

Icons of Japan and Hong Kong 12 Days – FAQ

1. When will be the best time to travel to Japan?

- **Spring (March to May):** This is one of the most popular times to visit, especially during the cherry blossom season (sakura). The weather is mild, and parks and gardens are filled with blooming flowers, offering stunning scenery.
- **Autumn (September to November):** Another ideal time to visit, as temperatures are comfortable, and the fall foliage is breathtaking. The vibrant red, orange, and yellow leaves create beautiful landscapes across the country.

2. What is the difference between Land Only and Package price?

The main difference between the "Land Only" price and the "Package" price lies in what is included regarding flights and transfers:

- **"Land Only" Price:** Does *not* include international airfare to/from the tour destination. However, it **does** include the flight from Tokyo to Hong Kong.
- **"Package" Price:** Includes round-trip airfare to/from the tour destination, and the flight from Tokyo to Hong Kong.

Important: Airport - Hotel transfers are *not* included in either option. Travelers must arrange them separately. Taxis are a convenient option.

3. How much is the deposit?

The non-refundable deposit is \$450 per person and secures your spot in this limited-seats promotion.

4. What is the payment schedule?

- A non-refundable deposit of \$450 per person is due at booking.
- For those with airfare included tour package, a second payment of \$1,000 - \$1,500 per person is required either 180 days before departure or once the minimum group size is confirmed.
- The final balance is due 90 days before departure.
- Optional tours need to be booked and paid for 45 days prior to departure.

5. Why is a second payment required?

If you choose the package with airfare, a second payment of \$1,000 - \$1,500 per person is required. This payment is due either 180 days before departure or when the minimum group size is met.

Once the second payment is received, our ticketing team will start working on the international air ticket from your departure city to Osaka, Japan.

6. Why do we need to make the second payment so early?

Flights to Japan sell out quickly due to high demand. To secure your seat, we need the second payment to purchase your air ticket in advance.

7. What will the flight routing and schedule be?

Most flights will have one stopover, with a connection time of less than 5 hours. If your connection exceeds 5 hours or involves more than one stop, we'll confirm with you before ticketing. If you're departing from a city other than the tour's main gateway, we'll provide additional flight options.

8. Can I change, cancel, or upgrade my airfare after it's issued?

The airfare included in our packages is basic economy, which is typically non-refundable, non-changeable, and non-upgradeable. We recommend purchasing travel insurance to cover any unexpected situations. If you wish to upgrade, please notify us before submitting the airfare authorization form, as changes after ticketing are complex and costly.

9. How many checked bags am I allowed on my flight?

Most airlines include 1 free checked bag for flights to Asia, though some may charge \$100-200 per additional bag. Please confirm baggage allowance with our agent based on your specific airline.

10. What are optional sightseeing tours?

Optional tours are offered to travelers interested in additional sightseeing, meals or activities to supplement the included components of our tours. You may choose to participate in some, all or none of the optional tours which are priced individually. Complete descriptions and prices are listed with each program on our website.

11. When should I book the optional tours?

- Optional tours can be booked at reservation or up to 45 days before departure.
- Many of the optional tours require advance arrangements for hotels, coaches, tour guides, and other reservations, with some also needing a minimum number of participants. We highly recommend pre-booking the optional tours, which can be conveniently paid for by credit card.
- If an optional tour doesn't operate due to low participation or any other unexpected issues, TripOppo will notify you and issue a full refund to the original form of payment.

12. What are the benefits of upgrading to a superior hotel room?

Upgrading typically offers a significantly more spacious room, which is especially valuable in Japan, where hotel rooms tend to be compact. We highly recommend taking this option for just US\$149 for 5 nights to enjoy a much larger and more comfortable room.

11. How does the Hiroshima trip affect my schedule?

This tour can only be added at the time of booking or before your international ticket is issued, as it requires you to arrive in Osaka one day in advance.

12. What is included in the optional half-day or full-day tours?

All transportation, entrance fees, sightseeing, an English-speaking tour guide, and meals (where indicated) are included in the half-day or full-day tour options.

13. Can I purchase optional tours locally?

Yes, when traveling on an escorted tour, some optional tours may be purchased locally from the Tour Manager. However, TripOppo cannot guarantee the availability of these services when purchased locally. Tours purchased locally can only be paid by USD in cash.

14. Can I add optional tours for only select individuals on my reservation?

Yes. For assistance, please call TripOppo agent or email info@tripoppo.com for details.

15. Can I request additional hotel nights before or after the tour, or extend my stay?

Yes. For assistance, please call TripOppo agent or email info@tripoppo.com for details.

16. What do I expect on arrival?

Please note that the arrival transfer from Osaka Kansai Airport (KIX) to the hotel is not included, as the hotel is conveniently located just one station away. You can easily take a taxi for under US\$20, or opt for public transportation for less than US\$5 per person.

17. How to meet our tour guide?

Your tour guide will meet you in the hotel lobby on the day of your tour. The tour guide's contact information, along with a local emergency number, will be included in your tour documents, which you'll receive 10-14 days before departure. We highly recommend saving these numbers on your phone for easy access if needed.

18. What are the suggested gratuities?

In many Asian countries, tour guides and drivers largely depend on gratuities as a key part of their income. The suggested tipping for this 7night 8days tour is US\$126 per passenger including gratuities for tour guide, driver and bell boys. Most of the clients will choose prepay it as it can be paid by credit card and no hassle to bring too much cash to divide to different people.

19. What is the cancellation policy?

Please refer to our booking terms and conditions here: [TripOppo Cancellation Policy](#)

20. Do you offer travel insurance?

Yes, we can provide travel insurance quotes. Contact our agent at 1-844-275-6776 or email info@tripoppo.com for more details.

21. Can I request a special meal on the flight?

Yes, requests can be made for special meals. These requests will be sent on your behalf to the airline so long as TripOppo receives request prior to final documents being issued.

22. What is included in the traditional meals? Any specific dietary-limiting ingredients?

Japanese cuisines usually include fish, chicken, pork, and cooking alcohol. If you have any personal dietary restrictions, you should let us know as soon as possible so we may prepare.

23. Do the traditional Japanese sweets include any dietary restrictions?

Japanese sweets often contain ingredients like beans and nuts, so please make sure to check the ingredients if you have any food allergies. One of our optional tours, the "Kansai Culture Tour," offers a hands-on experience in making the traditional Japanese sweet, Wagashi.

24. What time do we leave each hotel? How much free time do we have?

On certain days, we'll need to depart from the hotel around 8 a.m. to avoid traffic. Our full-day tours are packed with activities, so there won't be much free time during the day. However, we do have two free days, allowing travelers to customize their own side trips.

25. When is the departure transfer from Tokyo Hotel to the airport?

The group transfer from the Tokyo hotel to Narita (NRT) Airport is scheduled for 1 PM on the return date. If this time or airport doesn't fit your travel plans, you will need to arrange your own transportation, such as taking an airport shuttle bus from the hotel or hiring a taxi.

26. Does Japan have decent English support?

While some areas and tourist spots offer English support, it's highly recommended

Hong Kong

1. What should I expect upon arrival in Hong Kong? – Own transfer to/from airport

Upon arrival at Hong Kong International Airport (HKG), travelers will need to arrange their own transportation to the hotel. Taxis are a convenient option, with a fare of approximately \$40 per ride. Similarly, for departure, travelers will need to arrange their own way back to the airport.

2. Does the hotel in Hong Kong include breakfast?

No, breakfast is not included in the Hong Kong hotel stay. Guests can purchase breakfast on-site or take this opportunity to explore local eateries and try authentic Hong Kong delicacies.

3. What is included in the Hong Kong portion?

A half-day guided city tour is included in the itinerary. Travelers will meet our guide at an appointed meeting point for a tour covering key attractions.

4. Will there be a tour guide in Hong Kong?

Unlike in Japan, where you will have an escort throughout the trip, the Hong Kong portion is more independent. There is no full-time tour guide in Hong Kong—only a local guide for the half-day city tour. For emergencies, please contact the local emergency contact provided in your travel documents or email TripOppo.

5. Do optional tours in Hong Kong require pre-booking?

Yes, any optional tours in Hong Kong must be pre-booked. On-spot bookings are not available, so we highly recommend reserving your spot at least 45 days prior to departure.