

# Membership Terms and Conditions

These Terms and Conditions govern the use of the official membership program “Portom Club” operated by Portom International Hokkaido, which is managed by Hekiundo Hotel & Resorts Co., Ltd. (hereinafter referred to as “the Hotel”).

## Article 1 (Purpose)

The purpose of this membership program is to provide members with various benefits and services offered by the Hotel.

## Article 2 (Membership Registration)

1. Membership registration shall be completed through the official website of the Hotel.
2. There is no admission fee or annual membership fee.
3. Members shall provide accurate and up-to-date information upon registration.

## Article 3 (Membership Eligibility)

1. Membership is granted to individuals who agree to these Terms and complete registration.
2. Membership is personal and may not be transferred or lent to third parties.

## Article 4 (Member Benefits)

1. Members may enjoy special rates and benefits when booking through the Hotel’s official website.
2. Benefits and conditions may be changed or discontinued without prior notice.

## Article 5 (Points Program)

1. Members may earn points based on the accommodation charges determined by the Hotel.
2. Points may be used in accordance with the rules specified by the Hotel.
3. Points are valid for one year from the date of issuance.
4. Points cannot be exchanged for cash.

## Article 6 (Membership Status)

1. Membership status may vary according to the annual usage amount.
2. Details of status levels and benefits will be announced on the official website.

## Article 7 (Suspension or Termination of Membership)

The Hotel may suspend or terminate membership without prior notice if a member:

- Provides false information
- Violates these Terms or laws
- Engages in inappropriate or fraudulent behavior
- Is deemed unsuitable by the Hotel

#### Article 8 (Withdrawal)

1. Members may withdraw from the program at any time through the prescribed method.
2. Any unused points or benefits will expire upon withdrawal.

#### Article 9 (Amendments)

1. The Hotel may revise these Terms at any time.
2. Revised Terms shall become effective upon publication on the official website.

#### Article 10 (Disclaimer)

1. The Hotel shall not be liable for any damages arising from the use of the membership program unless caused by willful misconduct or gross negligence.
2. The Hotel shall not be responsible for service interruptions due to system failures or other unavoidable reasons.
3. The Hotel may suspend, interrupt, or modify all or part of the membership services without prior notice in the following cases. The Hotel shall not be liable for any damages arising therefrom.
  - (1) Natural disasters such as earthquakes, typhoons, heavy snow, or floods
  - (2) Fire, power outages, communication failures, or system malfunctions
  - (3) Requests or regulations by governmental authorities
  - (4) Outbreaks of infectious diseases or related operational restrictions
  - (5) Any other circumstances deemed unavoidable by the Hotel
4. In such cases, the Hotel shall make reasonable efforts to restore the services as promptly as possible.

#### Article 11 (Personal Information)

Personal information shall be handled in accordance with the Hotel's Privacy Policy, available at: <https://www.portom.jp/jp/privacy/>

#### Article 12 (Governing Law and Jurisdiction)

These Terms shall be governed by the laws of Japan.

Any disputes shall be subject to the exclusive jurisdiction of the Sapporo District Court.

#### Supplementary Provision

These Terms shall take effect as of 1st January 2026.