Madarao Kogen Ski Resort Terms of Use and Conditions of Carriage

Operator	Madarao Hospitality G.K.
Facility	Madarao Kogen Ski Resort
Edition	September 2026 Revised Edition

Chapter 1 General Provisions

(Scope of Application)

Article 1 Contracts for use of Madarao Kogen Ski Resort (the “Ski Resort”), operated by Madarao Hospitality G.K. (the “Company”), and contracts of carriage relating to the lift business operated by the Company shall be governed by these Terms. Matters not provided for herein shall be governed by applicable laws and regulations or generally accepted custom.

2. If the Company establishes special terms within the scope consistent with the purpose of these Terms, applicable laws and regulations, and generally accepted custom, such special terms shall prevail over these Terms.

3. When using a joint ticket valid at the Ski Resort and a ski resort operated by another operator, the terms and other conditions of use established by each operator shall apply.

(Purpose)

Article 2 These Terms are intended to ensure the safety of Users and Passengers, maintain order at the Ski Resort, and clarify the rights and obligations between the Company and Users or Passengers.

(Definitions)

Article 3 The terms used herein shall have the meanings set forth below.

(1) “Snow Sports” means skiing, snowboarding, and all other sports and activities conducted on snow.

(2) “User” means any person who uses the Ski Resort, regardless of whether that person has purchased or possesses a Ticket.

(3) “Passenger” means a person carried on a lift operated by the Company.

(4) “Managed Area” means areas in which the Company conducts safety management, including open courses, lift boarding and unloading areas, and other areas the Company permits Users to use.

(5) “No-Ski Area” and “No-Entry Area” mean any area within the Managed Area where entry or skiing is prohibited by signs, ropes, nets, poles, or other means for safety or operational reasons, including avalanche risk, terrain, facilities, or work in progress.

(6) “Outside the Managed Area” means any area beyond the boundary of the Managed Area, including areas generally referred to as backcountry. The Company does not conduct course maintenance, patrols, avalanche control, hazard marking, rescue, or any other safety management outside the Managed Area.

(7) “Tree Run Course” means a wooded course within the Managed Area that the Company designates as an official course.

(8) “Ungroomed Course” means an official course within the Managed Area, other than a Tree Run Course, on which the Company does not conduct grooming.

(9) “Ticket” means a lift ticket, season pass, joint ticket, or other ticket or electronic record evidencing eligibility to use the Company’s lifts.

(10) “IC Card” means a contactless card on which Ticket information is recorded.

Chapter 2 Ski Resort Use Contract

(Refusal to Allow Use or Continued Use)

Article 4 If a User falls under any of the following items, the Company may refuse the commencement or continuation of use of the Ski Resort and may require the User to leave the Managed Area, suspend or collect the Ticket, or take other necessary measures.

(1) The User fails to comply with these Terms, laws or regulations, signs, notices, public announcements, or staff instructions.

(2) The User requests a special burden that the Company is unable to accommodate.

(3) The use violates laws or regulations, public order, or accepted standards of morality.

(4) Safe use is considered difficult due to alcohol consumption, drugs, illness, injury, or other circumstances.

(5) Safety cannot be ensured due to a natural disaster, severe weather, avalanche danger, facility failure, or other unavoidable cause.

(6) The User is found to be an organized crime group, a member of an organized crime group, or other antisocial force, or to have a relationship with such an entity.

(7) The User engages in violence, intimidation, nuisance, or any other conduct that endangers safety or order with respect to other Users, employees, or facilities.

(8) The Company otherwise has reasonable grounds to determine that the User is unsuitable for use in order to ensure safety or maintain order.

(Business Operations and Restrictions on Use)

Article 5 The Company may change, restrict, close, or suspend all or part of the business hours, operating season, courses, Tree Run Courses, lifts, or other facilities due to insufficient snowfall, weather, snow conditions, avalanche danger, facility inspection or failure, accidents, competitions, or other circumstances.

2. Scheduled operations, lift operations, and course openings are estimates and may be changed without notice based on the safety assessment for the day or other circumstances.

(Risks Inherent in Snow Sports)

Article 6 Users must understand that Snow Sports involve the following inherent risks and must act at their own responsibility by anticipating and avoiding such risks.

(1) Risks arising from snowfall, blizzards, rain, strong winds, dense fog, low temperatures, sunset, and other weather conditions;

(2) Risks arising from cliffs, steep slopes, uneven terrain, streams, ditches, and other terrain features;

(3) Risks arising from ice, deep snow, crevasses, cornices, avalanches, and other snow or ice conditions;

(4) Risks arising from standing trees, branches, stumps, brush, rocks, exposed ground, and other natural obstacles;

(5) Risks arising from lift towers, snowmaking equipment, signs, ropes, nets, mats, buildings, and other artificial objects;

(6) Risks arising from approaching or colliding with grooming machines, snowmobiles, or other snow vehicles;

(7) Risks arising from approaching or colliding with other Users;

(8) Risks associated with use of terrain parks, Tree Run Courses, and Ungroomed Courses;

(9) Risks attributable to the User, including excessive speed, insufficient skill, fatigue, poor physical condition, or unsuitable equipment; and

(10) Other similar risks.

(Signs and Staff Instructions)

Article 7 Users must comply with warnings and instructions shown on signs, ropes, nets, notices, public announcements, course maps, and the Company website, as well as instructions from patrol personnel and other staff.

2. If a User cannot determine whether an area is open for use, the User must not enter and must ask a staff member.

(Basic Duties While Skiing or Riding)

Article 8 Users must control their speed and course in accordance with their skill, physical condition, equipment, terrain, weather, snow conditions, visibility, and congestion, and must observe the following requirements.

(1) Keep looking ahead and ski or ride in a manner that permits stopping or avoiding danger at any time.

(2) A person skiing or riding from above or behind must choose a course that protects the safety of Users ahead.

(3) When overtaking, maintain sufficient distance in anticipation of unexpected movement by the other person.

(4) Before starting, merging onto a course, or crossing a course, check both uphill and downhill.

(5) After a fall, clear the course promptly. When stopping, walking, or climbing, use the edge of the course.

(6) Use retention devices or other measures to prevent runaway equipment from injuring others.

(7) Give priority to patrol personnel and snow vehicles engaged in operations, and stop or slow down as necessary.

(Duty to Slow Down)

Article 9 In poor visibility, insufficient snow, course junctions or narrow sections, near lift boarding and unloading areas or children’s areas, in congestion, when approaching obstacles or snow

vehicles, or in any other situation in which failure to slow down would be dangerous, Users must reduce speed to a level at which they can stop immediately.

(Movement of Skiing Equipment and Other Items)

Article 10 When necessary to ensure safety, manage facilities, or prevent interference with operations, the Company may move skis, snowboards, other skiing equipment, baggage, or other items left by a User within the Managed Area without the User's consent.

(Tree Run Courses and Ungroomed Courses)

Article 11 The Ski Resort's Tree Run Courses are official courses located within the Managed Area. Users may use Tree Run Courses opened by the Company by following the course map, signs, and staff instructions.

2. Tree Run Courses and Ungroomed Courses involve risks particular to such courses, including standing trees, branches, stumps, deep snow, streams, and uneven terrain. Users must understand the risks inherent in Snow Sports prescribed in Article 6 and ski or ride according to their skill, physical condition, equipment, and the conditions of the day.

3. Users must not enter a closed Tree Run Course or Ungroomed Course, or any No-Ski Area established within such a course.

(Leaving the Managed Area)

Article 12 Areas outside the Managed Area (backcountry) are not Ski Resort courses and are clearly distinct from Tree Run Courses and Ungroomed Courses within the Managed Area.

2. The Company does not conduct course maintenance, patrols, avalanche control, hazard marking, rescue, or any other safety management outside the Managed Area. A User who leaves the Managed Area must, at the User's own responsibility, prepare the necessary knowledge, skills, equipment, mountaineering plan, means of communication, and insurance.

3. The Ski Resort does not categorically prohibit Users from leaving the Managed Area.

4. The Ski Resort has no designated gates for leaving the Managed Area.

5. A User leaving the Managed Area shall comply with the following items, and the departure from the Managed Area and all subsequent conduct shall be entirely at the User’s own risk and responsibility.

(1) Independently confirm with the landowner or other manager whether entry onto or use of land outside the Managed Area is permitted.

(2) Independently verify the boundary between the Managed Area and areas outside it by consulting the trail map, on-site signs, and other markings.

(3) Do not enter a No-Ski Area or No-Entry Area within the Managed Area, or pass through or cross ropes, nets, or other barriers in order to leave the Managed Area.

(4) Understand that damage to trees, land, facilities, or other property outside the Managed Area may result in a claim for damages by the landowner or other rights holder.

(Terrain Parks and Similar Areas)

Article 13 When using a terrain park or other specially constructed area, Users must follow on-site instructions, remain within their abilities and skills, check the landing area and surroundings for safety, and endeavor to wear a helmet and other necessary protective equipment.

(Prohibited Conduct)

Article 14 Users must not engage in any of the following conduct.

(1) Entering or skiing in a No-Ski Area or No-Entry Area within the Managed Area;

(2) Entering any facility or area within the Managed Area outside the hours designated by the Company, except when using a facility opened by the Company or a designated route for purchasing a lift ticket or another purpose authorized by the Company;

(3) Before the Company opens the lift waiting area or staff announce that waiting is permitted, entering or remaining at or around a lift boarding area for the purpose of waiting for lift operations to begin, forming a queue, or reserving a place with skiing equipment or other items;

(4) Entering a No-Ski Area or No-Entry Area within the Managed Area, or passing through or crossing ropes, nets, or other barriers, in order to leave the Managed Area;

(5) Climbing, walking, camping, or pitching a tent anywhere other than a place approved by the Company;

(6) Skiing or riding dangerously close to another User or to a natural or artificial object;

(7) Interfering with lift operations, snow vehicles, or patrol activities;

(8) Moving, damaging, or altering signs, ropes, nets, equipment, or other facilities;

(9) Using the Ski Resort while under the influence of alcohol, illegal drugs, medication, or otherwise not in a normal physical or mental condition;

(10) Without Company permission, conducting instruction, photography or filming, an event, or any similar activity for business or profit;

(11) Flying a drone or other unmanned aircraft, or using one for photography or filming, without Company permission, regardless of whether for personal use or any other purpose;

(12) Smoking outside designated areas, or discarding or leaving items;

(13) Bringing or releasing an animal onto a course without Company permission;

(14) Conduct that endangers the safety of others, disrupts business order, or harms the natural environment; or

(15) Any other conduct similar to the foregoing.

(Instructors and Participants)

Article 15 A person who instructs or supervises others at the Ski Resort must take the lead in complying with these Terms and must provide instruction in a safe place and manner, taking into account participants' abilities, weather, snow conditions, and congestion.

2. A participant does not have priority over other Users merely because the participant is receiving instruction and must personally comply with these Terms.

3. A person conducting paid instruction or other commercial activity must comply with the Madarao Kogen Ski Resort Terms for Snow-Sports Instruction and Other Commercial Activities.

(Parents, Guardians, and Attendants of Children and Others)

Article 16 A parent, guardian, or attendant of a child or other person who has difficulty ensuring safety independently must assess that person's ability and physical condition, supervise the person to prevent exposure to danger, and endeavor to ensure that the person understands these Terms and safe methods of use.

(Cooperation in the Event of an Accident)

Article 17 Parties to and witnesses of an accident should promptly report it to patrol personnel or other staff and cooperate in rescue and first aid to the extent possible.

2. Parties to and witnesses of an accident should confirm each other's names and contact details and, if requested by the Company, provide information necessary to identify the persons involved and the circumstances of the accident.

(Safety Equipment and Insurance)

Article 18 Users should endeavor to wear a helmet and other safety equipment appropriate to their activity.

2. Users should endeavor to obtain accident insurance, personal liability insurance, and insurance covering search and rescue expenses.

(Search and Rescue and Related Costs)

Article 19 As a general rule, the Company does not conduct searches or rescues outside the Managed Area. If an accident or distress occurs outside the Managed Area, the User, the User's companions, family members, or other related persons must directly notify the police or fire department having jurisdiction.

2. Notwithstanding the preceding paragraph, and only when requested to cooperate by the police or fire department having jurisdiction, the Company may provide such rear support within the Ski Resort's Managed Area as the Company determines it can perform. The Company shall determine the nature of that support in view of staffing, availability of facilities, lifts and snow vehicles, weather, safety, and other circumstances.

3. When providing support under the preceding paragraph, the Company shall, in principle before commencing such support, explain the nature of the support and the rear-support costs prescribed in Appendix 1 to the person in distress, another person legally obligated to pay, or a related person, and obtain consent. This shall not apply where protecting human life or another emergency makes prior explanation or consent difficult.

4. Rear-support costs under the preceding paragraph shall be calculated in accordance with Appendix 1, "Rear-Support Fee Schedule."

5. In Appendix 1, "one day" means one calendar day. Activities or use lasting less than one day shall be charged as one day. If an activity or use extends over multiple calendar days, each calendar day shall be charged as one day.

6. Costs stated as "actual cost" in Appendix 1 include outsourcing fees, fuel, materials and equipment, transportation, communications, and other costs incurred for rear support, plus consumption tax and local consumption tax where taxable. Charges stated as "from ¥___" shall be calculated according to operating time, fuel costs, personnel deployed, the type of vehicle or equipment, and other operating conditions.

7. Costs for activities performed by the police, fire department, private rescue teams, medical institutions, or other third parties may be charged separately from the costs prescribed in Appendix 1.

(Company Liability)

Article 20 If the Company causes damage to a User through its willful misconduct or negligence, the Company shall compensate for such damage in accordance with applicable law.

2. The Company shall not be liable for damage caused by risks inherent in Snow Sports, the User's willful misconduct or negligence, violation of these Terms or staff instructions, or any cause not attributable to the Company; provided, however, that this shall not apply where the Company is liable under applicable law.

3. This Article does not exempt the Company from liability to the extent such exemption is restricted or invalidated by the Consumer Contract Act or other mandatory laws.

(User Liability for Damages)

Article 21 If damage is caused to the Company or a third party by a User's willful misconduct or negligence, or by violation of applicable laws, these Terms, or staff instructions, the User shall be liable for such damage in accordance with applicable law.

(Response to Customer Harassment)

Article 22 The Company may determine that words or conduct by a User or Passenger constitute customer harassment when, in light of their content, means, manner, the nature of the Company's business and employees' duties, and other circumstances, they exceed the bounds generally considered socially acceptable and harm employees' working environment. Legitimate requests, opinions, or complaints will not all be treated as customer harassment.

2. If the Company determines that conduct constitutes customer harassment, it may discontinue or limit its response, require the person to leave the Managed Area, refuse future use, or make audio or video recordings or take other measures necessary to verify the facts.

3. In the event of assault, threats, coercion, conduct damaging honor or reputation, obstruction of business, other unlawful conduct, or a risk thereof, the Company may consult or report to the police, an attorney, or another relevant authority, or take legal action.

Chapter 3 Lift Transportation Contract

(Staff Instructions)

Article 23 Passengers must comply with work-related instructions issued by Company staff to ensure transportation safety and maintain order.

(Acceptance of Carriage)

Article 24 The Company shall accept carriage of Passengers except where it refuses to accept or continue carriage under Article 4 or the following Article, or restricts carriage under Article 26.

(Refusal to Accept or Continue Carriage)

Article 25 The Company shall refuse to accept or continue carriage if a Passenger falls under any of the following items.

(1) The request for carriage is not made in accordance with these Terms.

(2) Equipment suitable for the requested carriage is unavailable, or the Passenger requests a special burden that the Company is unable to accommodate.

(3) The carriage would violate laws or regulations, public order, or accepted standards of morality.

(4) Carriage is impeded by a natural disaster or other unavoidable cause.

(5) The Passenger fails to comply with staff instructions.

(6) The Passenger possesses an item whose carriage on a lift is prohibited or restricted by law.

(7) Safe carriage is considered difficult due to intoxication, illness, injury, age, or other circumstances.

(8) Measures under applicable law or at the request of a public authority are necessary because an infectious disease or other circumstance may endanger the safety or health of other Passengers or staff.

(9) There is another legitimate reason.

(Operating Hours and Restrictions on Carriage)

Article 26 Lift starting and closing times shall be displayed on the Company website, at the business office, or at the terminals.

2. The Company may restrict, change, or suspend lift operations, Ticket sales, the number of Passengers, or the size or number of carry-on items due to a natural disaster, severe weather, snow conditions, accident, facility inspection or failure, congestion, or other safety or operational circumstances.

3. When taking measures under the preceding paragraph, the Company shall give prior notice to the extent practicable; provided, however, that this shall not apply in an emergency or other unavoidable circumstances.

(Boarding and Unloading)

Article 27 Passengers must check cautionary notices at boarding and unloading areas and board and unload in accordance with staff instructions.

2. A Passenger who has concerns about boarding or unloading should notify a staff member before boarding. Upon such notice, the Company shall provide necessary assistance to the extent permitted by its equipment and operations.

3. While aboard, Passengers must not rock the carrier, jump from it, touch lift facilities with equipment, or otherwise interfere with safe carriage, and must use safety devices in accordance with staff instructions.

4. If operations cannot readily resume following an emergency stop or similar event, Passengers must follow staff instructions regarding the rescue method and other matters.

5. Passengers may not ride a lift in the downhill direction unless the Company has announced through its website, on-site notices, or other means that the lift provides downhill service. This restriction does not apply when Company staff so instruct for rescue, evacuation, or another emergency.

(Suspension of Operations During Carriage)

Article 28 If lift operations are suspended due to a natural disaster or other unavoidable cause, the Company shall, depending on the circumstances, take safety measures for Passengers in transit, including unloading en route or rescue, and shall take necessary measures to continue carriage after operations resume.

(Liability to Passengers)

Article 29 If carriage by lift causes death or bodily injury to a Passenger, the Company shall compensate for the resulting damage in accordance with applicable law; provided, however, that this shall not apply if the Company proves that it did not fail to exercise due care in connection with the carriage or otherwise bears no liability under applicable law.

2. The Company’s liability for carriage under the preceding paragraph begins when a Passenger commences boarding the carrier and ends when the Passenger completes unloading from the carrier.

(Liability for Carry-on Items)

Article 30 The Company shall not be liable for loss of or damage to a Passenger’s skis, snowboard, clothing, eyeglasses, watch, or other carry-on items unless caused by the willful misconduct or negligence of the Company or its staff.

(Liability of Passengers and Others)

Article 31 If the Company suffers damage due to the willful misconduct or negligence of a Passenger or consignor, or due to a violation of applicable laws or these Terms, the Company may seek compensation from that person.

Chapter 4 Tickets, IC Cards, and Season Passes

(Ticket Sales, Formation of Contract, and Validity)

Article 32 The Company sells Tickets at ticket offices, on websites designated by the Company, and by other methods established by the Company.

2. A Ticket is valid only when used in accordance with the ticket type, period, time, age, User, area of use, and other conditions shown on the Ticket, sales screen, or product description.

3. A one-day ticket, time-based ticket, season pass, or other Ticket conditioned on use by the named person or the same individual may be used only by that person or individual.

4. A contract to purchase a Ticket sold by the Company is formed when the User submits an application by the method prescribed by the Company and the Company accepts it.

5. For a purchase at a ticket office or other physical counter, acceptance under the preceding paragraph occurs when payment is completed and the Company issues the Ticket. For an online purchase through a website designated by the Company or another online channel, acceptance occurs when the purchase-completion screen is displayed or a purchase-completion notice is sent.

6. Before an application to purchase a Ticket is made, the Company shall display, on its website, sales screen, on-site notice, or by another reasonable method, that these Terms apply to the purchase contract and use of the Ski Resort, together with the contents of these Terms. By purchasing a Ticket, the User is deemed to agree that these Terms form part of the contract.

7. For a User of a joint ticket, partner ticket, complimentary ticket, free ticket, or other Ticket not based on a purchase contract with the Company, these Terms apply from the time the User begins using a Ski Resort facility or lift with that Ticket.

8. For use of a facility or area that does not require a Ticket, a contract for such use is formed when the User begins using the facility or area.

(IC Cards)

Article 33 Ticket information may be recorded on an IC Card or other medium designated by the Company. A Passenger may not use a lift unless the Passenger possesses a medium on which valid Ticket information is recorded.

2. Ownership, deposits, return conditions, and other handling of returnable IC Cards are governed by Article 35 and the product description or sales conditions for each ticket type.

3. Passengers must present their Ticket or identification when requested by a staff member.

4. To verify Ticket holders and prevent unauthorized use, the Company may photograph Passengers as they pass through an IC gate and record each image in association with the passage date and time, lift used, Ticket information, and other necessary information.

5. For a Ticket that does not require advance registration of an identification photograph, the Company may retain the image taken on the first passage through an IC gate as the reference image for identity verification and compare it with images taken on subsequent passages. Such Ticket may not be used by anyone other than the Passenger photographed on the first passage through an IC gate.

6. For a season pass or other Ticket requiring advance registration of an identification photograph, the Company may, from the first passage through an IC gate, compare images taken at the gate with the registered identification photograph or other identity-verification information. Such Ticket may not be used by anyone other than the registered person.

7. If the comparison under the preceding three paragraphs raises doubt, the Company may require the Passenger to present the Ticket and identification and to remove goggles, a face mask, or any other item covering the face.

(Invalidity, Suspension of Use, and Collection)

Article 34 A Ticket falling under any of the following items is invalid, and the Company may suspend its use or collect it.

(1) A Ticket used in violation of the sales conditions through resale, transfer, lending, or otherwise;

(2) A Ticket that is forged, altered, obtained by improper means, or contains an unauthorized electronic record;

(3) A Ticket whose printed or electronic information cannot be read or verified;

(4) The original Ticket after a replacement has been issued; or

(5) A Ticket used in violation of these Terms or individual sales conditions.

(Fares and Application)

Article 35 Fares, charges, deposits, and their application shall be as displayed on the Company website, at the business office or ticket offices, on the sales screen, or in the product description.

2. Ticket media include returnable IC Cards requiring a deposit and IC tickets requiring neither a deposit nor return.

3. A deposit of ¥500 per card is collected when a returnable IC Card is issued. Ownership of the returnable IC Card remains with the Company.

4. A Passenger may retain a returnable IC Card without returning it and reuse it on a subsequent visit.

5. When a returnable IC Card is returned to any lift ticket office or the Information Center, the Company shall refund the ¥500 deposit prescribed in paragraph 3. However, except where attributable to Company equipment or systems, the deposit will not be refunded if inspection reveals bending, breakage, or other visible damage, if the data cannot be read normally, or if the card is otherwise not reusable.

6. Notwithstanding the preceding paragraphs, an IC ticket handled by certain sales outlets that does not require a deposit need not be returned. The IC ticket may be taken home, but when no longer needed it may be returned to any lift ticket office or the Information Center.

(Refunds)

Article 36 Ticket refunds are governed by Appendix 2, “Lift Ticket Refund Schedule,” and the sales conditions displayed by the Company for each ticket type.

2. If, due to severe weather or another cause not attributable to the Company, every lift at the Ski Resort is suspended for the entire day, or every lift is suspended after opening and operations are then ended for the day, refunds shall be made in accordance with Appendix 2. No refund shall be made for the suspension of only certain lifts or courses, changes to the operating season or hours, or a temporary suspension to ensure safety, except where Appendix 2 or individual sales conditions apply or where required by law.

(Loss, Damage, and Reissuance)

Article 37 Suspension of use, reissuance, fees, and handling of deposits in the event of loss of or damage to a Ticket or IC Card, a data failure, or similar event shall be governed by the sales conditions established by the Company for each ticket type.

(Season Passes)

Article 38 A season pass may be used only by the registered purchaser and only during the stated validity period and within the stated area of use. It may not be transferred or lent to a third party, including a family member.

2. When purchasing a season pass, the User must register accurate information required by the Company, including name, age, and facial photograph, and must present documentation needed to verify age category or other eligibility.

3. The opening and closing dates and scope of operations are scheduled and may change due to snowfall, snowmelt, weather, safety conditions, or other circumstances. Refunds are governed by Article 36 and the sales conditions displayed at the time of purchase.

4. Purchase benefits, partner ski resort benefits, and other ancillary services may be changed or terminated depending on the provider, applicable period, conditions of use, or other circumstances.

(Unauthorized Carriage and Additional Fare)

Article 39 If a Passenger rides without a valid Ticket, uses a Ticket that has been resold, transferred, or lent, or uses a forged or altered Ticket, the Company shall charge the prescribed fare and an additional fare not exceeding twice that fare, in accordance with applicable law and the application method displayed by the Company.

2. In addition to the preceding paragraph, if unauthorized use causes damage to the Company, the Company may seek compensation in accordance with applicable law.

3. The number of days of unauthorized use under the preceding two paragraphs shall be the number of days the Company determines unauthorized use occurred, based on IC-gate passage information and other usage records.

(Joint Tickets and Partner Tickets)

Article 40 A joint ticket, partner pass, complimentary ticket, or other ticket accepted by the Company shall be deemed a Company Ticket within the Company’s transportation sections.

2. These Terms apply to use of the Company’s Managed Area and transportation sections with a ticket under the preceding paragraph. The terms and other conditions established by the relevant operator apply in another operator’s managed area and transportation sections.

Chapter 5 Personal Information, Amendments to These Terms, and Other Matters

(Personal Information)

Article 41 The Company shall handle personal information acquired in connection with Ticket sales, identity verification, accident response, rescue activities, prevention of unauthorized use, and other Ski Resort operations in accordance with applicable law and the Company's Privacy Policy.

2. Images, comparison results, IC-gate passage records, and other information acquired under Article 33, paragraphs 4 through 7 shall be used solely for Ticket-holder verification, prevention of unauthorized use, and related investigation and response. The Company shall not use such information beyond those purposes except with the person's consent or as permitted by law.

3. Retention periods, management methods, provision to third parties, disclosure, and other handling of information under the preceding paragraph shall be governed by applicable law and the Company's Privacy Policy. The Company shall appropriately delete or cease using information once the period necessary to accomplish the purpose of use has elapsed.

(Amendments to These Terms)

Article 42 The Company may amend these Terms in accordance with Article 548-4 of the Civil Code and other applicable laws if necessary due to amendment of laws, instructions from a supervisory authority, changes in operations, or other circumstances.

2. By the effective date, the Company shall announce through its website or another appropriate method that the Terms will be amended, the amended content, and the effective date. The notice period shall be reasonably determined in view of the content and impact of the amendment.

(Severability)

Article 43 If any provision of these Terms is held invalid or unenforceable under applicable law, the remaining provisions shall remain in effect.

(Governing Law and Jurisdiction)

Article 44 These Terms and contracts relating to use of the Ski Resort shall be governed by the laws of Japan.

2. Any dispute arising from these Terms or use of the Ski Resort shall, unless otherwise provided by law, be subject to the agreed jurisdiction in the first instance of the district court or summary court having jurisdiction over the location of the Company's head office.

(Authoritative Language)

Article 45 If these Terms are translated into English or any other language, the Japanese version shall be the authoritative text. If there is any difference in interpretation or inconsistency between a translation and the Japanese version, the Japanese version shall prevail.

Supplementary Provisions

1. These Terms shall take effect on 1 September,2026.

2. Upon the effective date of these Terms, the former "Ski Resort Terms of Use" and "Special Lift Business Conditions of Carriage" shall be abolished.

3. These Terms apply to use of the Ski Resort and carriage by lift on or after the effective date, regardless of the Ticket purchase date or any other contract formation date. Rights and obligations relating to events occurring before the effective date shall, unless otherwise provided by law or agreement, be governed by the former terms.

Appendix 1 Rear-Support Fee Schedule

(Related to Article 19, paragraph 4)

No.	Item	Unit	Amount (excl. tax)
1	Rescue personnel (rear-support activities within the Ski Resort Managed Area)	per person/day	¥40,000
2	Assistant personnel (snowmobile operation, etc.)	per person/day	¥20,000
3	Administrative staff	per person/day	¥15,000
4	Insurance	—	Actual cost
5	Meals	per person/meal	¥2,000
6	Snowmobile use	per vehicle/day	¥30,000
7	Snowcat or other large snow vehicle use	per vehicle/day	From ¥50,000
8	Lift operation outside regular hours	per lift	From ¥300,000
9	Night lighting equipment use	per day	From ¥50,000
10	Passenger vehicle use	per vehicle/day	¥8,000
11	Van or other large vehicle use	per vehicle/day	¥15,000
12	Rescue equipment use	per day	¥50,000
13	Other expenses	—	Actual cost

Appendix 2 Lift Ticket Refund Schedule

1. Conditions of Application

Refunds shall be made in accordance with the following schedule only if every lift at the Ski Resort is suspended for the entire day due to severe weather or another cause, or if every lift is suspended after opening and operations are then ended for the day. The schedule does not apply if only certain lifts or courses are suspended or closed.

2. Full-Day Suspension

Ticket Type	Purchased Same Day	Purchased Previous Day	Purchased Two Days Earlier
Single-Ride Ticket	Full refund for all unused rides, regardless of purchase date		
Time-Based Ticket	Hourly amount × remaining time, regardless of purchase date		
One-Day Ticket	Full amount	—	—
Two-Day Ticket	Full amount	Two-day ticket price − one-day ticket price	—
Three-Day Ticket	Full amount	Three-day ticket price − one-day ticket price	Three-day ticket price − two-day ticket price

3. Early Full Suspension After Opening

Ticket Type	Purchased Same Day	Purchased Previous Day	Purchased Two Days Earlier
Single-Ride Ticket	Full refund for all unused rides, regardless of purchase date		
Time-Based Ticket	Hourly amount × remaining time, regardless of purchase date		

Ticket Type	Purchased Same Day	Purchased Previous Day	Purchased Two Days Earlier
One-Day Ticket	One-day ticket price × refund percentage	—	—
Two-Day Ticket	(One-day ticket price × refund percentage) + (two-day ticket price − one-day ticket price)	(two-day ticket price − one-day ticket price) × refund percentage	—
Three-Day Ticket	(one-day ticket price × refund percentage) + (three-day ticket price − one-day ticket price)	(three-day ticket price − two-day ticket price) × refund percentage + (three-day ticket price − two-day ticket price)	(three-day ticket price − two-day ticket price) × refund percentage

4. Refund Percentage

Time of Full Suspension	Refund Percentage
By 10:00 am	100%
After 10:00 am through 11:00 am	80%
After 11:00 am through 1:00 pm	50%
After 1:00 pm through 2:00 pm	40%
After 2:00 pm through 3:00 pm	20%
After 3:00 pm	0%

5. Calculation and Procedures

(1) “Remaining time” means the unused time remaining on the applicable time-based ticket.

(2) As a general rule, refund requests and procedures will be accepted only on the day of the full suspension. This restriction does not apply if the Company recognizes unavoidable circumstances. The User must present the applicable Ticket and any purchase record or other documentation requested by the Company and complete the procedures prescribed by the Company.

(3) The Company shall separately prescribe the rounding of refund amounts, the method for determining the purchase date and time of full suspension, and other necessary matters, and shall display them on the sales screen, Company website, or other location.