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 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, banquet facilities 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 taxes) in a one year period</td>
<td>99,999yen</td>
<td>100,000yen</td>
<td>299,999yen</td>
</tr>
<tr>
<td>Points</td>
<td>300,000yen~</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

   | Points | 300,000yen~ |
   | Accommodation 2points for every 100 yen spent | 3points for every 100 yen spent |
   | Restaurant, bar and lounge 5points for every 100 yen spent | 7points for every 100 yen spent |
   | Take-out products such as Poppins 3points for every 100 yen spent | 3points for every 100 yen spent |

   (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:

<table>
<thead>
<tr>
<th>Year 1</th>
<th>Year 2</th>
<th>Year 3</th>
<th>Year 4</th>
<th>Year 5</th>
</tr>
</thead>
<tbody>
<tr>
<td>October</td>
<td>September</td>
<td>September</td>
<td>September</td>
<td>September</td>
</tr>
<tr>
<td>Year 1 points added</td>
<td>Year 2 points added</td>
<td>Year 2 points added</td>
<td>Year 2 points added</td>
<td>Year 2 points added</td>
</tr>
<tr>
<td>Year 1 points remain valid</td>
<td>Year 2 points remain valid</td>
<td>Year 2 points remain valid</td>
<td>Year 2 points remain valid</td>
<td>Year 2 points remain valid</td>
</tr>
</tbody>
</table>

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. Revisions or Termination of the Plaza THANKS Program
   (1) The Hotel may revise or terminate the Program at the Hotel’s own discretion.
   (2) In the case where the Hotel intends to revise or terminate the Program, the fact of such revision or termination will be made, the content of the Program 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.
   (3) In the case where the Member has used the Hotel’s services based on the Program on or after the date on which the revised Program takes effect, it shall be regarded that the Member has agreed upon the revisions hereto.

Executive Card

Executive Card Membership Terms & Conditions
Plaza THANKS Program Usage Guide

Member Relations - SHINJUKU
2-2-1 Nishi-Shinjuku, Shinjuku-ku, Tokyo
160-8380 Japan
+81-3-5322-8020

Office hours
From Monday to Friday except holidays (9:30 a.m. to 6:30 p.m.)
E-mail: member-rlt@keioplaza.co.jp

2020.03
1. Keio Plaza Hotel Chain
The "Keio Plaza Hotel Chain" is the collective name for Keio Plaza Hotel (Shinjuku), Keio Plaza Hotel Tokyo, and Keio Plaza Hotel Hakone, which are operated by Keio Plaza Hotel Co., Ltd. and 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 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:
(A) Individual person (incorporations and groups are not allowed);
(B) A person who is 18 years old or older.

4. Issuance of the Membership Card
(1) Only one Membership Card will be issued for one (1) Member.
(2) The Member shall manage and use the Membership Card with the due care and prudence.
(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.

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 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
The guest may use the credit card or credit card when making payments at the Hotel or participating in the events of the "Plaza THANKS Program" (please see Article 8).

8. Provision of Plaza THANKS Program
Pursuant to the "Plaza THANKS Program" set forth in this Terms and Conditions and the membership qualification will be revoked. In addition, if it is discovered at the time of application for enrollment, enrollment will be refused. If the Hotel determines that there was a disqualifying act as a Member, such as an act that violates hotel conditions or public order and morality, etc., or if there was a false application at the time of application for enrollment, membership qualification will be revoked.

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 Membership 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 as points are not provided due to there being no notification.

11. Withdrawal
If (i) the Member wishes to withdraw, the Member may withdraw by a notification from the Member to Membership Relations, which is provided in Article 19. The Member shall give notification of such change to Membership Relations, which is provided in Article 19, without delay. The Hotel and the tenants participating in the Program shall state any expenses or charges for points, access to points, etc., that the Member can use to the Member's favor and for the services used by the Member, etc., the Hotel will respond in good faith to the reasonable and necessary extent upon confirming that the person making the request is the Member, etc., the Hotel will not provide personal information concerning such Member, etc., the Hotel will respond in good faith to the reasonable and necessary extent upon confirming that the person making the request is the Member, etc., the Hotel will not provide personal information concerning such Member, etc.

12. Revocation of Membership
If (i) 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. If the Hotel determines that there was a disqualifying act as a Member, such as an act that violates hotel conditions or 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
If (i) 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 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.
(3) 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:
(A) Personal Information such as the names, etc., that the Members, etc. stated in the designated application form;
(B) Personal Information with respect to usage results, etc., concerning the Transactions;

15. Changes, etc., to this Terms and Conditions
The Hotel may introduce new and revise or abolish this Terms and Conditions and the Services related to points, access to points, etc., that the Member can use to the Member’s favor and for the services used by the Member, etc., the Hotel will respond in good faith to the reasonable and necessary extent upon confirming that the person making the request is the Member, etc., the Hotel will not provide personal information concerning such Member, etc., the Hotel will respond in good faith to the reasonable and necessary extent upon confirming that the person making the request is the Member, etc., the Hotel will provide personal information to sub contractors within the scope of the purpose of use in the sending request, etc., and within the scope of the purpose of use such as managing registration of Membership Relations, which is provided in Article 19, in sending request, etc., (please refer to the privacy policy separately set forth by the Hotel for details.). In this instance, the Hotel will have the sub contractors take appropriate protective measures such as the degree 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 Member, etc., the Hotel will respond in good faith to the reasonable and necessary extent upon confirming that the person making the request is the Member, etc., the Hotel will provide personal information to sub contractors within the scope of the purpose of use in the sending request, etc., and within the scope of the purpose of use such as managing registration of Membership Relations, which is provided in Article 19, in sending request, etc., (please refer to the privacy policy separately set forth by the Hotel for details.). In this instance, the Hotel will have the sub contractors take appropriate protective measures such as the degree of confidentiality for the personal information.

16. Exclusion from Liability
(1) The Hotel shall not be liable for any damages incurred by the Member due to applications for membership, changes for points, access to points, etc., that the Member can use to the Member’s favor and for the services used by the Member, etc., the Hotel will respond in good faith to the reasonable and necessary extent upon confirming that the person making the request is the Member, etc., the Hotel will provide personal information to sub contractors within the scope of the purpose of use in the sending request, etc., and within the scope of the purpose of use such as managing registration of Membership Relations, which is provided in Article 19, in sending request, etc., etc.

17. Confirmation 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 and the Programs, etc., to the changes to the Program or other provision, etc., of the Program.

18. Agreement with Jurisdiction
The Tokyo District Court shall be the agreed court with exclusive jurisdiction of the first instance with respect to any dispute concerning these Terms and Conditions and the Program.

19. Membership Relations:
[Shinjuku, Hachioji, Tama]
Membership Office
Keio Plaza Hotel Co., Ltd.
2-21 Nishinshuku, Shinjuku-ku, Tokyo 160-8330
03-3344-0111 (Weekdays) 9:30 A.M.~3:00 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 West 5, Chuo-ku, Sapporo, Hokkaido 060-0005
011-271-0111 (Weekdays) 9:00 A.M.~3:00 P.M./ (excluding Saturdays, Sundays, holidays and New Year’s holiday)
http://www.keio-plaza-sapporo.co.jp/english/