

1. Method of Use

- (1) The Plaza THANKS Program may only be used by the Members of the Keio Plaza Hotel Chain.
- (2) Please present the Membership Card every time when using the Membership Card. Points may not be added or used if the Membership Card is not presented or if it is presented after payment.
- (3) The Membership Card may not be loaned or transferred to others. The Hotel shall not be liable for any damages incurred by the Member due to appropriation for payment with points, exchanges of points, access to points and other acts concerning the Program that are attributable to the loss or theft of the Membership Card or the intent or negligence of the Member.
- (4) One (1) Membership Card may be used for one (1) payment. Points may not be used by adding the points accumulated on a Membership Card of someone other than the Member named on the Membership Card.

2. Application of Level and Addition of Plaza THANKS Points

- (1) Benefits and services such as points corresponding to the three categories of levels will be provided according to the below chart when the Member uses accommodations, restaurants, bars and lounges, Poppins, banquets for weddings and (personal) celebrations or condolences, and tenants participating in the Program in the Keio Plaza Hotel Chain:

■ List of Principal Points

Name of Level	Bloom	Prime	Royal
Total usage amount (excluding taxes) in a one year period	0yen }	100,000yen }	300,000yen~
	99,999yen	299,999yen	
Points	<ul style="list-style-type: none"> ■ Accommodation 2points for every 100 yen spent ■ Restaurant, Bar and Lounge 5points for every 100 yen spent ■ Take-out products such as Poppins 3points for every 100 yen spent 	<ul style="list-style-type: none"> ■ Accommodation 3points for every 100 yen spent ■ Restaurant, Bar and Lounge 7points for every 100 yen spent ■ Take-out products such as Poppins 3points for every 100 yen spent 	<ul style="list-style-type: none"> ■ Accommodation 5points for every 100 yen spent ■ Restaurant, Bar and Lounge 10points for every 100 yen spent ■ Take-out products such as Poppins 3points for every 100 yen spent
	Of the usage amount (excluding taxes), any amount that is less than 100 yen will be rounded off.		
	<ul style="list-style-type: none"> ■ Weddings and personal celebrations or condolences at banquet halls 20 points for every 5,000yen spent 		
	Of the usage amount (excluding taxes), any amount that is less than 5,000 yen will be rounded off.		

- (2) Points will be added for the subject usage amount (excluding taxes) for every payment made.
- (3) The points that have been added may, in principle, be used from the day after the day the points are added by the Hotel. The points cannot be used on the day they are added.
- (4) Points will not be added for the part of the amount to which points were appropriated for payment.
- (5) Points will not be added for usage through agencies, usage with discounts, purchase of merchandise gift certificates (Keio Plaza Checks), accommodation vouchers and restaurant gift certificates, and usage for excluded products, such as special event products, or at excluded facilities.
- (6) When restaurants, bars and lounges are used by room charge during the Member's stay at an accommodation, points will be added at check-out or on the payment date during the Member's stay.
- (7) The addition of points may be delayed if the Membership Card cannot be used due to damage or magnetic strip malfunction, etc., or if any online difficulties or other problems, etc. occur.

(8) The most up-to-date information with respect to other details regarding benefits and services such as points will be published on the Keio Plaza Hotel WEB site, etc.

3. Payment by Points

- (1) Points may be appropriated for payment, with one (1) point for one (1) yen, for use at the Keio Plaza Hotel Chain for accommodations, restaurants, bars and lounges, Poppins and the tenants participating in the Program. Points may not be appropriated for the use of banquet halls.
- (2) Points may not be appropriated for payment for the purchase of merchandise gift certificates (Keio Plaza Checks), accommodation vouchers and restaurant gift certificates, etc., sales on credit, and usage for excluded products, such as special event products, or at excluded facilities.
- (3) Points may not be exchanged for cash.

4. Exchange of Points

- (1) Points may be exchanged for merchandise-exchanged-for-points, such as original Hotel gifts.
- (2) The Member should apply for the exchange of points. The identity of the Member will be confirmed at the time of application.
- (3) The number of points required for the exchange will be subtracted from the point balance at the time the Hotel accepts the exchange of points.

5. Validity Period of Points

Points that have been added during the one (1) year period from the month in which the Member registers will be valid for two (2) years and one (1) month from the following month after such one (1) year period ends. Points for which the validity period has passed will automatically expire. This addition and validity period will be the same from the following year onwards.

(Example) In case you become a member in October:

Year 1		Year 2		Year 3		Year 4		Year 5	
October	September <small>[next calendar year]</small>	October	September <small>[next calendar year]</small>	October	September <small>[next calendar year]</small>	October	September <small>[next calendar year]</small>	October	September <small>[next calendar year]</small>
Year 1 points added						Year 1 points expire (end of November)			
Year 1 points remain valid									
		Year 2 points added						Year 2 points expire (end of November)	
Year 2 points remain valid									

6. Treatment of Points in Association with Withdrawal, etc.

If the Member withdraws, if membership qualification is revoked or if membership qualification is lost, points will automatically expire at such time.

7. Change or Termination of the Plaza THANKS Program

The Hotel may change or terminate the Program without notice. The most up-to-date information will be notified on the Keio Plaza Hotel WEB site.



KEIO PLAZA HOTEL

Member Relations **SHINJUKU**

2-2-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo
160-8330 Japan
+81-3-5322-8020

Office hours

From Monday to Friday except holidays (9:30 a.m.~6:30 p.m.)

E-mail: member-rlt@keioplaza.co.jp



KEIO PLAZA HOTEL

Executive Card

Executive Card Membership Terms & Conditions

Plaza THANKS Program Usage Guide

Executive Card Membership Terms & Conditions

1. Keio Plaza Hotel Chain

The Keio Plaza Hotel Chain is the collective name for Keio Plaza Hotel (Shinjuku), Keio Plaza Hotel Tama and Keio Plaza Hachioji, which are operated by Keio Plaza Hotel Co., Ltd., and Keio Plaza Hotel Sapporo, which is operated by Keio Plaza Hotel Sapporo Co., Ltd. (the Keio Plaza Hotel Chain is hereinafter referred to as the "Hotel").

2. Members

An executive card member (the "Member") means an individual who has, upon approving these Terms and Conditions set forth by the Hotel, filled in the required matters in the designated application form and applied for enrollment, and who the Hotel recognizes to be qualified and approves the enrollment of and to whom an Executive Membership Card (the "Membership Card") is issued.

3. Membership Qualification

A Member is a person who meets all of the below conditions:

- (1) An individual person (corporations and groups are not allowed); and
- (2) A person who is 18 years or older.

4. Issuance of the Membership Card

- (1) Only one (1) Membership Card will be issued for one (1) Member.
- (2) The Member shall manage and use the Membership Card with the due care of a prudent manager.
- (3) The Membership Card may only be used by the Member. Please present the Membership Card every time when using the Membership Card. The Membership Card may not be transferred or loaned to a third party.
- (4) Damages and other losses that arise due to the Member violating the preceding two clauses or a third party using the Membership Card will be borne by the Member.

5. Lost or Stolen Membership Card and Reissuance

If the Membership Card is lost or stolen, etc., please immediately contact Member Relations, which is provided in Article 19, of that effect. Upon a hearing of the circumstances, etc. of the loss or theft, the Membership Card will be reissued only if the Hotel determines it as appropriate. Furthermore, the points at the time the reissuance procedures are taken will be carried over.

6. Enrollment Fee, Annual Membership Fee

There is no enrollment fee or annual membership fee

7. Payment Method

Please pay by cash or credit card when making payments at the Hotel or participating tenants of the "Plaza THANKS Program" (please see Article 8). No sales on credit may be made by presenting the Membership Card.

8. Provision of Plaza THANKS Program

(1) Pursuant to the "Plaza THANKS Program" set forth in this Terms and Conditions and Attachment (the "Program"), the Hotel will provide benefits and services when the Member uses the Hotel and tenants participating in the Program. Furthermore, based on the Member's total usage amount (excluding taxes) during a one (1) year period (the "Standard Amount"), levels are set in the Program and benefits and services such as points corresponding to each level will be provided. In addition, levels will change according to the conditions set forth in Article 9. The names of the levels and the Standard Amount in each level are as in the chart below:

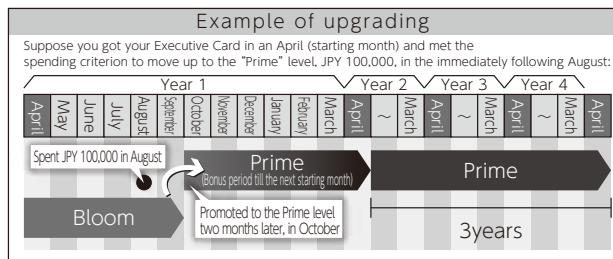
Name of Level	Bloom	Prime	Royal
Total usage amount (excluding taxes) in a one year period	0yen }	100,000yen }	300,000yen~
	99,999yen	299,999yen	

(2) Usage through agencies, purchase of merchandise gift certificates (Keio Plaza Checks), accommodation vouchers and restaurant gift certificates, and usage for excluded products, such as special event products, or at excluded facilities shall be excluded from the usage amount in the preceding clause. The most up-to-date information with respect to details will be published on the Keio Plaza Hotel WEB site, etc.

9. Application and Period of Level

- (1) The Bloom level will apply to the Member upon enrollment.
- (2) The Hotel will consider the month in which it receives the registration for membership as the starting month of the term and such month will be the starting month of the term every year.
- (3) If the total usage amount (excluding taxes) meets the Standard Amount of the higher level within one year from the starting month of the term of that year, the higher level will be applied from two months thereafter. The applicable period of this level will be the period of a three (3) year period added to the number of months from the month that the higher level was applied until the starting month of the term of the following year (provided,

however, that if the Standard Amount is met in the twelfth month from the starting month of the term of that year, the period will be three (3) years).
 (4) If the total usage amount (excluding taxes) of the one (1) year period from the starting month of the term of each year meets the Standard Amount of that level one or more times during the applicable period of the level in the preceding clause, that level will be applied. Furthermore, if the Standard Amount of that level is not met three (3) consecutive times, the level will be changed based on the Standard Amount after the end of the applicable period.



10. Notification of Change

If a change arises to the required matters stated at the time of registration for membership, the Member shall give notification of such change to Member Relations, which is provided in Article 19, without delay. The Hotel and the tenants participating in the Program shall not be liable if benefits or services such as points are not provided due to there being no notification.

11. Withdrawal

- (1) If the Member wishes to withdraw, the Member may withdraw by a notification from the Member to Member Relations, which is provided in Article 19.
- (2) If the Member is unable to give a notification of withdrawal due to reasons beyond his or her control or if a situation where contact cannot be made arises, withdrawal may be accepted by a notification from a family member or a relative upon taking into consideration the circumstances. In this instance, the Hotel will not be liable even if a dispute arises between the Member and the family member or relative who made the notification for withdrawal.
- (3) In the instances of the preceding two (2) clauses, the Member, the family member or the relative shall destroy the Membership Card.

12. Revocation of Membership Qualification

- (1) If the Member is discovered to be an organized crime group member, an organized crime group-related group or a related party, or other anti-social forces, the membership qualification will be revoked. In addition, if it is discovered at the time of application for enrollment, enrollment will be refused.
- (2) If the Hotel determines that there was a disqualifying act as a Member, such as an act that violates this Terms and Conditions or the public order and morality, etc., or if there was a false application at the time of application for enrollment, membership qualification will be revoked.

13. Loss of Membership Qualification

- (1) If the Member does not use the Hotel or the tenants participating in the Program over a five (5) year period from the last day of use of the Membership Card, membership qualification shall be forfeited.
- (2) If the Member passes away, membership qualification shall be forfeited. In this instance, a family member or relative should promptly provide notification.

14. Handling of Personal Information

- (1) Acquisition of personal information
 The Hotel will obtain personal information of the applicants for enrollment and the Members (collectively, the "Members, etc.") from the Members, etc. during transactions with the Hotel, including applications for enrollment (the "Transactions"). Personal information of the Members, etc. includes the following information:
 - (i) Personal information such as the names, etc. that the Members, etc. stated in the designated application form; and
 - (ii) Personal information with respect to usage results, etc. concerning the Transactions.
- (2) Use of personal information
 Personal information will be used within the scope of the following purposes of use:
 - (i) Use of customer information that is necessary according to the provisions of the laws and regulations;
 - (ii) Use for business guides such as sending newsletters of the Keio Plaza Hotel Chain, and information of various forms of hospitality, plans and events;
 - (iii) Use as statistical information to the extent individuals are not identified for usage trend surveys, new product development and customer satisfaction surveys;
 - (iv) Use for the management of Member information in each Member organization and services conducted for the Member;
 - (v) Use for the communication by letter, telephone or email in response to opinions received in questionnaires, etc.;
 - (vi) Use for communications for information and confirmations relating to

transactions, etc., delivery of products, payment and settlement of prices, and other related matters;

- (vii) Responses to inquiries and requests, etc.; and
 - (viii) Other uses concerning the general provision of the Hotel's services.
- (3) Provision of personal information to third parties
 The Hotel will provide personal information to subcontractors within the scope of the purpose of use in the preceding clause, such as for sending newsletters, and within the scope of the purpose of use such as managing registration of Member-related data and providing services relating to point services (Please refer to the privacy policy separately set forth by the Hotel for details.). In this instance, the Hotel will have the subcontractors take appropriate protective measures such as the duty of confidentiality for the personal information.

- (4) (Disclosure, Revision, Discontinuation of Use of Personal Information)
 - (i) If there is a request from the Members, etc. for the disclosure, revision or discontinuation of use of the personal information concerning such Members, etc., the Hotel will respond in good faith to the reasonable and necessary extent upon confirming that the person making the request is the Members, etc.
 - (ii) Please contact Member Relations, which is provided in Article 19, for details with respect to procedures concerning requests for disclosure, etc. (required documents, reception method, method of confirming the Members, etc., handling fees, etc.).

(5) (Other)

In addition to this Article 14, personal information will be handled pursuant to the privacy policy (Policy on the Protection of Personal Information) that is separately set forth by the Hotel.

15. Changes, etc. to this Terms and Conditions

- (1) The Hotel may change, revise or abolish this Terms and Conditions (the "Changes, etc."). Furthermore, the Changes, etc. to this Terms and Conditions will be notified on the hotel website provided in Article 19 (the "Website"). The Changes, etc. will become effective with the publication on the Website, and the Terms and Conditions published on the Website will be applied as the most up-to-date version.
- (2) If you wish for written notification from the Hotel with respect to the contents of the Changes, etc. of this Terms and Conditions, please make a request at Member Relations, which is provided in Article 19.

16. Exclusion from Liability

- (1) The Hotel shall not be liable for any damages incurred by the Member due to appropriation for payments with points, exchanges for points, access to points and other acts concerning the Program by third parties that are attributable to the loss or theft of the Membership Card or the intent or negligence of the Member.
- (2) The Hotel shall not be liable for any trouble arising between the Member and the tenants participating in the Program or third parties when the Member uses the tenants participating in the Program.
- (3) The Hotel will not be liable if the Member is unable to use services such as the addition of points concerning the Program as a result of damages, such as line disturbances and server malfunctions, to the Hotel arising due to unforeseeable circumstances including natural disasters; provided, however, that if the use can be confirmed by presenting receipts, etc., the service of adding points, etc. will be provided.

17. Compensation for Damages

The Hotel shall not be liable for any damages (monetary damages, emotional distress and other loss) that arise incidentally to the changes to this Terms and Conditions set forth in Article 15, etc., changes to or termination of the Program or other provision, etc. of the Program.

18. Agreed Court with Jurisdiction

The Tokyo District Court will be the agreed court with exclusive jurisdiction of the first instance with respect to any dispute concerning this Terms and Conditions and the Program.

19. Member Relations :

[Shinjuku, Hachioji, Tama]
 Membership Office
 Keio Plaza Hotel Co., Ltd.
 2-2-1 Nishi-shinjuku, Shinjuku-ku, Tokyo 160-8330
 03-3344-0111 (Weekdays 9:30 A.M. ~ 6:30 P.M. / excluding Saturdays, Sundays, holidays and New Years' holiday)
<http://www.keioplaza.com/>

[Sapporo]
 Membership Office
 Keio Plaza Hotel Sapporo Co., Ltd.
 2-1 North 5 West 7, Chuo-ku, Sapporo, Hokkaido 060-0005
 011-271-0111 (Weekdays 9:00 A.M. ~ 5:30 P.M. / excluding Saturdays, Sundays, holidays and New Years' holiday)
<http://www.keioplaza-sapporo.co.jp/english/>