Executive Card

Executive Card Membership Terms & Conditions

Plaza THANKS Program Usage Guide

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 misappropriation 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
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:

<table>
<thead>
<tr>
<th>Name of Level</th>
<th>Bloom</th>
<th>Prime</th>
<th>Royal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total usage amount (excluding tax) in a one year period</td>
<td>99,999yen</td>
<td>100,000yen</td>
<td>299,999yen</td>
</tr>
</tbody>
</table>

Points:
- **Accommodation**: 2 points for every 100 yen spent.
- **Restaurant, Bar and Lounge**: 3 points for every 100 yen spent.
- **Take-out products such as Poppins**: 3 points for every 100 yen spent.
- **Weddings and personal celebrations or condolences at banquet halls**: 20 points for every 5,000yen spent.

- Of the usage amount (excluding tax), any amount that is less than 100 yen will be rounded off.
- Of the usage amount (excluding taxes), any amount that is less than 5,000 yen will be rounded off.

Points will be added for the subject usage amount (excluding taxes) for every payment made.
(5) 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.
(6) Points will not be added for the part of the amount to which points were appropriated for payment.
(7) 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.
(8) 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.
(9) 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.

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.

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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 who the Hotel recognises to be qualified and approves the enrollment of, and to whom an Executive Membership Card (the “Membership Card”) is issued.

3. Membership Qualification and Reissuance

A Member is a person who meets all of the below conditions:
(a) Individual person (incorporations and groups are not allowed); and
(b) A person who is 18 years or older.

4. Issuance of the Membership Card

Only one Membership Card will be issued for one (1) Member.
The Member shall manage and use the Membership Card with the due care of a prudent manager.
(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.
In the case where the Member is informed of the Hotel’s violation of 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

Use pay by cash or credit card when making payments at the Hotel or participating tenants of the “Plaza THANKS Program” (please see Article 8) in sales on credit cards, not to present the Membership Card.

8. Provision of Plaza THANKS Program

Pursuant to the “Plaza THANKS Program” set forth in this Terms and Conditions and this Article 8, the Membership Card holder (the “Member”) will be able to enjoy 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 certain period (the “Standard Amount”), levels are set in the Program and benefits and services such as points corresponding to the Member’s points are 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**
  - 100,000 yen
  - 299,999 yen
  - 300,000 yen

- **Usage through agencies, purchase of merchandise gift certificates, (Keio Plaza Check), accommodation vouchers and restaurant gift certificates, and usage for excluded products, such as special event products, or at excluded facilities (excluding the above two items) 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

- **The Bloom level will be given to Members upon enrollment.
- 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 of that year.
- 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 set forth for two months thereafter. In this case, 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 third year period will not be considered). 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 in the general provision of 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 of the next higher level.**

10. Notification of Change

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

(a) 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.
(b) If the Member is unable to withdraw for reasons beyond his or her control or if a situation where cannot be made avoidable, withdrawal may be accepted by a notification from a family member or a relative upon the Member’s consideration. In this case, the Hotel will not be liable even if a dispute arises between the Member and the family member or the relative.
(c) If the Member is unable to withdraw, then the Family member or the relative shall destroy the Membership Card.

12. Relegation of Membership Level

(a) 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.
(b) If the Member is discovered to have a disqualifying act as a Member, such as an act that violates the Democratic Constitution, the right to vote and 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

(a) If the Member does not use the Hotel or the tenants participating in the Program over a five (5) period year from the last day of use of the Membership Card, membership qualification shall be forfeited.
(b) 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

(a) Acquisition of personal information

The Hotel shall 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:

Personal information such as the names, etc. that the Members, etc. stated in the designated application form;

Personal Information with respect to usage results, etc. concerning the Transactions;

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Personal information with respect to usage results, etc. concerning the Transactions;

(a) Use for business purposes (such as sending newsletters of the Keio Plaza Hotel Chain, information of various forms of hospitality, plans and events);

(b) Use as statistical information concerning the extent to which the Hotel’s services have been used, based on user engagement trend surveys, new product development and customer satisfaction surveys;

(c) Use for the management of Member information in each Member’s account (Member’s account information), etc.;

(d) Use for the communication by letter, telephone or email in response to opinions received in questionnaires, etc.;

(e) Use for communications for information and confirmations relating to the Hotel’s services, etc. of delivery of products, payment and settlement of prices, and other related matters;

(f) Responses to inquiries and requests, etc.; and

(g) Other uses concerning the Member’s account information and the Hotel’s services.

15. Changes, etc. to this Terms and Conditions

(1) The Hotel may change, abolish or modify 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”).
(2) The Changes, etc. to this Terms and Conditions 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.
(3) If you wish for written notification concerning the contents of the Changes, etc. of this Terms and Conditions, please contact the Membership Relations, which is provided in Article 19.

16. Exclusion from Membership

(1) The Hotel shall not be liable for any damages incurred by the Member due to any of the Changes, etc. to this Terms and Conditions and the Hotel shall not be liable even if a dispute arises between the Member and the Hotel related to the Changes, etc. to this Terms and Conditions.
(2) 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.

17. Confidentiality of Personal Information

Confidentiality of Personal Information

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, changes to or termination of the Program or other provision, etc. of the Program.

18. Agreement Court with Jurisdiction

The Tokyo District Court shall 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. Membership Relations :

- **[Shinjuku, Hachioji, Tama]
  Membership Office
  Keio Plaza Hotel Co., Ltd.
  2-21-1 Nishi-shinjuku, Shinjuku-ku, Tokyo 160-8330
  03-3344-0111 (Weekdays) / 9:30 A.M. ~ 3:30 P.M. / excluding Saturdays, Sundays, holidays and New Year’s holiday)
  http://www.keio-plaza.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. ~ 5:00 P.M. / excluding Saturdays, Sundays, holidays and New Year’s holiday)
  http://www.keio-plaza-sapporo.co.jp/english/**