

Terms and Conditions of Use for Accommodation Reservation Service

Article 1 (Application of Terms and Conditions) 1.

1 This agreement shall be applied to all acts performed by the user when using the services related to room reservations on the Internet (hereafter referred to as 'accommodation reservation service') managed and operated by this company among the 'member services' provided by this company, and the user shall agree to these terms and conditions before using the accommodation reservation service. The user shall use the accommodation reservation service after agreeing to these terms and conditions. 2.

2 In the event that there are various notices etc. (hereafter referred to as 'notices etc.') displayed by the Company on the accommodation reservation service, the notices etc. shall constitute a part of these Terms and Conditions respectively. 3 The Company shall not be liable for any damage caused to the user's accommodation.

The Company deems the user's use of the accommodation reservation service to constitute agreement with these Terms and Conditions. 4.

The accommodation reservation service is one of the member services provided by our company, and the 'Member Service Terms of Use' will be applied to any reasons not stipulated in these Terms and Conditions. If there is a conflict between these Terms and Conditions and the 'Member Service Terms and Conditions'. If there is a conflict between these Terms and Conditions and the 'Terms and Conditions for Member Services', these Terms and Conditions will be given priority.

Article 2 (Definition of the accommodation booking service and conclusion of the accommodation contract)

1 The accommodation booking service is a service which enables the user to book a room registered in advance by the company via the internet.

The accommodation contract between us and the user is established when the user has applied for a reservation for the use of a room via the internet, when a 'reservation number' is issued on our computer system with the application for the reservation and is displayed on

the screen of the accommodation reservation service. The accommodation contract is concluded between us and the user. However, even if for some reason, such as communication or computer malfunction, the 'booking number' is not displayed on the screen of the user's computer, the accommodation contract will be concluded if the user is able to confirm the details of the booking using our 'Booking enquiry / Change / Cancel' function. The accommodation contract is deemed to have been concluded. 3.

3 In the case of the preceding paragraph, we will send you a confirmation e-mail with your booking number to the e-mail address you have given us in advance in order to confirm that the accommodation contract has been concluded. However, if the user is unable to receive the e-mail confirmation due to reasons beyond our control, such as communication problems or a misdescription of the e-mail address, this shall have no effect on the conclusion of the accommodation contract. 4.

If an accommodation contract is concluded between you and us in accordance with the provisions of this article, you accept that you will be obliged to bear the cancellation charges separately specified by us.

Article 3 (How accommodation fees are considered in the accommodation booking service)

1 The User acknowledges that the information provided by the Company on room availability, accommodation fees, etc. may differ from the information provided in other media. The accommodation prices provided by the Company include consumption tax, but may or may not include service charges and other taxes (entrance tax, hotel tax, etc.). 2.

The user acknowledges that the accommodation prices provided by the Company may be subject to change. The changed price only applies to users who have concluded an accommodation contract after the change, whereas users who have concluded an accommodation contract before the change will be charged the price before the change. 3.

If the price is changed after the accommodation contract has been concluded and the user subsequently changes his/her booking, the changed price will be applied to the user.

However, if the change is limited to a reduction in both or both the number of days and the

number of rooms, the user is entitled to the price before the change.

Article 4 (Change of booking and cancellation of booking and prohibition of unauthorised cancellation)

When cancelling a room reservation, the user shall confirm the reservation details on our 'Reservation details enquiry screen' and then continue with the cancellation.

However, if it becomes difficult or impossible to confirm the reservation details, for example if the reservation number required to confirm the reservation details becomes unknown or if the reservation confirmation e-mail does not reach the user for some reason, the user can request us to resend the reservation confirmation e-mail containing the reservation number via our 'Reservation Details Resend' screen. The User shall request the Company to resend the reservation confirmation email with the reservation number via the Company's 'Reservation Resend screen' and shall continue with the cancellation as soon as possible after receiving said email.

In the unlikely event that the re-transmitted booking confirmation email is not received by the user within the period specified by the Company for some reason, the user shall make an enquiry to the contact person specified by the Company and then proceed with the cancellation to the Company.

If any damage is caused to us as a result of the user's failure to follow these instructions, the user bears responsibility for compensating us for such damage. 2.

If the user cancels the booking, the cancellation shall take place at the point in time specified below.

- (1) If the user cancels the booking via the internet: at the point in time when the 'Reservation Cancellation Completed' notice is sent to the 'Reservation Details' screen of the company.
- (2) When the user cancels the reservation by contacting the Company directly: When the Company notifies the user that the reservation cancellation has been accepted.
- (3) By other means: When we have notified the user that the booking has been cancelled in

the prescribed manner. 3.

If the user finds that he/she is unable to stay at the accommodation on the date scheduled, the user shall inform us immediately and follow our instructions. If the user is liable to pay cancellation fees to us, the user shall pay the cancellation fees stipulated by us in the prescribed manner and by the prescribed date.

If the user does not show up on the day of the accommodation without prior notice and does not use the company, this is regarded as an unauthorised cancellation and the company can take the necessary measures (including legal action) such as stopping the use of the accommodation booking service. The user must pay the cancellation fee specified by us in the prescribed manner and by the date. 5.

If the user wishes to make changes to an existing booking, he or she must contact us directly and make the changes as soon as possible. 6.

If the user makes a change to a booking, the change shall be completed at the time specified below.

(1) If the user contacts the Company directly and carries out changes to the booking: at the point in time when the Company notifies the user that the user has accepted the changes to the booking.

(2) by any other means: at the time when we have notified you of the confirmation of the change of booking in the prescribed manner. 7.

Depending on the date of the change of the existing booking, a cancellation fee may be incurred as specified by us. In this case, the user must pay the cancellation fee in the manner and by the date specified by us. 8.

Even if the user does not wish to cancel the booking, the accommodation establishment shall have the right to cancel the booking if we consider the content of the booking by the user to be in conflict with the law or reasonably inappropriate.

Article 5 (User's observance)

1 The user shall not reproduce or transmit the information obtained by using the accommodation reservation service for purposes other than their own personal use without the prior consent of the company, nor shall it be used in any way by a third party.

When the user reserves a plan for which a reservation fee is required, the user shall pay the reservation fee by the date specified by our company.

The user shall pay the reservation fee by the date specified by the company. Even if the user does not pay the reservation fee by the date specified by the company, the reservation will not be cancelled. 3.

If payment is not made in spite of our sending a demand for payment by e-mail to the contact address registered by the user in the preceding paragraph, or if we are unable to contact the user, the user agrees in advance that we have the right to deem the reservation to have been cancelled without notice. However, if we have not notified the user that the booking has been cancelled, the booking is still valid. 4.

The user shall carry out the contract on his/her own responsibility and shall direct any enquiries or requests relating to the accommodation service to the Company. 5.

In addition to the preceding four paragraphs, the user shall fully understand and comply with the conditions, rules, etc. separately stipulated by the Company. 6.

6 The user shall not perform the following acts when using the accommodation reservation service.

- (1) Transmitting or writing information by pretending to be a third party.
- (2) Use of the accommodation reservation service in a way other than that approved by the Company.
- (3) Transmission or writing of harmful computer programs, etc., or transmission of spam mail, chain letters, junk mail, etc.
- (4) Acts that infringe or may infringe the copyrights or other intellectual property rights of the Company or a third party.
- (5) Actions that slander, libel or defame the Company or third parties.

- (6) Any act which discloses to others information, documents or graphics which are offensive to public order and morals.
- (7) Registering false or incomplete information regarding the name, address, telephone number or e-mail address of the guest or individual user, whether intentionally or unintentionally.
- (8) Failure to pay the reservation fee, cancellation fee or accommodation fee charged by the Company (regardless of the reason).
- (9) Acts of violence or any other behaviour that causes inconvenience to the Company or third parties.
- (10) Booking multiple accommodation facilities on the same day, or any other booking activity which is deemed impossible to carry out by the User.
- (11) Reservations that are deemed to be made for the purpose of resale to others or for commercial purposes.
- (12) Other acts that violate or may violate laws and regulations. 7.

(7) In the event that damage is caused to us or a third party as a result of an act by a user falling under any of the items in the preceding paragraph, the user shall bear all legal responsibility and shall not cause any damage to us. 8.

8. if we cancel the user's room reservation in accordance with Article 6, the user shall pay a cancellation fee to us.

If the user has a complaint about the content of the accommodation services provided by us, the user shall lodge such a complaint with us on the spot.

If the user is a minor, the booking must be made with the consent of a legal representative. In the event that the user falsifies the consent of his/her legal representative or falsifies that he/she is of legal age, this act cannot be revoked.

Article 6 (Violation of user compliance)

In the event that a user violates the compliance items in the preceding article, or in the event

that the Company deems it inappropriate for the operation of the accommodation reservation service, the Company will stop the relevant activities, cancel the accommodation contract with the relevant user, stop the use of the accommodation reservation service by the relevant user, claim compensation for damages and take other necessary measures (including legal measures). We can take the necessary measures (including legal measures) such as suspension of use of the accommodation reservation service, claim for damages, etc.

2.

2 In the event that the user is presumed to be in breach of the compliance items in the preceding article, or in the event that the Company reasonably deems the operation of the accommodation reservation service to be inappropriate, the Company may confirm the details of the act in question with the user.

Article 7 (Temporary suspension of the accommodation reservation service)

This company may temporarily stop the operation of the Accommodation Reservation Service without prior notice to the user in the event that any of the following items apply.

- (1) When performing maintenance or changing the specifications of the inn reservation service.
- (2) When natural disasters or other emergency situations occur or are likely to occur and operation of the accommodation reservation service becomes impossible.
- (3) When the company deems it necessary to temporarily stop the operation of the accommodation reservation service due to unavoidable reasons.

Supplementary provisions

1 June 2025 Created and in force