

August 22, 2024

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## Terms and Conditions for the "Authentic Public Bathing Wellness Experience"

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### Scope of Application

1. Participants who book or intend to book the "Authentic Public Bathing Wellness Experience", scheduled for Sunday, September 22, 2024, in Kyoto, must comply with the specific terms and conditions of this experience. Please adhere to avoid the termination of participation without refund or liability on our part.
2. We are not responsible for any accidents, health issues, or other problems that may occur during this experience. Participants should ensure they have appropriate travel and health insurance coverage.

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### Program Details

1. **What's Included:** Bathing fee, guide fee, health check fee, and refreshments (including drinks and light snacks).
2. **What's Not Included:** Additional food and drinks, insurance fees, and transportation expenses.
3. **In the Case of Rain:** The experience will proceed in light rain.
4. **In Case of Severe Weather:** Decisions regarding cancellations due to severe weather (e.g., typhoon) will be made by 6:00 PM the day before.
5. **Reservation:** Reservations are only accepted through our designated online travel agencies. Submission of a reservation request constitutes agreement to all terms, including the experience content, cancellation policies, payment terms, and

applicable fees. Confirmation is complete when we send a notification of acceptance.

6. **Payment Method:** Payments must be made in advance through the online travel agency. On-site payments are not accepted. Cancellations after confirmation are subject to cancellation fees.
  7. **Eligibility for Participation:**
    - a. The experience is open to individuals aged 12 and older.
    - b. Individuals with tattoos, body art, or temporary tattoo stickers are prohibited.
  8. c. Those with skin conditions or chronic illnesses should consult a doctor before participating and provide proof of approval if necessary.
  9. **Meeting and Dismissal:** Participants must arrange their transportation to and from the designated meeting location. Delays in arrival will be treated as same-day cancellations, and no refunds will be provided.
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## **Refusal to Enter into a Contract**

Participation may be refused under the following circumstances:

1. **Health-related Restrictions**
  - a. Individuals with contraindications for public bathing (e.g., severe heart or lung diseases, recent gastrointestinal bleeding, advanced malignant tumors, or severe anemia).
  - b. Individuals feeling unwell on the day, those with a fever, or those who have consumed alcohol.
  - c. Participants who cannot bathe independently or require significant assistance (e.g., wheelchair users).
2. **Advised by a Doctor Not to Participate**
  - a. If a doctor advises against participation, the individual must refrain from joining the experience.

b. This program does not offer medical guidance or treatment.

**3. Capacity Limits**

a. When the number of applicants exceeds the maximum capacity.

**4. Failure to Meet Specified Conditions**

a. When participants do not meet age, gender, or other requirements specified by us, they may be refused participation and their reservation may be canceled.

**5. Disruption to Other Participants or Program Operations**

a. If a participant is likely to disturb others or hinder group activities.

**6. Payment Issues:**

a. Invalid credit card or failure to settle payment through our partner agency.

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**Cancellations and Reservation Changes**

**a. Safety and Unforeseeable Circumstances**

- If natural disasters or other uncontrollable events impact the program, we may adjust the schedule or services as necessary. Participants will be informed promptly, but in urgent cases, explanations may be given after changes have been made.

**b. Substitution of Participants**

- Reservations are non-transferable.

**c. Cancellation Policy**

- All tickets and fees are non-refundable and non-transferable. Cancellations due to personal reasons will incur fees. If we cancel due to not meeting the minimum participant number or other company-related issues, any payment system fees may apply, which we cannot cover.
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## Liability

### a. **Our Responsibility**

- We are not liable for any accidents, injuries, or health issues that may occur during the experience. We also do not guarantee the accuracy of service information and accept no responsibility for errors related to availability, pricing, or other details on our reservation platforms.

### b. **Participant Responsibility**

- Participants are responsible for their behavior and must compensate for any damages caused by their actions. Disruptive behavior may result in exclusion from the tour without a refund.

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## Prohibited Actions

### a. **Compliance with Guide and Agency Authority**

- Participants must follow the guide's instructions. Please do so to avoid exclusion from the tour without a refund.

### b. **Copyright**

- Participants may post reviews and content online, provided it is not harmful or infringing. Participants grant us the right to use, modify, and distribute the content by posting.

### c. **Photo and Video Rights**

- We reserve the right to use photos or videos taken during the experience for promotional purposes. Participants who wish to refrain from appearing in such media should inform us beforehand.
- **Participants are strictly prohibited from taking photos or videos in the public bathing area** to respect the privacy and comfort of all guests. Any participant who violates this rule will bear full legal responsibility for their actions, and the host will not be held liable. This may also result in immediate exclusion from the experience without a refund.

- **Participants are required to bathe naked** as per the requirements of the public bathing location. Bathing suits or any other clothing are not permitted.
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## **Governing Law**

This contract is governed by the laws of Japan, with the Tokyo District Court or the Tokyo Summary Court holding exclusive jurisdiction over any disputes.

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## **Protection of Personal Information**

### **a. Surveys**

- We may request participants to respond to surveys. Participation is voluntary, and we are not responsible for any issues arising from survey participation.

### **b. Handling of Personal Information**

- Your Privacy Matters personal data collected for health check or program customization is managed securely and will not be shared without consent.