

Article 1 General Provisions

The "Hotel Keihan chain Web Membership Organization" (hereinafter referred to as "the Membership Organization") refers to the service (hereinafter "the Service") where Web points (hereinafter referred to as "Points") are awarded based on the accommodation fee when making reservations and staying at Keihan Group Hotels through the Keihan Group Hotel Web Reservation Page (<https://www.hotelkeihan.co.jp/>). Members can also receive discounts on accommodation fees according to the Points they have accumulated.

Article 2 Membership Eligibility and Administration

Members of the Membership Organization are individuals who can use the service in accordance with the accommodation terms and conditions of each hotel, and who have agreed to these terms and completed the prescribed procedure for membership registration.

The administration of the Membership Organization is conducted by Hotel Keihan Co., Ltd. (hereinafter referred to as "the Executive Office").

Article 3 Membership Enrollment

There are no enrollment fees or annual membership fees.

Individuals who wish to become members must approve these terms and complete the membership registration process in accordance with the procedures set by the Executive Office on this Website.

Article 4 ID and Password

1. Members are responsible for managing the ID and password assigned to them by the Executive Office after registration.
2. Members may not allow third parties to use, lend, transfer, sell, pledge, or engage in any other transactions involving their ID and password.
3. The member is responsible for any damages resulting from inadequate management, user errors, or third-party use of the ID and password or the device on which they are entered, and the Executive Office will not be held liable.

Article 5 Service Provision Conditions

1. The Executive Office may suspend or modify the service without prior notice to members due to maintenance or other reasons.
2. The necessary equipment and communication means for accessing the service are the responsibility and expense of the member.
3. While the Executive Office will make every effort to ensure the smooth operation of the service, it does not guarantee that there will be no interruptions, suspensions, or other issues with the service.
4. If there are any changes to your address, name, phone number, email address, etc., please update them through this Website.

Article 6 Notifications from the Executive Office

Notifications from the Executive Office will be considered complete when an email is sent to the email address registered with the Executive Office, and the email is deemed to have reached the member as it would under normal circumstances.

Article 7 Loss of Membership

The Executive Office will revoke a member's membership without prior notice if the Executive Office determines that the member falls under any of the following categories.

In this case, any points the member had accumulated at the time will also be forfeited.

1. If the member personally requests to cancel their membership.
2. If the member passes away.
3. If the member provided false information during registration.
4. If the member's contact information, such as address or phone number, becomes unknown.
5. If fraudulent activity is detected in relation to the use of the service.
6. If the member violates laws, these terms and conditions, or the accommodation policies of the Hotel Keihan chain.
7. If the member cancels a reservation at any Hotel Keihan chain without notice on the scheduled check-in date.
8. If the member is found to be a member of an organized crime group, a gang member, an affiliated organization, or any other anti-social forces.
9. If the member engages in violent acts, fraud, threats, disruptive behavior, interference with business, or makes unreasonable demands on the staff or guests of Hotel Keihan chain, either directly or through a third party.
10. If the Executive Office deems the member's actions inappropriate.

Article 8 Membership Stages

1. Membership stages will be determined based on the points accumulated during the fiscal year (April 1 to March 31 of the following year). Due to system processing, the stage application period will be from April 10 to April 9 of the following year.

- General Member Less than 5,000 points
- Gold Member 5,000 points or more
- Platinum Member 20,000 points or more

2. Points are generally awarded the day after check-out.

Article 9 Member Benefits

(Points Service)

1. When making a reservation as a member through this Website and using the service, points will generally

be awarded after your stay, based on the amount spent (including tax). Additionally, for reservations where multiple members are staying, points will generally be awarded only to the member who made the reservation.

2. When the Hotel Keihan chain implements special programs, campaigns, etc., in addition to the basic points specified in Paragraph 1 of this Article, special points may be awarded to members.
3. In the case mentioned in the previous paragraph, the eligibility of members, point awarding rate, timing, duration, and other conditions for awarding points will be determined at the discretion of the Executive Office on a case-by-case basis.
4. Even for members, the following types of stays will not be eligible for point accumulation.
 - (1) When staying through a travel agency or online travel agent
 - (2) When using benefits or discounted rates from membership organizations other than this Membership Organization
 - (3) When settling the payment using points, the portion paid with points will not be eligible for point accumulation(Other Benefits)

For details on other benefits, please check the benefits page:

[\(https://www.hotelkeihan.co.jp/en/member_new/\)](https://www.hotelkeihan.co.jp/en/member_new/).

Article 10 Point Management

The Executive Office will notify members of the number of points they have earned, the number of points they have used, and their remaining valid point balance, using the method determined by the Executive Office.

Article 11 Use of Points

1. Members can use earned points at a rate of 1 point = 1 yen for future bookings through this Website, applying them as a discount to the fees specified in Paragraph 2 of this Article.
2. Discount shall be calculated in units of 100 points, and any fractional point less than one unit cannot be used for discounts.
3. The eligible fees for the discount are those confirmed at the time of booking when reserving a room at any Hotel Keihan chain via this Website. The following items are excluded from the discount:
 - (1) Accommodation fees for reservations and bookings made without using this Website
 - (2) Additional fees for options such as meals
 - (3) Taxes not included in the total amount displayed on this Website
4. Members can use earned points to make donations to the organizations listed on the attached document.
5. Once points are used, they will be forfeited.

Article 12 Prohibition of Point Transfer and Other Actions

1. Members may not allow third parties to use their points, nor lend, transfer, sell, pledge, or engage in any

other transactions involving their points.

2. Even if a member has multiple IDs, they may not combine points awarded to different IDs for use.
3. Members may not exchange points for cash.

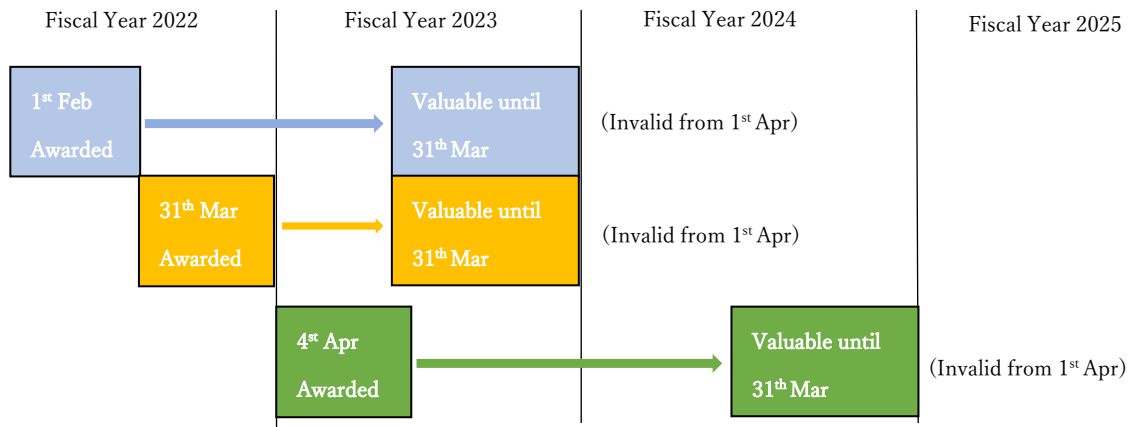
Article 13 Point Expiration

Points will expire at the end of the following fiscal year (March 31). (The fiscal year runs from April 1 to March 31 of the following year.) For example, points awarded during the 2022 fiscal year (April 1, 2022 to March 31, 2023) will expire and cannot be carried over into the 2024 fiscal year.

Article 14 Membership Cancellation

Members may cancel their membership at any time through the "Cancel Membership" process on their member page. Upon cancellation, any remaining points will be forfeited.

Article 15 Handling of Personal Information



1. Collection and Retention

The Executive Office will collect and register members' personal information within the scope outlined below. Please note that some of the information listed below may not be retained if it is not required for membership registration.

- (1) Information provided by the member during the membership application and any additional personal information submitted to the Hotel Keihan chain, including Name (with furigana), Home Address, Home phone number, Gender, Date of birth, Employer name (with furigana), Employer department and position, Employer address, Employer phone number, Preferred email address for receiving information, Email newsletter subscription preference (subscribe/unsubscribe), Membership registration date, Membership number
- (2) Information about transactions arising from the use of the membership system
- (3) Technical Information
Type of member's device, device identifier, browser type, referrer, IP address, cookie information

for members with advertising identifiers, and cookies used by the company.

*For information on how the Executive Office handles cookies, please visit the following URL (<https://www.hotelkeihan.co.jp/en/privacy/>)

2. Purpose of Use

The purpose of using personal information is as follows:

- To manage the membership system and monitor the usage of benefits.
- To provide information about services and products from the Executive Office or other companies deemed appropriate, tailored to the member's attributes, interests, preferences, and usage patterns, through various notification methods including email
- To analyze the member's interests, lifestyle attributes, or preferences to enhance or improve the Executive Office's services and information, or to offer new services
- To analyze the member's website browsing history and use it for behavior-targeted advertising through Google, Yahoo, and other advertising providers, or for customer analysis by the Executive Office

3. Joint Use

The Executive Office will jointly use the personal information obtained from members.

For the address and representative of the company responsible for managing the joint use, please refer to '4. Person Responsible for Personal Information Management' below. For inquiries, please refer to 'Article 21 Contact Information'.

- (1) Items of personal data jointly used: Personal information described in Paragraph 1 of this Article.
- (2) Scope of parties jointly using the information: Keihan Group companies
- (3) Purpose of use by the parties: Within the scope of "2. Purpose of Use," but the purpose of use by the joint users will be considered as referring to the Keihan Group companies when reading "the Executive Office."

*The specific companies within the Keihan Group may change. Please refer to the website for the names of the applicable companies.

(<https://www.keihan.co.jp/corporate/company/group.html>) ※Japanese Only.

4. The handling of other personal information will be governed by the separately defined "Privacy Policy."

For more details, please refer to the website below. (<https://www.hotelkeihan.co.jp/en/privacy/>)

Article 16 Changes to Membership Terms

If there are changes in external factors such as the economic situation or in the company's management or operations, the content of this agreement, including provisions on the point award rate, usage, and exchange, may be changed. In the event of changes, the Executive Office will notify members by posting the details of the changes and the effective date on the Hotel Keihan chain website or at each hotel in advance.

Article 17 Disclaimer

If a member or service user causes inconvenience or harm to others through the use of this service, they are responsible for resolving the issue, and the Executive Office assumes no liability.

Additionally, the Executive Office is not responsible for any inconvenience or damage resulting from service unavailability due to circumstances outlined in Article 5 or communication issues.

Article 18 Termination of the Membership Organization

The Membership Organization may be terminated at the discretion of the Executive Office, with prior notice posted on the Hotel Keihan chain website.

In such cases, members cannot object to the decision. Thank you for your understanding.

Article 19 Governing Law

The governing law for these terms and conditions shall be Japanese law.

Article 20 Jurisdiction

In the event of litigation between a member and the Executive Office regarding this service, the Osaka District Court shall have exclusive jurisdiction.

Article 21 Contact Information

For inquiries regarding the disclosure, correction, or deletion of personal information, requests to stop the joint use of personal information, or any other questions related to these terms, please contact:

Hotel Keihan Web Membership Executive Office

Phone: 06-6585-0686 (Business hours: 10:00–17:00, excluding weekends, public holidays, and New Year's holidays)