

Terms of Use

Self-Service Lockers for Hotel Guests Only

These Terms of Use (hereinafter, the “Terms”) set forth the conditions governing the temporary storage of personal luggage and belongings (hereinafter, collectively, “Luggage, etc.”) in the “Self-Service Lockers for Hotel Guests Only” (hereinafter, the “Self-Service Lockers”) by guests who have stayed at Keio Plaza Hotel Sapporo (hereinafter, the “Hotel”) after their check-out. Customers using the Self-Service Lockers (hereinafter, the “Users”) shall use the Self-Service Lockers upon consenting to these Terms.

The Self-Service Lockers constitute a rental space for Users to temporarily store their Luggage, etc., and shall not be construed as the Hotel taking custody of Users’ Luggage, etc. The Hotel’s liability shall be limited to that expressly set forth in these Terms.

Article 1 (Purpose of Use of the Self-Service Lockers and Hours of Use)

Users may use the Self-Service Lockers only from 6:00 a.m. to 12:00 midnight on the day of check-out.

Article 2 (Restrictions on Stored Items)

1. The Hotel does not recommend that the items listed in (1) and (2) below be stored in the Self-Service Lockers. If Users nonetheless store any such items in the Self-Service Lockers, they shall do so at their own discretion and responsibility. Even if any such items stored by Users are damaged, broken, stolen or otherwise lost during use, the Hotel shall bear no liability whatsoever. The items listed in (3) through (9) below may not be stored in the Self-Service Lockers under any circumstances.

(1) Cash and securities

(2) Valuables (including, without limitation: credit cards, cash cards and other cash-equivalent items; passports and other items that may serve as personal identification; jewelry, precious metals, works of calligraphy or art, antiques, cameras, personal computers and other high-value items; items containing a large amount of personal information; any item valued at JPY 30,000 or more; and any other items, documents or materials that the User considers to be valuable)

(3) Living animals and plants and other living organisms, as well as remains, carcasses and cremated remains

(4) Items requiring refrigeration or freezing

- (5) Volatile or toxic substances, explosives and other hazardous materials
- (6) Firearms, swords and similar weapons; narcotics, stimulants and similar substances; any items that may be related to a crime; and any items whose possession or carrying is prohibited by laws or regulations
- (7) Stolen property and any property obtained through crime
- (8) Items that emit unusual or foul odors; unclean items; items that are likely to rot, deteriorate or break easily; and items that may soil, damage or render the Self-Service Lockers unusable for sanitary reasons
- (9) Overweight items (15 kilograms or more for upper lockers) and any other items that the Hotel deems unsuitable for storage in the Self-Service Lockers

2. If Luggage, etc. stored by a User in the Self-Service Lockers (hereinafter, the “Stored Items”) fall under any of the items listed in (3) through (9) of the preceding paragraph that may not be stored, or if the Hotel determines that there is a suspicion thereof, the User hereby agrees in advance that, even during the hours of use, the Hotel may unlock the relevant Self-Service Locker and take such measures as opening and inspecting the Stored Items, storing them separately, disposing of them, or notifying and handing them over to the police. The User shall not raise any objection to such measures. If the Hotel incurs any costs in connection with such disposal or other measures, the Hotel may claim reimbursement of such costs from the User. The Hotel shall bear no liability whatsoever for any damage incurred by the User as a result of measures selected and implemented by the Hotel.

Article 3 (Measures After Expiration of the Period of Use)

1. If the Stored Items are not retrieved even after the hours of use stipulated in Article 1 have expired, the Hotel shall unlock the relevant Self-Service Locker, remove the Stored Items therefrom, and keep them as uncollected items at a designated location within the Hotel for a maximum period of one (1) week. In such case, the User shall pay the Hotel a storage fee calculated by multiplying JPY 500 per day by the number of days from the day following check-out until the day the uncollected items are retrieved. However, if the uncollected items consist of food and beverages or other items that the Hotel deems difficult to store for reasons of sanitary management, the Hotel may, at its sole discretion, dispose of such items at any time during the storage period.

2. If the Hotel discovers Stored Items remaining after the hours of use and is able to identify the User, the Hotel shall contact the User as necessary. However, if the User does not respond to the Hotel’s communication, or if the User cannot be identified, and the uncollected items

are not retrieved by the User after expiry of the storage period specified in the preceding paragraph, the ownership of such uncollected items shall be deemed to have been abandoned by the User, and the Hotel may dispose of them at its sole discretion.

3. Any proceeds generated as a result of the disposal of uncollected items pursuant to the proviso of paragraph 1 and the preceding paragraph shall be applied to cover storage and other related costs. Even if such proceeds exceed the amount of such costs, the Hotel shall have no obligation to refund the difference. If the Hotel still bears any portion of such costs after application of the proceeds, the User shall be obliged to compensate the Hotel for such amount. The User shall not raise any objection whatsoever to the disposal of uncollected items by the Hotel.

4. When the Hotel returns uncollected items to a User or the User's representative who wishes to retrieve them, such person shall submit documentation prescribed by the Hotel, present identification documents, and provide contact information and other details. The Hotel may make copies of such identification documents. Only if, based on these procedures, the Hotel is able to determine that the uncollected items are the User's Stored Items, may such User retrieve the uncollected items. The Hotel shall have no obligation to verify whether a representative has valid authority from the User.

5. During the storage period, and only for uncollected items that do not require packing, the User may request that the Hotel arrange shipment of such items instead of retrieving them in person. In such case, all costs associated with shipment shall be borne by the User. The Hotel shall bear no liability whatsoever for any damage, breakage, loss or other incidents affecting such shipped uncollected items.

Article 4 (Handling of Combination Locks)

1. Users shall manage the combination number of the combination lock connected to the Self-Service Locker (hereinafter, the "Combination Lock") with the due care of a prudent manager. The Hotel shall bear no liability for any damage incurred by a User due to theft or similar incidents resulting from failure to lock, improper handling of the Combination Lock or its combination number, or similar circumstances.

2. If a User forgets the combination number of the Combination Lock and is unable to unlock the Self-Service Locker, the Hotel shall, after carrying out the procedures stipulated in Article 3, paragraph 4 and if the Hotel can reasonably determine that the person reporting such loss

is the User of the relevant Self-Service Locker or a related person, unlock the Self-Service Locker and hand over the Stored Items to the person making such report.

Article 5 (User's Liability for Damages)

If a User causes damage to the Hotel or any third party in connection with or arising from the use of the Self-Service Lockers, the User shall compensate for such damage.

Article 6 (Disclaimer and Liability for Damages)

1. Use of the Self-Service Lockers constitutes temporary self-storage conducted by Users at their own risk and responsibility, and does not constitute the Hotel taking custody of the Stored Items inside the Self-Service Lockers. Accordingly, even if the Stored Items are lost, damaged, broken, altered or otherwise affected (hereinafter collectively referred to as "Loss, etc."), without any negligence on the part of the User, the Hotel shall bear no liability whatsoever for compensation.

2. The Hotel shall bear no liability whatsoever for compensation in any of the following cases:

- (1) If the Stored Items were items that are not recommended for storage or may not be stored as set forth in Article 2, paragraph 1, items (1) through (9) of these Terms
- (2) If the User suffers damage due to erroneous locking or failure to lock the Self-Service Locker
- (3) If Loss, etc. of the Stored Items occurs due to natural disasters or other force majeure events
- (4) If the Stored Items are inspected or examined, seized, or required to be submitted by governmental or public authorities
- (5) If theft, Loss, etc. of the Stored Items occurs due to acts of vandalism or similar conduct by third parties in relation to the Self-Service Lockers
- (6) If the Self-Service Lockers are used in a manner contrary to these Terms
- (7) Any other cases not attributable to the Hotel

3. Even if Loss, etc. or theft of the Stored Items occurs and the Hotel is liable therefor, the amount of damages payable by the Hotel to the User shall be limited to the lesser of (i) the current market value of the Stored Items or contents that suffered Loss, etc. or theft (only to the extent reasonably proven by the guest concerned), or (ii) JPY 30,000.

Article 7 (Agreed Jurisdiction)

If any dispute arises in connection with these Terms, the Sapporo District Court shall have

exclusive jurisdiction as the court of first instance.

Article 8 (Amendment of the Terms)

1. The Hotel may, at its discretion, amend these Terms.
2. If the Hotel amends these Terms, it shall post, on or before the day immediately preceding the effective date of such amendments, a notice to the effect that the Terms will be amended, together with the amended Terms and their effective date, on or in the vicinity of the Self-Service Lockers.
3. If, on or after the effective date of the amended Terms, a User uses the Self-Service Lockers pursuant to the Terms, such User shall be deemed to have agreed to the amendments to the Terms.

Established on: March 31, 2026

End