

Passenger Notices

1. Ticket booking:

(1) Please have your passport and valid certificate ready when booking your ticket. The booked ticket can only be used by the person in question. If transferred, the ticket will be invalid and cannot be refunded. If you require a visa, you must obtain one in advance of your trip and present a valid visa on the day of boarding. If you are unable to present a visa or present a false visa, you will be denied boarding and your ticket will not be refunded. In addition, if you are a "person subject to high-spending restrictions" in the People's Republic of China, we will deny boarding and the ticket fee will not be refund.

(2) Please bring your valid passport and booking confirmed e-mail to the terminal 3 hours before departure time if departing from Shanghai, or between 9:00 and 10:30 if departing from Japan. (Hong Kong or Macau residents entering China must also present a "Home Return Permit," while Taiwanese must present a "Taiwan Residents Permit.") Passengers may only board the ferry you booked. If you miss a ferry, your ticket will be automatically invalidated and will not be refunded.

(3) Passengers aged 75 or above are required to submit a health certificate issued within three months prior to the boarding date (including the return date) by a doctor (Class A hospital in China) stating that they do not have any medical conditions that would make them unfit for the 2-night, 3-day cruise, such as heart disease, high blood pressure (within a controllable range), or respiratory diseases, as well as proof of overseas travel insurance. In addition, it is required that a younger family member accompany them on the cruise. Passengers with chronic illnesses must also bring their regular medications along with documents showing their medical history.

(4) Passengers who are before 24 weeks of pregnancy must submit a medical certificate (provided by a hospital at the prefecture level or above in China) and a written pledge. Passengers who are after 24 weeks of pregnancy or have pregnancy-related complications will not be allowed to board for safety reasons.

(5) Passengers who are unsuitable for the cruise, such as those suffering from serious illnesses, quarantine-related infectious diseases, mental illnesses or other mental disorders, will not be able to make booking. If the above-mentioned person has booked a ticket, you will be denied boarding, and the booked ticket will be automatically invalidated and non-refundable.

(6) Passengers who do not declare your health condition before boarding, you will be responsible for your own health and safety during the voyage. If you cause damage to a third party or incur emergency medical expenses, you will be responsible for the expenses.

(7) The shipping company do not accept children under the age of 12 boarding alone. If a person age of 12 or above to under 18 boards alone, it is mandatory to provide contact information for the person who will pick them up and drop them off at the destination, and for the guardian to fill out and sign the specified pledge and instruction form at the boarding procedure counter.

(8) Passengers traveling with a child under the age of 1 need to submit a pledge form.

(9) When departing from Japan, you will be required to pay 1,000 yen per person as an "International Tourist Tax" at the terminal in Japan. (Children under age of 2 are exempt from tax.)

2. Types of tickets:

(1) Free infants: Children under age of 2 will not be provided a bed. (Sharing with adults)

(2) Child fare: Children age of 2 or above but under 12 will be charged half the adult fare with a single bed.

(3) One adult can take one child under age of 2 for free, but if there are more than two children, a child fare ticket must be purchased for each additional child.

(4) For other ticket types, please contact the shipping company.

3. Ticket cancellation and change policies (“Departure time” is based on the “latest sailing information”):

(1) The passenger should apply for cancel of the ticket with paying the following charge:

the day of applying cancelation online	cancellation charges
7 days before the ship’s scheduled departure	10% of the fare shall be charged
between 7 days and 48 hours before the departure	30% of the fare shall be charged
between 48 hours and 24 hours before the departure	50% of the fare shall be charged
within 24 hours of the departure	nonrefundable

To apply for a refund, please complete the procedure within 90 days of the cancellation application date, or the ticket will be invalid.

(2) Passengers can change your booking 24 hours before your originally scheduled departure. Changes are only valid once, and 1,000 yen will be charged for the amendment within 60 days before or after the originally booked boarding date. Please note that you cannot change the booking ship within 24 hours before departure.

(3) Passengers, who want to change the cabin class when you are on board, can only get an upgrade. You will also need to pay the difference in fare.

4. Baggage:

Passengers must comply with the relevant regulations of the customs of the People's Republic of China and Japan regarding your carry-on baggage. Any violation of the relevant regulations will be the responsibility of the passengers.

(1) You can bring 2 Carry-on baggage and each bag is up to 15 kg. Maximum 2 checked baggage can be checked in for free of charge, but each baggage must weigh under 30 kg, and the total of the three dimensions must be under 1.8 m (each length of height, width, and depth must be less than 0.6 m). Oversize, overweight, or extra piece of baggage that exceeds the quantity, weight, or size will be checked in for a fee.

Regarding excess charges:

- ① Based on the number of excess items
- ② Calculated as one item per 30 kg
- ③ Calculated as one item per 0.6 meters in length

The highest charge among ① to ③ will be applied, and the fee is 4,000 yen per item.

If the weight or size exceeds the specified limits, please contact the shipping company in advance.

(2) Large baggage such as televisions, refrigerators, washing machines, and bicycles must be checked in. Different consignment fees apply for each item, so please contact the shipping company in advance.

(3) Passengers cannot carry in your carry-on or checked baggage any flammable, explosive, toxic, corrosive, radioactive or other

dangerous items, fragile items, animals or any other items prohibited from transport.

(4) Please do not pack valuables such as cash, important documents, precious metals, gemstones, diamonds and their products, as well as jewelry, antiques, cultural property, watches, cameras etc. in your checked baggage. Please note that the shipping company will not be held liable for any damages incurred in the event of the above-mentioned items being checked in.

(5) The shipping company will be liable for compensation if it can be proven that the damage to your checked baggage was caused in the course of transportation. The maximum compensation is US\$16 per kilogram, and the maximum total compensation for each piece of baggage is US\$500. However, if general average is established, you will not be able to claim compensation. If you need to claim compensation for damage to your checked baggage, you must submit the request at the passenger terminal when you collect your baggage. If you do not, the shipping company will consider the baggage to have been delivered without issue and will not be able to accept any subsequent claims.

5. Souvenirs from China:

(1) Animal products regulated by the Washington Convention cannot be brought into Japan.

Examples: ivory carvings, leather handbags and wallets, snakeskin fiddles, herbal medicines made from musk or tiger bone, etc.

(2) Items stipulated in the Firearms and Swords Control Law. Iron long swords used in Peking opera (including models and replicas) cannot be brought in even if they do not have a blade.

(3) Items prohibited by law, such as meat, fruits, and vegetables, cannot be brought in.

(Please refer to the websites of Japan's Animal Quarantine Station and Plant Protection Station.)

(4) Medicines can be brought on board within the limits stipulated by the Pharmaceuticals and Medical Devices Act. As a rule, these are intended for personal use only, so large quantities of medicines cannot be brought into Japan.

6. Liability and Insurance:

The shipping company is liable for compensation for injury, death or illness caused to passengers and for any expenses related thereto arising from the negligence or omission of the carrier and its employees from the time of passenger boarding our ferry at the departure port to the time of passenger disembarking at the destination port. However, the maximum amount of compensation per passenger is limited to USD 60,000.

7. Compliance with public order and morals:

In order to protect passengers' interests and safety, the safety regulations and public order and morals on board must be observed. The captain has the authority to take necessary measures against any deliberate violation or ignorance of advice.

8. All passengers using our ships are deemed to have agreed to all of the above information before purchasing the ticket. Any legal disputes that arise shall be resolved in China in accordance with the relevant laws of the People's Republic of China.