

Regulations for the Users of Fujita Kanko Group Members Card (For Members whose Addresses are outside Japan)

Chapter 1 Regarding Fujita Kanko Group Membership Card

Article 1 Name and Purpose of the Card

The Fujita Kanko Group Membership Card (hereinafter referred to as “the Membership Card”) is a card with which members defined in Article 3 can receive various membership services including the membership benefits specified in Article 10 (hereinafter referred to as “the Services”) when they use any of the facilities of Fujita Kanko Group (hereinafter referred to as “our Facilities”).

Article 2 Operating Body

The operating body of the Membership Card is Fujita Kanko Inc. (hereinafter referred to as “our company”). The management of the Membership Card is performed by Fujita Kanko Group Membership Card Center (hereinafter referred to as “the Center”).

Article 3 Definition of the Member

1. A member is an individual who has agreed with the regulations for the users of Fujita Kanko Group Membership Card (hereinafter referred to as “these Regulations”), applied for membership with the membership card application form specified by our company (hereinafter referred to as “the Application Form”) or via the online application window in our website (hereinafter referred to as “the Application Window”), and been qualified for membership by our company (hereinafter referred to as “the Member”).
2. All the mandatory fields on the Application Form or the Application Window for the Membership Card shall be filled out. If any mandatory fields are left blank, registration may be rejected. In addition, registration is limited to applicants with addresses outside Japan.
3. The Member shall be individuals at the age of 16 or over, and registration by legal entities, groups, or the like is not acceptable.
4. If an applicant falls under any of the following cases, his/her application for the registration for the Membership Card will be rejected. If it is proved after registration that an applicant falls under any of the following cases, our company will immediately proceed with membership cancellation:
 - (1) An applicant provides false information at the time of registration
 - (2) An applicant is a gangster, a member or related person of an organization affiliated with any organized crime group or other antisocial forces, and a member of any legal entities or other organizations of which business activities are governed by an organized crime group or members of an organized crime group
 - (3) An applicant commits acts involving violence, injury, insistence, intimidation, blackmail, fraud and other acts equivalent to the foregoing, or makes demands beyond a reasonable scope, at any of our Facilities
 - (4) An applicant is deemed to be likely to commit acts against the law or offensive to public order and morals, or give language or behavior that is a considerable nuisance to other customers, at any of our Facilities

- (5) An applicant causes trouble due to deferred payment or the like at any of our Facilities
- (6) An applicant violates these Regulations
- (7) It is concluded that an applicant is not eligible for membership due to any other reasons

Article 4 Registration Fee and Annual Membership Fee

Neither a registration fee nor an annual membership fee is charged; provided, however, that each and every Member is required to pay 300 yen (tax included) for the issuance of the Membership Card. The issuance fee will not be refunded for whatever reason.

Article 5 Regarding the Membership Card

1. The Membership Card will be issued for a customer registered as a member.
2. Every time you use any of our Facilities, please make sure that you bring your Membership Card and show it to the staff in charge of the facility. If you fail to present your Membership Card, any of the Services will not be provided.
3. The Member shall manage his/her Membership Card with due care of a prudent manager. The use of the Membership Card shall be limited to the member himself/herself, and it is not allowed to transfer or lend the Membership Card to others.
4. A Membership Card will be issued to a Member (no Member is allowed to apply for, or have, multiple Membership Cards under the same name).
5. Fujita Kanko Group Membership Card Points (hereinafter referred to as “Points”) across multiple Membership Cards shall not be combined and transferred to any one of the Membership Cards of the Member, even when it is the Membership Cards under his/her own name.

Article 6 Change in Registered Information

When your name or e-mail address is changed, please notify the Center of said change. After identification, the Center makes changes in your registered information. In addition, a Member can make changes in his/her registered information on his/her own via the “Fujita Kanko Group Membership Card Members-Only Website (hereinafter referred to as “the Members-Only Website”)” and “Fujita Kanko Group Membership Card Members-Only Mobile Website (hereinafter referred to as “the Members-Only Mobile Website”).” If you fail to inform the Center of any changes, the point program may become unavailable. Furthermore, our company cannot send you various notifications, and you may be disqualified for membership.

Article 7 Reissuance of the Membership Card

1. If your Membership Card is lost or stolen, please notify any of our hotels. After identification, the notified hotel will revoke the lost or stolen Membership Card and then issue a new Membership Card. Our company will ask you to pay 300 yen (tax included) for the reissuance of the Membership Card.
2. All the Points accumulated in a lost or stolen Membership Card at the time of its cancellation will be transferred to a new Membership Card; provided, however, that if a third party uses the Points accumulated in a lost or stolen Membership Card during the period from a loss or theft of the Membership Card to its cancellation, compensation for or restitution of such Points will not be provided.

Article 8 Cancellation of Membership

If a Member falls under any of the following cases, the Member will be disqualified from membership:

- (1) A Member dies
- (2) A Member applies for withdrawal from membership
- (3) A Member requests deletion of his/her personal information (after identification, personal information of the Member will be deleted).
- (4) A Member fails to abide by the Terms and Conditions for Accommodation Contract of our Facilities, the Facility Usage Regulations and the like.
- (5) A Member is disqualified from membership in accordance with Section 4 of Article 3
- (6) For other reasons related to any of the above cases

Article 9 Change in These Regulations

1. Our company may revise these Regulations by notifying the Member of details on said revision via our website. When these Regulations are revised, any items pertaining to the Services provided shall be in compliance with the revised Regulations.
2. Due to management considerations, or in case of natural disasters or other emergencies, or the like, the Services provided may be temporarily suspended or stopped without advance notice.
3. In case of Sections 1 and 2 of this article, our company will assume no responsibility.

Chapter 2 Regarding Various Services

Article 10 Membership Benefits

The following services will be offered to the Member in the Services:

- (1) The point program specified in Article 11
- (2) Dissemination of information on our Facilities via direct mail and e-mail
- (3) Provision of members-only complimentary rates: Please see the members-only webpage for details.
- (4) Checkout time extension. If you inform staff when you check in at any of WHG Hotels (hotels from the Washington Hotels, Hotel Gracery, and Hotel Fujita chain), you can extend your checkout time by an hour for free; provided, however, that your request may be rejected, depending on reservations on the day. In addition, you cannot use this checkout time extension program in conjunction with any other checkout time extension that is already included in your booking plan or the like.

Article 11 Point Program

1. Details of point addition

(1) Points are added the next day of usage or later, according to the amount of an accommodation fee, payments of food and drink, green fees at our golf courses, entrance fees, or payments at in-hotel shops in any of our Facilities that offer the Services.

(2) For every 100 yen you spend, you will get 4 Points.

*When you make a reservation through a travel agent (including online agents), you will equally get 50 Points (per night) regardless of the amount of payment.

(3) Amounts of payment subject to point addition include service charges and taxes such as consumption tax, bath tax and hotel tax.

(4) Payment methods subject to point addition include cash, credit cards, electronic money “WAON”, and cash voucher (restaurant tickets for our hotel restaurants, and gift certificates issued by credit card companies).

(5) There is no maximum limitation of adding Points.

(6) You cannot get any Points if you fail to present your Membership Card. Please make sure that you bring your Membership Card.

2. Services subject to point addition

Stay	Accommodation fees and booking plan fees (excluding charges for refrigerators, phone calls, pay televisions, massage and the like)
Food and Drink	Meal fees, drink fees, charges for private room usage, and booking plan fees
Golf courses	Green fees, payments of food and drink
Facilities	Entrance fees
In-hotel Shops	Excluding some in-hotel shops and tenants

3. Payment not subject to point addition

You cannot get any Points in the following cases:

(1) A fraction of less than 100 yen

(2) Room charges such as charges for refrigerators, phone calls, pay televisions and massage, and any charges other than booking plan fees, as well as taxes and service charges associated with the charges

(3) Payments of food and drink, charges for private room usage, and any charges other than booking plan fees, as well as taxes and service charges associated with the payments and charges, at affiliated restaurants

(4) Payments of wedding ceremonies (including restaurant weddings and wedding after-parties)

(5) Payment made by any customer other than a qualified member

(6) Payment made by a tour conductor who has multiple Membership Cards and uses them

(7) Addition of Points to multiple Membership Cards for a single payment

(8) Post payment such as wire transfer

(9) Payment made by legal entities

(10) Payment made with complimentary tickets or Fujita Kanko Facilities using tickets, or through the payment-with-points program, or the like

(11) Payment made before membership registration (Registration of an applicant is completed when our company receives the applicant’s registration application. An applicant can get Points for payment made at the time of registration application.)

4. Annual earned Points and Points you can get the next year (Membership Upgrading Program)

(1) You can save up Points the next year, according to the Points you earned for a year (bonus points, campaign points, online booking points, and group points are not subject to the Upgrading Program). The period of calculation of Points earned for a year is from January 1 to December 31, regardless of the date of membership registration.

(2) The period during which you can save up Points starts on February 1 the next year and ends on January 31 in the year after the next year.

(3) For a year when you can save up Points, you can get Points according to the Points you earned in the previous year.

(4) The number of Points you will get in the year after the next year is changed according to the Points you earned from January 1 to December 31 in the year before the subject year.

Points You Earned for a Year *Excluding bonus points, campaign points, online booking points and group points	Points You will Get the Next Year
When you earn less than 4,000 points	4 points for every 100 yen
When you earn 4,000 points or greater	4 points + 1 point for every 100 yen
When you earn 20,000 points or greater	4 points + 2 points for every 100 yen

5. Details of the payment-with-points program

(1) You can redeem your Points by 1.5 times the money and use the Points to make payment at any of our Facilities that offers the payment-with-points program.

(2) Starting from 500 Points (worth 750 yen), you can use your Points in 1-yen increments.

(3) When Points are redeemed to amounts available for payment, fractions are rounded off.

(4) Fractions of Points used for payment are rounded up. Any Points used do not have fractions.

(5) Points used for payment cannot be cancelled for whatever reason.

(6) Conditions of conversion rates, usage increments, and the like may be changed without advance notice. In addition, the payment-with-points program may be temporarily suspended or stopped without advance notice.

(7) You cannot get any Points for payment made with your Points.

(8) Points cannot be redeemed to cash.

(9) Facilities that offer the payment-with-points program

WHG Hotels (hotels from the Washington Hotels, Hotel Gracery, and Hotel Fujita chain), Hotel Chinzanso Tokyo, Taiko-en, Civic Sky Restaurant Chinzanso, Hotel Azur Takeshiba, Hakone Hotel Kowakien, Hakone Kowakien Miyama Furin, B&B Pension Hakone, Ito Kowakien, Yufuin Ryokuyu, Towada Hotel, Hakone Kowakien Yunessun, Shimoda Floating Aquarium, Camellia Hills Country Club (as of October 26, 2016)

(10) You cannot get any Points if you fail to present your Membership Card. Please make sure that you bring your Membership Card.

6. Services subject to payment with points

Stay	Accommodation fees and booking plan fees (excluding charges for refrigerators, phone calls, pay televisions, massage and the like)
Food and Drink	Meal fees, drink fees, charges for private room usage, and booking plan fees
Golf courses	Green fees, payments of food and drink
Facilities	Entrance fees
In-hotel Shops	Excluding some in-hotel shops and tenants.

7. Payment not subject to the payment-with-point program

You cannot make payment with your Points in the following cases:

(1) Payments less than 750 yen

(2) Payment with Points less than 500 Points

(3) Room charges such as charges for refrigerators, phone calls, pay televisions, and massage and any charges other than booking plan fees, as well as taxes and service charges associated with the charges

(4) Payments of food and drink, charges for private room usage, and any charges other than booking plan fees, as well as taxes and service charges associated with the payments and charges, at restaurants that accept payment with points

(5) Payment made at Facilities that do not offer the payment-with-point program

(6) Payments of wedding ceremonies (including restaurant weddings and wedding after-parties)

(7) Payment made by legal entities

(8) Payment made at tenants, some in-hotel shops or the like

(9) Payment made with the Membership Card not presented

(10) Payment made before usage of the Facilities, such as advances received and deposits received

(11) Payment made after usage

(12) Payment made with the Membership Card not yet delivered due to the reissuance of the Card or the like

8. When you cannot redeem your Points and when you cannot use the payment-with-points program

You cannot redeem your Points and use the payment-with-points program in the following cases:

(1) The Membership Card is damaged

(2) Natural disasters, power outages, system troubles, failure in terminals, or any other compelling circumstances occur

(3) The provision of services for the Member is suspended due to system considerations such as system maintenance

(4) A Member violates, or is likely to violate, these Regulations

(5) A Membership Card is counterfeited or falsified, or Points are illegally created

9. Conversion to WAON points

Even when you redeem your Points to WAON points, you cannot redeem your Points to electronic money "WAON."

Please refer to the "WAON" official website for details on WAON points and electronic money "WAON."

<http://www.waon.net/index.html>

10. In accordance with the previous section, if a Member cannot redeem his/her Points or use the payment-with-point program and any inconvenience or damage is incurred thereby, our company shall assume no responsibility.

11. Period of validity of Points

Points will remain valid for maximum of 3 years from the day when you earn the Points (they will be valid until December 31 two years after you acquire them).

12. Cancellation of Points

In accordance with Article 8, if a Member is disqualified from membership, the Member will lose all Points he/she collected.

13. Facilities that offer the Services

WHG Hotels (hotels from the Washington Hotels, Hotel Gracery, and Hotel Fujita chain),

Hotel Chinzanso Tokyo, Taiko-en, Civic Sky Restaurant Chinzanso, Hotel Azur Takeshiba, Hakone Hotel Kowakien, Hakone Kowakien Miyama Furin, B&B Pension Hakone, Ito Kowakien, Yufuin Ryokuyu, Towada Hotel, Hakone Kowakien Yunessun, Shimoda Floating Aquarium, Camellia Hills Country Club, Wisterian Life Club (excluding Prominent Kurumayama Kogen), Fujita Kanko Group Partner's Hotels (excluding some non-participating facilities)

(As of October 26, 2016)

*It is assumed that the Member agrees beforehand that the Center may add or change the abovementioned Facilities that offer the Services.

Chapter 3 Regarding the Handling of Personal Information

Article 12 Handler of personal information

Our company will specify the basic policy for protecting personal information handled in the Service, campaigns and questionnaires related to the Service, etc. and the Center shall be responsible for the protection and management of personal information. The personal information protection policy of the Fujita Kanko Group is available in the website of our company.

<http://www.fujita-kanko.co.jp/policy/>

Article 13 Purpose of use of personal information

The personal information received at the time of registration (including the information after the revision to notified items), the dates of member's use, used facilities, usage points, and accumulated points (hereinafter referred to as "Personal Information") shall be used for the following purposes:

- (1) To check in and offer services while users stay at facilities
- (2) To communicate necessary information for the Service and the business of facilities
- (3) To send notification emails in the email distribution service
- (4) To identify users when reissuing cards after the loss of the cards or the like
- (5) To answer inquiries from customers with reference to related information
- (6) To deliver gifts, necessary related documents, etc. to users
- (7) To survey the trend of use of the Service
- (8) To improve the services of facilities with reference to provided information

Article 14 Notifications to members

1. When you register your email address via the members-only website for PCs or cell phones at the time of application, facilities may send emails for advertisement, etc.
2. If you want to change registered information after application, please access the members-only website for PCs or cell phones and change the information by yourself.

Article 15 Sharing of personal information

The personal information described in Article 13 will be shared in the Fujita Kanko Group within the necessary range for attaining the following purposes of use.

- (1) To offer services to customers, such as the notifications on the use, etc. of facilities (for wedding, banquets, restaurants, accommodation, leisure, golf courses, etc.) of the Fujita Kanko Group, the dispatch of products, and the settlement of bills, and conduct related

tasks

- (2) To send notifications, questionnaires, etc. about the business and facilities (wedding, banquets, restaurants, accommodation, leisure, golf courses, etc.) of the Fujita Kanko Group
- (3) To do statistical surveys and analysis using a computer or the like, in order to use their results for grasping the usage situation of the facilities, products, services, etc. of the Fujita Kanko Group, improve and develop them.
- (4) To manage and operate the membership organizations of the Fujita Kanko Group (including the organizations for the users of Fujita Kanko Group Member's Card, etc., the members of Wisterian Life Club and Club Fujita, and those who hold wedding ceremonies), offer services to members, and conduct related tasks

Article 16 Outsourcing

Our company will outsource all or part of the following tasks and provide outsourcees with necessary personal information, in order to conduct business smoothly.

- (1) Receipt of application forms and check of their contents
- (2) Tasks related to the issuance of membership cards
- (3) Tasks related to the forwarding of inquiries regarding the subscription to and use of the Service
- (4) Tasks related to the receipt and registration of notifications on the loss and theft of membership cards and changes to notified items
- (5) Tasks related to the accumulation, use, etc. of points
- (6) Tasks accompanying the information processing and computation of the Service
- (7) Other tasks designated by the Center among the tasks related to the Service and membership cards

* Members shall agree that the Center will add or change the above-mentioned tasks if necessary.

Article 17 Protection of personal information

System administrators and those who engage in tasks that require personal information (including outsourcees) shall handle personal information responsibly, and manage it strictly to protect it from leak, falsification, and unauthorized use. Our company will never disclose personal information to a third party without the approval of each user who has provided said personal information, except the following cases.

- (1) A law or regulation requires disclosure.
- (2) Disclosure is required for protecting the life, body, or assets of a person, and it is difficult to obtain the consent of a user who has provided personal information.
- (3) Our company needs to cooperate with a domestic institution, a local government, or a person entrusted by said organization in conducting a clerical task specified by a law or regulation, and the consent of a user who has provided personal information might hinder said clerical task.

Article 18 Disclosure, correction, and deletion of personal information

If you want to disclose, correct, or delete your personal information, please contact the Center. At that time, please provide your information for identifying you.

Chapter 4 Others

Article 19 Change and termination of the Service

Our company may terminate part or all of the Service for a reason attributable to our company. In this case, all rights of members related to the use of the Service shall become invalid when the Service is terminated, unless our company explicitly notifies, informs, or announces that said rights are handled differently.

Article 20 Disclaimer

1. If a member causes any inconvenience or damage to a third party by using the Service, said matter shall be settled between the parties concerned on their own responsibilities, and our company will not take any responsibility for said matter.
2. Even if the poor state of communications or the like makes it impossible for a member to use the Service and causes any inconvenience or damage, our company will not take any responsibility for said matter.

Article 21 Governing law

These regulations shall be governed by the Japanese law.

Article 22 Jurisdictional court

The first trial of any lawsuits between a member and our company shall be held exclusively at Tokyo District Court.

Regarding the contact point for dealing with inquiries about membership cards and facility booking

Please access the following site to ask about the Service, cards, regulations, etc.

Members-only website for Fujita Kanko Group Member's Card

<http://fgmc.fujita-kanko.com/>