

LUGGAGE EXPRESS Terms of Use_(ver.8)

These LUGGAGE EXPRESS Terms of Use (hereinafter the "Terms") are applicable to all users of the services provided by JTB Corp.

1. Service overview

(1) LUGGAGE EXPRESS (hereinafter "LEX") is a service that delivers the baggage of users (hereinafter the "Users") who wish to use LEX from the Transfer Point designated by the Company where the baggage is checked in (hereinafter sometimes referred to as the "Transfer Point") to the transfer point designated as the delivery destination by the User.

(2) LEX's [service fee] is as follows.

*In addition to the usage fees for all services provided by the Company in accordance with the Terms, delivery charges (or transportation charges) are also included based on the transportation agreements (between the User and JR Tokai Logistics Company, and between the User and LOGIQUEST) that are concluded at the same time as the conclusion of the Service Usage Agreement stipulated in Section 11.

[Service Fee (Lineup)]

Regular delivery	Arrival at Hotel at 8:00 p.m. on the same day	Price: 12,000 yen per unit (excluding tax)
Express delivery	Arrival at Hotel 6:00 p.m. on the same day	Price: 15,000 yen per unit (excluding tax)
Late Checkout delivery	Arrival at Hotel at 8:00 p.m. on the same day	Price: 15,000 yen per unit (excluding tax)
Regional delivery	Arrival at Hotel at 8:00 p.m. on the same day	Price: 4,000 yen per unit (excluding tax)
Airport Delivery (To Haneda Airport)	Arrival at Airport I at 2:00 p.m. on the same day	Price: 4,000 yen per unit (excluding tax)
Airport Delivery (To Narita Airport)	Arrival at Airport I at 2:00 p.m. on the same day	Price: 5,000 yen per unit (excluding tax)
Airport Delivery (From Haneda Airport)	Arrival at Hotel at 7:00 p.m. on the same day	Price: 4,000 yen per unit (excluding tax)
Airport Delivery (From Narita Airport)	Arrival at Hotel at 7:00 p.m. on the same day	Price: 5,000 yen per unit (excluding tax)

*Some services may not include rail transportation, depending on the service content.

2. Service provider

LEX is a service provided by JTB Corp. (hereinafter referred to as the "Company") in cooperation with LOGIQUEST and JR Tokai Logistics Company, based on the User's request. JR Tokai Logistics Company is responsible for railway transportation and LOGIQUEST is responsible for ground transportation, and the Company acts as an agent for the transportation of baggage by each company on behalf of the User, and coordinates the transportation arrangements, among other things.

3. Application procedure (registration of shipping and user information)

To use LEX, Users shall register their reservation information for the accommodation facility or other related facilities to which the baggage is to be delivered through the dedicated LEX website

(hereinafter the "LEX website") <www.luggage-express-service.com> operated by the Company and complete the application procedure by providing the following information by the specified time.

*LEX baggage delivery to accommodation facilities or other related facilities is limited to those who have an accommodation reservation recorded at both the sending and receiving facilities. Please note that baggage delivered to such facilities by Users who are not staying at the both the sending and receiving facilities may be refused. Even if the service provider delivers baggage to such facility where the User is not staying overnight and the facility refuses to accept the baggage, the User is still required to pay the full amount of this service.

*If the User enters incorrect shipping or user information, the baggage may not be delivered. In such a case, the User will still be charged the full amount of the service.

(1) Shipping information

Register the date of delivery, the check-in location (e.g., name of the accommodation facility or other related facility), the name of the destination accommodation facility or other related facility to which the baggage will be delivered, and the number of pieces of baggage to be delivered.

When using the Airport Delivery Service, the User shall accurately provide the flight information for the scheduled flight, including the flight number and departure time.

(2) User information

Register your name, e-mail address, phone number (mobile), nationality, credit card information to be used for payment, and any other information required for payment processing (payment may be processed through a third-party payment service provider).

4. Service usage procedure

Users can use LEX by following these steps.

(1) Reservation and payment

After completing the application procedure based on "3. Application procedure (registration of shipping and user information)", the service fee shall be paid by the designated credit card.

(2) Receipt of reserved tickets

Upon completion of the payment described in the preceding item (1), the Company will send an automatic reservation completion e-mail with a reservation ticket number to the e-mail address provided in the user

information. This reservation completed e-mail will be the "reservation ticket". The User must save this e-mail until the baggage delivery is completed.

(3) Checking baggage

By the specified time on the day of delivery, the User must present the reservation ticket to the staff at the Transfer Point where the User's baggage will be shipped and receive a special tag. After receiving the special tag, the User must write their name and reservation ticket number on the tag and hand it to the staff.

(4) Confirmation of damaged baggage and attachment of special tags

After checking the baggage for damage together with the Transfer Point staff, the Transfer Point staff will add the name of the Transfer Point, the name of the staff in charge, and the presence or absence of damage to the dedicated tag. Upon such confirmation and attachment of the special tag, the baggage delivery shall be deemed to have been accepted.

(5) Notification of delivery completion

When the Company completes the delivery of baggage to accommodation facilities or other related facilities that the User has registered on the LEX website as the delivery destination, the Company will send an e-mail to the User's registered address to confirm that the delivery has been completed.

(6) Baggage pickup (after 6:00 p.m. or 9:00 p.m. on the day of shipment) *Depends on the type of delivery applied for.

The User may pick up their baggage by providing their name at the front desk of the destination accommodation facilities or other related facilities. The User acknowledges in advance that the pickup time may be delayed due to traffic conditions on the day of pickup.

5. Accepted baggage

Only suitcases and bags with zippers or other closures are accepted.

The total of the three dimensions must not exceed 200 cm, and it must weigh less than 30 kg.

*Packed strollers (simple packaging such as air caps is acceptable) and cardboard boxes will be considered as luggage for delivery.

6. Baggage that is not accepted

The following items cannot be accepted. If baggage that falls under any of the above categories is checked in without being declared, neither the Company, JR Tokai Logistics Company nor LOGIQUEST shall make any compensation or indemnity for any loss, theft, damage, defacement, etc. of the baggage.

(1) Perishable items (fresh food, refrigerated/frozen goods), animals, plants

(2) Plastic bottles, opened beverages (liquids)

(3) Luggage with umbrellas, walking sticks, etc. attached to the side

(4) Unclean items, items with odor, or items that may decay or deteriorate

(5) Precision equipment (computers, tablets, cameras, mobile phones) and fragile items (pottery, etc.)

(6) Mobile battery (including products containing lithium-ion batteries)

(7) Valuables (cash, checks, bills, securities, passports, tickets, precious metals, important documents, items worth over ¥300,000)

(8) Human remains, ashes, memorial tablets

(9) Hazardous materials (flammables, explosives, chemicals, fuels, toxic substances, specimens, pathogens, firearms, swords, etc.)

(10) Inadequately packaged items (bags/sacks that don't close properly), items deemed at high risk of damage

(11) Other items deemed unsuitable for transport

7. Matters to be notified to users

The Company shall notify Users of necessary matters from time to time by posting on the dedicated LEX website, sending e-mails, or by other means deemed appropriate by the Company. Notices shall become effective as of the time when it can be reasonably determined that the Company has sent said notice and that it has reached the User.

8. Prohibition of transfer of rights and obligations, etc.

Users may not transfer their contractual status and all or part of the rights and obligations arising therefrom with respect to all agreements based on the Terms to any third party without the written consent of the Company.

9. Prohibitions on the use of LEX

In using LEX, Users shall not engage in any of the following acts.

(1) Acts that violate laws, court judgments, decisions or orders, or legally binding administrative measures

(2) Acts that are offensive to public order and morals, fraud or fraud-related acts, or acts that infringe or may infringe intellectual property rights such as copyrights and trademarks, honor or privacy rights, or other legal or contractual rights of the Company or third parties including other users

(3) Acts that cause or may cause disadvantages or damage to the Company or third parties including other Users

(4) Any act for the purpose of making or preparing to make a profit through or in connection with LEX without the Company's consent

(5) Acts of using or providing computer viruses or other harmful programs in connection with LEX

(6) Acts of transmitting or writing information by impersonating the Company or a third party, or intentionally causing the dissemination of false information

(7) Acts that use LEX by any method other than those approved by the Company

(8) Acts of reproducing or transmitting information obtained through LEX for purposes other than personal use without the Company's consent or acts of making such information available for use by third parties, regardless of the method used.

(9) Acts of providing benefits directly or indirectly to antisocial forces or otherwise cooperating with antisocial forces

(10) In addition to the above, any other acts that the Company reasonably deems to be inappropriate

10. User information

(1) Use of user information

Shipping Information and User Information registered by the User shall be handled by the Company, LOGIQUEST Co., Ltd. (including its subcontractors), JR Tokai Logistics Co., Ltd. (including its subcontractors), Transfer Points, and other parties to the extent necessary for the provision of LEX.

In addition, in providing LEX, the Company shall use the Shipping Information and User Information for the following purposes: (i) collection, transportation arrangement, delivery, and related communications regarding baggage; (ii) reservation and payment verification; (iii) responding to inquiries; (iv) prevention of unauthorized use and maintenance of a secure service environment; and other purposes specified in the Privacy Notice separately published by the Company.

Please note that user information shall be disclosed in the following cases.

- When the User has consented to the disclosure of the User's registration information
- When disclosure is required by law
- When the Company discloses statistical information (limited to information that does not identify individuals) collected for the purpose of analyzing LEX usage trends

(2) Change of user information

In the event of any change in user information, Users shall promptly change their user information by following the procedures on the LEX website. The Company shall not be held liable for any damage or hindrance to the use of LEX caused by inadequate or erroneous changes to the registration information by Users.

11. Conclusion of the agreement

A service usage agreement for LEX is concluded between the Company and the User when the User registers shipping information and user information on the LEX website operated by the Company and completes the application procedure, and when the Company sends a reservation completion e-mail to the e-mail address provided in the user information. At the same time as the User Agreement is concluded, transportation agreements shall also be concluded between the User and LOGIQUEST, and between the User and JR Tokai Logistics Company, in accordance with the following Conditions of Carriage and Terms and Conditions of each company.

<Truck transportation: Terms of Use (Luggage Transportation) >: LOGIQUEST

<https://www.mlit.go.jp/notice/noticedata/sgml/2003/68aa4489/68aa4489.html> (Japanese)

<Railway transportation: Standard Conditions of Transportation by Rail> JR Tokai Logistics Company

https://www.jrtl.co.jp/pdf/conditions_of_carriage.pdf(Japanese)

The Company shall not be liable regarding the use of LEX services if a user fails to check in or collect their baggage at the location and date and time specified in the registration details. In such cases, the prescribed cancellation fee as stated on the LEX website shall apply.

12. Handling of baggage delivery accidents

In the event of transportation-related delays, damage, loss, etc., between receipt at the Transfer Point and delivery to the delivery destination, we shall respond in accordance with the transportation terms and conditions of each company as described in Section 11.

13. Cancellation of shipping information and user information

(1) LEX allows Users to cancel their shipping information at their own discretion by following the procedures on the LEX website. Depending on the timing of the cancellation procedure, the prescribed cancellation fee as stated on the LEX website may apply.

(2) If the User violates the Terms, uses LEX in a wrongful or illegal manner, or if the Company deems that the User has not registered true and accurate data, the Company may, without prior notice, delete the registered information and refuse the User's future use of LEX.

14. Contact for inquiries

[Inquiries about baggage delivery]

Contact	LUGGAGE EXPRESS Call Center
Opening hours	24 hours a day, 7 days a week
Languages supported	Japanese, English
Dedicated chat (URL)	lex-support@logiquest.co.jp

[General inquiries about LEX]

Contact	JTB Corporation Area Solution Division
Opening hours	10:00 a.m. - 5:00 p.m. (Japan time)
Languages supported	Japanese
Email Address	lex@jtb.com

15. User's own responsibility

In using LEX, Users shall be responsible for their own actions and actions taken from their own e-mail addresses and the results thereof, regardless of whether or not they are negligent. If the User causes damage to the other party or a third party in using LEX, the User shall settle the dispute with such third party at their own responsibility and expense. The Company shall not be liable for any such disputes or damages, except in cases of willful misconduct or gross negligence on our part. In the event that the service provider has to store baggage due to reasons such as the baggage being deemed unacceptable, as specified in Section 6, the destination hotel's refusal to accept the baggage, or other reasons attributable to the User, and the separate costs such as storage fees and shipping charges for returning the baggage are incurred, the User shall bear such separate costs in addition to the full amount of the service fee.

16. Usage environment, etc.

In using LEX, Users shall, at their own responsibility and expense, prepare all necessary environment for their use, such as telecommunication equipment, software, and public lines. The Company shall not be liable for any effects or damages, such as impairment in the use of LEX, resulting from these environments.

17. Change of system contents regarding LEX

If the Company deems it necessary to change the system or content regarding the provision, operation, or registration of LEX, the Company shall make the necessary changes without prior notice.

18. Discontinuance or suspension of LEX

In the event of any of the following, the Company may suspend or discontinue the operation or carriage of LEX without notice and shall not be liable for any damages incurred by the User. However, if LEX decides to suspend or discontinue LEX operation or carriage after the User's reservation has been completed due to any of the following reasons, the Company shall contact the User and take individual action regarding cancellation of the reservation or delivery of baggage during transportation.

The Company shall not be liable for any damages incurred by Users as a result of such suspension or interruption.

- (1) When maintenance of the LEX system is performed on a regular or emergency basis
- (2) When provision of LEX becomes impossible as usual due to war, riot, disturbance, labor dispute, earthquake, eruption, flood, tsunami, fire, power failure or any other emergency
- (3) Other cases in which the Company deems it necessary to temporarily suspend the operation of LEX
- (4) When there is cancellation of transportation trains, disruption of Shinkansen schedules, congestion on platforms, etc.

19. Protection of private information

The Company shall appropriately protect private information registered by Users and comply with the "Privacy Policy" set forth by us. In addition, Tokyo Station baggage counters, accommodation facilities, LOGIQUEST and JR Tokai Logistics Company (hereinafter collectively referred to as "LEX Providers, etc.") shall comply with the privacy policies stipulated by each LEX Provider, etc. and appropriately protect the private information of Users.

<JTB>

<https://www.jtbcorp.jp/jp/privacy/jtb/index.asp>(Japanese)

https://www.jtbcorp.jp/en/privacy/pi_handling/(English)

https://www.jtbcorp.jp/en/privacy/pi_gdp/ (English)

*For users subject to the GDPR.

<JR Tokai Logistics Company>

<https://www.jrtl.co.jp/privacy/>(Japanese)

< LOGIQUEST >

<https://logiquest.co.jp/privacy.html> (Japanese)

20. Modification of Terms of Use

The Company reserves the right to change the Terms without the consent of the User. In such cases, the terms of use of LEX shall be governed by the modified "LUGGAGE EXPRESS Terms of Use". Unless otherwise specified by the Company, the revised Terms shall become effective from the time they are posted on the Company's LEX website.

21. Disclaimer

- (1). Damage caused by defects in the luggage, natural wear and tear, being 30 kg or more, aging or other defects inherent in the luggage, missing protrusions such as detachable casters, or straps, name tags or other accessories, or minor damage (scratches, stains, dents)

(2). Ignition, explosion, swelling, mold, decay, discoloration, rust, or other similar reasons due to the nature of the baggage

(3) Dismissal or failure to act by an alliance, social disturbance or other incident, or robbery

(4). Fire caused by force majeure

(5). Unforeseeable and unusual traffic impairment

(6). Earthquakes, tsunamis, storm surges, floods, storms, landslides, and other natural disasters

(7). Suspension, opening, confiscation, seizure or transfer to a third party of the transportation by invocation of law or public authority

(8). Errors in the entries on the voucher (packing slip) made by the shipper or other intentional or negligent acts by the shipper or recipient

(9). Delays not caused by intentional or gross negligence (typhoons, heavy snowfall, other severe weather, natural disasters, unpredictable traffic congestion, etc.). In principle, delays of 24 hours or less are not compensated for. In the event of delays exceeding 24 hours, the amount of compensation for damage such as loss of value of goods shall be limited to the transportation charge per baggage. The Company shall not be liable for any transactions, communications, or disputes that arise between the User and other users or third parties.

22. Claims for damages

In the event that the User violates the Terms, uses LEX in a wrongful or illegal manner, or causes damage to the Company, the corporate group to which the Company belongs, or the LEX Provider, etc. arising from the User's checked baggage, the Company or the LEX Provider, etc. may claim appropriate compensation for damages (including attorney's fees) against the applicable User.

23. Court of Jurisdiction

In the event of any dispute between the User and the Company arising out of or in connection with LEX (including but not limited to posted contents and advertisements), the Tokyo District Court shall be the court of exclusive jurisdiction.

24. Governing law

The Terms shall be governed by and construed in accordance with the laws of Japan in their formation, validity, interpretation, and application.

25. Language

The Terms are written in Japanese and may be translated into other languages. In all cases, the Japanese version of the Terms is the official text, and the other language versions are for reference only. In the event of any conflict between the Japanese version of the Terms and any other language version of the Terms, the Japanese version shall prevail.

26. Effective Date of the Terms

The Terms shall be effective as of April 1, 2026, Japan Standard Time. Enacted April 1, 2026