

## ■ GREEN × EXPO 2027 ticket website Terms of Use

Before using the GREEN × EXPO 2027 ticket website (hereinafter this “Site”) operated by the Japan Association for the International Horticultural Expo 2027, Yokohama (hereinafter this “Association”), please thoroughly read these Terms of Use (hereinafter these “Terms”). Users of this Site are considered to have agreed to these Terms.

### Article 1 (GREEN × EXPO 2027 Ticket Website)

This Site is a website on which information regarding sales, etc. of tickets for the International Horticultural Expo 2027, Yokohama, Japan is provided, and guests can purchase and transfer tickets, etc.

### Article 2 (Application)

1. These Terms shall apply to all matters related to the user’s use of this Site.
2. Unless stipulated within these Terms, stipulations in other terms shall apply to matters such as the validity of tickets purchased/obtained by users through this Site.

(Note) Other terms include the GREEN × EXPO 2027 Ticket Purchase/Usage Terms of Use (hereinafter “Ticket Purchase/Usage Terms of Use”), 、 GREEN × EXPO 2027 Admission Ticket System, etc.

### Article 3 (User Registration)

In order to use this Site to purchase and transfer tickets, etc., users must register for an account.

### Article 4 (Prohibited Activities)

When using this Site, users must not engage in any of the acts listed below.

- (1) Acts that violate or exacerbate the violation of laws, court judgments, decisions or orders, or legally binding administrative actions
- (2) Acts contrary to public order and morals
- (3) Acts that infringe upon the intellectual property rights, trade secrets, restricted access data, image rights, privacy, reputation, and other rights or interests of this Association, other account Registrants, or third parties (including behavior that directly or indirectly causes such infringements)

- (4) Acts that destroy or interfere with the functions of servers or networks of this Association, other users, or third parties
- (5) Acts that commercialize information obtained through this Site
- (6) Acts that may interfere with the operation of this Site
- (7) Acts of or attempts at unlawful access
- (8) Acts that collect or accumulate personal and other information of other users
- (9) Acts of utilizing this Site with malicious intent
- (10) Acts that result in disadvantage, damage, or discomfort to Site users or other third parties
- (11) Acts of impersonating this Association, other account Registrants, or other third parties
- (12) Acts relating to this Site that lead to benefitting antisocial forces, etc.
- (13) Other acts deemed inappropriate by this Association

#### Article 5 (Service Suspension of This Site, Etc.)

1. In the situations described in each of the following items, this Association may suspend or interrupt all or part of this Site without prior notification to users.

- (1) When the computer system used for this Site requires maintenance, inspection, or updates
- (2) When the operation of this Site becomes difficult due to force majeure events, including earthquakes, lightning strikes, fires, power outages, and natural disasters
- (3) When computers, communication networks, etc. malfunction due to an accident
- (4) Other instances when this Association deems the provision of this Site to be unfeasible

2. This Association shall not be liable for any damage suffered by a user or third party due to the suspension or interruption of this Site.

#### Article 6 (Usage Restrictions)

1. When one of the following applies to a user, this Association may restrict the said user from accessing all or part of the Site services without prior notification.

- (1) When the user is in violation of any of the provisions within these Terms
- (2) When the user is in violation of the Ticket Purchase/Usage Terms of Use
- (3) When the user does not respond within a reasonable period to communication from this Association
- (4) Any other case in which the use of this Site is deemed inappropriate by this Association

2. This Association shall not be liable for any damage suffered by a user due to any action of this Association pursuant to this article.

#### Article 7 (Disclaimer of Warranties and Discharge)

1. This Association does not explicitly or implicitly guarantee that this Site is free from material or legal defects (including those regarding safety, reliability, accuracy, integrity, validity, conformity to specific purposes, security, errors, bugs, and violation of rights).

2. This Association shall not be liable for any damage suffered by a user in relation to this Site except in

cases of malice or gross negligence on the part of this Association. However, this disclaimer does not apply in the event that the contract between this Association and the user (including these Terms) constitutes an unfair contract as stipulated in the Consumer Contract Act.

3. Even in the case of the proviso in the previous clause, of the damage incurred by the user due to a breach of obligation or illegal conduct due to negligence (excluding gross negligence) by this Association, this Association shall not be liable for any damage due to special circumstances (including when this Association or the user has predicted or could have predicted the occurrence of such damage).

4. This Association shall not be liable for transactions, communications, disputes, etc. in relation to this Site between a user and another user or a third party.

#### Article 8 (Changes to These Terms)

1. In the following cases, this Association may amend these Terms without obtaining individual user consent based on Article 548-4 of the Civil Code.

(1) If the amendment of these Terms conforms to the general interest of the users.

(2) If the amendment of these Terms does not run afoul of the purpose of these Terms, and is reasonable in light of the circumstances of the amendment such as the necessity of the amendment and the appropriateness of the details of the amended conditions.

2. In amending these Terms pursuant to the previous clause, this Association shall announce on the official ticket site to the users prior notification regarding the amendment of these Terms, the details of the amended Terms, and the effective date.

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

1. This Association may obtain personal information of the users.

2. This Association handles personal information provided by the Guests in accordance with this Privacy policy (<https://www.expo2027yokohama.or.jp/privacy/>).

#### Article 10 (Ticket Price Payment)

Payment shall be made using the payment method specified on this Site at the time of ticket purchase ("credit card payment" or "convenience store payment"). Please make the payment in a lump sum.

(1) Credit card payment: VISA, MasterCard, JCB, AMERICAN EXPRESS, and Diners Club are accepted.

(2) Convenience store payment: After reserving the ticket(s) on this Site, please make the payment in accordance with the payment method notified at a convenience store designated by this Association (Lawson, FamilyMart, MINI STOP, 7-Eleven, or Seicomart) by the payment deadline.

#### Article 11 (Maximum Number of Tickets to be Purchased/Held)

1. The maximum number of tickets that can be purchased by one user per purchase on this Site is 14. Please note that the ticket type does not matter.

2. The maximum number of tickets that a user can hold using one account using this Site is 100 (applies only to unused tickets). The maximum number of tickets that can be held per type is as follows.

(1) One-day ticket (Regular price / Early bird discount) / Special discount ticket / Night ticket / Group ticket / School group ticket: Up to 100 tickets in total

(2) Summer pass / Season pass : Up to 14 passes in total

#### Article 12 (My Ticket Service)

Customers can manage the tickets they hold as follows on this Site.

- (1) Purchase history view: Displays the user's ticket purchase history on this Site.
- (2) Ticket list: Displays tickets held by the user (including used tickets).
- (3) Additional ticket registration: For tickets purchased through Association-authorized sales channels other than this Site, up to 10 tickets per purchase can be additionally registered. Additional registration is done by using the ticket IDs. In addition, it is also possible to register tickets issued by the Association for varied purposes.
- (4) Ticket transfer: Customers can transfer unused tickets they own to another person.
  - A. Users may use the ticket transfer function provided within this Site to transfer unused tickets to people within the scope of Article 5 of the Ticket Purchase/Usage Terms of Use.
  - B. Users who transfer tickets using the transfer function must log in with their account. Tickets must be transferred within 24 hours of the issuing of the transfer URL. After 24 hours, the transfer URL will become unusable. In this case, the ticket attempted to transfer will remain in customer account to be transferred.

#### Article 13 (Display a receipt)

By making an admission time reservation on this ticket site with your ticket ID, you can display or print the QR code necessary for admission to the exposition venue and various reservations. Admission requires displaying the QR code on your device or displaying a printed QR code.

#### Article 14 (Display a receipt)

You may view receipts for tickets purchased on the Site.

#### Article 15 (Other Integrated Services)

1. The services provided on this Site are as follows. Any further additions of services will be listed as they are added.
  - (1) Payment system
2. The services prescribed in the preceding clause shall be utilized by accessing links to service websites, etc., and the terms and conditions set by the destination service will apply.

#### Article 16 (Prohibition of Transfer of Rights and Obligations)

Customers may not assign any of their rights or obligations under these terms to a third party.

#### Article 17 (Linked Sites)

1. This Association shall not be liable for the content of third party websites that link to or from this Site (hereinafter "Linked Sites") or for any damage due to the use of Linked Sites.
2. Linking to this Site is freely allowed in principle, but depending on the content of the linked website (for example, the content goes against public order and morals) and the method of linking, this Association may reject or request for deletion of the linking, regardless of whether or not the site has already been linked.

#### Article 18 (Cookies and Other Related/Similar Information)

This Site obtains cookies and related/similar information sent from the user's device, such as identifiers to

identify the user's device, IP addresses, browsing information, information on the usage environment, etc., if consent is obtained. (You may use this Site without consent.) This consent may be changed or withdrawn at any time. This information will be used for the following purposes.

- (1) To analyze the Site usage to make the user experience more convenient
  - (2) To display content more suitable for users in combination with the usage status of other sites and services provided by this Association
  - (3) To create statistical data such as the number of Site visits and to understand the usage status of this Site
  - (4) To distribute this Association's advertisements outside of this Site and measure advertising effectiveness
1. Cookies, etc. can be personal information of the users, and this Association handles such information in accordance with this Association's Privacy policy (<https://www.expo2027yokohama.or.jp/privacy/>)
  2. This Association handles personal information provided by the Guests in accordance with this Privacy policy.

#### Article 19 (Governing Law and Jurisdiction)

1. These Terms shall be governed by, and construed in accordance with, the laws of Japan.
2. Any dispute between this Association and users in connection with the use of this Site that may arise shall be subject to the exclusive jurisdiction of the Yokohama District Court in the first instance.

#### Additional Provisions

1. These Terms will come into effect from March 19, 2027 Japan Standard Time.