

## Terms of Use for Any Wear, Anywhere

### 1. Purpose

These Terms of Use are established by Cosmos Hotel Management Co., Ltd. (hereinafter referred to as "the Company") and define the conditions of use for the daily clothing rental service, "Any Wear, Anywhere" (hereinafter referred to as "the Service"), offered to inbound travelers to Japan. These Terms also define the rights and obligations between the Company and customers using the Service (hereinafter referred to as "Users"). Users are deemed to have agreed to these Terms of Use upon commencing use of the Service.

### 2. Service Overview

1. The Service allows Users to receive rented clothing items (such as outerwear, tops, bottoms, etc.) ordered online in advance at the front desk of a designated APARTMENT HOTEL MIMARU, use them during their stay, and return them upon checkout or by the specified date.
2. Product lineup, seasonal items, sizes, number of items, and rental periods are detailed on the dedicated website.

### 3. Eligibility

1. The Service is exclusively available to guests staying at APARTMENT HOTEL MIMARU.
2. Users must accurately register required information, including name, contact details, accommodation information, and stay period, as requested by the Company.
3. Users under the age of 18 may use the Service only with parental consent.
4. If Users have skin conditions, allergies, or other issues that make using the clothing unsuitable, they are advised to refrain from using the Service at their own discretion.

### 4. Fees and Payment

#### ■ Basic Set Fees (Tax Included)

- Family Set (2 Adults + 2 Children): ¥52,000
- Adult Set (2 Adults): ¥37,000
- Child Set (2 Children): ¥28,000

### ■ Additional Fees for Extra Sets (Tax Included)

- Per Additional Adult: ¥15,000
- Per Additional Child: ¥10,000

### ■ Discounts for Reduced Number of People (Tax Included)

- Per Reduced Adult: ¥5,000 discount
- Per Reduced Child: ¥5,000 discount

1. Payment must be made in advance via credit card only.
2. In cases of delayed returns, the Company may charge Users additional fees based on separate guidelines.

## 5. Reservations, Cancellations, and Changes

1. Reservations must be made via the dedicated website at least 5 days prior to the pick-up date.
2. The cancellation policy is as follows:
  - Up until seven days prior to the pick-up date (Japan time): Free cancellation
  - From six days prior to the pick-up date to the same day (Japan time): 100% of usage fees
  - No-show cancellations: 100% of usage fees
3. If Users wish to modify reserved details, they must cancel their previous reservation and make a new one.
4. Cancellations must be processed using the link provided in the reservation confirmation email.

## 6. Rental Clothing Receipt and Return

1. Users must collect rented clothing items at the designated APARTMENT HOTEL MIMARU as outlined in the reservation confirmation email, and present the service reservation number at the time of pick-up.
2. For returns, Users must place rental items in the designated return bag and return them at the APARTMENT HOTEL MIMARU's front desk, other participating hotel front desks, or convenience stores.
3. Depending on the severity of damage, the Company may charge compensation fees in the following cases:
  - Damage or stains that cannot be restored through regular cleaning
  - Significant wear and tear or breakage

- Loss
- Special cleaning needed due to pet hair, odors, etc.

## **7. User Responsibilities**

1. Users are responsible for ensuring the accuracy of registered information.
2. Users are responsible for the management and care of rental items during the rental period.
3. Modifications such as cutting, dyeing, or altering rental items are prohibited.
4. Users are liable for damage or loss of rental items due to their own negligence.

## **8. Company Liability**

1. The Company does not guarantee that rental items will be completely sterile or prevent allergic reactions upon use.
2. The Company's liability for damages arising solely from its intentional misconduct or gross negligence will be limited to the value of the items rented.
3. The Company is not liable for delays or damages caused by natural disasters, transportation disruptions, or minor damages or stains.

## **9. Prohibited Acts**

The Company may suspend the Service if Users are found to have committed any of the following acts:

- Providing false information
- Repeated excessive damage or loss of items
- Causing inconvenience to other Users or Company staff
- Violation of these Terms of Use

## **10. Disclaimer**

The Company is not liable for the following:

- Theft or loss of items under the User's care
- Minor wear and tear, fraying, or scuffing from regular use
- Discrepancies in size or dissatisfaction with fit or feel
- Accidents or damages due to User negligence

## **11. Handling of Personal Information**

The Company will manage Users' personal information appropriately in accordance with the separate "Global Privacy Policy."

## **12. Exclusion of Anti-Social Forces**

Users and the Company represent, warrant, and covenant that neither they nor their officers fall under the following categories, and that they will not in the future:

- Affiliation with criminal organizations such as gangs, gang members, entities controlled by gangs, or similar anti-social groups.
- Demonstrable connections wherein anti-social forces are recognized to have actual control over management or operations.
- Providing monetary resources or conveniences to such entities.

Users or the Company may immediately terminate the agreement without notice if the other party violates these assurances. The terminating party shall not be liable for any damages incurred by the other party due to the contract termination, and the violating party shall indemnify the terminating party for any resulting losses.

## **13. Amendments to Terms**

The Company may revise these Terms as necessary, and the amended Terms will take effect upon being posted on the dedicated website.

## **14. Governing Law and Jurisdiction**

These Terms and the Service shall be governed by the laws of Japan. Any disputes arising in connection with these Terms or the Service shall be subject to the exclusive jurisdiction of the Tokyo District Court as the court of first instance.

## **15. Contact Information**

Any Wear, Anywhere Customer Support

Email: [customer-awaw@anywear-anywhere.com](mailto:customer-awaw@anywear-anywhere.com)

Reception Hours: 9:00 AM – 8:00 PM (Japan Time)

Supported Languages: Japanese, English

Effective Date: January 2026

Cosmos Hotel Management Co., Ltd.

## Site Terms

APARTMENT HOTEL MIMARU website (run by Cosmos Hotel Management Co., Ltd.)/) (Hereinafter referred to as the “Website”), please read the following terms and conditions (hereinafter referred to as the “Terms of Use”) carefully before accepting and agreeing to this Website. Please use it. In addition, if separate terms and conditions are set for each service and content provided on this website, please read these terms and conditions carefully before using them. By using this website, you agree to all the terms and conditions, including these Terms of Use. The Company may change the terms of use and the terms and conditions of each service and content provided on this website as necessary, so please check the content each time you use it. Inquiries regarding this website will be handled at the contact below.

Cosmos Hotel Management Co., Ltd.

Contact: [info@chm.cigr.co.jp](mailto:info@chm.cigr.co.jp)

### **1. Matters to be adhered to by a user and prohibited matters**

A user shall not engage in the following acts and shall adhere to this rule:

- 1-1. Infringement of copyrights, privacy and property rights of any third party, the Company and companies affiliated with the Company;
- 1-2. Complaints, slander or threats to any third party, the Company and companies affiliated with the Company, or posts that contain the foregoing;
- 1-3. Any action which is likely to cause disadvantage or damage to or defame the trust of any third party, the Company and companies affiliated with the Company, or posts that contain the foregoing;
- 1-4. Use of this Website for the user’s commercial purposes;
- 1-5. Any action contrary to good public order and customs, or posts contrary to good public order and customs;
- 1-6. Any action of writing or sending harmful computer programs, etc.;
- 1-7. Any action of fraudulently using any email address, name, etc. of another person other than the user himself or herself when the user registers his or her email address, name, etc. with this Website;
- 1-8. In addition to the above items, any action that violates these Terms of Use and that impedes or is likely to impede the business of any third party, the Company and companies affiliated with the Company, or posts that contain the foregoing; or
- 1-9. Any other action that violates or is likely to violate laws and regulations.

## **2. Copyrights**

The content posted on this Website (text, photographic images, videos, audio, programs, etc.) are protected under the copyright laws, related conventions and laws of each country and the copyrights of such content belong to the Company, content providers and any other third-party licensors. The reproduction, diversion, etc. of such content without the permission of the copyright holders, except for personal use or within the scope permitted by laws, is prohibited by law. Accordingly, it is prohibited to reproduce, divert and otherwise use the content of this Website without obtaining the prior approval in writing of the Company.

## **3. Trademarks**

The trademark "APARTMENT HOTEL MIMARU" and names, etc. of the products, services, etc. provided on this Website are registered trademarks of the Company or companies affiliated with the Company. It is prohibited to use these trademarks without obtaining the prior approval in writing of the Company.

## **4. Links to third party websites**

This Website may contain links to websites other than the website of the Company for sharing useful information and for the convenience of users. However, the Company makes no guarantee concerning the content, etc. of such external websites. In addition, the Company shall bear no responsibility whatsoever for any damages resulting from the use of such external websites.

## **5. Handling of personal information on the Website**

Regarding the handling of privacy and personal information on this Website, please see the "Global Privacy Policy" on this Website.

## **6. About use of Cookies**

Our company uses cookies to collect certain information for the purpose of enhancing the performance of our company website and providing individual customers with customized services and ads by using and analyzing the information collected on how the website is used by users (access status, traffic, browsing on the website, etc.). In the analysis of information, following tools are mainly used, so the information collected may be provided to the providers of these tools.

## Google Analytics

Google Analytics Tool provider	Google Inc.
Privacy Policy	<a href="http://www.google.com/intl/ja/policies/privacy/partners">http://www.google.com/intl/ja/policies/privacy/partners</a>
Information collected through the tool	Information on how the website is used by users (access status, traffic, browsing on the website, etc.)

Cookies are used as the technique to enable the web server to identify the terminals of users in which when a user accesses the website, a certain text file is stored by the web server within the user's terminal. If cookies are stored on the user's terminal in this way, accessing the same website using the browser will become more convenient, for example, the user doesn't have to enter the same information again on the website. Any information collected through this technique is anonymous and it is unable to identify individuals based on the information. Cookies are not used for collection of personal information of users such as name, address, or phone number.

The feature of cookies can be disabled by following the instructions described below. However, disabling cookies may prevent users from using some of the services provided on this website.

### 6-1. Disabling all Cookies

A user may disable all cookies by changing the settings of the browser used by the user. Please note that disabling cookies may prevent users from using all or part of the services provided on this website. For information on how to change the settings in relation to cookies, please ask the manufacturer of the browser.

### 6-2. Disabling certain Cookies

For information on how to stop the provision of information to ads distribution service providers, ask each service provider. Please note in advance that removing certain cookie information may cause restrictions on using the products or services provided by such provider.

## 7. Indemnity

Regarding the information posted on this Website, the Company endeavors to provide information that the Company believes reliable but makes no warranty whatsoever as to the suitability, completeness, accuracy, safety, legality or updated nature of the

information or any other matter. Users are requested to take full responsibility for the use of the information provided on this Website. In addition, in the provision of the posted information, the Company grants no right to use or enforcement right concerning intellectual property rights or copyrights. The information posted on this Website may be modified, updated or deleted without prior notice. The Company shall bear no responsibility whatsoever for any damages incurred by a user from the use or inability to use this Website.

## **8. Users' responsibility**

The use of this Website shall be conducted at a user's own responsibility. A user shall be responsible for the content of any information that the user entered into this Website. Under no circumstances will the Company be liable for nor will the Company assume any legal liability or responsibility for any of the following losses or damage (whether such losses were foreseen, foreseeable, known or otherwise, and regardless of the form or cause of action):

- 8-1. Data loss
- 8-2. loss of revenue or anticipated profits;
- 8-3. loss of business;
- 8-4. Opportunity loss
- 8-5. Business credit or defamation
- 8-6. Third party damage
- 8-7. any indirect, consequential or special damages arising from (and irrespective of whether the Company has been advised of such possibility or occurrence):
  - i . the use of or inability to use this Website, the Service, or the content posted on this Website;
  - ii . any transaction conducted through or facilitated by this Website;
  - iii . any claim attributable to errors, omissions or other inaccuracies in this Website, the Service or the content posted on this Website;
  - iv . Unauthorized access to or falsification of customer communications or data
  - v . Other matters relating to the Site, Services and Content

## **9. Amendment, additions and abolition of the content**

The Company may amend, make additions to and abolish part or all of the content of this Website without giving prior notice to users.

## **10. Governing law and jurisdiction**

This Website and these Terms of Use shall be construed and applied in accordance with the laws of Japan. Any dispute in connection with this Website shall be submitted to the exclusive jurisdiction of the Tokyo District Court as the court of the first instance.

## Social Media Terms

### **1. About the Cosmos Hotel Management Social Media Policy**

The following attitudes, behavior and basic manners shall be observed on the social media accounts of Cosmos Hotel Management Co., Ltd. (hereinafter referred to as the "Company").

### **2. Awareness and Responsibility in Disseminating Information through Social Media**

- 2-1. Always recognize that when information is disseminated over the Internet, it can be accessed by an unspecified number of users.
- 2-2. Fully recognize that the information disseminated by each person has considerable impact.
- 2-3. When disseminating information, strictly comply with laws, regulations and independent internal regulations designated by the Company.
- 2-4. Recognize that information is true as of the time it is disseminated, and may change thereafter.
- 2-5. Always be aware that positive relationships are forged between employees, users and society at large through communication via social media, and that this greatly contributes to enhance the Company's brand.

### **3. Be prepared for social media participation**

- 3-1. Remember to adopt the attitude of listening to others' statements.
- 3-2. Disseminate information and respond to others in a responsible way and take care not to cause misunderstandings.
- 3-3. Avoid disseminating content that includes personal information.
- 3-4. Understand that once information has been published, it can never be completely erased.
- 3-5. Fulfill our daily work duties.

### **4. Compliance with Various Laws and Regulations**

- 4-1. Comply with relevant laws and regulations. In particular, avoid actions that infringe upon the copyrights or portrait rights of a third party, injure the reputation of a third party through slander or libel, or infringe upon other rights of a third party.
- 4-2. When citing the information disseminated by a third party, and article or similar, clearly indicate the source of the information.

## **5. Information and Request for Customers and Users**

Please note in advance that the information disseminated by the Company (and its employees) on social media does not necessarily constitute an official announcement by the Company or represent its views. Official announcements will be disseminated on the Company's website, in the form of a press release, or similar. Please note in advance that Company may cite posts made by customers. Please note that information on social media is true as of the time it is disseminated, and may change thereafter. Please refer to these Terms of Use when using the Company's social media and associated services.

\*Please refer to the Company's Global Privacy Policy on the protection of personal information.