

## Same-day Laundry Service by MIMARU Terms and Conditions

The “Same-day Laundry Service by MIMARU” Laundry Service Terms and Conditions (hereinafter referred to as the “Terms”) stipulate the conditions for the same-day laundry service provided by Cosmos Hotel Management Co., Ltd. (hereinafter referred to as the “Company”) under the name “Same-day Laundry Service by MIMARU” (hereinafter referred to as the “Service”), as well as the rights and obligations between the Company and the customer who uses the Service (hereinafter referred to as the “Customer”).

### 1 (Service Overview)

The Service delivers laundry received from Customers at hotels to a laundry facility, where it is washed, dried, folded, and packed, and then delivered back to a specified location (limited to accommodation facilities) on the same day.

- Service Area (Tokyo) Tokyo 23 Wards, Maihama Area

### 2 (Scope of Application)

Matters not stipulated in the Terms shall be governed by laws or general customs. Agreement to the Terms is required to use the Service.

### 3 (Usage Fee Amounts and Payment Methods)

The usage fees for the Service shall be in accordance with the fee schedule separately stipulated by the Company. The only payment method is credit card.

### 4 (How to Use the Service)

#### [1] Booking Information Registration

Please register the necessary information on the Same-day Laundry Service by MIMARU site (hereinafter referred to as the “Reservation system”) by 11:00 PM on the day before use.

Please note that the Service uses a dedicated laundry bag (separate fee, hereinafter referred to as the “Laundry Bag”), so you are required to purchase a Laundry Bag when using the Service for the first time. From the second time onward, if you have a Laundry Bag, you can use it as is, so there is no need to purchase another one.

#### [2] Payment

After completing the registration of your reservation details, please make an electronic payment by credit card. If you wish to cancel or change your reservation, please contact MIMARU Customer Support by 7:00 PM on the day before the reservation. Email: [customer-mimaru@mimaruhotels.com](mailto:customer-mimaru@mimaruhotels.com)

[3] Reservation Completion, Transaction Number Notification

After the reservation is complete, details will be sent from the Company via email, so please review the content. Please note that emails from the Company will be sent from the following email address. Please adjust your spam filter settings or configure your email settings to ensure you can receive emails from the address below.

Email: [customer-mimaru@mimaruhotels.com](mailto:customer-mimaru@mimaruhotels.com)

[4] Receiving your dedicated Laundry Bag

If you selected to purchase a dedicated Laundry Bag at the time of booking, please present the reservation confirmation screen (transaction number) found in your confirmation email to the staff at the MIMARU front desk to receive your dedicated Laundry Bag before depositing your laundry.

[5] Laundry drop-off

On the day of service, please present the reservation confirmation screen (showing the transaction number) contained in your confirmation email to the staff at the front desk to receive a tag. Fill in the transaction number and other required information, place the tag into the Laundry Bag pocket, and hand it to the front desk staff.

- Laundry drop-off time: Until 9:00 AM on the day of service

[6] Picking up items

The Company will notify you via email when your laundry has been picked up, and when your items have arrived at the designated delivery address after cleaning is complete.

Please present the reservation confirmation screen (transaction number) listed in the confirmation email to the staff at the designated pick-up location to receive your items.

If there are any defects with your package or if any issues occur upon receipt, please contact customer support immediately.

- Laundry pick-up time: After 8:00 PM on the day of service

5 (Cancellation Policy)

If cancelled by 7:00 PM the day before the collection date: 0% charge (full refund of electronic payment)

If cancelled after 7:00 PM 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)

6 (Formation of Contract)

In the Reservation system, a contract for the use of the Service is formed between the Company and the Customer when the Customer completes the electronic payment procedure and we send a reservation confirmation email.

Please note that if the Customer does not drop off the laundry at the location and date/time requested in the

registration details, the fees paid via electronic payment will not be refunded.

7 (Start and End of the Company's Liability)

The Company's liability begins when we receive the laundry from the customer and ends when the items are delivered at the destination.

In addition, unless we are notified by the Customer, the Company's liability for any damage to items expires 7 days from the date of delivery.

8 (Suspension, Interruption, or Modification of the Service)

In the event of any of the following, the Company may suspend, interrupt, or modify the operation of the Service without prior notice. In this case, the Company shall not be held liable for any damages incurred by the user.

- [1] When performing system maintenance for the Service periodically or urgently
- [2] In the event that the Service cannot be provided as usual due to mechanical trouble at the laundry factory, natural disasters, or other emergencies
- [3] Other cases where the Company determines that a temporary suspension is necessary for the operation of the Service

9 (Disclaimer regarding washing/drying methods)

- [1] This Service handles your household laundry. Regardless of material or care instructions, all laundry entrusted to us will be machine washed (water wash) and tumble dried at a high temperature.
- [2] Please take sufficient care, at your own responsibility, not to put delicate materials, heat-sensitive clothing, or clothing prone to color fading into the Laundry Bag.
- [3] Items with beads, embroidery, or prints may be subject to damage or peeling. Additionally, for items that are torn or degraded, washing or drying may cause the damage to spread further.
- [4] The Company will not provide any compensation, refunds, or reimbursement for physical changes to clothing that occur during the washing or drying process, such as shrinkage, color fading, color transfer, tearing, deformation, damage to buttons, or changes in texture (however, this does not apply to damages caused by the Company's intentional misconduct or gross negligence).
- [5] Laundry items that we determine cannot be serviced, such as those for which extreme shrinkage, color fading, color transfer, tearing, damage, peeling, or deformation is foreseeable, will be returned as is without the Service being performed. In this case, we cannot accept requests such as partial refunds for laundry for which the Service was not performed.
- [6] The Company shall assume no responsibility whatsoever for any color transfer or damage to laundry resulting from items other than laundry (the Customer's personal belongings) being mixed in with the laundry received by the Company. Furthermore, the Company assumes no responsibility for any

damage to personal belongings.

- [7] The Laundry Bag is intended for protection during shipping and is not for storage. Please open it immediately upon receipt.

10 (Other disclaimers regarding delivery, etc.)

- [1] Laundry delay due to unforeseeable, abnormal traffic congestion
- [2] Defects, damage, or delayed delivery of laundry due to natural disasters such as earthquakes, tsunamis, storm surges, floods, rainstorms, or landslides
- [3] Suspension of transportation, opening, confiscation, seizure, or delivery to a third party due to the invocation of laws or public authority
- [4] Losses resulting from the Customer's intentional act or negligence

11 (Items we cannot accept)

The following items cannot be accepted because they are not suitable for machine washing or tumble drying. Please take extra care not to place these in the Laundry Bag, as this is at the Customer's own risk. In the unlikely event that non-serviceable items are mixed in, we will not be held responsible for any accidents resulting from this (including physical changes, as well as the transfer of odors or stains, etc.).

- [1] Wool, silk, cashmere, leather/fur products, suits, kimonos
- [2] Diapers, pet supplies, and items with significant dirt or filth (vomit, etc.) attached
- [3] Wet clothing (can cause mold or odor transfer)
- [4] Other items requiring disinfection or items that pose a risk of infectious disease transmission

If the laundry received by the Company contains any of the above items, or if we determine that it contains any of the following items, the Company will return the Laundry Bag as is without performing the Service. In this case, we will refund the amount excluding miscellaneous expenses such as pickup/delivery fees, packing materials, and the Laundry Bag.

12 (Individual services not applicable)

The Service is a bulk laundry service in units of Laundry Bags, and we do not perform inspections of individual items of clothing (recording of type, quantity, and condition) at the time of acceptance.

Also, we do not provide individual treatment for the following.

- [1] Stain removal, starching, ironing, hand finishing
- [2] Checking accessories and pocket contents (In the unlikely event that items other than laundry, such as accessories, are included in the Laundry Bag, etc., we will not provide any compensation, refund, or reimbursement for the loss or damage of the accessories. Be sure to remove accessories such as brooches and decorative buttons, and check that the pockets are empty.)

13 (Standards for Compensation for Laundry Damages)

[1] Regarding lost items

Your laundry will be washed and dried per Laundry Bag. It will not be mixed with other customers' laundry. The system is designed so that loss or discrepancy of laundry items does not occur during the process. However, given that the Service is a bulk laundry service by Laundry Bag, and considering that we do not perform inspections of each individual garment (recording of type, quantity, and condition) at the time of receipt, in the event that the Customer claims a loss of clothing, we will only accept investigations and discussions regarding compensation under the following conditions.

- a Filing deadline: Within 7 days of the item receipt date (or delivery completion date)
- b Claim Requirements: The Customer must be able to explain, based on objective evidence (proof via photos, videos, etc., taken immediately before shipment), that the clothing in question was definitely enclosed within said Laundry Bag.
- c Compensation will not be provided based on the purchase price or brand value of the item.
- d The above shall not apply to damage caused by the Company's intentional misconduct or gross negligence.

[2] Regarding Damage, etc.

The Company will provide compensation only in cases where it is objectively clear that physical damage (shrinking, tearing, discoloration, etc.) has occurred to the clothing due to the Company's operational negligence (laundry facility machine trouble, management negligence, etc.). If the Customer claims such damage, we will discuss investigation and compensation only under the following requirements. Please note that, in accordance with the provisions of the preceding articles, shrinkage, color fading, or changes in texture resulting from the characteristics of washing and drying, as well as incidents involving foreign objects caused by the Customer's insufficient inspection, are excluded.

- a Filing deadline: Within 7 days of the item receipt date (or delivery completion date)
- b Claim requirements: The Customer must be able to explain, based on objective evidence (proof via photos, videos, etc.), that it is objectively clear that physical damage (shrinkage, tearing, discoloration, etc.) has occurred to the clothing.

[3] Calculation of Compensation Amount

In the event that the Company acknowledges liability for compensation based on the preceding paragraph, the compensation amount shall be calculated in accordance with the "Cleaning Accident Compensation Standards" established by the All Japan Laundry & Drycleaning Association.

[4] Method for Calculating Compensation Amount

The compensation amount is calculated by multiplying the purchase price of the item by a "compensation ratio" that takes into account the number of months elapsed since purchase (years

of use) and the condition of the item. Please note that we cannot accept claims where the purchase price or purchase date is unknown, or claims based on subjective value (mementos, limited edition items, etc.). In any case, the total amount of compensation per order shall be limited to 25,000 yen (tax included).

- [5] Exclusion of Application in Cases of Willful Misconduct or Gross Negligence  
Regarding liability for damages related to breakage, etc., the above shall not apply to damages caused by the Company's willful misconduct or gross negligence.

#### 14 (Customer Notes)

[1] Eligible Users

Users of this service are limited to MIMARU guests. Also, if you specify another hotel as the pick-up location, please note that some hotels may not be available, so please check the service reservation screen before applying. Please note that delivery to accommodations without staff at the front desk is not possible.

[2] Packing of laundry

- a If you have selected the color-separated laundry option using a single Laundry Bag, please separate the items using plastic bags or similar so that they can be distinguished.
- b The Laundry Bag can contain as many items as you can fit in it. However, if the zipper does not close completely, we will charge the fee for 2 bags. Laundry Bags damaged due to the Customer's negligence or wear and tear will be replaced for a fee. Please be careful of zipper damage due to overstuffing.
- c We do not accept laundry in a compressed state. If you provide your laundry in a compressed state, we will recalculate the service fee that would actually be incurred in an uncompressed state and bill the difference separately.
- d Any dirt, scratches, or damage to the Laundry Bag during delivery will not be subject to compensation in any case (however, this does not apply to damage caused by the Company's willful misconduct or gross negligence).

[3] Laundry pickup and storage

The Company does not offer storage services. In the unlikely event that the Customer is unable to receive the laundry on the specified delivery date, the storage period for the laundry shall be one month from the date of its arrival. If this period passes without contact from the Customer and the laundry is not collected, the Customer will be deemed to have waived ownership of said laundry. In such cases, the Company may, at its sole discretion, dispose of the laundry, and shall not be held liable for any damages incurred by the Customer as a result of such disposal. The Customer may also be charged for costs incurred for disposal.

15 (Protection of Personal Information)

The Company will comply with laws and other standards regarding the protection of personal information and handle personal information appropriately. The Company will carefully protect the personal information the Customer registers and manage it appropriately in accordance with the separately stipulated “Global Privacy Policy.” Furthermore, the Company’s external service providers (delivery partners, affiliated cleaning factories, payment service providers, and delivery destination hotels) also comply with the Global Privacy Policy and appropriately manage users’ personal information.

16 (Exclusion of anti-social forces)

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

The Customer and the Company, regardless of whether or not there is a cause attributable to themselves, in the event that the other party violates the preceding paragraph may terminate this Agreement without any prior notice. In this case, the party who terminated the contract shall not be required to compensate the other party for any damages that may occur. Also, when the party who terminated the contract incurs damage, the other party shall compensate for that damage.

17 (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.

18 (Inquiries)

Contact Same-day Laundry Service by MIMARU Customer Support

E-mail Address [customer-mimaru@mimaruhotels.com](mailto:customer-mimaru@mimaruhotels.com)

Business Hours 9:00 AM - 8:00 PM (Japan Time)

Supported Languages Japanese, English

Established June 2026

Cosmos Hotel Management Co., Ltd.