

## KURO-GO Luggage Delivery Hand Luggage Delivery Service Terms

KURO-GO Luggage Delivery Hand Luggage Delivery Service Terms (hereinafter referred to as the “Terms”) set forth the terms pertaining to the hand luggage delivery service under the name of “KURO-GO Luggage Delivery” (hereinafter referred to as the “Delivery Service”) provided by Cosmos Hotel Management Co., Ltd. (hereinafter referred to as the “Company”), and the rights and obligations relationship between the Company and customers who use the Delivery Service (hereinafter referred to as “Customers”).

### 1 (Service Overview)

This Delivery Service provides same-day delivery at the earliest of the Customer’s hand luggage between agency stores (airport or hotel).

### 2 (Scope of Applicability)

If there are provisions in the Terms that differ from the “Consigned Freight Motor Vehicle Transportation Terms and Conditions” (hereinafter referred to as the “Terms and Conditions”) established by the Company, the Terms shall prevail. Additionally, matters not stipulated in the Terms shall be determined by the Terms and Conditions, laws and regulations, or general customs. When using this Delivery Service, you must consent to the Terms.

### 3 (Usage Fee Amount and Payment Method)

The usage fee for this Delivery Service shall be based on the freight rate table separately determined by the Company. Payment is by credit card only.

### 4 (How to Use the Service)

#### a. Registration of Delivery Information

Using the KURO-GO Luggage Delivery dedicated site (hereinafter referred to as the “Reservation System”), please register details such as the luggage’s delivery area, desired pickup time and date, and quantity. (Please note that this Reservation System “RESERVA” is provided by Control Technology Co., Ltd. Please refer to the [“RESERVA Consumer Service Terms of Use”](#) regarding the use of this Reservation System).

#### b. Registration of Customer Information

Please register your name, email address, phone number, destination accommodation and airport, desired pickup date and time, accommodation check-in date and credit card

information required for payment. Registered customer information will be appropriately protected based on the Company's global privacy policy.

c. Payment

After completing the input, please pay electronically using your credit card. If you wish to cancel your reservation, please complete the procedure on the KURO-GO Luggage Delivery dedicated site by 18:00 the day before collection.

d. Reservation Completed, Reservation Number Notification

After completing your reservation, please verify the details we will send you via email. Please note that we will send you a reservation reminder email a few days before the date of service. Please keep the reservation reminder email in a safe place, as you will need it when dropping off your luggage on the day of your reservation. Please note that e-mails from the Company will be sent from the address below. Please check your junk mail settings or set up your email settings so that you can receive emails from the address below.

E-mail Address [info-mail@kurogo-service.com]

e. Checking In Hand Luggage

When leaving your hand luggage at the registered airport or hotel, please show the reservation reminder email to the staff and reconfirm the delivery information before depositing your luggage.

■ Hand luggage drop-off time

- Hotel drop-off time • • Until 08:00 in the morning on the day of delivery

\*Based on hotel front desk reception hours.

- Airport drop-off time • • • (Narita Airport) 06:30 to 13:00 on the day of delivery  
(Haneda Airport) 04:00 to 13:00 on the day of delivery

f. Claiming Your Hand Luggage

Please pick up your hand luggage at the designated delivery address. If you find that your luggage is damaged or harmed upon claiming it, please contact our customer center immediately.

■ Hand luggage pick-up time

- Hotel pick-up time • • After 19:00 on the day of delivery \*Based on hotel front desk reception hours.

- Airport pick-up time • • • (Narita Airport) 14:00 to 21:00 on the day of delivery  
or 07:00 to 13:59 the next day  
(Haneda Airport) 13:00 to 22:00 on the day of delivery  
or 06:00 to 12:59 the next day

## 5 (Precautions for Customers)

In this Delivery Service, delivery from the airport to the hotel and from the hotel to the airport is limited to guests staying at MIMARU. Please note that if you are not staying at MIMARU and have your hand luggage delivered to the hotel, you may be refused delivery.

### a. Upper Limit for the Amount of Compensation

The Company will compensate customers for an amount equivalent to the cost of the luggage only if there was intentional or negligent behavior on our part. However, this amount is 300,000 yen/item.

### b. Luggage That Cannot Be Deposited

Please note that we cannot handle any luggage listed below.

#### ■Luggage size

- Items with a combined length, width, and height of 180 cm or more
- Luggage weighing 30kg or more

#### ■Valuables

- Luggage with a value of 300,000 yen or more
- Including, but not limited to, cash, credit cards, identification documents such as passports, and jewelry
- Items that require special handling, such as those that contain personal information
- Manuscripts, video tapes, films, and other electronic magnetic media that cannot be restored

#### ■ Remains, cremated remains (ashes)

#### ■Luggage with insufficient packing and packaging

- Including, but not limited to, cardboard boxes and bags that are not covered and/or with contents protruding
- Luggage too small to attach tags to

#### ■Dangerous goods and precision machinery

- Items that may pose danger or inconvenience to personnel or other loaded items
- Including, but not limited to, fireworks, spray cans, lighters, poisonous and deleterious substances
- Home appliances equipped with lithium-ion batteries (earphones, hair irons, etc.)

#### ■Items that require a controlled temperature

- Vegetables, fruits, frozen and chilled items (fresh fish, chocolate, etc.)
- Animals (cats, dogs, etc.), plants (seedlings, fresh flowers)

#### ■Fragile items

- Ceramics, glass, can bottles (including alcohol, seasonings, lotions, etc. in breakable containers)

- Musical instruments

- Artworks, antiques

■In addition, items that KURO-GO Luggage Delivery specifically determines are not suitable for transportation

c. Cancellation Policy

If cancelled by 19:00 the day before the collection date: 0% charge (full refund of electronic payment)

If cancelled after 19:00 on the day before the collection date: 100% charge (will be collected as a cancellation charge)

If there is no advance notice: 100% (will be collected as a cancellation charge)

d. Disclaimer

KURO-GO Luggage Delivery is not responsible for any damage that does not impair an item's original functionality, such as loss of, damage to, or delay in luggage due to the following reasons.

■Defects in luggage, natural wear and tear

- Damaged or soiled luggage contents

- Damage or staining due to excessive weight or volume of luggage

- Damage caused by luggage-specific defects such as aging

- Defects in protruding accessories such as removable wheels and other accessories,

which include, but are not limited to, straps, hooks, belts, and name tags

- Minor damages (scratches, dirt, dents)

■Delayed arrival of luggage due to unforeseen severe traffic congestion

■Defects, damage, or delayed delivery of packages due to natural disasters such as earthquakes, tsunamis, storm surges, floods, storms, and landslides

■Suspension of transportation, opening, confiscation, seizure, or handing over to a third party due to laws or public authority

■Loss caused by the Customer's intention or negligence

e. Luggage That Cannot Be Delivered

If you are unable to claim your dropped off luggage on time, please contact our customer center immediately. If we do not hear from you and 30 days have passed from the scheduled delivery date, we will store it in our warehouse for a certain period of time and

then dispose of it.

f. Loss of Checked-In Luggage

If your checked luggage is lost (damaged, lost, or delayed) due to an accident during luggage delivery, we will contact you as soon as possible at our discretion.

g. Issuance of Accident Certificate

This Delivery Service does not issue accident certificates.

6. (Establishment of Contract)

When the Customer completes the electronic payment procedure on the KURO-GO Luggage Delivery delivery service dedicated site and the Company sends an e-mail notification after the reservation is completed, the contract for the use of this Delivery Service is established between the Company and the customer.

Please note that if you do not drop off your luggage at the location and desired pick-up time and date specified in your registration details, we will not refund the electronically paid fee.

7. (The Company's Responsibility)

(When Responsibility Begins and Ends)

The Company's liability for loss or damage to your luggage begins when we receive the luggage from you and ends when we hand it over to you at the destination.

Furthermore, the Company's liability for damage to the package shall be terminated unless we receive notification from you within 14 days from the date of delivery of the package.

8. (Cancellation, Interruption, or Change of Delivery Service)

The Company may cancel, suspend, or change the operation of this delivery service without prior notice if any of the following apply.

The Company shall not be held responsible for any damage caused to the customer in the following cases.

- When maintenance of the system of this Delivery Service is performed regularly or urgently
- If this Delivery Service cannot be provided as usual due to a natural disaster or other emergency situation
- In addition, if the Company determines that temporary suspension is necessary for the operation of this Delivery Service

9. (Protection of Personal Information)

The Company complies with laws and other regulations regarding the protection of personal information and handles personal information appropriately. The Company will carefully protect the personal information registered by our Customers and manage it appropriately in accordance with our separate “Global Privacy Policy.” In addition, our agency stores (hotels and airports) comply with the Company’s global privacy policy and appropriately manage users’ personal information.

10. (Elimination of Anti-social Forces)

a. The Customer and the Company represent and warrant that none of the following items apply, and promise that they will not fall under any of the following items in the future.

- Those who themselves or their officers are affiliated with organized crime groups, members of organized crime groups, persons who have ceased to be members of organized crime groups for less than five years, semi-members of organized crime groups, companies related to organized crime groups, corporate racketeers, social movement campaigners or gangsters with special intelligence, quasi-organized crime groups, other criminal groups, or any other person equivalent to these (hereinafter collectively referred to as “anti-social forces”).

- Having a relationship where anti-social forces are recognized to have substantial control over management

- Having a relationship where anti-social forces are recognized to be substantially involved in management.

- Having a relationship that is deemed to be using anti-social forces, such as for the purpose of gaining fraudulent profits for oneself or a third party, or for the purpose of causing damage to a third party

- Having a relationship that is recognized as being involved in activities such as providing funds or providing convenience to anti-social forces

- An officer or a person substantially involved in the company’s management has a socially reprehensible relationship with anti-social forces

b. The Customer and the Company may terminate this contract without any notice if the other party violates the preceding paragraph, regardless of whether or not there is a cause attributable to either of them. In this case, the party who canceled the contract is not required to compensate the other party for any damage caused. Additionally, if the party who cancels the contract suffers damage, the other party will provide compensation for the damage.

11. (Governing Law and Competent Court)

The governing law of the Terms and this Service Contract shall be Japanese law.

For any disputes arising out of or related to the Terms or this Service Contract, the Tokyo District

Court shall have the exclusive jurisdiction of the first instance.

12. (Inquiries)

Contact KURO-GO Luggage Delivery Customer Service Center

E-mail address: [info-mail@kurogo-service.com](mailto:info-mail@kurogo-service.com)

Inquiry hours 7:30-21:00 (JST)

Supported languages Japanese, English

Established April 2024

Amended August 2024

Cosmos Hotel Management Co., Ltd.