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“Expo 2025 Official Experiential Travel Guides Tourism Platform” Terms of Use (2st Edition)

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Introduction

These terms of use (hereinafter referred to as the “Terms”) set forth the terms and conditions between JTB Corp. Area Solution Business Department (hereinafter referred to as the “Company”) and the Users of “Expo 2025 Official Experiential Travel Guides” (hereinafter referred to as the “Website”) operated by the Company regarding the use of various services (hereinafter referred to as the “Service”) provided by the Company on the Website. Please read the Terms carefully before using the Service.

* Minors must have parental consent. Please check with the facility for details, even with parental consent, minors may not be able to use this service.

CHAPTER 1 Basic Provisions

The provisions of this chapter shall apply to all the Users of the “Service” (hereinafter referred to as the “Users”, regardless of whether or not they have registered as members).

Article 1.1 (Terms of Use)

- 1 The Users are deemed to have agreed to the Terms by using the Service (defined in Article 1.2 subparagraph 1).
- 2 In addition to the Terms, the Users shall agree to various provisions set forth by the Company (hereinafter referred to as “Individual Provisions”) and shall use the Service. The Individual Provisions shall constitute a part of the Terms, and in the event of any discrepancy between the Terms and the Individual Provisions, the Individual Provisions take precedence over the Terms.
- 3 The Terms may be changed at any time based on the discretion of the Company without prior notice to the Users. Any changes to the Terms shall come into effect when the Terms are posted on the Service, unless otherwise specified by the Company. If the Users use the Website after the Terms have been changed, the Users are deemed to have agreed to the changes in the Terms, and the Terms as changed shall apply.

Article 1.2 (Definition of terms)

The definition of the terms used in the Terms shall set forth in the following subparagraph.

- 1 The term “Services” means collectively the following services provided by the Company through the Website.
- 2 The term “Activity and Package Coupon Reservation Service” means a platform allowing the Users to subscribe to activity and package coupons on the Web. The Company will provide the Users with information on activities and package coupons, communicate reservation requests to the Business, and provide payment means for activities and package coupon fees.

- 3 The term “Activity” means an experience-based activity program offered by the Business and other services required a reservation website.
- 4 The term “Package Coupon” means a coupon packaging services, such as a special train ticket series, excursion ticket, common ticket, transportation, admission, experience, etc., provided by the Business, and other services required a reservation website.
- 5 The term “Activity and Package Coupon Information” means all text and images regarding activity and package coupon provided by the Business, including contents, period, date, time, location, fees, cautions, cancellation conditions of activity and package coupon, and any other information.
- 6 The term “Activity, Package Coupon Fees, etc.” means the fees for the use of activity and package coupons and taxes thereon, and other fees necessary for making a reservation for activities and package coupons.
- 7 The term “Electronic Ticket” means a right to receive admission to facilities managed by the Business, to receive permission to take vehicles, and to receive other goods or services (hereinafter referred to as “Business Services”) from the Business by presenting an electromagnetic record issued by the Business in accordance with certain conditions.
- 8 The term “Electronic Ticket Information” means information regarding the purchase and use of electronic tickets, including the content of electronic tickets, electronic ticket prices, conditions and methods of use of electronic tickets, and cautions in the use of electronic tickets, and so on.
- 9 The term “Electronic Ticket Fee” means the fee for the purchase of the Electronic Ticket and any taxes thereon.
- 10 The term “Business” means any entity or individual that posts activity, package coupon information, or electronic ticket information on the “Website”.
- 11 The term “Registration Information” means information (such as e-mail address, password, name, birth date, gender, nationality, address, and telephone number) provided by the Users to the Company.
- 12 The term “Member” means a user who has completed the membership registration procedures set forth in these Terms and has been approved as a member by the Company.
- 13 The term “Content” means any and all information, including but not limited to text, images, video, and software.

Article 1.3 (the Terms of the Service)

- 1 Those who wish to use the Service shall use it based on their own volition and commitment, and upon agreeing to the Terms.
- 2 The Users who wish to use the Service to subscribe to activities, package coupons, or purchase electronic tickets may do so either by completing the membership registration procedures specified by the Company or by purchasing without membership registration. However, the Company may not accept membership registration if the Users have violated the Terms in the past, if the Company determines that the Users may have violated the Terms, or if the Company determines that the Users are inappropriate.
- 3 Use of the Service may require registration as a Tourism Platform Gateway member operated by JTB Corp.
- 4 When the Users provide registration information or other information in using the Service, they shall provide true, accurate, and up-to-date information about themselves. In addition, the Members shall voluntarily change, add, or otherwise manage their registration information on their own commitment. The Company shall not be

liable for any damages or expenses (including mental anguish, lost profits or any other disadvantage comprising pecuniary loss, and reasonable attorney's fees, hereinafter in the Terms referred to as "Damages") , except in cases of willful misconduct or gross negligence on our part, resulting from a violation of the provisions of this paragraph.

Article 1.4 (Usage Fee)

- 1 There shall be no charge for the use of this Website. However, the Users shall bear all fees for the Activity, the Package Coupons, the Electronic Tickets, and offering-type planning tours that are booked and purchased through the Website.
- 2 In the event that the Users are obligated to pay usage fees or other fees for individual services used in the Website, the Users shall settle such payment using a payment service. In the event that the Users cancel the use of individual services settled through the payment service or otherwise has the right to receive a refund, etc., the Users shall receive such refund, etc., through the payment service.
- 3 When the Users use the payment services, the Users shall comply with the rules for the use of the payment method and so on stipulated by the Business (including, but not limited to, credit card company, payment agency, collection agency, payment authentication service provider company and financial institutions and so on, hereinafter referred to as "Payment Service Providers") providing the method through the service, or the contractual coverage regarding the method (hereinafter referred to as "Payment Rules").
- 4 The Users shall make payment using the payment method (credit card, carrier payment, etc.) registered under the Payment Rules or the Payment Service Providers' designation. When the Users use payment services, the Users shall comply with the terms of use, payment terms, or restrictions of spending limits (if any) set by Payment Services Providers.
- 5 If a dispute arises regarding payment services or between Payment Service Providers and the Users, the Users shall resolve the dispute at their own responsibility and expense, and shall not cause any damage, etc., to the Company. The Company shall not be liable for any such disputes.
- 6 The Users shall bear the cost of the information terminal and telecommunications etc. equipment, and the telecommunications costs associated with Internet connection necessary to use the Website.

Article 1.5 (Change of The Service)

- 1 The Company may change, add, suspend, or terminate the Service, in whole or in part, at any time and for any reason (hereinafter in this Article, "Change, etc.").
- 2 The Company shall not be liable for any damages the Users incurred due to changes in the Service.

Article 1.6 (E-mail address and password Member registered)

- 1 The Users must register a usable e-mail address under their control as their login ID when the membership registration process and change the e-mail address to another usable e-mail address under their control when the e-mail address is no longer under their control.
- 2 The Users shall comply with the following; to set a password that cannot be easily guessed by a third party; not to disclose their password to a third party, or to log out when using the Service on a computer or cell phone used by more than one person, and so on. The Users shall be liable for the management of the e-mail address registered as the login ID (hereinafter referred to as "Registered E-mail Address") and password.
- 3 The Users may not transfer their registered e-mail address to a third party or allow a third party to use their registered e-mail address and password. In the event that the Service is used by a registered e-mail address and

password, the Company may treat the Service as having been used by the Users who registered said registered e-mail address and password, and the Users shall be liable for the results of such use and all liability arising therefrom.

- 4 The Company shall not be liable for any damages caused by a third party's use of your registered e-mail address or password.

Article 1.7 (Withdrawal from membership)

If members wish to cancel their membership, they shall follow the cancellation procedure designated by the Company. The Company shall not be obligated to continue to retain the registration information of those who have canceled their membership.

Article 1.8 (Maintenance of the Usage Environment)

- 1 In using the Service, the Users shall, at their own expense and responsibility, prepare the necessary equipment such as PCs, mobile terminals, software, and communication means, and connect and operate them appropriately.
- 2 The Users shall take security measures to prevent computer viruses, unauthorized access, and information leaks in accordance with their own usage environment.
- 3 The Company is not involved in, and is not liable for, the Users' usage environment at all.
- 4 The Users are required to agree with the use of Cookie when using the Service.

Article 1.9 (Handling of Personal Information)

- 1 The Company shall adequately handle the Users' Personal Information on the Website in accordance with the Terms, the Privacy Policy on the Website, Company's "Personal Information Protection Policy", and laws and regulations related to Personal Information Protection. The purpose of use of Personal Information, etc. shall take precedence over Article 1.10 of the Terms.
- 2 When the Users use the Individual Service, the handling of the Users' Personal Information obtained by the Company shall be set in by the Individual Service Terms of Use.
- 3 The Company shall be able to use all information obtained through the use of the Website and the Service by the Users (including, but not limited to, destination and other data, location information obtained by the GPS function, history of station names and other input information, travel route information, etc.) (hereinafter referred to as "Personal Information, etc.") within the scope of the purposes of use set forth in the following Article. However, the Company shall not be obligated to retain any Personal Information, etc. obtained through the Website, and shall be able to destroy such Information by any method that the Company judges appropriate.
- 4 Please refer to the following for handling the Personal Information of Tourism Platform Gateway members managed by JTB Corp.

JTB Corp. "Personal Information Protection Policy" <https://www.jtbcorp.jp/jp/privacy/jtb/index.asp>

JTB Corp. "Handling of Personal Information" https://www.jtbcorp.jp/jp/privacy/jtb/kojin_jtb.pdf#page=2

Article 1.10 (Purpose of Use of Personal Information, etc.)

- 1 The purposes of use of Personal Information, etc. obtained by the Company in the Website are as set forth in the following subparagraph.
 - (a) For provision / management of the Service

- (b) To respond to inquiries from the Users (including to confirm the identity of the Users)
- (c) To send e-mails regarding new features of the Service, updates, requests for responses to the Users surveys, campaigns, etc., and other services provided by the Company
- (d) To send e-mails regarding services for Tourism Platform Gateway members managed by JTB Corp.
- (e) To contact you as necessary for maintenance, important notices, etc. related to the Service
- (f) To identify the Users who have violated the Terms, or who are attempting to use the Service for fraudulent or unjust purposes, then to refuse their use of the Service.
- (g) To allow the Users to view, change or delete their own registration information, or view their usage status.
- (h) To bill the Users for individual services for which a fee is charged
- (i) To conduct research and analysis to improve the Service and to evaluate the impact of the Service
- (j) Purposes incidental to the above purposes of use

Article 1.11 (Inquiry, Change or Deletion of Personal Information)

The Users may inquire, change, or delete their own Personal Information in accordance with the procedures as prescribed in the Website. However, in the event of server or network maintenance or failure, the Company may not be able to respond to the Users' requests immediately.

Article 1.12 (Entrustment of Handling of Personal Information)

The Company may entrust the handling of Personal Information, etc. obtained through the Website to other entities to the extent necessary to achieve the purposes of use as described in Article 1.10.

Article 1.13 (Provision to Third Party)

- 1 The Company will not provide the Users' Personal Information to a third party, except in the following cases.
 - (a) When the Users agree
 - (b) When there is an official request based on laws and regulations
 - (c) When it is necessary for the protection of human life, body, or property
 - (d) When particularly necessary to improve public health or promote the sound growth of children
 - (e) When there is an official request for cooperation from a national agency or local government
 - (f) When there is a justifiable cause, such as an emergency contact to the Users
- 2 Notwithstanding the provisions of the preceding paragraph, the Users agree that the Users provide their Personal Information, etc. to the JTB Corp and external service providers to the extent necessary to achieve the purposes of use as described in Article 9.

Article 1.14 (View and Use of Statistical Data, etc.)

The Company processes, aggregates, and analyzes the registration information and the Users' usage history of the Service so that specific individuals cannot be identified, and shall be able to allow the Users to view and use such usage history or statistical data, etc. without any restrictions (including but not limited to, allowing a third party to view and use such data, providing such data as marketing materials, developing new functions for the Service and conducting market research), and the Users agree to these in advance.

Article 1.15 (Prohibited Acts for The Users)

The Users shall not perform any of the following acts that the Company deems to fall under or be likely to fall under any of the following subparagraphs.

- 1 Unauthorized access, unauthorized attacks, or actions that have the potential to do so to the Website
- 2 Any actions that disable the provision of the Website or otherwise interfere with the provision and management of the Website, or any actions that have the potential to do so.
- 3 Using this Website for commercial or for-profit purposes, or making it available for use by a third party
- 4 Purchase or resale of individual service usage rights that can be reserved or purchased through the Website for commercial or for-profit purposes without the permission of the Company (including, but not limited to, transferring individual service usage rights purchased within the Website to a third party at a price exceeding the purchase amount).
- 5 Use of the Website in combination with other websites or services (excluding individual services)
- 6 Reverse Engineering, such as decompiling and disassembling the Website
- 7 Acts that interfere or may interfere with the Business activities of the Company
- 8 Impersonating a third party or using a third party's the Users account
- 9 Acts that infringe or may infringe on the privacy of a third party
- 10 Acts that infringe or may infringe on intellectual property rights, such as copyright, trademark right, and other rights of the Company or a third party
- 11 Acts that cause or may cause disadvantage or damage to the Company or a third party
- 12 Criminal acts or acts that lead or may lead to criminal acts
- 13 Acts that violate the Terms
- 14 Acts that violate or may violate laws and regulations or public order or morals
- 15 Acts that cause or facilitate directly or indirectly any of the acts set forth in the preceding subparagraphs or attempt any of the acts set forth in the preceding subparagraphs.
- 16 In addition to the preceding subparagraphs, acts that the Company deems inappropriate based on reasonable grounds

Article 1.16 (Response to Violations)

- 1 If the Company determines that the Users have violated the Terms, the Company may take any of the following measures against such the Users. However, the Company is not obligated to do so.
 - (a) To view content posted or transmitted by the Users and to change, make private, or delete all or part of said content without prior notice to the Users
 - (b) To demand that any conduct in violation of the Terms is stopped and that the same conduct is not repeated.
 - (c) To suspend the use of the Service
 - (d) To deregister the membership registration
 - (e) Disclosure of the fact of the violation within and without the Service (including provision of information to the police or other public authorities in the event that a criminal case or other matter may arise).
- 2 The Company shall not be liable for any damage the Users incurred as a result of the measures described in the preceding paragraph. (except in cases of willful misconduct or gross negligence on our part.) Please note that no questions or complaints will be accepted regarding the measures taken by the Company in accordance with the provisions of this article.

Article 1.17 (Immunity of Company)

- 1 The parties to the contract regarding a reservation or use of the Activity or the Package Coupon are the Users and the Business, and the Company is not a party to such contract. The Company shall not be liable for the performance of such contract by the Business.
- 2 The Company shall not be liable for any troubles between the Users and the Business or between the Users. In the unlikely event that a dispute arises between the Users and the Business or between the Users, and the Company have no choice but to respond directly to the dispute, the Users shall indemnify the Company for any and all damages incurred.
- 3 The Users agree that the Company shall not be liable for any damages arising out of or in connection with (1) the Users' use of the Service or the Users' inability to use the Service, (2) unauthorized access or unauthorized modification, (3) acts by other the Users of the Service, (4) impersonation by a third party, (5) any other matter related to the Service.
- 4 The Company does not guarantee the truthfulness, currency, certainty, or usefulness, etc. of any information or advice provided by the Company, any Business, or the Users. The Company shall not be liable for any damages the Users incurred due to any information or advice provided by the Company, any Business, or the Users.
- 5 The Company does not warrant that the Service will be free from defects. In the unlikely event that the Service has been found to be defective, the Company will make every effort to correct it but shall not be liable for any damages the Users incurred due to defects in the Service.
- 6 In the event that the Company is liable for any damages, the Company shall be liable for damages the Users incurred directly and actually, and be liable for damages up to the amount equivalent to the Activity Package Coupon Fee or the Electronic Ticket Fee regarding the damages, except in the case of intentional or gross negligence on the part of the Company. The Company shall not be liable for damages arising from special circumstances (including cases where the Company foresaw or could have foreseen the occurrence of the damage).

Article 1.18 (Temporary Suspension of the Service Operation Due to Maintenance, etc.)

- 1 The Company may temporarily suspend an operation of the Service without prior notice to or consent of the Users in any of the following cases, and the Users agree to such suspension in advance.
 - (1) In the event of performing maintenance of servers related to the Service or changing specifications, or repairing system defects related to the Service
 - (2) In the event that the operation of the Service becomes difficult or impossible caused by an occurrence or threat of a natural disaster or another emergency, or caused by an amendment or enactment of laws and regulations, etc.
 - (3) In the event that the Company deems it necessary to temporarily suspend an operation of the Service caused by other unavoidable reasons
 - (4) The Company shall not be liable for whatsoever in the event that the Users are unable to use the Service caused by a temporary suspension of an operation of the Service set forth in the preceding paragraph.

Article 1.19 (Assignment of Rights and Obligations, etc.)

1. The Users shall not transfer or lend any rights and obligations based on their status under this Terms to any third party, or furnish them with rights and obligations as collateral without the prior written consent of the Company.

2. In the event that the Company transfers the Business related to the Service to a third party based on a merger, business transfer, or any other reason, the Company may transfer the status under the Terms, rights and obligations under the Terms, and member registration information to the successor of such business with the succession of such business, and the Users shall have agreed in advance to such transfer in this paragraph.

Article 1.20 (Intellectual Property Rights etc.)

- 1 In the event that intellectual property rights such as copyrights arise in the Content posted or transmitted by the Users to the Service, the Users shall license the Company to use the Content freely (including but not limited to duplication, public transmission, distribution, transfer, lending, translation, adaptation, etc. The same shall apply hereinafter in this Article) to the extent necessary for publicizing, promoting, improving, and maintaining, etc. the Service until the expiration of the duration of the rights the Users shall not exercise their moral rights with respect to the use of such Content by the Company or any third party authorized by the Company based on this Section.
- 2 Except as set in the preceding paragraph, texts, images, videos, site design, layout, trademarks, and marks related to Activities, the Package Coupons, etc. contained in the “Website” and other Intellectual Property Rights on the Content related to the Service belong to the Company or to right holders who have licensed their use to the Company. The Users shall not be able to use such information without the prior written permission of the Company.

Article 1.21 (Confidentiality)

The Users shall treat any non-public information disclosed by the Company to the Users with a request that it be treated as confidential in connection with the Service as confidential and shall not disclose the non-public information to any third party, except as the prior written consent of the Company.

Article 1.22 (Severability)

- 1 Even if some of the provisions of the Terms are determined to be invalid under the laws and regulations, the other provisions of the Terms shall remain valid.
- 2 Even if any provision of the Terms is invalid or revoked in relation to some the Users, the Terms shall remain valid in relation to all other the Users.

Article 1.23 (Base Time)

Base Time related to making a reservation of the Activity, the Package Coupons by the Users, cancellation of the reservation and the other Service shall be based on Japan Standard Time.

Article 1.24 (Governing Law and Jurisdiction)

The Terms shall be governed by and construed in accordance with the laws of Japan. If a lawsuit arises between the Company and the Users related to the Terms, the Tokyo Summary Court or the Tokyo District Court shall be the court of exclusive jurisdiction in the first instance, based on the amount in controversy.

CHAPTER 2 Activity and Package Coupon Reservation Service Provisions

Provisions in this chapter shall be applicable to all the Users who use the Activity and the Package Coupon Reservation Service. Please check the indications on the product page of this Service for the plans to which this chapter applies.

Article 2.1 (Activity and Package Coupon Reservation)

- 1 The Users shall check the Activity and the Package Coupon Information provided in the “Website”, provide the registration information and other information designated by the Company, and make a reservation for the Activity and the Package Coupon. The Activity and the Package Coupon Information may differ from any information provided by the same business on other sites, and the Company does not guarantee that the Activity, the Package Coupon fees, and other transaction terms and conditions posted on the “Website” are the most advantageous to the Users.
- 2 The Users agree that a contract for the use of the Activity and the Package Coupon shall be concluded between the Business and the Members when the reservation is confirmed in accordance with the preceding paragraph.
- 3 After the conclusion of the contract set in the preceding paragraph, the Business may change the Activity, the Package Coupon fees, and other transaction terms and conditions. In such cases, the Activity, the Package Coupon fees, and other terms and conditions as of the date of the contract shall apply to the contract already in effect prior to the change.
- 4 If the Users are not Japanese citizens, the Users shall, at the time of website for reservation, guarantee that the Users meet the conditions for entry and stay in Japan (including having the necessary documents such as a passport or visa). The Company shall not be liable for any damages resulting from a violation of the provisions of this paragraph.

Article 2.2 (Payment of Fees)

- 1 The Users shall pay the Activity and the Package Coupon Fees, etc. in the amounts and by the methods specified in the Activity and the Package Coupon Information.
- 2 If it is found that payment cannot be made by the prescribed method after the reservation is completed, the Users agree to pay the Activity and the Package Coupon Fee, etc. by any other payment method (only if such other payment method is designated by the Business in advance) available at the time when it is found that payment cannot be made. If there is no available payment method, the Member agrees that the Activity and the Package Coupon contract for the relevant activity or package coupon fee will be canceled.

Article 2.3 (Change or Cancellation of Reservations)

- 1 The Users agree to abide by the cancellation policy, terms and conditions, etc. set forth by the Business with respect to changes, cancellations, cancellation fees, and other contract conditions for the use of the Activity and the Package Coupons.
- 2 The Users may apply for change or cancellation of the contract for the use of the Activity and the Package Coupons through the Service in accordance with the cancellation policy and terms and conditions prescribed by the Business and in the manner prescribed by the Company. In such a case, the Users agree that the change or cancellation of the contract for the use of the Activity or the Package Coupon takes effect at the time when the notification of acceptance of such website is sent to the Users’ registered e-mail address.
- 3 In addition to the preceding paragraph, the Users may change or cancel the contract for the use of the Activity and the Package Coupon upon agreement with the Business in accordance with the cancellation policy, terms and conditions, etc. prescribed by the Business.
- 4 The Users acknowledge in advance that even if a contract for the use of the Activity and the Package Coupon has been concluded, the use of the Activity and the Package Coupon may become unavailable due to inclement weather or other reasons.

- 5 If any trouble or dispute arises between the Users and the Business due to a change or cancellation, etc. of the Activity and the Package Coupon contract, the Users and the Business shall settle the matter directly between them, and the Company shall not be liable for any damage caused by such a change or cancellation.

Article 2.4 (Confirmation)

The Company may confirm with the Users whether or not they have used the Activity and the Package Coupon reserved through the Service, and the Users shall cooperate with such confirmation.

Chapter 3 Electronic Ticket Service Provisions

The provisions of this chapter apply to all the Users of the Electronic Ticketing Service. Please check the indications on the product page of this Service for the plans to which this chapter applies.

Article 3.1 (Rights guaranteed by Electronic Ticket)

In issuing and selling the Electronic Tickets to the Users, the Company guarantees that the Users will be able to receive services, etc. at the Business's service in accordance with the terms and conditions specified in the Electronic Ticket. In addition, the Company will introduce the services and so on that the Users can use with the Electronic Tickets in accordance with the terms and conditions declared by the Business to the Company. The Company will not get involved in the contents of service provided by the Business, quantity, quality, and introductions of local sales price, except in cases where such contents conflict with laws and regulations, infringe copyrights, or disturb public order or morals.

Article 3.2 (Purchase of Electronic Tickets)

- 1 The Users shall confirm the Electronic Ticket Information provided in the "Website", provide registration information and other information specified by the Company, and complete the Electronic Ticket purchase process. The Electronic Ticket Information may differ from the information provided by the same Business on other sites, and the Company does not guarantee that the Electronic Ticket prices and other trade terms listed on the "Website" are the most advantageous to the Users.
- 2 The Users shall pay the Electronic Ticket fee in the amount and by the method specified through the Electronic Ticket purchase process.
- 3 The Users agree that a contract for the purchase of the Electronic Tickets will be concluded between the Users and the Company at the time when the completion screen for the purchase of the Electronic Tickets is displayed on the "Website".
- 4 If the Users are not Japanese citizens, use shall, at the time of the Electronic Ticket purchase procedure, guarantee that he/she meets the conditions for entry and stay in Japan (including having the necessary documents such as a passport and visa). The Company shall not be liable for any damages resulting from a violation of the provisions of this paragraph. (except in cases of willful misconduct or gross negligence on our part.)
- 5 The Company or the Business may, at its discretion, set limits on the duration or number of tickets sold.

Article 3.3 (Expiration Date of Electronic Ticket)

The Users may use the Electronic Ticket only within the validity period set on the Electronic Ticket. The expiration date of the Electronic Tickets cannot be extended.

Article 3.4 (Use of Electronic Tickets)

- 1 When the Users use the Electronic Ticket to receive a business service from the Business, the Users shall present the Electronic Ticket to the Business in the manner specified in the Electronic Ticket Information to be accepted and processed by the Business.
- 2 If the Users have questions about the Electronic Ticket Information, they shall contact the Business directly.
- 3 In the event of any trouble or dispute between the Users and the Business in relation to the use of the Electronic Tickets, the trouble or dispute shall be resolved directly between the Users and the Business, and the Company shall bear no responsibility whatsoever.

Article 3.5 (Indemnification for Electronic Ticket Service)

- 1 The use of the Electronic Tickets in the Service is an exercise of rights between the Users and the Business, etc. Even if any dispute or trouble arises between the Users and the Business, etc. in relation to such use, the Company shall not be involved in any way, except for reasons attributable to the Company, and the matter shall be resolved between the Users and the Business, etc.
- 2 The Company shall not guarantee that the Users will not be damaged by harmful programs such as computer viruses when using the Service.
- 3 The Company does not guarantee that the Service will be free from defects. In the unlikely event that a defect in the Service is found, the Company will endeavor to correct or delete the defect promptly, but the Company shall not be liable for any damages the Users incurred due to the defect in the Service.

Article 3.6 (Change, Cancellation, Return or Refund of Electronic Tickets)

- 1 The Electronic Tickets cannot be changed, canceled, returned, or refunded after the purchase is completed in any case.
- 2 Notwithstanding the provisions of the preceding paragraph, if, at the discretion of the Business, etc., a refund of the purchase price of the Electronic Ticket is made due to an impossibility of providing the contents of the Electronic Ticket during the validity period of the Electronic Ticket after the purchase of the Electronic Ticket is completed, or if the Company deems it appropriate to do so, the Company may refund the purchase price of the Electronic Ticket on behalf of the Business, etc.
- 3 However, as stipulated in Article 3.5, Paragraph 1, the use of the Electronic Tickets is an exercise of rights between the Users and the Business, etc., and the Company shall not guarantee that the refund will be made, but the refund shall be made at the discretion of the Company.
- 4 In the event that a refund arises due to the reasons set forth in the preceding paragraph, the refund will be made within the prescribed period and only by the method. In the event that the Users have already used the Electronic Ticket, no refund will be given. The Company is not liable for any loss of contact due to the inability of the registered e-mail address.

Article 3.7 (Expiration of Electronic Tickets)

If the Electronic Ticket the Users purchased is unused after the expiration date, the rights to the Electronic Ticket will disappear. In addition, the Company will not accept refunds for expired the Electronic Tickets.

Article 3.8 (Reissuance of Electronic Tickets)

The Company will not reissue the Electronic Ticket due to the loss, theft, or break to, damage to, or loss of, the electronic device using the Electronic Ticket.

Establishment of october 01, 2024 (second draft)

Notation based on the Specified Commercial Transactions Law

In accordance with Article 11 of the Specified Commercial Transactions Law (Advertising for Mail Order), we will clearly specify the following:

The Special Commercial Law does not apply to solicitation-type tours. When applying for this travel product, please check the travel conditions, etc., listed on each product page and agree to the terms and conditions before applying for the product.

Distributors	JTB Corp.
Office	Zip cord 541-0056
Responsible official	Area Solution Business Department, IR ・ EXPO Promotion Office Expo 2025 Project Director / Hideto Matsuoka (in charge: Yuki Fujisaki)
Contact us	Expo 2025 Osaka, Kansai, Japan Promotion Office Tel: 06-6260-5055 E-mail: expo2025travelguides@jtb.com
Sales price	The price displayed on the purchase page of each product or service
Payment method	Credit card payment
Time of payment	We will settle the payment by credit card at the time of purchase. Please contact your credit card company, as the billing date varies depending on your credit card company.
Timing of delivery of goods and services	Immediately after completing the payment procedures for the purchase of goods and services.
Returns, cancellations, etc.	Subject to the terms and conditions of each ticket.
The amount that is required in addition to the sales price	You absorb the Internet connection fee, communication fee, etc. required for the purchase of products and services, etc. Please contact an Internet provider, a cell phone company, etc. for the respective rates.
System Requirements	▼PC Windows ・ Google Chrome 最新版 ・ Microsoft Edge 最新版 Mac ・ Safari 最新版 ▼smartphone iOS ・ Safari 最新版 Android ・ Google Chrome 最新版
Other	For products or services that have special terms of sale or offer, such as validity period, expiration date of website, etc., the terms will be indicated on the purchase page of each product or service.