

# HIRAKUZA Terms of Use

**\*When applying and purchasing tickets, please read the "Notes" carefully and only proceed with the purchase if you agree.**

## **Article 1 (Purpose)**

These Terms and Conditions apply to the use of THE SUMO LIVE RESTAURANT HIRAKUZA GINZA TOKYO (hereinafter referred to as the "Facility") operated by HANSHIN CONTENTS LINK CORPORATION (hereinafter referred to as the "Company"), with its purpose being to ensure the safe and peaceful use of the Facility by customers, to ensure the smooth operation of the food and beverage service and entertainment shows in relation to Sumo (hereinafter referred to as "Performance(s)") at the Facility.

## **Article 2 (Formation of Contract)**

1. Contract for the use of the Facility (hereinafter referred to as the "Usage Contract") shall be formed based on these Terms and Conditions when a person who wishes to use the Facility applies by filling in the application form designated by the Company or by electromagnetic entry after reading these Terms and Conditions, and when the Company approves the said application at its own discretion. The Company may not approve the application if the Company is unable to confirm information regarding the usage fee, such as approval of advance payment by a credit card company, or if the Company otherwise deems the application to be inappropriate for the Usage Contract.
2. Approval under the preceding paragraph shall be notified by the Company to the applicant by sending a QR code (hereinafter referred to as "admission ticket(s)") for admission to the Facility to the e-mail address provided at the time of application.
3. Notwithstanding the provisions of the preceding two paragraphs, third parties (including, but not limited to, travel agencies) having a contractual relationship with the Company may sell admission tickets. In such cases, the method of application, method of payment, changes, and cancellations shall be subject to the terms and conditions separately stipulated by the Company and the third party, notwithstanding the provisions of these Terms and Conditions. In addition, fees may be charged in accordance with such separate terms and conditions.

### **Article 3 (Use of Facility)**

1. The holder of an admission ticket (hereinafter referred to as "Customer") may enter the Facility and use the Facility at the designated seat or location in accordance with these Terms and Conditions and the separate terms and conditions notified by the Company in advance.
2. Upon entering the Facility, the Customer shall present their admission ticket to the ticket gate. Even after entry, the Customer shall retain their admission ticket and present their admission ticket to the Company's staffs or other personnel upon request by such personnel until they leave the Facility. Please note that the Customer may be asked to present their passport or other identification documents to verify their identity and age at the time of admission.
3. The Company reserves the right to refuse admission to the Facility to any Customer who does not present an admission ticket when entering the Facility.
4. Customer is expected to arrive at the Facility at least 10 minutes before the showtime of the Performances so as not to disturb the Performances. Failure to arrive by the showtime may be treated as a waiver of the right to enter the Facility. In this case, the price paid for the admission ticket will not be refunded.
5. Please note that, in principle, the Performances will be conducted in English.

### **Article 4 (Management of admission tickets)**

1. Customer shall be responsible for managing the admission ticket issued by the Company. In the event that a third party carrying the same QR Code visits the Facility, only the first person to present the QR Code at the entrance of the venue shall be admitted.
2. The Company shall not be liable for any dispute, trouble, damage, etc. arising from the use of copied QR Codes, including, but not limited to, the cases described in the preceding paragraph.

### **Article 5 (Change or Cancellation)**

Once a booking is confirmed, no changes or modifications can be made. In the event of a cancellation, the following fees will apply based on the timing of the cancellation notice:

1. 21 days or more prior to the performance date: 0% of the total payment (full refund).
2. 7 to 20 days prior to the performance date: 50% of the total payment.
3. 6 days or less prior to the performance date (including no-shows): 100% of the total payment.

### **Article 6 (In case of cancellation of Performances)**

In the event where a Performance is cancelled due to force majeure such as natural disasters,

infectious diseases, sudden illness or injury of performers, requests from the government, or circumstances at the Company or the Performance venue, the Company will refund for admission tickets for the cancelled Performance in accordance with the period and method specified by the Company. However, no refunds will be made if the refund period has expired, or if the admission ticket has been lost or damaged. In addition, regardless of the reason for cancellation of the Performances, expenses other than the purchase price of the admission ticket (including, but not limited to, handling fees, transportation, accommodation, and communication expenses) will not be paid.

#### **Article 7 (Prohibited Matters)**

Customer shall not engage in any of the following acts ("Prohibited Acts"). If Customer is found to be engaging or likely to be engaging in any of the following Prohibited Acts, the Company may take measures such as denying admission to the Facility (or having the Customer leave if already admitted), reporting the matter to the police, or claiming compensation for damages. In such cases, the Company will not pay the price of the admission ticket paid by the Customer or other expenses already incurred. In addition, any trouble or damage caused by the following Prohibited Acts shall be resolved by the Customer at his/her own responsibility and expense, and the Company shall not be liable in any way for the Prohibited Acts.

1. A Customer under 18 years of age enters the Facility unaccompanied by a Customer over 18 years of age (except for high school students).
3. Entering the Facility with only high school students.
4. Customers under the age of 20 ordering alcoholic beverages.
5. Bringing food or beverages into the Facility from outside the Facility.
6. Purchase of admission tickets for the purpose of profit or resale.
7. Reselling or attempting to resell admission tickets to a third party for commercial purposes (including, but not limited to, reselling or attempting to resell tickets on bulletin boards, auction sites, Internet ticket auctions, ticket stores, scalpers, or resale sites).
8. Photography, videotaping, or recording of Performances without the prior permission of the Company (except for photography or recording on smartphones or other means that is clearly for private use and not for profit).
9. Any behavior that the Company deems to be disruptive to other customers at the Performance.
10. Payment for admission tickets, etc., using a credit card in the name of a person other than the Customer himself/herself.
11. 10. When Customer infringes the rights of another customer or causes inconvenience to another customer and does not comply with the instructions or requests of the Company's

staff.

12. Actions by persons who fall under or are similar to organized crime groups, general assemblymen, or other antisocial forces (groups or individuals who pursue economic benefits through the use of violence, force, or fraudulent methods) to enter the Facility.
13. Violent or intimidating acts of demand or unreasonable demands beyond the scope of legal responsibility.
14. Any acts in violation of laws, government ordinances, bylaws, or these rules.
15. Other acts that the Company considers inadequate.

#### **Article 8 (Limitation of Liability)**

1. The Company shall not be liable for compensation for the following damages incurred by the Customer; provided, however, that the foregoing shall not apply in cases where such damages are caused by reasons attributable to the Company.
  - (1) Damages resulting from sumo wrestling matches by the performers during the Performance, the Customer's overall experience of sumo wrestling, or the performers' fan service activities.
  - (2) Damages caused exclusively by the acts of other Customers
  - (3) Damages arising from Prohibited Acts as set forth in Article 7 or the Customer's breach of any provision in these Terms and Conditions.
2. In the case of the proviso of the preceding paragraph, the scope of damages to be borne by the Company shall be limited to direct damages such as medical expenses, and shall not include lost profits, other indirect damages, or special damages.
4. Customer must always keep a close watch on the Performances of the performers during the Performances to ensure that the Customer does not suffer any damage.
5. In the event that the Company is liable for damages to the customer due to violation of terms or other reasons, the Company's liability shall be limited to the admission ticket price received from the customer, unless there is intentional or gross negligence on the part of the Company. Masu.

#### **Article 9 (Handling of Personal Information)**

The handling of personal information of the Customers shall be in accordance with the terms of "Handling of Personal Information", which is separately stipulated.

#### **Article 10 (Modification of these Terms and Conditions)**

1. Each provision of these Terms and Conditions may be changed without contradicting its purpose and to a reasonable extent, when there is a change in social conditions or other

reasonable necessity. Upon modification of the Terms and Conditions, the contents of the modified Terms and Conditions and the date of its application shall be announced in advance via the Internet or other appropriate means, and the modified Terms and Conditions shall be applied from the start date of application specified at the time of announcement.

2. Use of the Facility by a Customer after the modification of these Terms and Conditions shall be deemed to constitute acceptance by the said Customer of the said modification.

#### **Article 11 (Scope of Liability)**

In the event where the Company is liable to the Customer for damages for breach of these Terms and Conditions or for any other reason, the maximum amount of the Company's liability shall be limited to the price of the admission ticket received by the Company from the Customer, except in the case of willful misconduct or gross negligence on the part of the Company.

#### **Article 12 (Severability)**

All applicable laws regarding these Terms and Conditions shall be governed by the laws of Japan.

#### **Article 13 (Governing Law)**

1. Any dispute arising between the Customer and the Company in connection with the use of the Facility shall be resolved in good faith between the parties.
2. If the matter is not resolved through consultation, the Osaka District Court or Osaka Summary Court shall have exclusive jurisdiction as the court of first instance.

(Adopted August 1, 2025)

Please direct any inquiries regarding these Terms and Conditions to the following address.

5F Maruni Building, 1-2-11 Nihonbashi-nishi, Naniwa-ku, Osaka 556-0004

Inbound Business Department, HANSHIN CONTENTS LINK CORPORATION.

TEL:06-6556-9677 FAX:06-6556-9755