

Please agree below terms and conditions then proceed to reservation.

This private transfer package tour is sold by IBI Co Ltd(We) under arranged tour contract.

Office hour:Everyday 9:30 to 18:30** Time shown is Japanese standard time **

Booking arrangement

1. This IBI booking system is available to request a booking by 3 days prior to service day.
2. You are supposed to receive our response (confirmation or rejection) within 48hours after your request.
If you don' t receive any email within 48hours, please contact us: mobility@ibi-inc.co.jp
3. Even if service status is "available" when you make a booking, it does not mean your reservation is confirmed.
Confirmation should be noticed by the email from us after you make a booking.
4. No contract between you and us shall come into existence until we issue a booking confirmation by email and we receive full payment.

Service prices(Airport Transfer Plan)

1. All service prices shown the site include tax and necessary toll/fuel/parking fees. Any personal expenses should be paid by guests on the spot.
2. Mid night additional charge 20% will be applied for the service with arrival/departure flight between 10pm-05am.

Vehicle capacity and luggage restriction []=Maximum number of seats including driver

1. Client who books private transfer should understand this criterias below which show maximum number of guests and luggage to book for a suitable sized vehicle.
Sedan car [5seats] Recommend→: Maximum 2 guest + 2 luggage per vehicle
Alphard Minivan [7seats] Recommend→: Maximum 4 guests + 4 luggage per vehicle
Hiace Van [10seats] Recommend→: Maximum 8 guests + 10 luggage per vehicle(Request base)
2. In case guests take the items below with them, client should book "Minivan" or "Hiace Van".
- Golf set
3. In case guests take the items below with them, client should book "Van".(Alphard is not applicable)
- Ski equipment- Snowboard
4. Suitcase size: The sum of length, height, width should not exceed 203cm.
5. Surfboard is not acceptable to be taken.
6. Hand-carries which guests can hold by themselves in the vehicle don' t need to be counted as "luggage".
7. To secure luggage space, all luggage information should be passed to IBI in advance.

Pickup time and meeting point restriction

1. Driver or staff will hold a signboard with guests lead name on it.
Guests should look for and find the Signboard at each meeting point.
 2. Meeting point
Airport (international arrival): after customs exit.
Airport (domestic arrival): after exit of baggage claim area
Seaport: after customs clearance (CIQ)
Accommodations: main lobby
- **For hotel departure, some hotels don' t allow driver to wait at the hotel lobby. In this case, driver will ask belldesk or reception to find guests. Please ask bell desk or reception, if guests can' t find a driver.
3. Maximum waiting hour at pick up point.
Airport: 1.5 hours after Passenger flight landed. Seaport: 1 hour after pick up time confirmed.
- **If guests don' t show up within above waiting hours, booked vehicle will be released and full payment required.

Transfer from your home and Hotels to Narita/Haneda airport.

Driver will go to your pickup point about 10 minutes before the pickup time.

Narita airport : Pickup time will be set at around 3.5 hours before flight departure (we will inform pickup time in advance)

Haneda airport : Pickup time will be set at around 2.5 hours before flight departure (we will inform pickup time in advance)

Please specify the pickup point in central Tokyo (23 wards).

Payment

1. Bank-in deposit to our account in Japan only.
2. Clients should make full payment by 7 days prior to your first service date. (If a booking made after 7 days prior to service date, payment due will be within 48hours after confirmation)
- 3 In case we don' t receive full payment by due date on your confirmation, your booking will be cancelled automatically and service will not be provided.

Cancelation and amendment

- Cancellation made through the system 8 or more days prior to service: No charge
- Cancellation made through the system between 7 and 2 days prior to service: 30% of total service price.
- Cancellation made through the system 1 day prior to service: 40% of total service price.
- Cancellation made through the system on the day of service before pick up time: 50% of total service price.
- Cancellation made through the system on the day of service after pick up time: 100% of total service price.

others

- 1.IBI will not take any responsibility for any delays causing late arrivals, due to traffic, or any other unexpected ramifications
2. Confirmed pick up time may be pushed earlier if bad weather conditions are expected.