

Current (valid through August 24, 2026)	Revised (effective August 25, 2026)
Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Membership Agreement (sections omitted) Article 2 Definitions The major terms used herein shall be defined as follows: (1)The term “Tokaido Sanyo Kyushu Shinkansen” means the Tokaido Line (Shinkansen) between Tokyo and Shin-Kobe, the Sanyo Line (Shinkansen) between Shin-Kobe and Kokura, the Kagoshima Line (Shinkansen) between Kokura and Hakata, the Kagoshima Line (Shinkansen) between Hakata and Shin-Yatsushiro, the Kyushu Shinkansen between Shin-Yatsushiro and Sendai, and the Kagoshima Line (Shinkansen) between Sendai and Kagoshima Chuo. (sections omitted) (5)The term “EX Service” collectively refers to the Express Reservation Service, the smartEX Service <u>and</u> the Service that are provided by the Parties. (sections omitted) (11) The term “QR-Ticket” means a QR code provided by the Parties to the Member and the User as a code to be used to enter and exit an automatic ticket gate at the time of use of the Service, etc. (sections omitted) Article 4 Membership Registration and Member Information 1.A customer who desires to use the Service, etc (hereinafter referred to as the “Applicant”) shall agree to comply with the Agreement and the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy, and applicable supplements, as separately determined by the Parties through the Reservation Site, and perform membership registration (hereinafter referred to as the “Membership Registration”) by entering his or her e-mail address (hereinafter referred to as the “E-mail Address”), name, date of	Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Membership Agreement (sections omitted) Article 2 Definitions The major terms used herein shall be defined as follows: (1)The term “Tokaido Sanyo Kyushu Shinkansen” means the Tokaido Line (Shinkansen) between Tokyo and Shin-Kobe, the Sanyo Line (Shinkansen) between Shin-Kobe and Kokura, the Kagoshima Line (Shinkansen) between Kokura and Hakata, the Kagoshima Line (Shinkansen) between Hakata and Shin-Yatsushiro, the Kyushu Shinkansen between Shin-Yatsushiro and Sendai, and the Kagoshima Line (Shinkansen) between Sendai and Kagoshima Chuo. (sections omitted) (5)The term “EX Service” collectively refers to the Express Reservation Service, the smartEX Service, <u>the Service <u>and</u> “EX from LINE”</u> that are provided by the Parties. (sections omitted) (11) The term “QR-Ticket” means a QR code provided by the Parties to the Member and the User as a code to be used to enter and exit an automatic ticket gate at the time of use of the Service, etc. <u>*QR code is a registered trademark of Denso Wave Incorporated.</u> (sections omitted) Article 4 Membership Registration and Member Information 1.A customer who desires to use the Service, etc (hereinafter referred to as the “Applicant”) shall agree to comply with the Agreement and the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy, and applicable supplements, as separately determined by the Parties through the Reservation Site, and perform membership registration (hereinafter referred to as the “Membership Registration”) by entering his or her e-mail address (hereinafter referred to as the “E-mail Address”), name, date of

birth, password, credit card number and the expiry date thereof and other information (including the information after amendments to be made after the Membership Registration; hereinafter referred to as the “Member Information”). The Applicant shall agree that the Membership Registration includes confirmation by the Parties on the effectiveness of the Credit Card for Payment that is registered by the Applicant as a means of payment for the Service.

2. The Parties shall determine whether or not the Membership Registration of the Applicant is approved in accordance with the Parties’ standards, and if it is approved, the Parties shall issue a member identification number (hereinafter referred to as the “Membership ID”) to the Applicant. Notification of the Membership ID shall be made by displaying the same on the Reservation Site, and sending an e-mail to the E-mail Address (hereinafter referred to as the “E-mail Transmission”); however, in cases where the Membership Registration is performed through “smartEX/ExpressRide App,” the notification of the Membership ID shall be made only by E-mail Transmission. If no notice on the Membership ID is given by the Parties, the Applicant shall call the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center specified in Article 8 and follow the instructions thereof.

(sections omitted)

Article 7 Responsibility and Obligations of Members

1. When using the Service, etc., the Member shall comply with laws and regulations, general etiquette for using the Internet, and technical rules.

(sections omitted)

3. In cases where the Member becomes aware that the Membership ID and password have been stolen or used by a third party, such Member shall promptly call the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center specified in Article 8 and follow the instructions thereof.

(sections omitted)

Article 8 Contact for Inquiry from Members

1. Any inquiry from the Member about how to use the Service, etc. and

birth, password, credit card number and the expiry date thereof and other information (including the information after amendments to be made after the Membership Registration; hereinafter referred to as the “Member Information”). The Applicant shall agree that the Membership Registration includes confirmation by the Parties on the effectiveness of the Credit Card for Payment that is registered by the Applicant as a means of payment for the Service.

2. The Parties shall determine whether or not the Membership Registration of the Applicant is approved in accordance with the Parties’ standards, and if it is approved, the Parties shall issue a member identification number (hereinafter referred to as the “Membership ID”) to the Applicant. Notification of the Membership ID shall be made by displaying the same on the Reservation Site, and sending an e-mail to the E-mail Address (hereinafter referred to as the “E-mail Transmission”); however, in cases where the Membership Registration is performed through “smartEX/ExpressRide App,” the notification of the Membership ID shall be made only by E-mail Transmission. If no notice on the Membership ID is given by the Parties, the Applicant shall contact the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center specified in Article 8 and follow the instructions thereof.

(sections omitted)

Article 7 Responsibility and Obligations of Members

1. When using the Service, etc., the Member shall comply with laws and regulations, general etiquette for using the Internet, and technical rules.

(sections omitted)

3. In cases where the Member becomes aware that the Membership ID and password have been stolen or used by a third party, such Member shall promptly contact the Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Customer Center specified in Article 8 and follow the instructions thereof.

(sections omitted)

Article 8 Contact for Inquiry from Members

1. Any inquiry from the Member about how to use the Service, etc.,

others shall be made to the Customer Center determined separately (hereinafter referred to as the “Customer Center”), and the method and times of receiving inquiries, etc. shall be separately determined by the Parties and posted on the Service Guidance Website or the Reservation Site.

(sections omitted)

Article 10 Withdrawal from Membership

1.A Member desiring to withdraw from the membership of the Service shall carry out the withdrawal procedure using the Reservation Site.

(sections omitted)

4. In cases where any of the following items applies, the Parties may remove the Member from membership without giving the notice set forth in the preceding paragraph:

(1) Where the Member has not used the Service, etc. for 25 months from the date of the Membership Registration or the date of the last login to the Service, etc.; and

(2) Where the Member has applied for special provisions of the Express Reservation Service with the Credit Card for Payment, and JR Central has approved it.

(sections omitted)

Article 15 Period of Application for Purchase of Products of the Service, etc. and Time of Application and Response

1. The period in which and the hours at which applications can be made for the purchase or amendment of a product of the Service or for the refund of the value of such product, as well as the timing of responses to such applications and other aspects related to purchase or amendment of a product or the refund of the value thereof shall be provided on the Service Guidance Website for the Service or otherwise by other means. There is a restriction on the number of applications for the purchase of a product of the Service, and such restriction shall be separately determined by the Parties.

(sections omitted)

Article 16 Execution of Transport Contracts

1. Using the Reservation Site, the Member shall select the date of boarding, boarding station, alighting station, number of passengers,

or others, shall be made to the Customer Center determined separately (hereinafter referred to as the “Customer Center”), and the methods for making such inquiries, etc., shall be separately determined by the Parties and posted on the Service Guidance Website or the Reservation Site.

(sections omitted)

Article 10 Withdrawal from Membership

1.A Member desiring to withdraw from the membership of the Service shall carry out the withdrawal procedure using the Reservation Site.

(sections omitted)

4. In cases where any of the following items applies, the Parties may remove the Member from membership without giving the notice set forth in the preceding paragraph:

(1) Where the Member has not used the Service, etc. for 25 months from the date of the Membership Registration or the date of the last login to the Service, etc.; and

(2) Where the Member has applied for special provisions of the Express Reservation Service with the Credit Card for Payment, and the Parties have approved it.

(sections omitted)

Article 15 Period of Application for Purchase of Products of the Service, etc., and Time of Application

1. The period in which and the hours at which applications can be made for the purchase or amendment of a product of the Service or for the refund of the value of such product, as well as the timing of other aspects related to purchase or amendment of a product or the refund of the value thereof shall be provided on the Service Guidance Website for the Service or otherwise by other means. There is a restriction on the number of applications for the purchase of a product of the Service, and such restriction shall be separately determined by the Parties.

(sections omitted)

Article 16 Execution of Transport Contracts

1. Using the Reservation Site, the Member shall select the date of boarding, boarding station, alighting station, number of passengers,

the train of boarding, facilities and other items designated by the Parties and thereby apply for the purchase of a product of the Service.

(sections omitted)

4.A transport contract shall be executed at the time when either of the notices set forth in the preceding two paragraphs is given. If such notice is not given by the Parties, the Member shall call the Customer Center and follow the instructions thereof.

(sections omitted)

Article 17 Company Selling Products of the Service, etc.

1.The company selling a product of the Service shall be JR Central if the boarding station is any station located between Tokyo and Kyoto or the train departs from Shin-Osaka to the direction of Tokyo. It shall be JR West if the boarding station is any station located between Shin-Kobe and Kokura or the train departs from Shin-Osaka towards Kagoshima-Chuo or the train departs from Hakata towards Tokyo. It shall be JR Kyushu if the boarding station is any station located between Shin-Tosu and Kagoshima-Chuo or the train departs from Hakata towards Kagoshima-Chuo.

2. In cases where the Member purchases a round trip product of the Service, the boarding station for the first boarding that is entered by the Member on the Reservation Site shall be deemed to be the boarding station for the entire trip, and thereby the provisions of the preceding paragraph shall be applied with regard to the company selling the product via the Service; provided, however, that this shall not apply if otherwise provided by the Parties.

3. The company selling the Travel Products shall be the Travel Agency.

(sections omitted)

Article 19 Amendment and Cancellation of Transport Contracts

1.The Member shall apply for the amendment of a product of the Service or the refund of the value thereof using the Reservation Site by the method separately determined by the Parties.

(sections omitted)

4.A transport contract shall be amended or cancelled at the time when either of the notices set forth in the preceding two paragraphs

the train of boarding, facilities and other items designated by the Parties and thereby apply for the purchase of a product of the Service.

(sections omitted)

4. A transport contract shall be executed at the time when either of the notices set forth in the preceding two paragraphs is given. If such notice is not given by the Parties, the Member shall contact the Customer Center and follow the instructions thereof.

(sections omitted)

Article 17 Company Selling Products of the Service, etc.

1.The company selling a product of the Service shall be JR Central if the boarding station is any station located between Tokyo and Kyoto or the train departs from Shin-Osaka to the direction of Tokyo. It shall be JR West if the boarding station is any station located between Shin-Kobe and Kokura or the train departs from Shin-Osaka towards Kagoshima-Chuo or the train departs from Hakata towards Tokyo. It shall be JR Kyushu if the boarding station is any station located between Shin-Tosu and Kagoshima-Chuo or the train departs from Hakata towards Kagoshima-Chuo.

2. The company selling the Travel Products shall be the Travel Agency.

(sections omitted)

Article 19 Amendment and Cancellation of Transport Contracts

1.The Member shall apply for the amendment of a product of the Service or the refund of the value thereof using the Reservation Site by the method separately determined by the Parties.

(sections omitted)

4.A transport contract shall be amended or cancelled at the time when either of the notices set forth in the preceding two paragraphs

is given. If such notice is not given by the Parties, the Member shall call the Customer Center and follow the instructions thereof.

(sections omitted)

9. In cases where the IC Service or QR-Ticket Service is not used or the product of the Service is not received, the transport contract shall be deemed to have been cancelled after the time of departure of the reserved train on the date of boarding in the case of a reserved seat in an ordinary car or a Green Car (first-class car), or deemed to have been cancelled on the date of boarding in the case of a non-reserved seat in an ordinary car, and the price thereof shall be refunded after a day following the date of boarding by deducting the amount separately specified by the Parties or the refund fee.

10. Notwithstanding the paragraphs 1 through 9, the cancellation of the transport contract included in the itinerary at the time of application for purchase of Travel Products shall occur at the time the travel contract between the Member and the Travel Agency is cancelled. The cancellation of the travel contract, and modification and notices, etc., relating to the transport contract included in the itinerary shall be in accordance with the provisions of the Contract Document or the Reservation Site for the Travel Product.

Article 20 Pre-sale Reservation Service

is given. If such notice is not given by the Parties, the Member shall contact the Customer Center and follow the instructions thereof.

(sections omitted)

9. In cases where the IC Service or QR-Ticket Service is not used or the product of the Service is not received, the transport contract shall be deemed to have been cancelled after the time of departure of the reserved train on the date of boarding in the case of a reserved seat in an ordinary car, a Green Car (first-class car) or for Supreme Class, or deemed to have been cancelled on the date of boarding in the case of a non-reserved seat in an ordinary car, and the price thereof shall be refunded after a day following the date of boarding by deducting the amount separately specified by the Parties or the refund fee.

10. Notwithstanding the paragraphs 1 through 9, the cancellation of the transport contract included in the itinerary at the time of application for purchase of Travel Products shall occur at the time the travel contract between the Member and the Travel Agency is cancelled. The cancellation of the travel contract, and modification and notices, etc., relating to the transport contract included in the itinerary shall be in accordance with the provisions of the Contract Document or the Reservation Site for the Travel Product.

11. In cases where the Parties issue refunds to the Member due to service disruptions or other reasons, if the refund amount is incorrect, whether too high or too low, as a result of an error in the refund processing, the Parties may perform the necessary settlement procedures on the credit card used for payment. In particular, if the refund amount is excessive or if a refund is issued in error, the Parties may separately charge the credit card used for payment for the difference between the legitimate refund amount and the amount refunded, or for the full amount of the erroneous refund. Therefore, performing the settlement procedures specified in this paragraph may affect the available credit limit on the Member's credit card used for payment.

Article 20 Pre-sale Reservation Service

1. Except for unreserved seats in ordinary carriages on Nozomi trains, a transport contract can be entered into, etc. from the day which is one year prior to the date of boarding to the day before the date of sale (hereinafter referred to as the “One Year Advance Reservation”) as provided in the Regulations on Passenger Operations (hereinafter referred to as the “Launch Date”). However, there may be cases where the operation plan for the agreed date of departure has not been finalized at the time of entry into the contract. In addition, the Parties reserve the right to suspend the One-Year Advance Reservation if deemed necessary. The number of applications for the One-Year Advance Reservation for each train is limited depending on the Launch Date.

2. The Parties will arrange trains, etc. in accordance with the terms of the contract and notify the Member of any changes in the trains, etc. agreed upon at the time of creation of the contract, in accordance with the operation plan. The Parties will arrange trains, seats, and other relevant matters in accordance with the terms of the contract and notify the Member of the results of the arrangements sequentially around 8:00 on the Launch Date for trains for which the Member has made a One-Year Advance Reservation.

3. Notwithstanding paragraph 2, the Parties may notify the Member of the results of the arrangements through the Customer Center.

1. Except for unreserved seats in ordinary carriages on certain trains and the products separately determined by the Parties, a transport contract can be entered into, etc. from the day which is one year prior to the date of boarding to 7:30 a.m. on the day of sale (hereinafter referred to as the “One Year Advance Reservation”) as provided in the Regulations on Passenger Operations (hereinafter referred to as the “Launch Date”). However, there may be cases where the operation plan for the agreed date of departure has not been finalized at the time of entry into the contract. In addition, the Parties reserve the right to suspend the One-Year Advance Reservation if deemed necessary. The number of applications for the One-Year Advance Reservation for each train is limited depending on the Launch Date.

2. When the Member applies for the One-Year Advance Reservation, the Member shall be deemed to have entered into a transport contract, and a transport contract shall be deemed to have been executed between the Member and the Parties. In addition, the Parties shall notify the Member of the reservation number along with the notification of the reply to the effect that the application has been accepted.

3. The Parties will arrange trains, seats, and other relevant matters in accordance with the details provided in the Member’s application, and notify the Member of the results of the arrangements sequentially around 8:00 on the Launch Date for trains for which the Member has made a One-Year Advance Reservation using the method specified in Article 16, paragraph 2. Provided that the Parties will arrange trains, etc. in accordance with the terms of the contract and notify the Member of any changes in the trains, etc., agreed upon at the time of creation of the contract, in accordance with the operation plan. In addition, the terms and conditions regarding reservation changes and other matters in such case shall be separately stipulated.

4. Notwithstanding the preceding paragraph, the Parties may notify the Member of the results of the arrangements through the Customer Center.

4. If the Member is not notified by the Parties on the Launch Date, the Member shall contact the Customer Center by telephone and follow the instructions of the Customer Center.

Article 21 After-hours Reservation Service

1. A transport contract can be entered into (hereinafter referred to as the “After-hours Reservation”) during the nighttime application service hours separately determined by the Parties. However, the Parties reserve the right to suspend After-hours Reservations if deemed necessary. In addition, the number of applications for the After-hours Reservation for each train is limited.

2. The Parties will arrange trains, seats, and other relevant matters in accordance with the terms of the contract and notify the Member of the results of the arrangements sequentially after the start of business hours for the Service separately determined by the Parties.

3. Notwithstanding paragraph 2, the Parties may notify the Member of the results of the arrangements through the Customer Center.

4. If the Member is not notified by the Parties on the relevant day, the Member shall contact the Customer Center by telephone and follow the instructions of the Customer Center.

Article 22 Use of IC Service

1. If the Member or the User wishes to use the IC Card to enter or exit an automatic ticket gate to use a route designated by the Parties with the IC Service, the Member is required to register the IC Card through the Reservation Site, and then, if the Parties approve the use of the IC Service, the Member or the User may board trains by using the IC Card.

5. If the Member is not notified by the Parties on the Launch Date, the Member shall contact the Customer Center by telephone and follow the instructions of the Customer Center.

Article 21 After-hours Reservation Service

1. A transport contract can be entered into (hereinafter referred to as the “After-hours Reservation”) during the nighttime reservation service hours separately determined by the Parties, except for the products separately determined by the Parties. However, the Parties reserve the right to suspend After-hours Reservations if deemed necessary. In addition, the number of applications for After-hours Reservations for each train is limited.

2. For seats on trains booked through the After-hours Reservation, the Parties will arrange trains, seats, and other relevant matters in accordance with the terms of the contract and notify the Member of the results of the arrangements sequentially after the start of business hours for the Service separately determined by them, using the method specified in Article 16, paragraph 2. In addition, the procedures to be followed in the event of changes to the agreed-upon train or other details shall be separately determined.

3. Notwithstanding the preceding, the Parties may notify the Member of the results of the arrangements through the Customer Center.

4. If the Member is not notified by the Parties as set forth in the preceding two paragraphs after making the After-hours Reservation and once business hours have begun, the Member shall contact the Customer Center and follow the instructions of the Customer Center.

Article 22 Use of IC Service

1. If the Member or the User wishes to use the IC Card to enter or exit an automatic ticket gate to use a route designated by the Parties with the IC Service, the Member is required to register or specify the IC Card through the Reservation Site, and then, if the Parties approve the use of the IC Service, the Member or the User may board trains by using the IC Card (hereinafter, an IC Card that the Member has registered or designated and that is linked to a reservation shall be referred to as a “Designated IC Card”).

In addition, when boarding by the IC Card, the Member and the User shall receive the Seat Information when entering an automatic ticket gate and possess it until exiting.

2. For changing the IC Card, the Member shall make such change using the Reservation Site.

3. In cases where the registration of the IC Card is changed after the execution or amendment of a transport contract, the IC Card after the change may be used for the IC Service.

4. When registering a registered-type IC Card, the Member shall register the IC Card held in the name of such Member.

5. If the registered IC Card has expired or is invalid, the Member may not use the IC Service.

6. In cases where the Member or the User cannot pass an automatic ticket gate of the boarding station with the registered IC Card or does not have such IC Card on the date of boarding, the Member or the User shall board trains by the method specified in Article 23 or Article 24.

7. The hours when the IC Card can be registered using the Reservation Site shall be separately determined by the Parties.

Article 23 Use of QR-Ticket Service

1. The Member and the User may board trains using a QR-Ticket. In addition, when boarding by the QR-Ticket, the Member and the User shall receive the Seat Information when entering an automatic ticket gate and possess it until exiting. The Member may be subject to the fare for the basic fare ticket and limited express ticket set forth in the Regulations on Passenger Operations if the Member lose the Seat Information.

In addition, when boarding using the Designated IC Card, the Member and the User shall receive the Seat Information when entering an automatic ticket gate and possess it until exiting. In addition, the Member or the User must promptly present the Designated IC Card if requested to do so by the staff of any of the Parties. If such presentation is not made, the Member or the User may not be permitted to board the routes designated by the Parties under the transport contract.

*Provided, however, that the provisions regarding the carrying of the Seat Information shall not apply after the date specified on the Service Guidance Website.

2. In cases where the registration of the IC Card is changed after the execution or amendment of a transport contract, the IC Card after the change may be used for the IC Service.

3. When registering a registered-type IC Card, the Member shall register the IC Card held in the name of such Member.

4. If the registered IC Card has expired or is invalid, the Member may not use the IC Service.

5. In cases where the Member or the User cannot pass an automatic ticket gate of the boarding station with the registered IC Card or does not have such IC Card on the date of boarding, the Member or the User shall board trains by the method specified in Article 23 or Article 24.

6. The hours when the IC Card can be registered using the Reservation Site shall be separately determined by the Parties.

Article 23 Use of QR-Ticket Service

1. The Member and the User may board trains using a QR-Ticket. In addition, when boarding by the QR-Ticket, the Member and the User shall receive the Seat Information when entering an automatic ticket gate and possess it until exiting. The Member may be subject to the fare for the basic fare ticket and limited express ticket set forth in the Regulations on Passenger Operations if the Member lose the Seat Information.

(sections omitted)

Article 24 Method of Receiving Tickets of the Service, etc.

1. A Member who has executed a transport contract through the Service, etc. shall receive the Tickets from the Service, etc. retained by the Parties at a station ticket office or a ticket vending machine, etc. separately determined by the Parties (hereinafter referred to as the “Station Ticket Office, etc.”) before boarding the train, unless the Member uses the IC Service or QR-Ticket Service.

2. The receipt set forth in the preceding paragraph requires the Pick-up Code as well as the password used by the Member to log into the Reservation Site for the Service; provided, however, that if the Member receives the Tickets from the Service, etc. at the Station Ticket Office, etc., the Member shall be required to sign a form prescribed by the Parties, in lieu of the password.

3. The Tickets from the Service, etc. shall be received no later than the date of boarding thereof only during the business hours of the Station Ticket Office, etc. However, the receipt period for a ticket-vending machine designated in paragraph 1 shall be separately determined by the Parties.

In addition, the Member or the User must promptly present the QR-Ticket if requested to do so by the staff of any of the Parties. If such presentation is not made, the Member or the User may not be permitted to board the routes designated by the Parties under the transport contract.

*Provided, however, that the provisions regarding the carrying of the Seat Information shall not apply after the date specified on the Service Guidance Website.

(sections omitted)

Article 24 Method of Receiving Tickets of the Service, etc.

1. A Member who has executed a transport contract through the Service, etc. shall receive the Tickets retained by the Three Companies for the Service, etc. at a reserved-seat ticket vending machine or ticket office separately designated by the Three Companies (hereinafter referred to as the “Ticket Collection Counter”) before boarding the train, unless the Member uses the IC Service or QR-Ticket Service.

Notwithstanding the foregoing, the Three Companies shall discontinue ticket collection on and after the date specified on the Service Information Website. Accordingly, the provisions of this Article shall not apply on or after the date specified on the Service Information Website.

2. The receipt set forth in the preceding paragraph requires the Pick-up Code as well as the password used by the Member to log into the Reservation Site for the Service; provided, however, that if the Member receives the Tickets from the Service, etc., at the Ticket Collection Counter, etc., the Member shall be required to sign a form prescribed by the Parties, in lieu of the password.

3. The Tickets from the Service, etc., shall be received no later than the date of boarding thereof only during the business hours of the Ticket Collection Counter, etc. However, the receipt period for a ticket-vending machine, the validity period of the Pick-up Code referred to in the preceding paragraph, and the receipt period for tickets booked through the One Year Advance Reservation as set forth in Article 20 shall be separately determined by the Parties. In

4. Any amendment of the Tickets from the Service, etc. or refund of the value thereof after the receipt thereof shall be handled <u>by the Station Ticket Office, Etc. that is separately determined by the Parties.</u> In such case, the payment shall be settled by the Credit Card for Payment used for the application for purchase or amendment of the Tickets from the Service, unless otherwise determined by the Parties. 5. Changes to and refunds of Tickets for transport contracts included in the Travel Products are not permitted to be processed at a <u>station ticket office.</u> Article 26 Exemption of the Parties from Their Liability and Payment of Damages 1. The Parties or Travel Agencies shall not be liable for the following items in connection with the Service, etc.: (1) Any disadvantage caused to the Member or a third party by a misrepresentation contained in the Member Information; (sections omitted) (7) Any disadvantage caused to the Member or a third party <u>by a change in the telephone number or business hours, etc. of</u> the Customer Center; (8) Any disadvantage caused to the Member or a third party by the Member's failure to <u>call</u> the Customer Center when no notice is given by the Parties or Travel Agencies in accordance with Article 5 with regard to the execution of transport contract, etc.; (sections omitted) (12) Any disadvantage caused to the Member or a third party by the inability to use the Service due to system maintenance, a system fault affecting the credit card company or other institutions or	<u>addition, once the receipt period has expired, the receipt of the Tickets may not be made.</u> 4. Any amendment of the Tickets from the Service, etc., or refund of the value thereof after the receipt thereof shall be handled <u>during the business hours of the Ticket Collection Counter, etc. (Once the Tickets for the Service are received, any change or request for refunds may not be made on the Reservation Site.)</u> In such case, the payment shall be settled by the Credit Card for Payment used for the application for purchase or amendment of the Tickets from the Service, unless otherwise determined by the Parties. <u>Furthermore, changes or refunds for the Tickets from the Service may be made up to the date of boarding specified on the relevant Tickets; however, no changes or refunds will be permitted on or after the day following the date of boarding.</u> 5. Changes to and refunds of Tickets for transport contracts included in the Travel Products are not permitted to be processed at a <u>Ticket Collection Counter.</u> Article 26 Exemption of the Parties from Their Liability and Payment of Damages 1. The Parties or Travel Agencies shall not be liable for the following items in connection with the Service, etc.: (1) Any disadvantage caused to the Member or a third party by a misrepresentation contained in the Member Information; (sections omitted) (7) Any disadvantage caused to the Member or a third party <u>due to changes in the methods of contacting</u> the Customer Center, <u>etc.</u>; (8) Any disadvantage caused to the Member or a third party by the Member's failure to <u>contact</u> the Customer Center when no notice is given by the Parties or Travel Agencies in accordance with Article 5 with regard to the execution of transport contract, etc.; (sections omitted) (12) Any disadvantage caused to the Member or a third party by the inability to use the Service due to system maintenance, a system fault affecting the credit card company, <u>the telecom company</u> or other
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other reasons attributable such institutions; (sections omitted) Article 31 Governing Law and Court of Jurisdiction 1.The Agreement shall be governed by the laws of Japan. The <u>Nagoya</u> District Court, the Osaka District Court, or the Fukuoka District Court shall have <u>the</u> exclusive jurisdiction for the first instance over all disputes arising between the Parties and the Member in connection with the Service and the Agreement. Revision Date: <u>March 2, 2024</u>	institutions or other reasons attributable such institutions; (sections omitted) Article 31 Governing Law and Court of Jurisdiction 1.The Agreement shall be governed by the laws of Japan. The <u>Tokyo</u> District Court, the Osaka District Court, or the Fukuoka District Court shall have exclusive jurisdiction for the first instance over all disputes arising between the Parties and the Member in connection with the Service and the Agreement. Revision Date: <u>August 25, 2026</u>
Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (sections omitted) 1.Collection, etc. of personal information by the Parties The Parties acquire the following personal information of customers through proper and fair means: (1)A customer’ s name, date of birth, phone number, e-mail address, credit card expiration date and information related to public transport IC card, as well as changes to such information (excluding credit card number); (2)A history of past purchases of train tickets and travel-related products as well as services related thereto collected by the Parties from transactions with a customer; (sections omitted) 4.Disclosure and provision to third parties The personal information acquired from customers shall be managed properly by the Parties, and shall not be disclosed or provided to a third party except in any of the following cases: (1)Cases in which the consent of the principal is obtained; (sections omitted) (5)Cases in which the disclosure or provision of personal information is necessary for cooperating with a Japanese state organ, a Japanese local government or an individual or a business	Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (sections omitted) 1.Collection, etc. of personal information by the Parties The Parties acquire the following personal information of customers through proper and fair means: (1)A customer’s name, date of birth, phone number, e-mail address, credit card expiration date and information related to public transport IC card, as well as changes to such information (excluding credit card number); (2)A history of past purchases <u>and use</u> of train tickets and travel-related products as well as services related thereto collected by the Parties from transactions with a customer; (sections omitted) 4.Disclosure and provision to third parties The personal information acquired from customers shall be managed properly by the Parties, and shall not be disclosed or provided to a third party except in any of the following cases: (1)Cases in which the consent of the principal is obtained; (sections omitted) (5)Cases in which the disclosure or provision of personal information is necessary for cooperating with a Japanese state organ, a Japanese local government or an individual or a business

operator entrusted by either of the former two in executing the affairs prescribed by laws and regulations of Japan, and obtaining the consent of the principal is likely to impede the execution of the affairs concerned; or (6) Cases in which the disclosure or provision of personal information is necessary for cooperating with the issuers of customers' credit cards, and with the credit card payment agents used by the Parties for smart EX payments, in order for credit card issuers to detect and prevent any unauthorized use of credit cards. (sections omitted) Revision Date: <u>September 16, 2023</u> Supplement to Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (the "Global Privacy Policy") For European Economic Area ("EEA") and UK Customers (sections omitted) 2. Collection, use, and disclosure of Personal Data (1) Purposes of use of Personal Data a) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below. • For transactions with you concerning or for the provision of train tickets, travel-related products, and other services related thereto and the like; • For the purposes of conducting investigations necessary to respond to requests made by you and analyzing and preparing statistics on trends related to our customers; and	operator entrusted by either of the former two in executing the affairs prescribed by laws and regulations of Japan, and obtaining the consent of the principal is likely to impede the execution of the affairs concerned; or <u>(6) Cases in which any personal data is provided to academic institutions or similar entities, and such institutions or entities need to process such personal data for academic research purposes (including cases where a part of the purpose of processing such personal data is for academic research, but excluding cases where such processing would unduly infringe upon the rights or interests of any individuals);</u> (7) Cases in which the disclosure or provision of personal information is necessary for cooperating with the issuers of customers' credit cards, and with the credit card payment agents used by the Parties for smart EX payments, in order for credit card issuers to detect and prevent any unauthorized use of credit cards. (sections omitted) Revision Date: <u>August 25, 2026</u> Supplement to Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (the "Global Privacy Policy") For European Economic Area ("EEA") and UK Customers (sections omitted) 2. Collection, use, and disclosure of Personal Data (1) Purposes of use of Personal Data a) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below. • For transactions with you concerning or for the provision of train tickets, travel-related products, and other services related thereto and the like <u>(based on contract or legitimate interests);</u> • For the purposes of conducting investigations necessary to respond to requests made by you and analyzing and preparing statistics on trends related to our customers <u>(based on contract or legitimate</u>
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• For sales analysis and product development. b) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below only if we obtain your explicit consent separately; • For the delivery of advertising and other items and printed materials, as a way of advertising our business, by the Internet or via any other means. (sections omitted) Revision Date : <u>June 4</u>, 2026 Supplement to Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (the “Global Privacy Policy”) For Thai Customers (sections omitted) 2. Collection, use and disclosure of Personal Data (1) Purposes of use of Personal Data a) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below. • For transactions with you concerning or for the provision of train tickets, travel-related products, and other services related thereto and the like; • For the purposes of conducting investigations necessary to respond to requests made by you and analyzing and preparing statistics on trends related to our customers; and • For sales analysis and product development. b) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below only if we obtain your explicit consent separately; • For the delivery of advertising and other items and printed materials, as a way of advertising our business, by the Internet or via any other means.	<u>interests</u>); and • For sales analysis and product development <u>(based on legitimate interests)</u>. b) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below only if we obtain your explicit consent separately; • For the delivery of advertising and other items and printed materials, as a way of advertising our business, by the Internet or via any other means <u>(based on your consent)</u>. (sections omitted) Revision Date : <u>August 25</u>, 2026 Supplement to Tokaido Sanyo Kyushu Shinkansen Internet Reservation Service Privacy Policy (the “Global Privacy Policy”) For Thai Customers (sections omitted) 2. Collection, use, and disclosure of Personal Data (1) Purposes of use of Personal Data a) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below. • For transactions with you concerning or for the provision of train tickets, travel-related products, and other services related thereto and the like <u>(based on contract or legitimate interests)</u>; • For the purposes of conducting investigations necessary to respond to requests made by you and analyzing and preparing statistics on trends related to our customers <u>(based on contract or legitimate interests)</u>; and • For sales analysis and product development <u>(based on legitimate interests)</u>. b) We collect, process, and provide your Personal Data in order to achieve the purposes set forth below only if we obtain your explicit consent separately; • For the delivery of advertising and other items and printed materials, as a way of advertising our business, by the Internet or via any other means <u>(based on your consent)</u>.
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(sections omitted) <u>Effective</u> date: <u>September 16, 2023</u>	(sections omitted) <u>Revision</u> Date : <u>August 25, 2026</u>
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