

## 1. Fees

The employer of tour guide must pay all expenses, including transportation expenses, admission fees and hotel charges, which are incurred when they provide guide service according to the itineraries agreed to in advance. In addition, the employer must pay tour guide the sum of the three types of fees and expenses (A), (B) and (C) listed below. Prior to the conclusion of tour guide service contracts, the tour guide must clearly present these three types of fees and expenses for the itineraries offered by their employer. The employer must firmly confirm these three types of fees and expenses.

### (A) Basic guide-interpretation fees

The employer of tour guide must pay half-day (A1), full-day (A2), or airport pickup (A3) fees for guide-interpretation service.

\* **The half-day fee (A1)** refers to a fee paid if the length of time from the commencement of guide service to its termination is **less than 4 hours**.

\* **The full-day fee (A2)** refers to a fee paid if the length of time from the commencement of guide service to its termination is **4 hours or more and less than eight hours**.

\*The airport pick up fee (A3) refers to a fee paid for pickup at either Narita Airport or Haneda Airport in Tokyo and sending service to a hotel in Tokyo area.

\*If the employer of tour guide pay half-day (A1) or full-day (A2) and guide service start at an airport for pickup, the employer is not required to pay for the airport pickup fee.

\*If the flight is delayed more than four hours behind on schedule, tour guides shall either charge full-day fee (A2) instead of half-day fee (A1), or 200% of the airport pickup fee for airport pickup fee (A3).

\*If the flight is delayed and doesn't arrive on the day, the employer can book pickup service on a changed day if the tour guide is available, however, the tour guide shall reserve the right to refuse the request. The reason is that he or she may have another job or an important appointment after the job.

### (B) Transportation and meal expenses

#### (B1) Transportation expenses for starting work and coming home

The employer of tour guide must pay them for expenses incurred when they travel from their home to the place where they start their guide service and come home from the place where they terminate their guide service using public transportation.

\* If tour guide need to travel for starting work or coming home early in the morning or late at night when public transportation is not available, however, the employer must pay them for necessary taxi fares.

#### (B2) Meal expenses

If guide service is provided during the period when breakfast, lunch or dinner is usually taken, the employer of tour guide must provide them with these meals free of charge or pay them a meal allowance of 1,000 yen, 1,500 yen and 2,000 yen for breakfast, lunch and dinner, respectively.

\* The breakfast allowance shall be paid if guide service starts at 8:00 a.m. or earlier.

\* The lunch allowance shall be paid if guide service extends to 12:30 p.m.

\* The dinner allowance shall be paid if guide service extends to 7:00 p.m. or later.

### (C) Special extra fees

Extra fees shall be paid under special conditions or circumstances as follows:

#### (C1) Extra fees for **overtime work**

If the employer of tour guide requests them to provide guide-interpretation service for more than eight hours a day and they agree to do so, they shall add one of the fees specified below to the basic full-day guide-interpretation fee (A2).

\* For every one hour worked overtime, a fee of  $(A2) \div 8$  shall be paid. Even if the length of time worked overtime is less than one hour, for example, ten minutes, the same formula shall apply to calculate an extra fee.

\* Even if the job to which the basic half-day guide-interpretation fee (A1) applies is extended to exceed four hours for an unexpected reason, the tour guide shall reserve the right to refuse the request for extension and come home. The reason is that he or she may have another job or an important appointment immediately after the half-day job. Therefore, if a job may exceed four hours, the employer is recommended to reserve a tour guide for full-day service. If the tour guide accepts the request for extension and the total length of service time is more than four hours and less than eight hours, however, he or she shall charge the basic full-day guide-interpretation fee (A2) instead of the basic half-day guide-interpretation fee (A1). In addition, if the total length of service time exceeds eight hours, the tour guide shall add an extra fee for each of the hours worked overtime to the full-day fee (A2) when they charge guide-interpretation fees.

\* If tour guide stay at the same hotel as their employer, the period of time from the time when they leave the employer at the end of their service on the day to the time when they join the employer on the following day shall not be included in their service time.

Naturally, no extra fee for overtime work shall apply to the period of time.

(C2) Extra fees for technical interpretation.

No extra fee shall apply to interpretation service provided as part of the guide service that inevitably arises in guide service. If the employer requests tour guide to provide business or technical interpretation service during sightseeing and they accept such a request, however, the tour guide shall charge 50 percent of the full-day fee (A2) as an extra fee whether they are assigned to a half-day (A1) or full-day (A2) job. If the requested interpretation service requires a high level of expertise, or if service consists mainly of interpretation rather than sightseeing, the tour guide can charge technical interpretation fees they set on their own instead of the guide fees stipulated in these Regulations.

\* If the employer requests technical interpretation service, he or she needs to explain details in advance to tour guide he or she hires and reach a firm agreement with them concerning technical interpretation fees.

(C3) Hotel charges for the night before the commencement of service or after the termination of service

If tour guide need accommodation the night before the commencement of service or after the termination of service because they live far away from the place where their service begins or ends, the hotel charges should be paid by the employer.

## 2. Cancellation fees and payment

### 2.1 Cancellation fees

If the employer cancels the guide service contract already concluded with a tour guide, **the tour guide shall charge a cancellation fee consisting of the sum of (A), (B) and (C)** as calculated below for each of the days in the itinerary:

If cancelled on the day of the tour: 100 percent of the sum of (A), (B) and (C)

If cancelled the day before or two days prior: 80 percent of the sum of (A), (B) and (C)

If cancelled three to seven days prior: 30 percent of the sum of (A), (B) and (C)

\* For example, if a seven-day job with the sum of guide-interpretation fees per day at 25,000 yen is cancelled, cancellation fees will be charged as follows:

If cancelled on the day of the tour: 175,000 JPY

If cancelled the day before or two days prior: 140,000 JPY

If cancelled three to seven days prior: 52,500 JPY

\*In addition to the cancellation fees above, the guide shall charge an actual cost which the tour guide need to pay the third person for refund regarding the itinerary, if any.

### 2.2 Remittance of advances

For payment of guide fees, **advances must be remitted in Japanese yen to the bank account designated by the tour guide no later than ten days** prior to the commencement of the tour. **All expenses related to the remittance must be borne by the employer.** The balance must be paid in cash in full to the tour guide on the day when the tour starts.

### 2.3 Amount of advances

The amount of advances shall be as specified below:

For contracts on a one- to four-day tour: Total contract price

For contracts on a five-day or longer tour: Total contract price for the first four days

### 2.4 Reimbursement of advances due to cancellation

If the employer cancels a tour, the tour guide assigned must swiftly remit the amount obtained by deducting applicable cancellation fees from the advances received to the bank account designated by the employer using the method of remittance designated by the employer. In this case, all expenses related to the remittance shall be deducted from the amount to be reimbursed. In other words, they shall be borne by the employer.

## 3. Tour planning and consultation

Tour planning and consultation fee for the opinions or advice of tour guides concerning routes, accommodations, restaurants, places to be visited, answering questions, exchanging emails, making itinerary, etc. will be charged automatically in addition to the guide fee. The employer is expected to let the guide know requests so that the tour-guide can make suitable advice or itinerary.

If the employer want to have **planning and consultation only**, the guide-interpreter shall charge a planning and consultation fee of 10,000 yen per tour to the employer. The fee must be remitted to the bank account of the guide-interpreter involved prior to the start of planning and consultation. The paid fee shall not be refunded even if the tour is not materialized.