

# SOTETSU HOTELS CLUB

## Membership agreement

### **Article 1. Name and Management**

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The name of this membership club is Sotetsu Hotels Club (hereinafter “the Club”), and is managed by the Sotetsu Hotels Club secretariat within Sotetsu Hotel Management Co., Ltd. (hereinafter “the Company”).

Please contact us [here](#) if you have any questions.

### **Article 2. Membership Qualifications**

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1. A member is defined as an individual who has applied for membership to the Club through the official website of the Company or through the Sotetsu Hotels Club App, who has been approved for membership by the Company, and who has consented to the Sotetsu Hotels Club Terms & Conditions (hereinafter “these Terms”). Applying for membership means you have agreed to these terms and conditions.
2. Members are prohibited from lending, transferring, or selling their membership to a third party.

### **Article 3. Membership Registration**

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1. Register your email address, password, and other necessary information when applying for Club membership.
2. The Member is responsible for managing their own password.

3. The Member is prohibited from lending, transferring, or selling their membership email address and password to a third party.
4. The Member is responsible for any damages caused by failure to manage the membership email address and password; the Company shall not be held responsible.

## **Article 4. Enrolment & Annual Membership Fees**

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Enrollment and membership is free of charge. However, the Company may charge a predetermined annual membership fee if the Company deems this necessary and notifies the Member.

## **Article 5. Expiration of membership**

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Your membership status may be terminated if more than two years pass after your last stay.

## **Article 6. Granting of Member Privileges**

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The Company will grant benefits prescribed by the Company to the Member in a method prescribed by the Company when the Member books and uses Company lodging in a manner prescribed by the Company.

Check the official Company website or the Sotetsu Hotels Club app for benefits and their terms and conditions. Privileges are subject to change without prior notice.

Check the official Company website or the Sotetsu Hotels App when using.

## **Article 7. Notifications From the Company**

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Notifications from the Company are deemed to have been made when the notification is sent to the email address registered to the Club or when information is sent to the Sotetsu Hotels Club App.

## **Article 8. Changing Member Information**

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When there is a change to the Member's address, contact information, or other registered membership information, please change it on the official Company website or on the Sotetsu Hotels Club App.

## **Article 9. Cancelling Membership**

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Members who wish to cancel their membership are asked to go through the procedures on the Member's Page on the official Company website. The membership has been cancelled once the cancellation procedure is complete. Please note that deleting the Sotetsu Hotels Club app from your device is not enough to cancel your membership.

## **Article 10. Loss of Membership Qualifications**

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In the event of any of the following, the Member will be withdrawn from the Club and lose membership qualifications.

- If the Club is unable to contact the Member.
- If the application during enrolment is found to have been falsified.
- If payments are late or there is a problem with payment.
- If the member violates the Hotel rules, Hotel terms, or these Terms.

- If the Member engages in otherwise inappropriate behavior as a member.

## **Article 11. Collection and Use of Personal Information**

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1. The Company will, with proper protection measures in place, collect , store, and use the information in 2.(1) to (5) below (hereinafter "Personal Information") for the purposes set forth in 3 below, and the Member will consent to this. (Includes incorporation of the Personal Information concerned with the online hotel reservation system owned by the Company, following the Web Terms of Use.)
2. The Company will comply with laws and regulations related to the protection of personal information and will handle the following pieces of personal information provided by members with great care.
  - (1) Name, gender, date of birth, address, telephone number, and email address
  - (2) Information regarding hotel bookings
  - (3) Hotel usage history for point accumulation
  - (4) Point payment history and usage history
  - (5) Payment information
    - \* The point reward program has ended as of September 28, 2021.
3. Personal Information provided by members will be used for the following purposes.
  - (1) Operation of the Society and provision of related services
  - (2) For tasks related to Member hotel reservations and check-in
  - (3) For tasks related to payment of hotel charges and other charges

- (4) To contact or send information necessary to the legitimate business activities of Sotetsu Hotels Club
  - (5) To send printed promotional materials from Sotetsu Hotels Club
  - (6) To send e-magazines via email from the Company or Hotel (however, sending of e-magazines will be suspended if the User makes a request to unsubscribe.) However, even if the User makes a request to unsubscribe, important notices may still be sent.
  - (7) For marketing and product development
  - (8) Personal information collected will also be used for the purposes listed in the "Joint Use" section of Sotetsu Holdings' "Handling of Customer Personal Information" among Sotetsu Group companies.
4. Personal Information provided by Members will be shared within the following scope to achieve the purpose of use.

#### Joint Use of Personal Information Within the Sotetsu Group

Sotetsu will jointly use personal information obtained from users listed in the "Joint Use" section of Sotetsu Holdings' "Handling of Customer Personal Information" among Sotetsu Group companies.

#### Joint Use of Personal Information at Sotetsu Hotels Club

##### (1) Hotels we share personal information with

We share personal information with domestic hotels partnered with Sotetsu Hotels Club.

(See here for details on these domestic hotels:<https://sotetsu-hotels.com/en/hotel/>)

##### (2) Types of Personal Information shared

The information shared is the same as those in items (1) to (5) of Paragraph 2 of this article.

(3) Purpose of sharing Personal Information

The purposes are the same as those in items (1) to (6) of Paragraph 3 of this article.

(4) Party responsible for managing shared Personal Information

Sotetsu Hotel Management Co., Ltd.

Address: 2-9-14 Kitasaiwai, Nishi-ku, Yokohama-shi, Kanagawa  
Japan

Representative: Takamasa Kato

(5) The Company may outsource handling of Personal Information provided by Members to an external contractor to the extent necessary.

(6) The Company may provided Personal Information provided by Members to hotels overseas that are partnered with Sotetsu Hotels Club (see details on overseas hotels here: <https://sotetsu-hotels.com/en/hotel/>), and the Member consents to providing this Personal Information to these overseas hotels partnered with Sotetsu Hotels Club.

(7) Personal Information provided by Members is not provided to a third party, except for in the following cases:

- When providing Personal Information to overseas hotels partnered with Sotetsu Hotels Club
- When required under the law for special circumstances

(8) We will manage Personal Information safely and appropriately, and take any necessary measures to prevent unauthorized access by an external party, loss, destruction, falsification, and leakage of Personal Information.

(9) Members may request that the Company disclose Personal Information about the Member themselves. If there are errors in the registered information or change is required, the Company will correct or delete that information immediately. Member may check, change, and delete their own information registered to their membership using the methods described in Article 8.

Personal Information Support Desk  
Sotetsu Hotel Management Co., Ltd., 2-9-14 Kitasaiwai, Nishi-ku,  
Yokohama-shi, Kanagawa  
<https://sotetsu-hotels.com/en/contact/>

Please see our companys' [Privacy Policy](#) for other matters regarding how our company handles personal information.

Guests located in the Republic of China (Taiwan) are asked to read "[For Guests Located in the Republic of China \(Taiwan\)](#)".

## **Article 12. Termination of Membership Organization (Dissolution)**

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Sotetsu Hotels Club may be terminated by the Company at its discretion with prior notice to the Member.

## **Article 13. Revisions to the Terms**

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1. The Company may revise these Terms in the following cases. In case of changes, the revised version of these Terms shall apply to this service. The revised Terms will take effect starting the date of notification to the user set forth in Paragraph 2 as the effective date set in advance by the Company.
  - (1) When the changes to the terms are in the general interest of the Member.
  - (2) When the revision to the Terms does not go against the purpose of the Terms and is reasonable in light of the necessity of revision, appropriateness of the content of the Terms after revision, and any other circumstances related to revision.
2. Revisions to the Terms as per the preceding paragraph, including what will be revised, what the Terms will state after the revision, and the effective date, will

be notified on the Company website (<https://sotetsu-hotels.com/en/>) at least two weeks prior to the effective date of the revised Terms prescribed in the preceding paragraph.

Revised May 28th, 2024