

SORANO Loyalty Program - Terms and Conditions

Registered users of the SORANO Loyalty Program (the “**Loyalty Program**”) who have booked rooms via the SORANO HOTEL (the “**Hotel**”) official website (<https://soranohotel.com>, the “**Hotel Website**”) and stayed at the Hotel can earn points according to the room charges and other purchases made at the Hotel. The awarded points, worth one yen per point, can be used for bookings on the Hotel Website. Please refer to the following provisions for details.

Purpose

1. These Terms and Conditions govern the content, usage procedures and other matters for the Loyalty Program provided by Tachihi Hospitality Management Co., Ltd. (“**THM**”).
2. These Terms and Conditions apply to registered users (the “**Members**”) who have registered for the Loyalty Program on the Hotel Website.

Overview of the Loyalty Program

1. The points awarded by THM in accordance with these Terms and Conditions are called “SORANO Points”.
2. SORANO Points can be redeemed for one yen per point for bookings on the Hotel Website.
3. SORANO Points can only be used for the purposes specified in the “Terms of Use and Expiration of Points” set forth below and cannot be redeemed for cash.
4. The SORANO Points possessed by the Member shall be the points earned less the points used; however, the Member should note that awarded points may not be reflected in the SORANO Points possessed by the Member until the system is updated.

Membership Qualifications

1. The Loyalty Program is available to those who are 18 years of age or older and have agreed to these Terms and Conditions and registered for the Loyalty Program.
2. The Loyalty Program is only available to individual customers.
3. The Loyalty Program is free of charges and dues (however, the internet connection and other communication costs shall be borne by the Member).
4. SORANO Points cannot be sold, lent or transferred to third parties.
5. The Member agrees to receive information from the Hotel by email about the operation of the Loyalty Program and the services provided by the Hotel (including information about the Loyalty Program, the status of the SORANO Points, and the Member’s accounts).
6. The Member can withdraw from the Loyalty Program at any time through the Hotel Website. If the Member withdraws from the Loyalty Program, all SORANO Points in possession at the time of withdrawal will be forfeited.

Membership Registration

1. Registration for the Loyalty Program shall be made on the following application page:
<https://www.tcgms.net/portal/client/SoranoHotelTokyoGuestPortal/en/page/113513>
2. A valid email address is required in order to register for the Loyalty Program.

How Points are Earned, etc.

1. SORANO Points are awarded, in principle, within 48 hours after the bill is settled for an actual stay that was booked on the Hotel Website.
2. SORANO Points are awarded for 15% of the room charge for the stay, exclusive of taxes such as consumption tax and the Tokyo accommodation tax (collectively, the “Usage Amount”). The Usage Amount excludes any part of the amount paid with SORANO Points.
3. The membership level is determined by the number of past stays calculated from the date the room charge is settled. Points based on each membership level are provided as a gift on the birthday registered in the member information.

Membership Level	Conditions for Earning Points	Points Provided
Level 1	All members not in Level 2 or Level 3	1,000 SORANO points
Level 2	Members who have settled their bill for stays of at least eight (8) nights within two (2) years from the settlement date (limited to stays booked as a Member) and who is not in Level 3	5,000 SORANO points
Level 3	Members who have settled their bill for stays of at least fifteen (15) nights within two (2) years from the settlement date (limited to stays booked as a Member)	8,000 SORANO points

4. The membership level applicable for use shall be the membership level applicable on the date of use, regardless of such Member’s membership level in the past.
5. When multiple Members make a reservation and stay as a group, only the Member who made the reservation on the Hotel Website shall receive points.

Ineligibility for Receiving Points

SORANO Points are not awarded in the following cases:

1. When rooms are booked through a third party such as an online booking site other than the Hotel Website;
2. When rooms are booked through a travel agent, whether as a group or as an individual traveler;

3. When a voucher issued by the Hotel or a third party is used to stay at the Hotel;
4. When the Hotel is used without accommodation; and
5. When a reservation is canceled after a cancellation fee has already been charged for bookings made on the Hotel Website.

Terms of Use and Expiration of Points

1. SORANO Points can only be used on the Hotel Website.
2. SORANO Points can be used for full or partial payment of the room charge to be paid at the time of booking on the Hotel Website or the charges for services other than room accommodation as specified by the Hotel.
3. SORANO Points are valid for two (2) years from the date of award.
4. SORANO Points not used within two (2) years from the date of award shall expire without advance notice.
5. Expired SORANO Points cannot be returned, carried over or exchanged for money.

Member Information

1. Registered personal information can be edited from the Loyalty Program application page.
2. The Member can check his/her reservation history, points balance and other information from the Loyalty Program log on the Hotel Website.

Miscellaneous

1. THM can suspend the use of the Member's account, revoke SORANO Points, or delete the Member's registration due to a violation of these Terms and Conditions or other provisions of the Hotel, improper use of the Loyalty Program or SORANO Points, or for any other reason. THM shall not be liable for any damage caused to the Member by any such action.
2. The Hotel can make changes, such as updating, modifying and deleting the contents of the Loyalty Program and these Terms and Conditions without advance notice. When it is necessary to modify these Terms and Conditions, the Hotel shall post a notification regarding such modifications, the modified Terms and Conditions, the effective date of the modified Terms and Conditions, and other information, on the Hotel Website. The revised Terms and Conditions shall take effect from the time they are posted on the Hotel Website. By booking or using the Hotel after the time of such posting, the Member shall be deemed to have agreed to the modified Terms and Conditions.

メール : reservation@soranohotel.com

Inquiries about the Loyalty Program:

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

Phone: 042-540-7777 (If calling from abroad: +81 (0) 42-540-7777)

Email: reservation@soranohotel.com