

## **Terms and Conditions for the Membership Program of the Soumonsha Group**

### **Article 1 (Purpose)**

These terms and conditions (hereinafter referred to as "Terms") set forth the conditions of use for the membership program (hereinafter referred to as "Program") operated by Japan Resource Co., Ltd. (hereinafter referred to as "Company") for the Soumonsha Group (hereinafter referred to as "Group"), and define the relationship between the Company and the members (hereinafter referred to as "Members").

### **Article 2 (Membership Eligibility)**

Membership eligibility for the Program is granted to individuals who apply for membership following procedures specified by the Company and are approved by the Company.

Membership registration and annual fees are free of charge.

It is deemed that Members have agreed to these Terms upon registration.

### **Article 3 (Point System)**

Points are awarded three days after checkout based on the accommodation fee paid (including tax), with 1 point awarded for every 100 yen spent.

Points are awarded only for direct reservations made through the Group's official website. Reservations made through travel agency websites (OTA) or other sites are not eligible.

The following fees and services are excluded from point awards:

- Cancellation fees
- Additional charges incurred locally, such as extensions or upgrades
- Charges for food and beverages, retail purchases, optional services such as esthetics and massages
- Taxes and service charges imposed by law

Points can be redeemed for accommodation fees at the Group's facilities, with 1 point equivalent to 1 yen, usable in 100-yen increments.

When using points, the oldest points (those with the earliest expiration dates) will be used first.

Points expire two years after the date of stay. Unused points after two years will be forfeited.

#### **Article 4 (Membership Rank System)**

Members are classified into the following ranks based on the cumulative number of points earned over the past two years:

- Diamond Member: 5,000 points or more
- Gold Member: 3,000 points or more but less than 5,000 points
- Silver Member: 1,000 points or more but less than 3,000 points
- Bronze Member: Less than 1,000 points

Discount benefits on accommodation fees are applied according to the following ranks:

- Diamond Member: 5% discount
- Gold Member: 3% discount
- Silver Member: 2% discount
- Bronze Member: 1% discount

Rank assessments are conducted from time to time based on criteria established by the Company.

#### **Article 5 (Benefits)**

Members may enjoy benefits such as exclusive plans, priority reservations, and discounts as determined separately by the Group.

Original benefits offered by each ryokan (Japanese inn) may not be available depending on reservation and operational conditions.

The contents, conditions, and availability of benefits may be changed, suspended, or terminated at the Company's discretion without prior notice.

The Company shall not be liable for any damages incurred by Members or third parties due to changes, suspensions, or terminations of benefits.

#### **Article 6 (Membership Registration Procedure)**

Prospective Members shall apply by entering the necessary information on the designated application page available on the Group's official website.

Membership is established upon the Company's approval after reviewing the application details.

The Company may conduct identity verification if necessary during the application process.

## **Article 7 (Handling of Personal Information)**

The Company will appropriately use Members' personal information within the following scope:

- Provision and management of Member services
- Management of points, provision of benefits, and rank assessments
- Sending service information and newsletters
- Service improvement and marketing analysis (after statistical processing that does not identify individuals)

It is deemed that Members have agreed to the handling of personal information at the time of registration.

The handling of personal information will be governed by the Company's Privacy Policy.

Members may request corrections, deletions, or suspension of use of their registered information in accordance with the procedures set by the Company.

## **Article 8 (Prohibited Acts)**

Members shall not engage in the following activities:

- Providing false information
- Illicit acquisition or use of points or benefits
- Transfer or lending of membership or benefits to third parties
- Actions causing damage to the Group or third parties
- Other acts deemed inappropriate by the Company

## **Article 9 (Suspension and Revocation of Membership)**

The Company may suspend or revoke a Member's membership without prior notice if the Member violates these Terms or if deemed inappropriate by the Company.

## **Article 10 (Withdrawal)**

Members may withdraw from the Program at any time following the prescribed method.

All retained points and benefits will become invalid after withdrawal.

## **Article 11 (Changes and Termination of the Program and Terms)**

The Company may change or terminate the Program or these Terms with prior notice to Members.

The Company shall not be liable for any damages resulting from changes or termination of the Program.

## **Article 12 (Disclaimer)**

The Company shall not be liable for any damages arising from the use of the Program or related benefits.

### **Article 13 (Governing Law and Jurisdiction)**

The interpretation and application of these Terms shall be governed by the laws of Japan, and all disputes related to these Terms shall be subject to the exclusive jurisdiction of the Osaka District Court for the first instance.

Effective Date: May 15, 2025