日本ホテル株式会社
NIPPON HOTEL Co.,Ltd.

JR-EAST HOTEL METS

TERMS AND CONDITIONS FOR ACCOMMODATION CONTRACTS

【Scope of Application】

Article 1. Contracts for accommodation and related agreements (including contracts for day use, etc., hereinafter referred to collectively as “Accommodation”, “Accommodation Contracts”) to be entered into between this Hotel and the Guest (refers to all guests using a guest room at the hotel) to be accommodated shall be subject to these Terms and Conditions. Any particulars not provided herein shall be governed by laws and regulations ("laws and regulations," or those based on laws and regulations. The same shall apply hereinafter) and/or generally accepted practices.

2. In the case when the Hotel has entered into a special contract with the Guest in so far as such special contract does not violate laws and regulations and generally accepted practices the special contract shall take precedence over the provisions of these Terms and Conditions, notwithstanding the preceding Paragraph.

【Application for Accommodation Contract】

Article 2. A Guest who intends to make an application for an Accommodation Contract with the Hotel shall notify the Hotel of the following particulars:

(1) Name of the Guest(s).

(2) Date of accommodation and estimated time of arrival.

(3) Accommodation charges (based in principle on the (i)Basic Accommodation Charge, (ii) Consumption tax listed in the Attached Table No. 1).

(4) Other particulars deemed necessary by the Hotel.

2. If Guests request to extend their stay, during their stay, beyond the date in subparagraph (2) of the preceding Paragraph, it shall be regarded as an application for a new Accommodation Contract at the time such request is made.

【Conclusion of Accommodation Contracts, etc.】

Article 3. A Contract for Accommodation shall be deemed to have been concluded when the Hotel has duly accepted the application as stipulated in the preceding Article. However, the same shall not apply where it has been proved that the Hotel has not accepted the application.

2. When a Contract for Accommodation has been concluded in accordance with the provisions of the preceding Paragraph, the Guest is requested to pay an accommodation deposit set by the Hotel within the limits of Basic Accommodation Charges covering the Guest's entire period of stay by the date specified by the Hotel.

3. The deposit shall be first used for the Total Accommodation Charge to be paid by the Guest, secondly for cancellation charges under Article 8 and thirdly for reparations under Article 21 as applicable. The remainder, if any, shall be refunded at the time of payment for accommodation as stated in Article 15.
4. If the Guest fails to pay the deposit by the date as stipulated in Paragraph 2, the Hotel shall treat the Accommodation Contract as invalid. However, the same shall apply only in the case where the Guest is thus informed by the Hotel when the period of Payment of the deposit is specified.

【Special Contracts Requiring No Accommodation Deposit】

Article 4. Notwithstanding the provisions of Paragraph 2 of the preceding Article, the Hotel may enter into a special contract requiring no accommodation deposit after the Contract has been concluded as stipulated in the same Paragraph.

2. In the case when the Hotel has not requested payment of the deposit as stipulated in Paragraph 2 of the preceding Article and/or has not specified the date of payment of the deposit at the time the application for an Accommodation Contract has been accepted, it shall be treated as though the Hotel has accepted a special contract prescribed in the preceding Paragraph.

【Request for cooperation in infection control measures at facilities】

Article 5. The Hotel may request cooperation from the person who intends to stay at the hotel in accordance with the provisions of Article 4-2, Paragraph 1 of the Hotel Business Act (Act No. 138 of 1948).

【Refusal of Accommodation Contracts】

Article 6. The Hotel may not accept the conclusion of an Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that the Hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.

(1) When the application for accommodation does not conform with the provisions of these Terms and Conditions.
(2) When the Hotel is fully booked and there is no vacancy.
(3) When the Guest seeking accommodation is deemed liable to conduct himself/herself in a manner that will violate laws or act against the public order or good morals in regard to his/her accommodation.
(4) When the person who intends to stay at this hotel is deemed to fall under any of the following items (a) through (c).

(a) Organized Crime Groups as defined in Article 2, Item 2 of the Act on Prevention of Unjust Acts by Organized Crime Groups (Act No. 77 of 1991) (hereinafter referred to as "Organized Crime Groups"), members of organized crime groups as defined in Article 2, Item 6 of the same article (hereinafter referred to as " Members of Organized Crime Groups "), associate members of organized crime groups or persons related to organized crime groups, or other antisocial groups.

(b) When the person is an organized crime group or a corporation or other organization whose business activities are controlled by an organized crime group or a member of an organized crime group.

(c) When the person is a corporation whose officers fall under Members of Organized Crime Groups.

(5) When the person is behaving in such a manner as to be an annoyance to other guests.

(6) When a person who intends to stay at this hotel is a patient, etc. of a specified infectious disease as defined in Article 4 -2, paragraph 1, item 2 of the Hotel Business Act (hereinafter referred to as "patient, etc. of specified infectious disease").

(7) When the Guest seeking accommodation has made violent demands of, or carried out violent acts against, the Hotel or its employees, or has requested the Hotel to assume an unreasonable burden. (Excluding cases where the person seeking accommodation requests the removal of social barriers pursuant to the provisions of Article 7, Paragraph 2 or Article 8, Paragraph 2 of the Act (Act No. 65 of 2013. Hereinafter referred to as the "Act on Elimination of Discrimination against Persons with Disabilities") on Promotion of Elimination of Discrimination on the Basis of Disability.).

(8) When the person who intends to stay in the Hotel has repeatedly made a request to the Hotel as specified in Article 5-6 of the Enforcement Regulations of the Hotel Business Act as a request whose burden is excessive in its implementation and which may seriously impede the provision of accommodation-related services to other guests.

(9) When the person who intends to stay at this hotel has committed an act of assault, injury, intimidation, extortion, intimidating unreasonable demands, or any other act similar thereto.

(10) When the person who intends to stay at this hotel has committed an act of customer harassment.

(11) When minors stay alone without the permission of their guardians.

(12) When the Hotel is unable to provide accommodation due to natural calamities, malfunction of facilities and/or other unavoidable causes.

(13) When the case falls under the provisions of the Hotel Business Law Enforcement Ordinance or other regulations established by the local government in the area where the Hotel is located.

【Explanation of refusal to conclude a contract of accommodation】

Article 7. The person who intends to stay may request the Hotel to explain the reasons for its refusal to enter into a contract of accommodation in accordance with the preceding article.

【Right to Cancel Accommodation Contracts by the Guest】

Article 8. The Guest is entitled to cancel the Accommodation Contract by notifying the Hotel.

2. If the Guest has cancelled the Accommodation Contract in whole or in part due to causes for which the Guest is liable (except in the case when the Hotel has requested payment of the deposit during the specified period as prescribed in Paragraph 2 of Article 3 and the Guest has cancelled before payment), the Guest shall pay cancellation charges as listed in the Attached Table No. 2. However, in the case when a special contract as prescribed in Paragraph 1 of Article 4 has been concluded, the same shall apply only when the Guest is informed of the obligation of payment of cancellation charges in case of cancellation by the Guest.
3. If the Guest does not appear by 8 p.m. of the accommodation date (without advance notice 2 hours after the expected time of arrival if the Hotel is notified), the Hotel may regard the Accommodation Contract as being cancelled by the Guest.

【Right to Cancel Accommodation Contract by the Hotel】

Article 9. The Hotel may cancel the Accommodation Contract under any of the following circumstances. However, this paragraph does not mean that this hotel may refuse accommodation in cases other than those listed in Article 5 of the Hotel Business Act.

(1) When the Guest is deemed liable for conduct and/or has conducted himself/herself in a manner that will violate laws or act against the public order and good morals in regard to his/her accommodation.
(2) When it is recognized that the Guest falls under any of the following items (a) through (c).
(a) When the Guest is a crime group, a member of a crime group, a quasi-constituent of a crime group, or a person related to a crime group, or any other antisocial group.
(b) When the Guest is a juridical person or other organization whose business activities are controlled by a crime group or a member of a crime group.
(c) When the person is a corporation whose officers fall under Members of Organized Crime Groups.

(3) When the Guest is behaving in such a manner as to be an annoyance to other guests.
(4) When the Guest is a patient, etc. of specified infectious disease.
(5) When the Guest who intends to stay at the accommodation commits a violent demand act or asks for a burden exceeding a reasonable range with regard to the accommodation (except when the guest requests the removal of social barriers as provided in Article 7, paragraph 2 or Article 8, paragraph 2 of the Act on Elimination of Discrimination against Persons with Disabilities).
(6) When the Guest repeatedly makes a request to this hotel that is so burdensome in its implementation that it may seriously impede the provision of accommodation-related services to other guests, as specified in the Article 5-6 of the Enforcement Regulations of the Hotel Business Act.
(7) When minors stay alone without the consent of their guardians, or when it is found that minors are staying alone.
(8) When the Guest has committed an act of assault, injury, intimidation, extortion, intimidating unreasonable demands, or any other act similar thereto.
(9) When the Guest has committed an act of customer harassment.
(10) When the Hotel is unable to provide accommodation due to natural calamities and/or other causes of force majeure.
(11) When the case falls under the provisions of the Hotel Business Law Enforcement Ordinance or other regulations established by the local government in the area where the Hotel is located.
(12) When the Guest smokes in a non-smoking area.
(13) When the Guest does not observe prohibited actions such as smoking in bed, tampers with fire-fighting facilities, or otherwise breaches Hotel Regulations stipulated by the Hotel.

2. If the Hotel has canceled the Accommodation Contract in accordance with the preceding Paragraph, the Hotel may exempt the Guest from charges for any accommodation services, etc., not yet received.

【Explanation of Cancellation of Accommodation Contract】

Article 10. In the event that the Hotel cancels the accommodation contract in accordance with the preceding article, the Guest may request an explanation of the reasons for such cancellation.

【Registration】

Article 11. The Guest shall register the following particulars the Front Desk of the Hotel on the day of accommodation:

(1) Name, address, and contact information of the Guest(s).

(2) Nationality and passport number for foreigners who do not have a domicile in Japan.

(3) Departure date.

(4) Other particulars deemed necessary by the Hotel.

2. In the case the Guest is a foreigner who does not have a domicile in Japan, the Guest shall present their passport and allow the Hotel to make a copy thereof, etc.
3. In the case the Guest intends to make payment for the charges in accordance with Article 15 by any means other than Japanese currency, such as coupons, credit cards, code payment, or electronic money, etc., the Guest shall present them in advance at the time of registration in accordance with the preceding paragraph.

【Occupancy Hours of Guest Rooms】

Article 12. The Guest is entitled to occupy the contracted guest room of the Hotel from 3 p.m. to 11 a.m. of the next day. However, in the case the Guest is accommodated continuously, the Guest may occupy the room all day long, except for the days of arrival and departure. Guests may be asked to wait until after 3 p.m. to occupy the contracted guest room in cases such as guest room maintenance, etc.

2. The Hotel may, notwithstanding the provisions stipulated in the preceding paragraph, permit the Guest to use the room outside the hours specified in the same paragraph. In such cases, the Hotel shall apply the prescribed extra charge. Please note that the extra charge will vary depending on room type and length of extension. However, the Hotel may be unable to accommodate such a request in certain situations, such as when the Hotel is fully booked and there is no vacancy.
3. The Hotel may change the hours of occupancy of Paragraph 1 for unavoidable reasons. In such case, the Hotel will notify the Guest in an appropriate manner.

【Observance of Hotel Regulations】

Article 13. The Guest shall observe the Hotel Regulations established by the Hotel. Hotel Regulations are posted within the premises of the Hotel.

【Business Hours】

Article 14. The business hours of the main facilities, etc. of the Hotel shall be notified in notices displayed in the Hotel premises, in guest rooms and others. These hours are subject to temporary changes due to unavoidable causes of the Hotel. In such a case, the Guest shall be informed by appropriate means.

【Payment of Accommodation Charges】

Article 15. The explanation of accommodation charges, etc. that the Guest shall pay is as listed in the attached Table No. 1.

2. Accommodation charges, etc., as stated in the preceding Paragraph shall be paid at the Front Desk at the time of the Guest's departure or upon request by the Hotel in Japanese currency, or by other means approved by the Hotel in lieu of Japanese currency, such as coupons, credit cards, code payment, electronic money, etc. However, this shall not apply if special circumstances occur.
3. Accommodation charges shall be paid even if the Guest voluntarily does not utilize the accommodation facilities provided for him/her by the Hotel.

【Liabilities of the Hotel】

Article 16. The Hotel shall compensate the Guest for damage if the Hotel has caused such damage to the Guest in the fulfillment or the nonfulfillment of the Accommodation Contract and/or related agreements. However, the same shall not apply in cases where such damage has been caused due to reasons for which the Hotel is not liable.

2. The Hotel is covered by Hotel Liability Insurance to deal with unexpected fire and/or other disasters.

【Handling when Unable to Provide Contracted Rooms】

Article 17. The Hotel shall, when unable to provide contracted rooms, arrange accommodation of the same standard elsewhere for the Guest insofar as practicable with the consent of the Guest.

2. When arrangement of other accommodation cannot be made, notwithstanding the provisions of the preceding Paragraph, the Hotel shall pay the Guest a compensation fee equivalent to the cancellation charges and the compensation fee shall be applied to reparations. However, when the Hotel cannot provide accommodation due to causes for which the Hotel is not liable, the Hotel will not compensate the Guest.

【Handling of Deposited Articles】

Article 18. The Hotel shall compensate for Guest damages when loss, breakage, or other damage occurs to goods, cash, or valuables deposited at the front desk by the Guest, except in the case when such damage is caused by force majeure. However, for cash and valuables, when the Hotel has requested the Guest for an appraisal of the kind and value and the Guest has failed to do so, the Hotel shall compensate the Guest up to a maximum of 150,000 yen, except in cases of willful misconduct or gross negligence of the Hotel.

2. The Hotel shall compensate the Guest for damages when loss, breakage or other damage is caused, through intent or negligence on the part of the Hotel, to the goods, cash or valuables brought onto the premises of the Hotel by the Guest but are not deposited at the Front Desk. However, in the event that the type and value of the Guest's property or cash and valuables have not been disclosed in advance, the Hotel shall compensate for damages up to 150,000 yen, except in the case of intent or gross negligence on the part of the Hotel.

【Custody of Baggage and/or Belongings of Guest】

Article 19. When the baggage of the Guest is brought into the Hotel before his/her arrival, the Hotel shall be liable to store it only in the case when such a request has been accepted by the Hotel prior to his/her arrival, and shall hand the baggage to the Guest upon check-in at the front desk.

2. When the Guest requests the Hotel to keep his/her baggage or personal effects for a certain period of time upon check-out, the Hotel will keep it responsibly only when the Hotel agrees to do so. However, the Hotel does not keep cash or valuables.
3. If the Guest leaves behind baggage or belongings after checking out, in principle, the Hotel will wait for the Guest to make an inquiry to ask for his/her instructions. If the Guest does not make an inquiry or provide instructions, the Hotel will discard the baggage or belongings after 30 days from detection (the day following the day of detection in the case of food, beverages, cigarettes, magazines, damaged bags, etc.). Baggage or personal effects that have been notified or instructed by the owner but are not collected by the due date shall be kept for 90 days from the date of notification or instruction.
4. The Hotel's liability in regards to the custody of the Guest's baggage and belongings in the case of the preceding three Paragraphs shall be in accordance with the provisions of Paragraph 1 of the Preceding Article in the case of Paragraph 1 and Paragraph 2. In the case of the preceding Paragraph, the Hotel shall not assume any liability except in the case of intent or gross negligence on the part of the Hotel.

【Liability in Regard to Parking】

Article 20. The Hotel shall not be liable for the custody of the vehicle of the Guest when the Guest utilizes the parking lot within the premises of the Hotel, as it shall be regarded that the Hotel simply offers the space for parking. However, the Hotel shall compensate the Guest for damage caused through intent or negligence on the part of the Hotel in regards to the management of the parking lot.

【Liability of the Guest】

Article 21. The Guest shall compensate the Hotel for damage caused through intent or negligence on part of the Guest.

【Use of Wi-Fi and Other Networks】

Article 22. The Hotel may provide the use of Wi-Fi or other networks for the convenience of the Guest. The Guest shall use the network at their own risk. The Hotel does not guarantee the transmission speed, transmission quality, security, etc. In addition, the Hotel may suspend, stop or restrict the provision of the service for maintenance, repair, etc., of the network without prior notice.

【Governing law】

Article 23. Any and all disputes arising under these Terms and Conditions will be resolved in accordance with Japanese law in the Japanese court with jurisdiction over the location of the Hotel.

【Governing language】

Article 24. These Terms and Conditions have been provided in both Japanese and other languages (English, traditional Chinese, simplified Chinese and Korean). If there is any discrepancy between the Japanese version and a version in another language, the Japanese version will take precedence.

【Changes to Terms and Conditions】

Article 25. If any of the following occur, the Hotel may change these Terms and Conditions by posting the changed content and the date any such changes will come into effect on the Hotel website. Further, when necessary, the Hotel may use other appropriate means to notify Guests, etc.

(1) When changes are in the general interest of Guests.

(2) When changes do not contravene the objective of transactions related to these Terms and Conditions, and when said changes are reasonable based on their necessity, the suitability of content following the changes and any other circumstances related to the changes.

Attached Table No. 1

Calculation Method for Accommodation Charges (Ref. Paragraph 1 of Article 2 and Paragraph 1 of Article 15)

	Contents	
Total amount payable by the Guest	Accommodation Charge	(i)Basic Accommodation Charge (Room charge (or Room charge including breakfast and other food and beverage expenses and other additional charges associated with the accommodation plan)) (ii) Consumption tax (iii)Accommodation tax (imposed by local government)
	Food and beverages charge	(iv) Food and beverages (Excluding those included in (i)) (v) Consumption tax
	Other	(vi) Their charges incidental to accommodation (vii) Consumption tax

Remarks:

1. Accommodation charge at the time of confirmation of reservation in Attached Table No. 2 is the total of (i) Basic room charge, (ii) Consumption tax above.
2. The accommodation tax and consumption tax mentioned above shall be in accordance with the revised provisions of the tax laws and ordinances when they are revised.
3. Accommodation tax and consumption tax shall be subject to tax-exclusive method.

Attached Table No. 2

Cancellation Charge for Hotel (Ref. Paragraph 2 of Article 8)

	Date when cancellation of contract is noticed					
	No show	Same-day	1 day prior	2 to 7 days prior	8 to 14 days prior	15 to 30 days prior
Contracted number of Guests Up to 7 people	100%	100%	100%	—	—	—
Group (8 or more contracted guests)	100%	100%	100%	100%	50%	30%

Remarks:

1. The cancellation charge will be calculated from the day when we receive the notice of cancellation of the contract from the Guest.
2. % is the percentage of the room charge when the reservation is confirmed based on Attached Table No.1.
3. The cancellation charge may vary depending on the reservation route and accommodation plan. For details, please refer to the reservation site/travel agency's policy or contact the Hotel.
4. When the number of days contracted is shortened, the cancellation charge for the first day of the cancelled period shall be paid by Guest regardless of the number of days shortened.

日本ホテル株式会社
NIPPON HOTEL Co.,Ltd.

JR-EAST HOTEL METS

RULES AND REGULATIONS

In accordance with Article 13 of our Accommodation Terms and Conditions, JR-EAST HOTEL METS has established the following rules to ensure the safety, comfort, and public nature of our facilities for all guests. Please note that failure to comply with these rules may result in the refusal of accommodation or use of our hotel facilities.

1. Scope of Application
   These rules apply to all guests using the areas managed by the hotel, including guest rooms, restaurants, lounges, self-service cloakrooms, gyms, and other facilities (hereinafter referred to as "Hotel Facilities").
2. Fire and Safety Rules
   - Do not use heating or cooking appliances inside the guest rooms.
   - Do not smoke in bed, in any fire-prone areas, or in designated non-smoking areas.
   - Always monitor your power banks (portable chargers) while in use.
   - Specifically, do not use or charge power banks under the following conditions:

(1) Unattended inside the guest room (e.g., while you are out).
(2) In direct sunlight.
(3) On flammable surfaces such as beds, sheets, or linens.
(4) If the power bank shows damage, swelling, or overheating.

- Refrain from any other acts that may cause a fire.

3. Please do not bring the following items into the hotel:

(1) Animals or birds (pets), except for certified assistance dogs (guide dogs, service dogs, hearing dogs).
(2) Items emitting significantly foul odors.
(3) Flammable or volatile materials, such as gunpowder, explosives, or gasoline.
(4) Guns, swords, or weapons that are not lawfully possessed.

4. Do not engage in gambling, conduct that disrupts public order or morals, or acts/words that disturb other guests inside the hotel.
5. Visitors are not allowed in guest rooms. Accommodating anyone other than registered guests is strictly prohibited.
6. Minors under 18 years of age are not permitted to stay without the consent of a parent or legal guardian.

7. Purpose of Use Guest rooms and the lobby must not be used for purposes other than accommodation. Do not use guest rooms or the lobby as offices, sales locations, exhibition spaces, or commercial video shooting locations.
8. Please refrain from walking around the hotel facilities in nightwear (pajamas) or slippers.
9. Do not display items near windows that may spoil the aesthetic appearance of the hotel.
10. Do not distribute advertisements or promotional materials to other guests inside the hotel.
11. Unless specified otherwise, laundry left in our care and lost items will be stored for 30 days following your departure date.
12. We cannot accept or store artwork, antiques, or similar valuable items.
13. Use of Facilities and Fixtures
   (1) Do not use facilities or items for purposes other than their intended use.
   (2) Do not take hotel facilities or items outside the hotel.
   (3) Do not relocate or modify any facilities or items.
14. Separate fees will be charged in the following circumstances:
   (1) Damage to or theft of hotel equipment or items is identified.
   (2) Special cleaning beyond standard procedures is required due to stains, vomiting, blood, or foul matter caused by eating, drinking, or other activities.
   (3) Smoking is identified outside designated smoking areas. (Costs will include specialized cleaning fees and standard room rates for the period the room remains out of service).
15. In preparation for emergencies, please locate the "Evacuation Route Map" posted on the inside of your guest room door and check the emergency exits on your floor in advance.
16. Under the PMDA (Pharmaceuticals and Medical Devices Act), hotel staff are strictly prohibited from providing medication to guests.
17. Except during emergencies or unavoidable circumstances, do not enter employee-only areas, emergency staircases, rooftops, or mechanical rooms.
18. The hotel will immediately refuse service under the following conditions. In severe cases, we will consult appropriate authorities, such as the police or legal counsel, and take strict action:
   (1) Violent acts, threats, extortion, coercive demands, or any forms of customer harassment against the hotel or staff.
   (2) Situations where a guest's safety cannot be guaranteed due to severe mental or physical distress, drug influence, or intoxication, or where the guest poses a risk of danger, fear, or anxiety to others.
   (3) Loud voices, singing, noisy behavior, gambling, or acts violating public order and morals that cause discomfort or annoyance to others.
   (4) Any other actions deemed inappropriate by the hotel.

If you notice any suspicious persons or unattended items, please notify the front desk immediately.

日本ホテル株式会社
NIPPON HOTEL Co.,Ltd.

JR-EAST HOTEL METS

HOTEL INTERNET COMMUNICATION TERMS OF USE

Nippon Hotel Co., Ltd. (“company”) has established the following terms of use (“these terms”) for our customers (“customers”) who use wired and/or wireless Internet connection (“service”), including shared Wi-Fi for JR hotel members, at hotels which company operates (“facilities”). By using the service, you indicate your acceptance of these terms.

■ Equipment, Peripherals and Software

・ Customers are responsible for the preparation of any and all communication equipment, peripherals, software, and security measures, etc.(“equipment”)necessary to use service, and any associated costs for such preparation should be borne by customers. Company does not warrant the performance of equipment.

■ Disclaimers

・ Company shall not be liable for unavailability and/or interruption of service, and any damage or trouble incurred to customer relating to service unless it is caused by company’s intentional act or gross negligence.
・ Customers shall be liable for any damage incurred to company and/or any third party caused by customers’ violation of these terms, in which case, the customers shall assume any and all responsibility and cost, and hold company harmless against any claim.

■ Prohibited acts

・ Customers shall not conduct any of the following acts using service. If customers commit any of the following acts, company may suspend or terminate usage of service without prior notice.

1. Any acts that violate or may violate any rights of a third party or company;
2. Any acts that are against, or may be against public order and morals;
3. Election campaign or any acts similar thereto;
4. Any acts that relate to sexual entertainment or missionary work;
5. Commercial use of service itself such as resale or rental of service;
6. Mass-emailing advertising, and/or any transmission of promotional or other solicitation materials to company and/or any third party;
7. Interference with the receipt of emails intended for company and/or any third party;
8. Impersonating any third party during the use of or by means of service;
9. Using or providing any harmful programs, etc., through or in relation to service;

10. Any acts that cause damage, loss or disadvantage to company or any third party;
11. Any acts that interfere with service;
12. Any acts that interrupt operation of the service;
13. Any acts that violate or may violate laws or regulations;
14. Any other acts that company determines as being inappropriate.

■ Description of Service, etc.

- Company may suspend or terminate service without prior notice, when company determines such suspension or termination is necessary due to operational or any other reason.
- Company does not warrant the safety of service While service is designed to ensure necessary security.
- VPN connections may be unavailable with some VPN software.
- Company may restrict the access of any website, which it determines is not desirable to be accessed through service.

■ General Provisions

- These terms may be amended or abolished without prior notice. When any amendments are made to these terms, the details and effective date will be posted on our website or other means.
- These terms are governed by the laws of Japan.
- Any dispute between company and customers in relation to service shall be settled by mutual consultation between both parties in good faith. If the dispute is not settled among parties, the Tokyo District Court or Tokyo Summary Court shall have exclusive jurisdiction in the first instance.