

SORANO HOTEL

The SORANO Connoisseur Terms of Service

The SORANO Connoisseur (hereinafter referred to as the "Club") is a special guest club open to the SORANO HOTEL (the "Hotel")'s SORANO SPA CLUB members, CHEF'S TABLE CLUB members, and guests designated by Hotel. Club members can access the Club page on the official Hotel website with a designated access code to receive Club services and benefits.

Article 1. Purpose

1. The SORANO Connoisseur terms of service (these "Terms") stipulate the contents and terms of use of Club offered by Tachihi Hospitality Management Co., Ltd. ("THM").
2. These Terms apply to SORANO SPA CLUB members (paid members), CHEF'S TABLE CLUB members (paid members), and guests designated by Hotel (hereinafter collectively referred to as "Club Members").
3. There is no need to apply for membership in Club as the services are offered by Hotel as a gesture of appreciation to selected guests for their loyalty.
4. The SORANO Connoisseur manages your points using the SORANO Loyalty Program system. The SORANO Connoisseur invites you to special membership levels based on your usage history, etc.

Article 2. Club Overview

1. The following year-round benefits and limited-time benefits apply to Club Members in accordance with these Terms.

(1) Year-round Benefits

① Accommodations

- (i) Book Hotel's highest-grade SORANO SUITE at 15% off the retail rate at any time of the year.
*SORANO Connoisseur guests can make one booking referral within the valid period.
- (ii) During the stay, a three-hour extension will be offered for all room types.
*This service may not be available depending on occupancy. Please confirm availability at the time of booking.

② Restaurant

- (i) When dining at Daichino Restaurant or Rooftop Bar, we will offer one glass of non-alcoholic sparkling wine per person to all guests accompanying the member. When using the restaurant or bar, please inform us that you are a member for the year 2025.
- (ii) CHEF'S TABLE CLUB members who dine in Private Room 12 or Private Room 20 at Daichino Restaurant can use these rooms free of charge. Rooms are subject to availability and can also be used for meetings between meals from 10:00 a.m. to 11:00 a.m. and 2:00 p.m. to 4:30 p.m.
- (iii) Guests without CHEF'S TABLE CLUB membership can book CHEF'S TABLE from the day after the contract anniversary date one month before the date of use, depending on room availability. A 11,000-yen (tax inclusive) CHEF'S TABLE charge applies. Meals are available from 33,000 yen (tax inclusive) per guest.

③ **Spa Treatment**

A complimentary 15-minute extension will be available for spa treatments during the stay.

④ **Culture Salon**

A culture salon will be held twice a year exclusively for Club Members to participate at a Reasonable fee. Popular topics such as food, wine, travel, health, and workshop will be selected for each event, inviting experts to present enjoyable learning experiences.

⑤ **Cocktail Reception**

A cocktail reception will be held twice a year exclusively for Club Members, inviting Club Member and one companion to participate at a reasonable fee.

For stays on Culture Salon and Cocktail Reception dates, a special rate of JPY 27,500 per room per night (tax included) applies to Standard Rooms. Please contact us for other room types.

⑥ **Others**

Other special limited-time offers for Club Members will be provided as they become available. Information is announced at our Limited Time SPECIALS.

(2) **Limited-time Benefits**

Limited-time specials are offered irregularly. Information is announced on the SORANO Connoisseur page on the official Hotel website.

2. Club membership is valid for one year from April 1, 2026 to March 31, 2027, and membership is automatically renewed every year for SORANO SPA CLUB members and CHEF'S TABLE CLUB members (except when membership is suspended).
3. Club Members can use Club benefits and make reservations from the SORANO Connoisseur page (<https://soranohotel.com/en/connoisseur/login/>) on the official Hotel website. Benefits can be used or booked after setting up an ID and password.

Article 3. Club Member Conditions

1. Club is available to guests aged 18 and above.
2. Club is available for use only by individual guests.
3. When using Club, ① SORANO SPA CLUB members and ② CHEF'S TABLE CLUB members are requested to show their respective membership ID cards, and ③ guests designated by Hotel are requested to show their newly issued Club ID card.
4. Fees such as for Club activities and membership are not required. However, special fees may apply depending on the content of the benefits.
5. Club Member status and rights based on these Terms cannot be sold, lent, transferred, succeeded, or otherwise disposed of to a third party.
6. Club Member agrees to receive information from Hotel by email regarding the operation of Club and services provided by Hotel.
7. A valid email address is required to use Club. Enrollment in the SORANO Loyalty Program (free Hotel membership program) is also required.

Article 4. Other Terms

1. THM may take necessary measures such as suspension of use of Club Member's account or cancellation of membership due to a violation of these Terms or other terms of use of Hotel, unauthorized use of Club, or other reason. THM shall not be liable for any damage caused to Club Member as a result.
2. In the items listed below, at the discretion of Hotel, the contents of Club and these Terms may be amended or discontinued ("Amendment") based on the provisions of Article 548-4 of the Civil Code (Act No. 89 of 1896, including subsequent changes) without the consent of Club Member. THM shall not be liable for any damage caused to Club Member as a result.
3. If Amendment is applied to these Terms, Hotel shall post a notification of Amendment, these Terms after Amendment, the effective date of these Terms after Amendment, and other matters on the official Hotel website.
4. These Terms shall be governed by and construed in accordance with Japanese law.
5. Any dispute arising out of or in connection with Club shall be subject to the exclusive jurisdiction of the Tokyo District Court in the first instance.

Inquiries about the SORANO Connoisseur:

Monday to Friday (excluding holidays) from 9:00 a.m. to 4:00 p.m.

Tel: 042-540-7776

(International calls: +81 (0) 42-540-7776)

Email: reservation@soranohotel.com

April 2026