

## 「Luggage Delivery by MIMARU」 and Hand Luggage Delivery Service Terms

「Luggage Delivery by MIMARU」 and 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 “Luggage Delivery by MIMARU” (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”).

a. (Service Overview)

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

b. (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.

c. (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.

d. (How to Use the Service)

1. Registration of Delivery Information

Using the dedicated Luggage Delivery by MIMARU website (hereinafter referred to as the “Reservation System”), please register details by 11:00 PM the day before your luggage is to be collected such as the luggage’s pick-up location, delivery location, desired pickup time and date, and quantity.

2. Registration of Customer Information

Please register your name, email address, phone number, flight boarding number, and credit card information, etc. required for payment. Registered customer information will be appropriately protected based on the Company's global privacy policy.

3. Payment

After inputting the information, please pay electronically using your credit card. If you wish to cancel or make changes to your reservation, please contact the Luggage Delivery by MIMARU customer service center by 7:00 PM the day before your luggage is to be collected.

Email Address [customer-mimaru@mimaruhotels.com ]

4. Reservation Completion and Transaction Number Notification

After completing your reservation, please verify the details we will send you via email. Please check your junk mail settings or set up your email so that you can receive emails from the address below.

E-mail Address [customer-mimaru@mimaruhotels.com ]

5. Uploading Luggage Information Before Checking In Hand Luggage

Please upload your Luggage information and Accommodation Confirmation forms by clicking the "Upload" button in the reservation confirmation email. \*Note: If there is no upload button, please share the files with us via email.

E-mail Address [customer-mimaru@mimaruhotels.com ]

6. Checking In Hand Luggage

When leaving your hand luggage at the registered airport or MIMARU, please show the reservation confirmation screen (transaction number) to the staff and reconfirm the delivery information before leaving your luggage. Please get a tag and attach it to your luggage after writing your transaction number on it.

■ Hand luggage drop-off time

- MIMARU drop-off time • • Until 9:00 in the morning of the day of delivery

\*Based on hotel front desk reception hours.

- Airport drop-off time • • •

(Narita Airport) 6:30 in the morning to 9:00 PM on the day of delivery

\*Luggage received after 2:00 PM will be delivered the following day.

(Haneda Airport) 4:00 in the morning to 11:00 PM on the day of delivery

\*Luggage received after 2:00 PM will be delivered the following day.

(Kansai Airport) 6:30 in the morning to 22:30 PM on the day of delivery

\*Luggage received after 2:00 PM will be delivered the following day.

\*For same-day delivery from the airport to MIMARU, luggage must be dropped off at the airport by 2:00 PM. Luggage dropped off after 2:00 PM will be delivered the following day (available for pick-up at MIMARU after 8:00 PM the following day.)

## 7. Claiming Your Hand Luggage

We will notify you by email when your luggage is picked up from the designated delivery location and when it arrives at its destination. Please show the reservation confirmation screen (transaction number) in your confirmation email to the staff and 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 service center immediately. Additionally, if you are unable to pick up your items on the specified date and time, please be aware that storage fees will apply. (1 night/1,100 yen (tax included) per item)

### ■Hand luggage pick-up time

- MIMARU pick-up time • • After 8:00 PM on the day of delivery

\*Based on hotel front desk reception hours.

- Other hotels pick-up time • • After 8:00 PM on the day of delivery

\*Based on hotel front desk reception hours.

- Airport pick-up time • • •

(Narita Airport) From 4:00 PM to 9:00 PM on the day of delivery,  
or after 7:00 AM the next day

(Haneda Airport) From 4:00 PM to 11:00 PM on the day of delivery,  
or after 4:00 AM the next day

(Kansai Airport) From 4:00 PM to 10:30 PM on the day of delivery,  
or after 6:30 AM the next day

## 8. Luggage Storage Service

Storage is free for up to 10 days. For storage beyond 11 days, an extension fee of 1,100 yen (tax included) per item per night will apply. Items can be stored for 14 days at most.

### e. (Precautions for Customers)

In this Delivery Service, delivery from the airport to MIMARU and from MIMARU to the airport or other hotel 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. Additionally, when sending luggage from MIMARU to another hotel, there are some hotels where this service cannot be used, so please check this on the reservation page before reserving this service. Furthermore, it is not possible to send luggage to hotels that do not have staff at the front desk.

1. Delivery Area

[MIMARU (Tokyo) <--> Airport]: Narita Airport, Haneda Airport

[MIMARU (Kansai) <--> Airport]: Kansai International Airport

[MIMARU (Tokyo) --> Other hotels]: (Tokyo) Tokyo 23 wards and the Maihama area

[MIMARU (Kansai) --> Other hotels]:

(Kyoto) Kamigyo, Nakagyo, Shimogyo, Higashiyama, and Minami Wards

(Osaka) Within Osaka City + Hotels in the Rinku Town area

2. Upper Limit for Compensation

The Company will compensate you for the amount equivalent to the cost of the luggage only if there was intentional or negligent behavior on our part. However, the upper limit is 300,000 yen/piece.

3. Luggage That Cannot Be Accepted

Please note that we cannot handle any luggage listed below.

■Luggage size

- The combined length, width, and height of the luggage is 180cm or more

※However, snowboards or luggages with total outside dimensions (LxWxH) that exceed 200cm

- 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

■Corpse, cremated remains (ashes)

■Luggage with insufficient packing and packaging

- Including, but not limited to, cardboard boxes and bags that are not covered and with

contents protruding

- Luggage too small to attach tags

■ Dangerous goods and precision machinery

- Items that may pose danger or inconvenience to personnel or other shipped 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)

■ Easily broken items

- Electronic devices and delicate equipment such as cameras and laptop computers
- Ceramics, glass, cans, bottles (including alcohol, seasonings, lotions, etc. in breakable containers)
- Musical instruments and sports equipment (such as surfboards, windsurfing equipment, scuba gear, and bicycles )
- Artworks, antiques

■ In addition, items that Luggage Delivery by MIMARU specifically indicates are not suitable for transportation

#### 4. 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)

#### 5. Disclaimer

Luggage Delivery by MIMARU is not responsible for any damage that does not impair its 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 contents of luggage
- 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, handles, straps, hooks, belts, and name tags

- Minor damage (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

#### 6. Luggage that Cannot be Delivered

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

#### 7. Loss of Checked-In Luggage

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

#### 8. Issuance of Accident Certificate

This Delivery Service does not issue accident certificates.

#### f. (Establishment of Contract)

When the Customer completes the electronic payment procedure on the dedicated Luggage Delivery by MIMARU website 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.

#### g. (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 package 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 notify you within 7 days of the date of delivery of the package.

h. (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 user in this case.

- 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

i. (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 (MIMARU, airports, and other hotels) comply with the Company’s global privacy policy and appropriately manage users’ personal information.

j. (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 relation where anti-social forces are recognized to have substantial control over management

■ Having a relation where anti-social forces are recognized to be substantially involved in management

■ Having a relation 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 relation that is recognized as being involved in activities such as providing funds or

providing convenience to anti-social forces

- A superior 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 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 compensate for the damage.

k. (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.

l. (Inquiries)

Contact information: Luggage Delivery by MIMARU Customer Service Center

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

Inquiry hours: 9:00 AM – 8:00 PM (JST)

Supported languages: Japanese, English

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Cosmos Hotel Management Co., Ltd.