

Tobu Japan Trip Tickets Website Terms of Use

These Tobu Japan Trip Tickets Website Terms of Use (hereinafter referred to as these "Terms of Use") set forth terms and conditions of use, etc., for the Tobu Japan Trip Tickets Website (hereinafter referred to as the "Website") operated and provided by Tobu Top Tours Co., Ltd. (hereinafter referred to as the "Company.")

Article 1 (Application of these Terms of Use)

1. These Terms of Use apply to users of the Website (hereinafter referred to as "User(s)"), and set forth terms and conditions for use and precautions, etc., when using the Website.
2. In addition to these Terms of Use, when using the Website, Users shall also comply with individual terms of use (hereinafter referred to as "Individual Service Terms of Use") which set forth terms and conditions of use and precautions, etc., when using various service content provided on the Website (hereinafter referred to as "Individual Services," and together with the Website as the "Services") as well as other general terms, terms and conditions of use, and other announcements set forth separately by the Company (hereinafter referred to collectively as "these Terms of Use, etc.")
3. The Company may change the content of these Terms of Use, etc. (excluding Individual Service Terms of Use for external services). In such cases, the Company shall determine the date of the change(s), and notify Users of the date and details of the change(s) in advance, using such method as the Company deems appropriate. If Users use the Website and/or Individual Services after the change(s) come into effect, they shall be deemed to have consented to the change(s).
4. By obtaining a User Account on the Website, Users are deemed to have agreed to these Terms of Use, etc.

Article 2 (Definitions)

Terms used in these Terms of Use shall have the meanings defined separately herein, and the meanings defined under the following items.

- (1) "Authentication Code" means a code that is notified to Users in a manner prescribed by the Company for use in personal authentication processes when obtaining a User Account or logging into the Website.
- (2) "External Service" means an Individual Service provided by a business operator other than the Company, in conjunction with the Website.
- (3) "External Service Provider" means a business operator that provides an External Service.
- (4) "Individual Service Usage Rights" means the rights of Users to use Individual Services.
- (5) "Payment Service" means a service provided by a business operator commissioned by the Company that enables settlement of payments and refunds, etc., of usage fees for Individual Services on the Website that involve payment.
- (6) "User Account" means an account on the Website granted to Users.
- (7) "User Device(s)" refers to devices (information terminal devices) owned by Users.

Article 3 (Use of the Website)

1. Users shall agree to these Terms of Use, etc., when using the Website.
2. Users agree that they may be unable to use some or all functions of the Website due to the performance of the User Device they are using, or the surrounding internet / communications environment, etc., and shall not raise any objections with regard this.

3. If the User is a minor, an adult ward, or person under curatorship or assistance, the User shall obtain the consent of their legal representative, guardian, curator, or assistant (including consent to these Terms of Use, etc.) before using the Website.

Article 4 (Account-Using Services)

1. Users must obtain a User Account to use some of the functions of the Website, including Payment Services (hereinafter referred to as "Account-Using Services").
2. Users shall obtain a User Account by registering their email address on the Website and authenticating their identity using an Authentication Code. When the procedure for obtaining a User Account is completed, an agreement regarding the Account-Using Services (hereinafter referred to as an "Account-Using Services Agreement"), the terms of which are these Terms of Use, is established between the Users and the Company.
3. Users may use Account-Using Services during the period of the Account-Using Services Agreement by authenticating via their User Account, in accordance with the method prescribed by the Company.
4. If a User does not log into their My Page (use Account-Using Services) for 824 days after their last login, the User's membership shall be automatically terminated.

Article 5 (Individual Services)

1. In addition to these Terms of Use, when a User uses an Individual Service, an agreement for the use of that Individual Service based on the Individual Service Terms of Use is formed between the User and the Company (or the External Service business operator in the case of External Services).
2. Individual Services are provided in accordance with the Individual Service Terms of Use for the relevant Individual Service.
3. Use of each Individual Service, cancellation, liability for non-compliance with the agreement, etc., as well as the amounts of usage fees and payments, etc., that may be incurred when using each Individual Service (hereinafter referred to as "Usage Fees, etc."), methods of calculation and payment for such Usage Fees, etc., the amounts of refunds, etc., and methods of calculation and payment for such refunds, etc., shall be in accordance with the content stipulated in the Individual Service Terms of Use for each Individual Service, and the same shall apply to any changes to these.
4. When the provisions of these Terms of Use differ from the provisions of the Individual Service Terms of Use for the relevant Individual Service, the provisions of the Individual Service Terms of Use shall take precedence.

Article 6 (Precautions)

Users shall be careful of the following precautions when using the Website.

- (1) Always use the Website in a safe place, and do not use it while driving a vehicle or walking.
- (2) Prioritize actual sidewalk and road conditions, road signs, road markings, and other traffic regulations and traffic rules.

Article 7 (Usage Fees, etc.)

1. Use of the Website is free of charge; provided, however, that all Usage Fees, etc., incurred when using paid Individual Services on the Website that involve payment shall be borne by the User.
2. Users shall settle any payment obligations for Usage Fees, etc. for Individual Services used on the Website

using Payment Services. If a User cancels the use of an Individual Service that was paid for using a Payment Service, or if they are otherwise entitled to a refund, etc., they shall receive the refund, etc., via that Payment Service.

3. When using Payment Services, Users shall comply with the regulations and/or contractual terms and conditions relating to those payment methods, etc. (hereinafter referred to as "Payment Regulations, etc.") stipulated by business operators who provide payment methods, etc., via Payment Services (including, but not limited to, credit card companies, payment agents, storage agents, payment authentication service providers, and financial institutions, etc., hereinafter referred to as "Payment Service Operators, etc.").
4. When using Payment Services, Users shall settle payments using payment methods (credit cards and carrier payments, etc.) that they have registered in accordance with Payment Regulations, etc., or as specified by Payment Service Operators, etc. Users use of Payment Services shall be subject to the terms and conditions of use, payment conditions, and/or restrictions on usage limits, etc., (if any) stipulated by Payment Service Operators.
5. Users shall resolve any disputes arising in relation to Payment Services or with Payment Service Operators at their own responsibility and expense, and shall not cause any damages, etc., to the Company. The Company shall bear no liability whatsoever for such disputes.
6. Users shall bear the cost of any necessary equipment such as information terminal devices or communication devices, etc., and communications costs, etc., or other costs relating to internet connections needed to use the Website.

Article 8 (Handling of Personal Information, etc.)

The Company shall handle Users' personal information on the Website appropriately in accordance with these Terms of Use, the Website's Privacy Policy, the Company's Policy on the Protection of Personal Information, and the Act on the Protection of Personal Information.

Article 9 (Responsibility for Account Management)

1. Users shall manage the email addresses and Authentication Codes registered at the time of obtaining their User Accounts (hereinafter referred to collectively as "Account Information, etc.") at their own responsibility. Users shall bear full responsibility for any and all actions taken using their Account Information, etc., and for any and all results thereof, regardless of whether or not the actions were taken by the User.
2. Users may not lend their Account Information, etc., to third parties or allow third parties to use them. In the event that Users or other persons suffer damages as a result of the use of a User's Account Information, etc., by a third party, the Company shall not be held liable whatsoever, for whatever reason.
3. Users may not use the Account Information, etc., of other Users to use the Website. In the event that a User uses the Account Information, etc., of another User to use the Website, the User shall immediately compensate for any and all damages incurred as a result, and shall resolve any and all disputes that arise at their own responsibility and expense.

Article 10 (Intellectual Property Rights, etc.)

1. The copyrights, trademark rights, design rights, etc., and other intellectual property rights relating to text, images, photographs, audio, and video, etc. (hereinafter referred to as "Works, etc.") provided on the Website

and through Individual Services belong to the Company, the External Service Providers that provide the Individual Services, or the parties that license them. Use of the Website based on these Terms of Use does not constitute a license to use the Works and other intellectual property rights provided on the Website and Individual Services. Users may only use Works, etc., obtained through the Website within the scope explicitly permitted within the Website, or within the scope of private use permitted by the Copyright Act.

2. Copyrights (including the rights provided for under Article 27 and Article 28 of the Copyright Act) and any and all other rights relating to works entered into the Website by Users (hereinafter referred to as User Works) belong to the Company. Users also agree not to exercise the moral rights of the author with regard to User Works.

Article 11 (Prohibited Acts)

Users agree not to engage in any of the following acts when using the Website, or any acts that the Company deems to fall under the following. If the Company discovers that a User has committed any of these prohibited acts, it may suspend or prohibit the use of the Website by that User without notice.

- (1) Unauthorized access to the Website, unauthorized attacks, or acts that may result in such
- (2) Acts that make it impossible to provide the Website, or other acts that interfere with the provision or operation of the Website, or acts that may result in such
- (3) Using the Website for commercial or profit-making purposes, or making it available for use by a third party
- (4) Purchasing or reselling Individual Service Usage Rights that can be reserved or purchased on the Website for commercial or profit-making purposes without the Company's permission (including, but not limited to, transferring Individual Service Usage Rights purchased on the Website to a third party for a price exceeding the purchase price).
- (5) Using the Website in combination with other websites or services (excluding Individual Services)
- (6) Acts of reverse engineering, such as decompiling or disassembling the Website
- (7) Acts that interfere with or may interfere with the business activities of the Company
- (8) Impersonating a third party, or using a third party's User Account
- (9) Acts that infringe upon or may infringe upon the privacy of a third party
- (10) Acts that infringe upon or may infringe upon intellectual property rights, such as copyrights or trademark rights, or other rights of the Company or a third party
- (11) Acts that cause or may cause disadvantage or damages to the Company or a third party
- (12) Criminal acts, or acts that lead to or may lead to criminal acts
- (13) Acts that violate these Terms of Use, etc.
- (14) Acts that violate or may violate laws, regulations, public order, or morals
- (15) Acts that directly or indirectly cause or facilitate acts listed under the preceding items, or attempts to commit acts listed under the preceding items
- (16) Any act that the Company deems inappropriate based on reasonable grounds, in addition to those listed under the preceding items

Article 12 (Responsibilities of Users)

1. If a User commits any acts in violation of these Terms of Use, etc., or causes damages to the Company or a third party through wrongful or illegal acts, the User shall compensate the Company or the relevant third

party for the damages.

2. If a User causes damages to a third party through the use of the Website or Individual Services, the User shall resolve the matter at their own responsibility and expense, and shall not cause any damages, etc., to the Company.

Article 13 (Disclaimer)

1. The Company makes no guarantees regarding the accuracy, completeness, timeliness, usefulness, or operation / quality, etc., of the Services and Payment Services, and shall bear no liability whatsoever for any damages incurred by Users or third parties as a result of using the Services and Payment Services.
2. The Company shall bear no obligation or liability to Users in the event that the Company modifies or terminates the provision of the Website or Individual Services in accordance with Article 20 or Article 22 of these Terms of Use.
3. Disputes between Users and External Service Providers or Payment Services providers shall be resolved between the User and the relevant service provider, and Users shall not make any claims or complaints to the Company.
4. Users agree that the Company shall not bear any liability whatsoever for any damages or losses incurred by Users or third parties due to the unavailability of all or part of the Services or Payment Services in the following cases, except in cases where such unavailability is caused by the Company's willful intent or gross negligence.

(1) When there are any errors in the information entered by the User

(2) If a User Device or its peripheral devices, etc., are not installed or connected correctly, or if they do not operate normally due to a malfunction, damage, or defect, etc., or due to an incompatible combination of such devices, or if the functional settings of the devices are such that they interfere with the use of the Website or Individual Services

(3) If a User fails to comply with the instructions in the user manual or other documentation for a User Device or its peripheral devices

(4) If the battery of a User Device runs out of power, or if a User Device or its peripheral devices are not receiving a normal power supply

(5) If the power supply to a User Device or its peripheral devices is not turned on

Article 14 (Temporary Suspension of the Website)

1. The Company may temporarily suspend provision of the Website without notifying Users in the following cases.

(1) When performing regular or emergency system maintenance on the Website

(2) When provision of the Website is impossible due to force majeure (natural disasters, etc.), fires, power outages, or disturbances, etc.

(3) When the communication services used for the Website are suspended, or a fault occurs

(4) When a communication fault occurs due to the User Device's operating environment or other circumstances

(5) When the Company otherwise determines that it is necessary to temporarily suspend provision of the Website for operational or technical reasons

2. When giving notice of temporary suspension of provision of the Website or giving notice to Users, the

Company shall notify Users in a manner that it deems appropriate; provided, however, that this shall not apply in emergencies, or when notification is impossible due to unavoidable circumstances.

3. The Company shall not bear any liability whatsoever for any damages incurred by Users as a result of the suspension of provision described under Paragraph 1 of this article.

Article 15 (Changes and Discontinuation of Services)

The Company may add to, modify, or reduce all or part of the Website or Individual Services (including the termination of cooperation with External Services) without consent or prior notice to Users.

Article 16 (Termination of Account-Using Services Agreements)

1. Users with a User Account may delete their User Account (hereinafter referred to as "withdrawal") by completing the withdrawal procedure prescribed by the Company.
2. In the event of withdrawal as described under the preceding paragraph, or in the event that the Account-Using Services Agreement is terminated in accordance with these Terms of Use, the Account-Using Services Agreement shall end. Except when terminated in accordance with this section, a User's Account-Using Services Agreement shall not end automatically even if the User deletes the Website from their User Device, and/or terminates telecommunications service with the telecommunications carrier for their User Device.
3. As a consequence of the termination of their Account-Using Services Agreement, the User shall no longer be able to use Account-Using Services, and will lose all rights acquired as a result; provided, however, that this shall not preclude the User from any obligations or liabilities that arose prior to the termination of the Account-Using Services Agreement.

Article 17 (End of Provision of the Website)

The Company may change or terminate the provision of the Website without notifying Users.

Article 18 (Suspension of Use of the Website, etc.)

When a User falls under any of the following items, the Company may terminate the Account-Using Services Agreement with the User, or suspend or prohibit the User from using the Website.

- (1) When the User has violated these Terms of Use, etc., or when it is found that the User's use of the Website has been suspended or prohibited in the past, and/or the User's Account-Using Services Agreement or agreement for the use of Individual Services has been terminated in the past due to a violation of these Terms of Use, etc.
- (2) When it is found that there are any falsehoods, errors, or omissions in the information entered by the User when applying for use of the Services or Payment Services
- (3) When the User is a minor, an adult ward, or person under curatorship or assistance, and has failed to obtain the consent of their legal representative, guardian, curator, or assistant
- (4) When the User has violated the terms of use for services other than the Individual Services provided by the Company or the Company's affiliates, or when it is found that the User has violated them in the past
- (5) When the User has engaged in unauthorized use of the Website, or interfered with its operation
- (6) Other cases where the Company deems the User to be unsuitable

Article 19 (Matters for Consultation)

Matters not stipulated in these Terms of Use or any doubts arising in relation to these Terms of Use shall be resolved on a case-by-case basis by consultation between the Company and the User.

Article 20 (Elimination of Anti-Social Forces)

1. Users represent that they do not currently, and will not in the future, fall under the categories of organized crime groups, members of organized crime groups, persons who were members of organized crime groups during the past five years, associate / quasi-members of organized crime groups, corporate racketeers, companies affiliated with organized crime groups, groups engaging in criminal activities under the pretext of conducting social campaigns, organized crime groups that specialize in intellectual crimes, or any equivalent persons (hereinafter referred to as "Anti-social Forces, etc."), and also pledge that they will not fall under the category of Anti-social Forces, etc., in the future.
2. When a User falls under any of the following items, the Company may terminate the Account-Using Services Agreement with the User without notice, and/or suspend or prohibit the User from using the Website.
3. When a User causes damages to the Company, another User, or a third party as a result of the termination of the Account-Using Services Agreement under the preceding paragraph, the User shall compensate for those damages.

(1) When it is discovered that the User is an Anti-social Force, etc.

(2) When the User, either by themselves or through a third party, has used violent behavior, threatening language, fraudulent means, or force / intimidation to damage the Company's credibility or interfere with its business

(3) When the User has allowed Anti-social Forces to use their name to use the Website or enter into an Account-Using Services Agreement

Article 21 (Governing Law)

These Terms of Use shall be governed by and construed in accordance with the laws of Japan.

Article 22 (Agreed Jurisdiction)

Any and all disputes arising out of or in connection with the use of the Website shall be subject to the exclusive jurisdiction of the Tokyo District Court in the first instance.

These Terms of Use shall apply as of June 25, 2025.

Established on June 25, 2025

Notation Pursuant to the Act on Specified Commercial Transactions

The following information is stated in accordance with Article 11 (Advertisement of Mail Order Sales) of the Act on Specified Commercial Transactions.

Seller	Tobu Top Tours Co., Ltd.
Headquarters	1-1-2 Oshiage, Sumida-ku, Tokyo, Japan 131-0045
Person in charge	Yasushi Karakita, President, Representative Director and Chief Executive Officer
Contact	Telephone number: 03-3841-1471 E-mail: asakusa1@tobutoptours.co.jp
Sales prices	The price displayed on the purchase page for each product or service, etc.
Payment method	Credit card payment, UnionPay

Payment timing	<p>We accept payment by credit card, and UnionPay at the time of purchase.</p> <p>The date of billing to the customer will differ depending on the payment company, so please contact the payment company you are using.</p>
Timing of delivery of products or provision of services	Immediately after completion of the payment procedure for purchase of products or services
Returns and cancellations, etc.	Based on the terms and conditions for each product and service
Required amounts other than the sales price	The customer is responsible for payment of any internet connection fees, communication fees, etc., required for the purchase of products and services, etc. Please contact your internet provider or mobile phone / cellphone carrier for information on these fees.
Operating environments	<p>- PC</p> <p>▼ Windows OS (latest version)</p> <p>Microsoft Edge (latest version)</p> <p>Google Chrome (latest version)</p> <p>▼ macOS (latest version)</p> <p>Safari (latest version)</p> <p>- Smartphone</p> <p>▼ iOS (latest version)</p> <p>Safari (latest version)</p> <p>▼ Android OS (latest version)</p> <p>Google Chrome (latest version)</p>
Other	For products or services that have special conditions of sale or provision, such as validity periods or application validity periods, etc., conditions are displayed on the purchase page for each product or service, etc.