

## APPI online shop Terms and Conditions

These Terms of Use (hereinafter referred to as "Terms") are the ticket sales service "Appi Kogen Ski Resort ONLINE SHOP" operated by Iwate Hotel and Resort Inc. (hereinafter referred to as "Company"). It defines the terms of use (hereinafter referred to as "this service"). Customers who use this service (hereinafter referred to as "users") can use this service in accordance with this agreement.

### Article 1 (Purchase of goods and services)

1. The user can purchase the products and services that the Company sells on this service in accordance with this agreement.
2. When purchasing goods and services, the user shall fully check the information presented and the contents of this agreement before using this service.
3. When sending a purchase application for goods and services to the Company by the method prescribed by the Company, the user shall fully confirm that the contents are correct. In addition, we shall comply with and implement the procedures and security measures prescribed by our company. We consider the purchase application information we receive from you to be accurate and based on your will.
4. The use of this service by minors under 18 years old shall be carried out with the consent and responsibility of the parent or guardian.

### Article 2 (Conclusion of contract)

The sales contract for goods and services is made by receiving an order from the user in response to the purchase application of the user and providing an electronic notification of "confirmation of order" that describes the contents of the order. It shall be established.

### Article 3 (Notice)

Notification of acceptance of the sales contract, etc. shall be given through electronic notification. Electronic notifications will be sent by e-mail and notices on this service. However, in this service, if there is something wrong with the application contents from the customer, such as false input of e-mail address, incorrect input or omission of input, undecidable garbled characters, etc., e-mail cannot be sent. there is. In addition, we will not be liable for any failure to complete the purchase procedure due to communication errors or improper operation at the time of customer purchase, or for non-delivery, mis-delivery, delay, etc. of e-mail.

#### Article 4 (Payment method)

1. The user shall pay the price of goods and services purchased using this service to the Company with a credit card in the name of the customer.
2. The user shall bear the costs other than the purchase price such as shipping fee, tax, deposit, etc. listed on each product page.
3. If a dispute arises between the user and the credit card company when the user pays, the user shall resolve it with the other party at his / her own risk, and the Company shall not be concerned at all.

#### Article 5 (Cancellation / Change / Exchange)

We do not accept cancellations or refunds for lift tickets that have been purchased. In addition, in this service, we will not take any responsibility even if you purchase the same ticket more than once due to a customer's input error or a malfunction of the communication environment.

#### Article 6 (Delivery of goods and services)

Electronic data required for delivery of goods and services will be provided with electronic notification. The usage of electronic data will be described on the Appi Kogen Ski Resort official website "<https://www.appi.co.jp/ski>".

#### Article 7 (Prohibition of resale, etc.)

1. It is prohibited to resell tickets purchased through this service for commercial purposes or to outsource resale to a third party. In addition, listing in auctions and internet auctions is also prohibited.
2. If you violate the preceding paragraph, the purchased ticket may be invalidated, the ticket fee may not be refunded, and the use of the ski resort may not be permitted. If you are already using it, you may be ordered to leave. In addition, the facility and the Company are solely responsible for troubles related to tickets purchased from "ticket shops", "purchasing agents", "scalpers", etc. other than those purchased directly through this service, and "auctions" and "internet auctions". We do not owe.

#### Article 8 (Applicable)

This agreement shall apply to all relationships related to the use of this service between the user and company.

#### Article 9 (Use of service)

It is the user's own responsibility and responsibility to prepare and maintain the necessary and appropriate equipment, software, communication means, etc. when using this service, and to prepare the costs and communication charges related to connecting to this service. Please give me.

Article 10 (Prohibited matters) The user must not do the following acts when using this service.

- (1) Acts that violate laws and regulations or public order and morals
- (2) Acts related to criminal acts, slanderous acts of others, or acts that cause inconvenience or disadvantage to others
- (3) Acts that destroy or interfere with the functions of our server or network
- (4) Acts that may interfere with the operation of our service
- (5) Acts for the purpose of profit
- (6) Acts of impersonating other users or making others use their rights
- (7) Acts such as transferring, lending or providing collateral the rights or obligations under this agreement to a third party
- (8) Acts that directly or indirectly provide benefits to antisocial forces in connection with our services
- (9) Other acts that the Company deems inappropriate

#### Article 11 (suspension of provision of this service, etc.)

If we determine that there is any of the following reasons, we may suspend or suspend the provision of all or part of this service without notifying the user in advance.

- (1) When performing maintenance, inspection or updating of the computer system related to this service
- (2) When it becomes difficult to provide this service due to force majeure such as an earthquake, lightning strike, fire, power outage or natural disaster.
- (3) When the computer or communication line stops due to an accident
- (4) In addition, when we judge that it is difficult to provide this service

## Information Provided Under Japan's Act on Specified Commercial Transactions

1. Shop name:

Appi Kogen Ski Resort WEB SHOP

2. Distributor:

Iwate Hotel and Resort Inc.

3. Operation manager:

Mamoru Hatakeyama

4. Location:

Appi Kogen, Hachimantai-shi, Iwate 028-7395

5. Phone number:

0195-73-5111 (9: 00-17: 00)

6. payment methods:

Credit card payment (VISA, MasterCard, American Express, JCB, Diner's Club and their affiliated cards can be used)

7. Amount required other than the product price the selling price is the price including tax.

8. Cancellation after purchase We do not accept cancellations or refunds for lift tickets that have been purchased.

9. How to deliver the product Official website sales: When the purchase is completed, the QR code ticket will be delivered on the "purchase completion screen" or "purchase completion email". If you

have already entered our lift pass number (WTP number “Wireless Transaction Protocol”) and purchased it, it will be automatically saved in the lift pass.

10. Special contract for product returns as a general rule, we do not accept cancellation of lift tickets after purchase. Please be sure to check before purchasing