

### **Article 1. Membership Program Name**

The Fujita Members is a program that provides members as specified in Article 3 with various services (collectively, "this service"), including membership privileges as specified in Article 10, when members use Fujita Kanko facilities (collectively, "facilities") as designated by Fujita Kanko Inc. (collectively, "Fujita Kanko", "the Company," "we", "our" or "us").

### **Article 2. Management Body**

Fujita Kanko is the management body of The Fujita Members. Additionally, operational duties for The Fujita Members are managed by The Fujita Members head office (collectively, "the head office").

### **Article 3. Membership Eligibility**

1. Members (collectively, ""members"") are individuals who have agreed to the The Fujita Members terms of service (collectively, ""terms of service""), completed the specified registration procedures and been acknowledged as a member by Fujita Kanko.
2. Membership is available to individuals 18 and older. Companies and organizations cannot become members.
3. Anyone for which the following applies cannot become a member or re-apply for membership. Additionally, if it is found that any of the following applies to an individual after they become a member, we may suspend service and immediately cancel the member's membership without notice or warning to the member, in which case the member may lose their membership, access to services, and all associated privileges immediately
  - 1) The information contained in the member's application is found to be false or incomplete.
  - 2) The member is a member or associate of a criminal organization or other antisocial force, or part of a corporation or other organization whose business activities are controlled by a criminal organization.
  - 3) The member assaults, coerces, threatens, extorts, or deceives others at facilities.
  - 4) The member is deemed liable to behave at the facility in a manner contrary to the law or public order, or to speak or act in a manner that causes significant inconvenience to other guests.
  - 5) The member does not comply with the terms and conditions for using a facility or staying in a facility's accommodations.
  - 6) Issues arise related to the member failing to pay for their use of facilities.

- 7) The member violates the terms of service.
- 8) The member is found to have lost their membership previously due to a breach of the terms of service.
- 9) The member is otherwise found to be unsuitable for membership.

#### **Article 4. Enrollment**

1. To enroll in this program, applicants must register on The Fujita Members official website. Please fill out the required sections of the application form via the Fujita Kanko website. Additionally, if an applicant registers provisionally using methods specified by Fujita Kanko, if they become a member within the time period specified by Fujita Kanko, they are considered to have become a member at the time of their provisional registration.
2. Applicants applying to this program are required to agree to the terms of service. When an applicant applies for this program via the application form on Fujita Kanko's website, they are deemed to have agreed to the terms of service.
3. Members can create a member-exclusive page (collectively, "profile page") displayed after logging in to The Fujita Members official website (a single user cannot create multiple profile pages). The QR code displayed on a member's profile page is their membership card (collectively, "membership card").
4. The management of passwords and membership cards for this service is the responsibility of the member. Allowing third parties to use, lend, transfer, change the name of, or sell membership cards is not permitted. Additionally, if a third party is believed to have access to a member's user ID, password, or membership card due to loss or other reasons, the member is to notify Fujita Kanko immediately. The member is solely responsible for any damage or disputes that result from misuse of a member's user ID, password, or membership card due to personal error, mistaken use, or use by third parties.

#### **Article 5. Membership and Annual Fees**

Membership is free, and there are no annual fees.

#### **Article 6. Profile Change Notifications**

If there is a change to a member's name, address, telephone number, or e-mail address, the member should update it promptly from their profile page. Failing to notify Fujita Kanko of any changes will result in the member being unable to use point-related services. Membership may also be terminated in the event we are unable to contact the member.

#### **Article 7. Termination of Membership**

In the event of any of the following, the member will lose their membership and forfeit all benefits.

- 1) If the member dies.
- 2) If the member issues a request to the head office to cancel their membership.
- 3) If the member issues a request to the head office to delete their personal data. (The deletion will occur after the member confirms their identity.)
- 4) If Fujita Kanko becomes unable to contact the member with the contact information provided by the member.
- 5) If membership is revoked in accordance with Article 3, Section 3.
- 6) For any reason similar to those listed above.

#### **Article 8. Changes to Terms of Service**

1. The Company may issue changes to the terms of service, with notification thereof posted 14 or more days in advance on the Company's website. In the event the terms of service are changed, all matters related to the service will follow the updated terms of service.
2. This service may be suspended without warning in the event of operational issues, natural disasters, or other emergencies.
4. The Company assumes no responsibility in the event of Sections 1 and 2 of this Article.

#### **Article 9. Membership Benefits**

This service confers the following benefits to members.

- 1) The Point Program described in Article 10.
- 2) Distribution of information about facilities via direct mail and email.
- 3) Quick check-in (lodging facilities only). When staying at a lodging facility, members can check-in simply by entering their name. Members must present their membership card at this time.

- 4) Members-only products and discounts (see profile page and mail magazine for details).

## **Article 10. Point Program**

### 1. The Fujita Members Points

The Fujita Members Points (collectively, ""points"") are the name for points awarded to members by facilities.

### 2. Membership Stages

- 1) The number of points a member acquires in a given year determines their membership stage for the following year. (Bonus points and campaign points do not apply for improving a member's stage.) Calculation period for yearly points spans January 1st to December 31st, regardless of membership enrollment.

Membership Stage	Yearly basic points acquired *Bonus points and campaign points are not eligible
Blue	Yearly points acquired total under 5,000
Gold	Yearly points acquired total 5,000 or more
Platinum	Yearly points acquired total 12,500 or more
Diamond	Yearly points acquired total 50,000 or more

Additionally, if a member meets the requirements for upgrading their stage by June 30th of the point calculation period, they become eligible for Diamond, Platinum, or Gold membership services starting on August 1st. Dropping to a lower stage is determined on a yearly basis.

- 2) Membership stages for the following year are valid from February 1st of the following year to January 31st of the year after the following year.

### 3. Awarding Points

- 1) Points will be awarded the day following a member's payment for services. The number of points awarded will be based on the amount paid for lodging, food and beverage, golf course play, admission fees, and at stores in facilities covered by this service.

- Points for multiple stays will be granted in a lump sum at checkout.

- Points earned at facilities outside Japan will be granted based on a conversion to Japanese yen at a rate set by Fujita Kanko.

- If the converted amount is not a whole number, points awarded will be rounded down to the nearest whole number.

2) Points are awarded based on membership stage.

Membership Stage	Stay and entry	Restaurants	Events	Bridal, banquets, shops	Golf
Blue	5 points per 100 yen	5 points per 100 yen	5 points per 100 yen	1 point per 100 yen	Weekdays: 5 points per 100 yen
Gold	8 points per 100 yen	8 points per 100 yen			Weekends/holidays: 1 point per 100 yen
Platinum	10 points per 100 yen	10 points per 100 yen			
Diamond	12 points per 100 yen	12 points per 100 yen			
	No upper limit	Upper limit of 10,000 points			

-Reservations made through a travel agency (including online booking sites) will reward 50 points (per night at a given accommodation) regardless of the amount spent or membership stage.

- 3) Point amounts awarded include service charges and taxes such as consumption tax, bath tax, hotel tax, and golf course use tax.
- 4) Points will be awarded to members based on payments made using cash, credit card, electronic money, or vouchers (i.e. hotel restaurant vouchers and gift vouchers issued by credit card companies).
- 5) Members must present their membership card in order to receive points.

4. Point Ineligibility

Points are not rewarded for the following.

- 1) Payment amounts that are less than 100 yen.
- 2) Amounts paid for accommodations other than the room/plan rates and associated taxes and service charges, including charges for refrigerators, telephones, paid TV service, massages, etc.
- 3) Amounts paid for food and beverage at restaurant facilities, private rooms, and charges not included in plan prices/associated tax and service charges.
- 4) Charges for wedding ceremonies and photo weddings that don't include food or drink.
- 5) Payments made by individuals other than members themselves.
- 6) Using multiple membership cards through a travel agency tour guide.
- 7) Awarding points to multiple members through a single usage.
- 8) Payments made at a later date through bank transfer or other method.
- 9) Hotel Chinzanso Tokyo spa admission fees, annual membership fees, and entrance fees.
- 10) Usage through invitations, vouchers for Fujita Kanko facilities, and point payment services.
- 11) Usage prior to completion of membership enrollment. (Enrollment becomes official

upon completion of the application process on Fujita Kanko's website.)

12) Other cases deemed ineligible by the facility.

#### 5. Point Payment Service

1) Points can be used to make payments via point payment service at eligible facilities.

-Points earned at facilities outside Japan will be granted based on a conversion to Japanese yen at a rate set by Fujita Kanko. If the converted amount is not a whole number, points awarded will be rounded down to the nearest whole number.

2) Point payments can be made in units of 1 yen, with 1 point equalling 1 yen.

3) The usage of points in payments cannot be cancelled for any reason.

4) Terms and conditions such as conversion rates and usage units are subject to change without notice. In addition, point payment service may be temporarily suspended or terminated without notice.

5) Points are not rewarded for payments made with points.

6) Points cannot be exchanged for cash.

7) Point payments cannot be made without presenting a membership card.

8) When paying for stays over multiple consecutive nights using a combination of reservations made directly through the official website or hotel and reservations made through travel agencies (including internet booking and travel sites), point payment priority will be given to reservations made directly through the official website or hotel.

#### 6. Using Point Payments for Bookings on Official Website

1) Members can use their points to pay for accommodation bookings made through the official website.

2) Points can be used as money in increments of 1 yen, where 1 point equals 1 yen.

-Points earned at facilities outside Japan will be granted based on a conversion to Japanese yen at a rate set by Fujita Kanko. If the converted amount is not a whole number, points awarded will be rounded down to the nearest whole number.

3) The minimum number of points you can spend is 1 point and the minimum value you can spend points on is 1 yen.

4) Points will be deducted as soon as the booking is confirmed. Once the booking is confirmed, the number of points used will not change.

5) Points used will only be refunded if the booking is cancelled online. (Refunds may take time to process in the event of system failure.)

6) Points will not be refunded if they have expired at the time of cancellation.

7) Points will not be refunded if a booking is cancelled via phone call or other method that does not use the internet.

- 8) In the event of cancellation, points used will be prioritized toward paying for any resulting cancellation fees. (Includes fees from pre-paid credit card charges and cancellations resulting from failing to arrive at an accommodation without notice.)
- 9) Paying with points does not reward points.

#### 7. Point Payment Service Exceptions

The following are ineligible for point payment service.

- 1) Failing to present a member's membership card on use.
- 2) Paying with multiple membership cards.
- 3) Amounts paid for accommodations other than the room/plan rates and associated taxes and service charges, including charges for refrigerators, telephones, paid TV service, massages, etc.
- 4) Amounts paid for food and beverage at restaurant facilities, private rooms, and charges not included in plan prices/associated tax and service charges.
- 5) Charges for wedding ceremonies and photo weddings that don't include food or drink.
- 6) Use of facilities not covered by point payment service.
- 7) Hotel Chinzanso Tokyo spa admission fees, annual membership fees, and entrance fees.
- 8) Usage by tenants and select stores.
- 9) Advance payments, deposits, and other payments made prior to the date of use.
- 10) Payments made after date of use.
- 11) Other cases deemed ineligible by the facility.

#### 8. Redeeming Points for Products

You may redeem points for products from your profile page.

#### 9. Limitations for Point Exchanges and Payments

1. Point exchanges and point payment service cannot be used under the following circumstances.
  - 1) In the event of a natural disaster, power failure, system failure, terminal failure, or any other unavoidable circumstances.
  - 2) If member services are temporarily suspended due to system maintenance or other system-related issue.
  - 3) If members violate or are believed to have violated the terms of service.
  - 4) If a member's membership card is altered or forged, or if a member's points have been earned through illegal means.
2. Fujita Kanko assumes no responsibility for any inconvenience or damage that results from a member's inability to use points for exchanges or payments due to any of the reasons listed in the previous section.

#### 10. Point Expiration

Points are valid up to a maximum of three years after the day the points are earned.  
(Until the end of December two years after the date the points were earned.)

#### 11. Point Forfeiture

If a member's membership is terminated in accordance with Article 7, they forfeit all points earned.

#### 12. Viewing Points/Usage History

Members can check their earned points and usage history via their profile page. A password is required to access profile pages. To improve security, members are asked to change their password at regular intervals.

#### 13. Valid Service Facilities

Fujita Kanko's official website ( <https://the-fujita-members.fujita-kanko.co.jp/> ) contains a list of facilities covered by this service. Additionally, the facilities covered by this service are subject to additions and changes.

### **Article 11. Management of Personal Data**

The Company has established a basic policy for the protection of personal data used by the service for promotions, surveys, etc., with the head office being responsible for the protection and management of personal data. The Fujita Kanko Group's data protection policy can be found on the following website : <https://www.fujita-kanko.co.jp/policy/>

### **Article 12. Personal Data Usage**

1. The company collects and retains personal data (collectively, "personal data") related to the following.
  - 1) Data registered when applying for membership or requesting changes, such as name, date of birth, e-mail address, zip code, address, telephone number, and anniversary dates.
  - 2) Data related to this service and service facilities, such as usage status, usage tendencies, usage history, and membership information.
  - 3) Data pertaining to customer satisfaction and other information obtained through the use of this service, such as promotion participation and questionnaire responses.
2. Personal data will be used for the following purposes in addition to the purposes described in Fujita Kanko Group's personal data protection policy, and will not be used for any other reason.
  - 1) To provide services such as food and beverage during check-in and stay, along with

this service and related services.

- 2) To contact members for this service and when necessitated by facilities and other services.
- 3) To send information and notices via direct mail.
- 4) To send notification e-mails via e-mail services.
- 5) To inquire about and respond to inquiries received from customers.
- 6) To provide various benefits and related necessary documents.
- 7) To conduct research on the usage of this service.
- 8) To serve as a reference point for improving service at facilities.

### **Article 13. Messages to Members**

1. Facilities may send direct mail based on member data submitted at the time of application, and information registered on member profile pages.
2. Facilities may send advertisements and promotional e-mails to e-mail addresses registered on member profile pages.
3. After registering for membership, members can change their registration information via their profile page or by calling the head office.

### **Article 14. Shared Usage of Personal Data, Provision to Overseas Group Companies**

1. In addition to the joint use of personal data described in Fujita Kanko Group's personal data protection policy, the personal data specified in Article 12 will be used as necessary by Fujita Kanko Group for the following purposes. In such cases, the entity responsible for overseeing the data is the Company, as in the case of joint use as described in Fujita Kanko Group's personal data protection policy.
  - 1) To implement services for customers and related matters, such as communication, product delivery, and payment settlement, in relation to the use of the Fujita Kanko Group's business facilities. (Wedding/banquet/restaurant facilities, accommodation facilities, leisure facilities, golf courses, etc.)
  - 2) To deliver notifications and surveys related to Fujita Kanko Group's business and facilities. (Wedding/banquet/restaurant facilities, accommodation facilities, leisure facilities, golf courses, etc.)
  - 3) For computer-based statistical analysis for the purpose of understanding, improving, enhancing and developing Fujita Kanko Group's facilities and product services.

- 4) For the management and operation of each of Fujita Kanko Group's membership organizations (The Fujita Members, Wisterian Life Club members, Club Fujita members, members of wedding ceremonies and other membership organizations, etc.), the provision of services to members, and incidental matters.
2. In relation to the personal data usage described in Article 12, data will be provided to Fujita Kanko Group companies Taiwan Fujita Hotels Inc. (Taiwan) and WHG Korea Inc. (Korea) in order to confirm things such as member points and usage histories.

Both companies adhere to standards for the protection of personal data of the same level required by businesses dealing with personal data in Japan.

For information about the policies for protection of personal data in Taiwan and Korea, please see below.

Taiwan: [https://www.ppc.go.jp/files/pdf/taiwan\\_report.pdf](https://www.ppc.go.jp/files/pdf/taiwan_report.pdf)

Korea: [https://www.ppc.go.jp/files/pdf/korea\\_report.pdf](https://www.ppc.go.jp/files/pdf/korea_report.pdf)

#### **Article 15. Third Parties**

To facilitate smooth business operations, the Company outsources part or all of the following operations to third parties, providing personal data to the outsourced parties as necessary.

- 1) For inquiries regarding the admission and use of this service.
- 2) Receiving and registering change requests.
- 3) Work related to granting and using points.
- 4) Work related to information and data processing for this service.
- 5) Sending/transmitting direct mail and other information from facilities.
- 6) Any other business related to this service as designated by the head office.

\*Members agree in advance that the head office may add to or change the contents of the third-party services described above as necessary.

#### **Article 16. Personal Data Protection**

Personal data will be handled responsibly by the head office and other personnel (including contractors) involved in operations that require such information, and will be strictly managed to protect it from leakage, falsification, and unauthorized use. We will not disclose any personal data to third parties without the consent of the individual, except in the following cases.

- 1) When required by law.
- 2) When necessary to protect the life, body, or property of an individual in a situation

where the individual's consent cannot be obtained.

- 3) When necessary to cooperate with a domestic agency, a local government, or a person or organization entrusted by either of the foregoing in executing affairs prescribed by laws and regulations, and when obtaining the consent of the individual may impede the execution of such affairs.

#### **Article 17. Personal Data Disclosure/Amendment/Deletion**

Members can contact the head office to request the disclosure, correction, or deletion of their personal data. In such cases, the Company will request that you provide information to identify you personally.

#### **Article 18. Changes and Terminations of This Service**

The Company may terminate this service in part or in whole according to its own judgment. In the event of such a termination, all rights related to the use of the service by members will be forfeited due to the termination of the service, unless the Company explicitly notifies, informs, or announces otherwise to members.

#### **Article 19. Limitations of Liability**

1. In the event a member causes inconvenience or damage to a third party through the use of this service, the member shall be solely responsible for resolving the matter between the parties concerned, and the Company shall bear no responsibility whatsoever.
2. The Company shall not be held responsible for any inconvenience or damage caused by the member's inability to use the service due to wireless service issues, except in the case of intentional or gross negligence on the part of the Company.

#### **Article 20. Severability**

Even if any provision of the terms of service, or any part thereof, is determined to be invalid or unenforceable under the Consumer Contract Act or other laws or regulations, the remaining provisions of the terms of service and the remainder of the provisions determined to be invalid or unenforceable shall remain in full force and effect.

#### **Article 21. Governing Law**

The terms of service are governed under Japanese law.

**Article 22. Jurisdiction**

Any and all disputes arising out of or relating to the terms of service or the use of this service shall be subject to the exclusive jurisdiction of the Tokyo District Court as the court of first instance.

**Article 23. Language Used**

The Japanese version of the terms of service is considered the definitive version. If the terms of service is made available via translation in another language, only the Japanese version of the terms of service is considered definitive.

**【Point of Contact for Membership/Facility Booking Inquiries】**

If you have any questions about this service or its terms and conditions, please contact us.

Sekiguchi 2-10-8, Bunkyo-ku, Tokyo 112-8664, Japan

The Fujita Members Head Office

If calling from a landline phone: 0120-636-353 (toll-free)

If calling from a cell phone: 03-5981-7044 (paid)

(Office hours: Monday through Friday, 10:00 a.m. to 5:00 p.m., excluding Saturdays, Sundays, national holidays, and year-end and New Year holidays.)