

## Notation based on Japan's Act on Specified Commercial Transactions

|                                         |                                                                                                                                                                                                                                                           |
|-----------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business Name                           | Tachihi Hospitality Management Co., Ltd.<br>Facility Name: SORANO HOTEL                                                                                                                                                                                   |
| Representative                          | General Manager: Junji Nakazono                                                                                                                                                                                                                           |
| Address                                 | 6-1 Sakae-cho, Tachikawa City, Tokyo 190-8680 Japan                                                                                                                                                                                                       |
| Phone Number                            | 042-540-7777 (Main Line)                                                                                                                                                                                                                                  |
| Website                                 | SORANO HOTEL Official Website                                                                                                                                                                                                                             |
| Site URL                                | <a href="https://soranohotel.com/en/">https://soranohotel.com/en/</a>                                                                                                                                                                                     |
| Pricing                                 | Varies by accommodation package and service<br>Please see the details page for each package or service.                                                                                                                                                   |
| Booking Confirmation                    | A reservation is confirmed when the reservation completion notice appears on the screen or when a confirmation email is sent.<br>Please see the details page for each package.                                                                            |
| Costs Other Than Accommodation Fees     | Tokyo Accommodation Tax. Please pay for any services used at the hotel directly at the hotel.                                                                                                                                                             |
| Payment Timing & Payment Methods        | For on-site settlement, please pay at check-in or check-out. For advance settlement, please pay via credit card or other accepted methods at the time of booking. Any conditions differing from the above is stated on the details page for each package. |
| Delivery Timing                         | Depends on the package. Please see details page for each package.                                                                                                                                                                                         |
| Booking Modifications and Cancellations | The timeframes and conditions for modifying or cancelling reservations depend on each package. Please check the details page for each package.                                                                                                            |
| Cancellation Fees                       | Conditions vary by package. Please check the details page for each package.                                                                                                                                                                               |
| Returns, Refunds, and Exchanges         | Due to the nature of accommodations and related services, we do not accept returns, refunds, or exchanges after the service has been provided.                                                                                                            |
| Contact Information                     | SORANO HOTEL<br>W1, 3-1 Midori-cho, Tachikawa, Tokyo 190-0014<br>Tel: +81(0)42-540-7777 (Main Line) / Fax: +81(0)42-540-7851<br><a href="mailto:info@soranohotel.com">info@soranohotel.com</a> or via <a href="#">the Contact Form</a>                    |