage).
- Provide a screenshot of the petrol and toll calculation on the navigation system.
- Submit receipts in the Tour Report for parking fees.
- Please note that we do not provide car insurance or cover any accidents.
- The reimbursement amount is up to the maximum stated in the Tour Instructions. If the transportation expense should exceed the maximum amount, please consult the Booking Manager for approval in advance ([booking@japanawaits.com](mailto:booking@japanawaits.com)).

After verifying your Tour Report, we will send a payment slip by your next payment cycle via email. If no response is received within two weeks, we will process payment based on the slip without the right to refusal.

## **VIII. Mailing Address for Receipts**

Please send original receipts for expenses (except for transportation expenses) by the following dates:

- May 31st for tours that took place from December 1st of the previous year to May 31st of this year
- November 30th for tours that took place from June 1st to November 30th of this year

**Mail receipts to:**

In English:

Japan Awaits Co., Ltd.

1-28-13-707 Chuo, Nishi-ku, Yokohama-shi, Kanagawa 220-0051

In Japanese:

220-0051

1-28-13-707

(?)

If you have any questions, please don't hesitate to contact us.

Thank you for your consideration, and we look forward to working with you!

Best regards,

Kaori Shibuya

Japan Awaits Co., Ltd.