



MEMBERS CLUB GUIDE



Terms of Membership of the Hankyu-Hanshin-Daiichi Hotel Group Members' Club

Article 1. Membership Requirements

1. A "Member" refers to an individual who accepted the Terms of Membership of the Hankyu-Hanshin-Daiichi Hotel Group Members' Club ("Terms of Membership"), applied for membership to Hankyu Hanshin Hotels Co., Ltd. ("Company"), has been admitted by the Company, and has received a Hankyu-Hanshin-Daiichi Hotel Group Members' Club Card ("Hotel Card") on loan. Membership will be granted to persons aged 18 or over. The date of birth and other similar information may be checked for admission purposes.

Article 2. Use of the Hotel Card

1. Members may receive services from hotels of the Hankyu-Hanshin-Daiichi Hotel Group ("Hotels") upon presentation of the Hotel Card.
2. The Hotel Card may be used only by the Member who signed on the back of the card. The Hotel Card may not be assigned or lent to other persons.
3. Courtesy privileges and points for the Hotel Card may not be used together with those from other cards.

Article 3. Application Procedure (Registration and Change of Member Information)

1. Persons who wish to apply for membership are required to register member information in any of the following ways ("Member Information Registration").
 - (1) Visit and register at the Company-designated website of the Hankyu-Hanshin-Daiichi Hotel Group ("Group Website") via the Internet from a personal computer, smartphone, tablet, etc.
 - (2) Submit a membership application at any of the group's Hotels.
2. Applicants who have completed the Member Information Registration will receive Hotel Cards on loan.
3. Accumulated points can be redeemed only after Member Information Registration is completed. The points will be redeemable once Member Information Registration is completed. However, please note that except in the case of online registration, about two weeks may be required for the registration process.
4. In the case of any change in the registered member information, promptly complete the change registration procedure as specified by the Company.

Article 4. Admission and Annual Membership Fees

1. No admission or annual membership fees will be charged.

Article 5. Membership Privileges

1. Members are entitled to membership privileges as specified by the Company or the Hotels. Membership privileges may be used for up to 10 people per Member. However, for some plans, membership privileges may be used for more than 10 people.

Article 6. Granting of Points

1. Points equivalent to 3% of the amount spent (including taxes) will be granted only when the Hotel Card is presented before payment at the Hotels. The eligible payment is for Hotel rooms or restaurants for up to 10 people per Member.
2. Points will not be granted for the following commodities, services, and the like offered by the Hotels ("Commodities etc."):
 - (1) Use of Hotel facilities for purposes other than overnight lodging or eating at Hotel-operated restaurants.
 - (2) Bookings via travel agencies or third-party websites.
 - (3) Use of Hotel facilities for conferences, wedding ceremonies, or other events (such as dinner shows), and use of beer gardens and other banquet halls, semi-outdoor facilities, temporary facilities, and seasonal facilities.
 - (4) Purchase of take-out Commodities etc. designated by the Hotels.
 - (5) Use of vouchers issued by other companies (such as gift certificates issued by travel agencies).
 - (6) Purchase of gift certificates issued by the Hotels.
 - (7) Redemption of points for payment or gifts (such as Hankyu-Hanshin coupons and tickets for choice gifts).
3. Points will be granted for payments made in cash, by credit cards, gift certificates issued by credit card companies, gift certificates issued by the Hotels, and electronic money and other payment methods that are accepted by the Hotels. No points will be granted for any other payment methods.
4. In some campaigns conducted by the Company or the Hotels, bonus points may be granted in addition to regular points.
5. Points granted may not be assigned to third parties or transferred to other point cards for aggregation, unless it is deemed necessary by the Company.
6. Points may be granted at facilities and stores designated by the Company in addition to the Hotels. Conditions for granting points at such facilities will be notified as appropriate.

Article 7. Redemption of Points for Payment and Gifts

1. After the completion of Member Information Registration under paragraph 1 of Article 3, points may be redeemed for payment at the Hotels at the rate of one yen per point in one-point increments. The Members who wish to redeem points for payment must present their Hotel Cards before payment. Points may not be redeemed for payment unless the Hotel Card is presented in advance. Points may not be redeemed for cash.
2. Points may be redeemed for gifts, services and the like upon application by the method prescribed by the Company. Once points are redeemed for gifts, services or the like according to the method prescribed by the Company, such redemption may not be canceled, and such gifts etc. may not be returned. Cannot be sent overseas.
3. Points may be redeemable at facilities and stores designated by the Company in addition to the Hotels. Conditions for such redemption will be notified as appropriate.

Article 8. Point Accumulation Period and Effective Period

1. Points will be accumulated for a period of one year from January 1 of each year to December 31. Points accumulated during this period will be valid until March 31 of the second calendar year after the one in which the accumulation period ends. Points will become invalid upon the expiry of this effective period.

Article 9. Use of the Group Website and Balance Inquiry

1. Upon the completion of Member Information Registration under paragraph 1 of Article 3 and registration of an email address and a password at the Group Website, member log-in ("Member Log-in") will be enabled. Upon Member Login, Members can view their point balance, member information updates, and privileges at the Group Website. The point balance is also shown on a point statement issued upon the use of the Hotel Card.

Article 10. Withdrawal and Loss of Membership

1. Members may freely cancel their Hotel Card membership by the prescribed method. All accumulated points and other rights associated with the point card will lapse upon cancellation.
2. Members will lose their membership under any of the following circumstances.
 - (1) The Company finds that there was fraudulent activity in obtaining and/or redeeming points or the Hotel Card is otherwise used improperly.
 - (2) The Member gave false information to gain membership.
 - (3) The Member inconveniences other customers or commits any other acts that are inappropriate as a Member.
 - (4) The Member violates the terms of use and accommodation clauses of any of the Hotels.
 - (5) The Member defaults on accommodation charges or other liabilities to any of the Hotels.
 - (6) The Company finds it difficult or impossible to continue membership because of a natural disaster or accident, death of the Member, or other event.
 - (7) The Hotel Card has not been used (i.e., points have not been granted or redeemed) for three years or more.
 - (8) The Member is found to be a corporate extortionist, a member of an organized crime group or other anti-social force (i.e., a group or individual who resorts to violence, force, or fraudulent means to gain economic profits), or a person similar thereto.
 - (9) The Member resorts to violence or intimidation when making demands or makes unlawful demands beyond legal liability.

Article 11. Loss or Theft of or Damage to the Hotel Card

1. In the case of the loss or theft of or damage to the Hotel Card, please contact the administration office of the Hankyu-Hanshin-Daiichi Hotel Group Members' Club ("Administration Office").
2. To have the Hotel Card reissued, please apply to the Administration Office or any of the Hotels. In the case of application to the Administration Office, the Company will verify the Member's registered personal information and issue a new Hotel Card. The points balance confirmed by the Company as of the date of application may be transferred to the new Hotel Card. In the case of application to any of the Hotels, a new Hotel Card with no balance will be issued on the spot, and upon the checking of the applicant's personal information by the Administration Office, the points balance will be transferred to the new Hotel Card. The Hotel Card will not be reissued if the applicant's identity cannot be verified or the grounds for reissue are suspicious.

Article 12. Handling of Personal Information

1. Acquisition of personal information
The Company will obtain the following personal information to provide services for Members.
 - (1) Name, address, telephone number, date of birth, work location, title and department, email address
 - (2) Usage information (date and time, store, amount, etc.)
2. Purpose of use of personal information
The personal information obtained will be used only for the following purposes, not for any other.
 - (1) Use in connection with applications and bookings concerning accommodation, restaurant, wedding, banquet, and other services provided by the Hotels.
 - (2) Deliver information about commodities and services provided at facilities and stores designated by the Hotels and the Company where points may be granted or redeemed ("Stores") when the Company believes such information is useful for customers.
 - (3) Use in connection with analyses and questionnaire surveys for the purpose of provision and improvement of services and commodities by the Hotels and the Stores.
 - (4) Use in connection with surveys of buying patterns among Members, the verification of the effectiveness of sales promotion activities, the formulation of sales promotion plans, etc.
 - (5) Provide Hankyu-Hanshin-Daiichi Hotel Group Members' Club services.
 - (6) Contact customers when required by the Company for business purposes. (If Members elect to not receive notices from the Company at the time of Member Information Registration, important notices may still be given by telephone, email, sealed letter, etc.)
 - (7) Use for any other purposes with the prior consent of Members.
3. Sharing of personal information
The personal information obtained will be shared with the member companies of the Hankyu-Hanshin-Daiichi Hotel Group ("Hotel Group" *1), the member companies of the Hankyu Hanshin Holdings Group, which is affiliated with the Company (*2), the member companies of the H2O Retailing Group (*3) (collectively "Group Companies"), and the Stores other than the foregoing for the purposes of the use set forth in the preceding paragraph.
 - *1 For detailed information about the Hankyu-Hanshin-Daiichi Hotel Group, please visit its website at <http://www.a-global.hankyu-hotel.com/group>
 - *2 The names of the member companies of the Hankyu Hanshin Holdings Group are available from the securities reports or website of Hankyu Hanshin Holdings, Inc.
 - *3 The names of the member companies of the H2O Retailing Group are available from the securities reports or website of H2O Retailing Corporation.
4. Provision of personal information to third parties
The personal information obtained will not be provided to third parties except in the following cases.
 - (1) For the purposes set forth in paragraph 2, it is necessary to disclose the information to the Hotel Group, the Group Companies, the Stores, and/or service contractors who have signed confidentiality agreements.
 - (2) Disclosure requests involving legal affairs are received from judicial or administrative agencies.
 - (3) Such provision is necessary for protecting the life, health, property, and/or other material interests of Members.
 - (4) The prior consent of the subject Member is obtained.
5. Security of personal information
The personal information obtained will be protected properly and handled in a secure and appropriate manner.
6. Disclosure, correction, suspension, deletion of personal information
Any requests for the disclosure, suspension or deletion of personal information, or a change of name, address, or other provided information should be promptly brought to the attention of the Administration Office. The change will be effected in accordance with the prescribed procedures.

Article 13. Change in the Terms of Membership, Services, etc.

1. The Terms of Membership, and privileges and other services may be revised or repealed at the discretion of the Company without the prior consent of Members.
2. Any change related to the Terms of Membership or point services will be notified to Members on the website or by other methods.

Article 14. Governing Law

1. All agreements between Members and the Company will be governed by the laws of Japan.

<Contact information>

Hankyu-Hanshin-Daiichi Hotel Group Members' Club Administration Office, Hankyu Hanshin Hotels Co., Ltd.
1-8-1, Shibata, Kita-ku, Osaka, 530-0012 email:member-e@hankyu-hanshin-hotels.com

<Special Clauses about the S Point Service>

Article 1. S Point Service

The S Point Service is a service for granting or redeeming points upon the presentation of a card bearing the S Point Mark (trademark registration No. 5748818) ("S Point Card") issued by corporate service participants ("Participants") at facilities operated by the Participants ("S Point Service Stores"). Such points are called "S points."

Article 2. Participation in the S Point Service

As a result of the Company's participation in the S Point Service, a Hotel Card issued by the Company as an S Point Card ("Company-issued Card") may be used at the S Point Service Stores operated by the Participants other than the Company ("Other Service Stores") as if they were Stores defined in Article 12 of the Terms of Membership. Specific information about the Other Service Stores is available at the S Point Service website or the Participants' websites.

Article 3. Granting and Redemption of Points

Notwithstanding the Terms of Membership, conditions concerning the granting or redemption of points upon presentation of the Company-issued Card at the Other Service Stores are as specified by the Other Service Stores.

Article 4. Service Notices

Detailed information about the S Point Service, including the effective period of points and conditions for their granting or redemption, will be notified as appropriate by the methods designated by the Company.

Article 5. Change in these Special Clauses, Service, etc.

These special clauses and the contents of the S Point Service may be changed or terminated without notice.

Article 6. Application of the Terms of Membership

Any matters not specified in these special clauses are governed by the Terms of Membership.

(Established in April 2016)