

After revision	Before revision
<p>1. Definition of the Service</p> <p>(1) The Plaza THANKS Program Terms of Use (these “Terms of Use”) covers the service when using the Keio Plaza Hotel Chain (the “Hotel”) and Plaza THANKS Program participating tenants, in which Plaza THANKS Points (the “Points”) are awarded and can be used to defray the cost of purchases or can be exchanged for points-redemption-merchandise.</p> <p>(2) These Terms of Use relate to the privileges described in the following terms and conditions, which are separately stipulated by the Hotel:</p> <p>(i) Executive Card Member Terms and Conditions;</p> <p>(ii) Executive Card W Member Terms and Conditions;</p> <p>(iii) 47 Club Member Terms and Conditions;</p> <p>(iv) Keio Plaza Card Member Terms and Conditions; and</p> <p>(v) Executive Card Plaza Eminence Club Member Terms and Conditions.</p> <p>(3) Use of these Terms of Use construes acceptance of any of the membership agreements set forth in clause (2) and the My Page Terms of Use.</p>	<p>1. Definition of the Service</p> <p>(1) The “Plaza THANKS Program” (the “Program”) is a service where if the Keio Plaza Hotel Chain (the “Hotel”) and the tenants participating in the Program are used, the Hotel Member will be added “Plaza THANKS Points” (the “Points”), and the Member can appropriate the Points for payments or exchange the Points for merchandise-exchanged-for-points (the “Service”).</p> <p>(2) The Program is one of the benefits listed in Article 8 of the Executive Card Membership Terms and Conditions (the “Member Terms and Conditions”) separately set forth by the Hotel.</p> <p>(3) The Member shall consent to the Program and the Member Terms and Conditions in using the Service.</p>
<p>2. Usage Method</p> <p>(1) The privileges set forth in these Terms of Use are available only to members who have approved one of the membership agreements set forth in Article 1, clause (2), who have been accepted for membership by the Hotel, and who have been issued a membership card with a membership number (the “Members” and the “Membership Card,” respectively).</p> <p>(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.</p> <p>(3) One (1) Membership Card may be used for one (1) payment.</p> <p>(4) Even if a Member has multiple membership numbers, the Points under these Terms of Use will be credited to the membership number presented, and the Points held under other membership numbers cannot be combined or transferred.</p>	<p>2. Method of Use</p> <p>(1) The Plaza THANKS Program may only be used by the Members of the Hotel.</p> <p>(2) Please present the Membership Card every time prior to making a payment. Points may not be added or used if the Membership Card is not presented or if it is presented after payment.</p> <p>(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 the 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.</p> <p>(4) One (1) Membership Card may be used for one (1) payment.</p> <p>(5) Even if the Member has multiple Membership Cards, the Points from the Program will be added to each respective card, and the Points from each card may not be totaled nor may the Points be transferred to another card.</p>
<p>3. Plaza THANKS Points</p> <p>(1) Points will be added and privileges and services will be provided according to the three membership levels in the table below when the Membership Card is presented and used at the Hotel for accommodations, restaurants, bars/lounges, Poppins, room service, gift shops, weddings and banquets for congratulations or condolences paid for by individuals (excluding payments by corporations, groups, etc.) (hereinafter “wedding and banquets for congratulations or condolences paid by individuals”), and at facilities such as Plaza THANKS Program participating tenants. Points will be added to only one Membership Card per bill.</p>	<p>3. Application of Level and Addition of Plaza THANKS Points</p> <p>(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 presents the Membership Card and uses accommodations, restaurants, bars and lounges, Poppins, banquets for weddings and (personal) celebrations or condolences, and at tenants participating in the Program in the Hotel. Further, the Points will be added to one (1) Membership Card for one (1) payment.</p>

■ Number of points awarded per membership level (calculated per 100 yen spent [excluding tax])			
	Membership level		
	Bloom	Prime	Royal
Accommodations	2 points	3 points	5 points
Restaurants, bars, lounges* ¹	5 points	7 points	10 points
Take-out products from Poppins, etc.* ²	3 points		
Wedding and banquets for congratulations or condolences paid by individuals	1 point		
* ¹ Includes usage for room service and at Plaza THANKS Program participating tenants.			
* ² Includes purchases at the gift shop, lobby gallery and online store.			
(2) The following items or uses are not eligible for the addition of the Points.			
<ul style="list-style-type: none">• The part of the amount appropriated for payment with Points;• The part of the amount to which discounts were applied;• The part of the payment by various complimentary tickets such as meal tickets and accommodation tickets and tickets exchanged for Points;• Fees other than guest room rates such as various taxes (consumption tax, accommodation tax, etc.), refrigerator and mini bar fees during the use of guest rooms, telephone and fax transmission costs, and laundry fees; fees ancillary to club lounge SKY PLAZA IBASHO, and parking fees, etc.• Payments made by a third-party for accommodation of said third party as a result of the Member’s referral.• The part used via an agency or other online reservation site, etc.;• The payment price of various use coupons, cancellation charges, and the part used for products and facilities (tenants, etc.) that are partially excluded such as special event products;• Items that the Hotel temporarily pays in advance for such as deliveries and taxis; and• Other items that the Hotel separately determines to be excluded.			
4. Addition of Points			
(1) Points will be added for the subject usage amount (excluding taxes) for every transaction in which the transfer of money has been completed and the delivery of the goods or services to be provided has been completed (the “Settlement”).			
(2) The Points that have been added at the time of the Settlement may be used from the day after the day of the Settlement. However, the Points awarded during campaigns or other special events may be used from the day separately stipulated by the Hotel.			
(3) If the Member uses the restaurant, bar/lounge, Poppins, room service, or gift shop during their stay, the Points for such usage will be added the day after the check-out date. In addition, if a representative pays for more than one room, the			

■List of Points (Points added for every 100 yen (excluding tax) that is used) *1			
	Name of Level		
	Bloom	Prime	Royal
Accommodation	2 Points	3 Points	5 Points
Restaurant, Bar and Lounge	5 Points	7 Points	10 Points
Take-out products such as Poppins *2	3 Points		
Weddings and personal celebrations or condolences at banquet halls	1 Point		
*1 Any amount that is less than 100 yen will be rounded off.			
*2 Including purchase prices at the Lobby Gallery and the Online Shop.			
(2) Points will not be added in cases of the following matters or uses:			
<ul style="list-style-type: none">• The part of the amount appropriated for payment with Points;• The part of the amount to which discounts were applied;• The part of the payment by various complimentary tickets such as meal tickets and accommodation tickets and tickets exchanged for Points• Fees other than guest room rates such as various taxes (consumption tax, accommodation tax, etc.), refrigerator and mini bar fees during the use of guest rooms, telephone and fax transmission costs, and laundry fees;• The part used via an agency or other online reservation site, etc.;• The payment price of various use coupons, cancellation charges, and the part used for products and facilities (tenants, etc.) that are partially excluded such as special event products;• Items that the Hotel temporarily pays in advance for such as deliveries and taxis; and• Other items that the Hotel separately determines to be excluded.			
(3) The most up-to-date information with respect to other details regarding benefits and services such as Points will be published on the Hotel website, etc.			
4. Addition of Points			
(1) Points will be added for the subject usage amount (excluding taxes) for every payment made.			
(2) The Member may use the Points calculated at the time of payment from the day after such payment date; provided, however, that special Points that are granted not in relation to payments can be used from the date separately provided by the Hotel. *The separately provided date is provided on each complimentary ticket.			
(3) When restaurants, bars and lounges are used by room charge during the Member’s stay at an accommodation, the Points from such use will be added on the day after the check-out date.			

<p>Points associated with all rooms will be added the day after all rooms are checked out.</p> <p>(4) The addition of the 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 with the Hotel's operating system.</p> <p>(5) In case of omission or error in the addition of the Points, the Hotel will accept and correct such omission or error upon request within one year from the date of use, provided that the Hotel deems the request to be reasonable.</p> <p>(6) The Hotel reserves the right to cancel or request the return of any added amount of spending or points that have been erroneously credited by the Hotel after notifying the Member.</p>	<p>(4) 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 in the Hotel-operated system or other problems, etc. occur.</p> <p>(5) If there is any omission or mistake in the addition of Points and if there is a request within one (1) year from the date of use, such request will be accepted, and corrections will be made, as long as the Hotel determines it to be appropriate.</p>
<p>5. Payment Using Points</p> <p>(1) The Points may be appropriated for payment, with one (1) point for one (1) yen, for use at the Hotel for accommodations, restaurants, bars and lounges, Poppins, room service, gift shops, and Plaza THANKS Program participating tenants. However, the Points may not be appropriated for the use of banquet halls.</p> <p>(2) The 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 (tenants, etc.).</p> <p>(3) The Points may not be appropriated for payments made through agents or other online reservation sites.</p> <p>(4) Points may not be exchanged for cash.</p>	<p>5. Payment by Points</p> <p>(1) Points may be appropriated for payment, with one (1) Point for one (1) yen, for use at the Hotel for accommodations, restaurants, bars and lounges, Poppins and the tenants participating in the Program. Points may not be appropriated for payment of the use of banquet halls.</p> <p>(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.</p> <p>(3) Points may not be exchanged for cash.</p>
<p>6. Exchange of Points for Points-Redemption-Merchandise</p> <p>(1) Points may be exchanged for points-redemption-merchandise, such as original Hotel gifts, etc.</p> <p>(2) Only the Member can apply for the exchange of points for points-redemption-merchandise.</p> <p>(3) The exchange of points for points-redemption-merchandise can be applied for using either of the following methods:</p> <p>(i) Application by placing a telephone call to Member Relations; or</p> <p>(ii) Application from My Page where Members can log in by setting their e-mail address and password (only for those who are a resident of Japan)</p> <p>(4) 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.</p> <p>(5) Points-redemption-merchandise will be shipped only within Japan. Points-redemption-merchandise will be shipped as soon as it is ready.</p> <p>(6) No returns, cancellations, exchanges, or changes in delivery address are allowed after applying for points-redemption-merchandise.</p> <p>(7) The Hotel is not liable whatsoever for any loss, theft, defacement, damage, etc. that occurs during delivery of point-redemption products.</p> <p>(8) Resale of points-redemption-merchandise is prohibited.</p> <p>(9) If three months have passed since the application for the points-redemption-merchandise, inquiries regarding the shipment of the points-redemption-merchandise will not be responded to.</p>	<p>6. Exchange of Points</p> <p>(1) Points may be exchanged for merchandise-exchanged-for-Points, such as original Hotel gifts.</p> <p>(2) The Member should apply for the exchange of Points. The identity of the Member will be confirmed at the time of application.</p> <p>(3) The application for the exchange of Points can be made by any of the following methods:</p> <p>(i) Application by phone to the Membership Office;</p> <p>(ii) Application at the Banquet Salon at Keio Plaza Hotel (Shinjuku); or</p> <p>(iii) Application from an exclusive account on the Hotel homepage (only for those who have an address in Japan).</p> <p>(4) 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.</p> <p>(5) Delivery of merchandise-exchanged-for-Points is limited to within Japan.</p> <p>(6) The Member can return a merchandise-exchanged-for-Points only within 14 days upon receipt thereof; provided, however, that this shall apply only if the merchandise-exchanged-for-Points is unused. Furthermore, if shipping fees arise in making a return, the Member shall bear such fees. The Points will be returned after the Hotel receives the returned product from the member.</p> <p>(7) If any loss, theft, defacement, damage or otherwise arises during the delivery of the merchandise-exchanged-for-Points, the Hotel will not be liable for any damages arising as a result thereof.</p> <p>(8) The resale of gift certificates exchanged with Points is prohibited.</p> <p>(9) Inquiries concerning the shipping of merchandise-exchanged-for-Points for which one (1) year has passed after its exchange will not be accepted.</p>
<p>7. Validity Period of the Points</p> <p>(1) The 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 from the following month after such one (1) year period ends. Points for which the validity</p>	<p>7. Validity Period of Points</p> <p>Points will be totaled for every one (1) year period from the month in which the Member registers, and will be valid for two (2) years from the following month after such one (1) year period ends. Points for which the</p>

<p>period has passed will automatically expire. This addition and validity period will be the same from the following year onwards.</p> <p>(2) Expired points are not refundable for any reason.</p>	<p>validity period has passed will automatically expire. This addition and validity period will be the same from the following year onwards.</p>
<p>8. Treatment of Points in Association with Withdrawal, etc.</p> <p>If the Member withdraws, or if their membership qualification is revoked or lost, the Points will automatically expire at such time.</p>	<p>8. Revisions to or Termination of the Plaza THANKS Program</p> <p>(1) The Hotel may revise or terminate the Program at the Hotel’s own discretion.</p> <p>(2) If the Hotel revises or terminates the Program, the fact of such revision or termination, and in the case of a revision, the content of the Program after such revision and the date on which such revisions take effect, will be notified on the Hotel’s website by one (1) month prior to the date on which the revision or termination are due to take effect.</p> <p>(3) When the Member uses the Hotel’s services based on the Program on or after the date on which the revised Program takes effect, the Member shall be deemed to have consented to the revisions to the Program.</p>
<p>9. Change or Termination of the Plaza THANKS Program</p> <p>(1) The Hotel may revise or terminate these Terms of Use at the Hotel’s own discretion.</p> <p>(2) In the case where the Hotel intends to revise or terminate these Terms of Use, the fact of such revision or termination will be made, the content of these Terms of Use after such revision and the date on which such revisions take effect shall be notified on the Hotel’s website by no later than one (1) month prior to the date on which the revisions are due to take effect.</p> <p>(3) In the case where the Member has used the Hotel’s services based on these Terms of Use on or after the date on which the revised Terms of Use takes effect, it shall be regarded that the Member has agreed upon the revisions hereto.</p>	<p>9. Revisions to or Termination of the Plaza THANKS Program</p> <p>(1) The Hotel may revise or terminate the Program at the Hotel’s own discretion.</p> <p>(2) If the Hotel revises or terminates the Program, the fact of such revision or termination, and in the case of a revision, the content of the Program after such revision and the date on which such revisions take effect, will be notified on the Hotel’s website by one (1) month prior to the date on which the revision or termination are due to take effect.</p> <p>(3) When the Member uses the Hotel’s services based on the Program on or after the date on which the revised Program takes effect, the Member shall be deemed to have consented to the revisions to the Program.</p>
<p>10. Governing Law and Court of Jurisdiction</p> <p>(1) The interpretation and effect of these Terms of Use shall be governed by the laws of Japan.</p> <p>(2) The Member and the Hotel agree that the Tokyo District Court will be the agreed court with exclusive jurisdiction of the first instance when a judicial dispute arises with respect to these Terms of Use.</p>	<p>10. Governing Law and Jurisdiction</p> <p>(1) The interpretation and effect of the Program shall be governed by the laws of Japan.</p> <p>(2) When the Member uses the Hotel’s services based on the Program on or after the date on which the revised Program takes effect, the Member shall be deemed to have consented to the revisions to the Program.</p>
<p>Supplementary Provisions</p> <p>1. Established: June 8, 2001</p> <p>2. Person in charge: General Manager of Sales Strategy Department</p> <p>3. Revised: November 1, 2006</p> <p>Revised: October 1, 2015</p> <p>Revised: March 11, 2020</p> <p>Revised: October 1, 2020</p> <p>Revised: August 1, 2024</p>	<p>Supplementary Provisions</p> <p>1. Established: June 8, 2001</p> <p>2. Person in charge: General Manager of Sales Strategy Department</p> <p>3. Revised: November 1, 2006</p> <p>Revised: October 1, 2015</p> <p>Revised: March 11, 2020</p> <p>Revised: October 1, 2020</p>

End of Terms and Conditions