

## **GREEN×EXPO 2027 Admission Ticket Purchase/Usage Terms of Use**

The Japan Association for the International Horticultural Expo 2027, Yokohama (hereinafter “Association”), a public interest incorporated association, has established the terms and conditions regarding the purchase and use of admission tickets (hereinafter “Ticket”) for the International Horticultural Expo 2027, Yokohama, Japan (hereinafter “Terms”) as follows. Guests considering visiting the Expo (hereinafter “Guest(s)”) should thoroughly familiarize themselves with these Terms. When Guests purchase or use tickets, they are deemed to have understood and agreed to these Terms.

### **Article 1 (Definition of Terms)**

The terms used in these Terms are defined as follows, unless otherwise specified in these Terms.

- (1) Expo refers to the International Horticultural Expo 2027, Yokohama, Japan scheduled to be held from March 19 to September 26, 2027, abbreviated as the “GREEN×EXPO 2027.”
- (2) Expo venue refers to all areas in which the Expo is held, for which presentation of a ticket is required for admission.
- (3) GREEN×EXPO 2027 Admission Ticket System refers to stipulated matters regarding tickets, including ticket types, conditions, prices, and Guest categories. The GREEN×EXPO 2027 Admission Ticket System is available for perusal on this Association’s website.
- (4) Ticket refers to an admission ticket issued by this Association that admits its holder, under the condition that he/she complies with these Terms, to the Expo venue.
- (5) Free ticket refers to an admission ticket among the Tickets that permits admission free of charge. Guests who are determined by the Association to be eligible for a free ticket shall be entitled to receive one.
- (6) Guest category refers to the age categories of adults, youths, children, and as well as school group categories such as high school students, junior high school students, elementary school students, and preschool children, established by this Association. Details of each category are provided in the GREEN×EXPO 2027 Admission Ticket System.
- (7) Association-authorized sales channel refers to all sales channels through which tickets can be purchased, including the official ticket site by this Association, direct sales by this Association and ticket sales operators .
- (8) Official ticket site refers to the official ticket sales website of this Association (<https://ticket.expo2027yokohama.or.jp>) that provides information about tickets and opportunities to purchase tickets.

- (9) Ticket sales operators refers to businesses that have entered into a sales agreement (purchase and sales contract, deposit sales contract, consignment sales contract) with this Association and are authorized to sell tickets. A list of ticket sales operators is available on the website of this Association.
- (10) Account refers to the user account that you create on the official ticket site in order to use the official ticket site.
- (11) Ticket ID refers to a code assigned to each ticket.
- (12) Identification card refers to a passport, My Number card, or a document issued by a public institution or affiliated institution that indicates the name, date of birth, and name of the issuing institution (photo ID only), which can prove the identity of the cardholder.

## Article 2 (General Terms and Conditions of Sale)

1. All tickets are issued in accordance with these Terms.
2. These Terms apply from the moment the Guest acquires a ticket.
3. The association does not provide any refunds for ticket fees after the ticket ID has been issued.
4. This Association require the Guest to present his/her ticket ID when entering the Expo venue. Guests must present their ticket ID either on your own device or a paper printout. Guests eligible for free tickets will not be admitted to the Expo venue unless they present the ticket ID assigned as the free ticket. However, refunds may be provided if the association is found to have acted with intent or gross negligence.
5. This Association may request Guests to present their ticket ID at any time during their stay at the Expo venue. Guests must be prepared to present their ticket ID at any time within the Expo venue.
6. If the Guest is a minor, the parent or guardian is responsible for the minor's conduct and compliance with these Terms. This applies also to cases where minors enter the Expo venue without a consent or guardian.
7. This Association reserves the right to amend these Terms at any time, and such amendments will be effective from the date they are posted on this Association's website. Guests are deemed to have agreed to these Terms and their revisions, and are therefore urged to check them regularly.

## Article 3 (Ticket Types)

1. Each ticket type varies in the applicable terms, restrictions, or conditions, such as the number of admissions to the Expo venue allowed, the dates and times the ticket can be used, and personal identification. For details, please refer to the GREEN × EXPO 2027 Admission

Ticket System.

2. Ticket types cannot be changed after purchase.
3. This Association may change ticket types , conditions, prices, Guest categories, and other matters stipulated in the GREEN×EXPO 2027 Admission Ticket System.

#### Article 4 (Ticket Prices)

1. Ticket prices described in the GREEN×EXPO 2027 Admission Ticket System are determined by this Association in Japanese yen. Ticket prices shown include taxes.
2. Additional fees may be required for use of additional services within the Expo venue.

#### Article 5 (Ticket Purchases and Transfers, and Restriction of Resales, Etc.)

1. This Association provides tickets through Association-authorized sales channels. Tickets are only valid if purchased from an Association-authorized sales channel, or provided by companies that purchased tickets directly from association, etc., except in cases where transfer is applicable pursuant to Clause 4 of this article. Guests must purchase tickets through Association-authorized sales channels.
2. This Association may restrict a Guest from purchasing a large number of tickets in one or more transactions.
3. Guests may not transfer tickets (including reselling or gifting; the same shall apply hereinafter) to unspecified people or to a large number of specified people.
4. Guests may transfer tickets only to family members, friends, colleagues, and other similar people who have a personal relationship with the Guest. However, all of the following conditions must be met.
  - (1) The resale price must be equal to or lower than the ticket purchase price.
  - (2) The Guest receiving the transfer must belong to the Guest category of the ticket type.
5. To prevent fraudulent ticket purchases, this Association may request Guests to provide personal information such as name when purchasing tickets, entering the Expo venue. This Association may refuse to sell tickets, invalidate the ticket ID assigned to the relevant ticket, or refuse entry to the Expo venue if the Guest refuses to provide personal information, there is any doubt about the information provided, or this Association otherwise determines that it is inappropriate. If the violation is discovered after entry, the Guest may be removed from the Expo venue.
6. If a minor purchases tickets , consent from a legal representative such as a parent or guardian is required. This Association may refuse ticket purchase applications from minors without the consent of a legal representative.
7. Tickets may not be used for advertising, sales promotion, prize, promotional, auction,

fundraising, or marketing purposes without the prior written approval of this Association.

8. If a Guest transfers a ticket to a third party in violation of the scope and conditions stipulated in Clause 4, allows another person to use a ticket in violation of Clause 4, or uses a ticket in violation of the preceding paragraph, this Association may invalidate the ticket ID assigned to such ticket or refuse entry to the Expo venue. If the violation is discovered after entry, the Guest may be removed from the Expo venue.

9. In addition to the preceding paragraph, if a Guest fraudulently obtains a ticket in violation of these Terms, obtains a ticket using a stolen credit card or any other unauthorized payment method, or if the Association reasonably determines, based on reasonable grounds, that there is suspicion of fraudulent use, the Association may invalidate the ticket ID assigned to such ticket or refuse entry to the Expo venue. If the violation is discovered after entry, the Guest may be removed from the Expo venue.

10. If a ticket ID is invalidated, a Guest holding the said ticket ID will not be permitted to enter the Expo venue, and if the violation is discovered after entry, the Guest will be asked to leave the Expo venue.

11. If the association refuses admission pursuant to Article 5, or invalidates the ticket ID pursuant to Articles 8 or 9, no refunds of the ticket fees will be provided. However, refunds may be provided if the association is found to have acted with intent or gross negligence.

#### Article 6 (Ticket Price Payment)

1. Guests should pay the purchase price using the payment method specified by each Association-authorized sales channel.
2. Depending on the ticket issuance method, payment method, etc., fees and other costs may be incurred.

#### Article 7 (Ticket ID Assignment and Notification)

1. Guests will receive their tickets either as an electronic ticket ID or a physical ticket.
2. For tickets purchased through the official ticket site, ticket IDs will be assigned to the Guest's registered account and notified to the Guest via email.
3. For tickets purchased by companies, etc., ticket IDs will be assigned to the ticket purchaser based on the contract between this Association and the ticket purchaser.
4. For tickets purchased through ticket sales operators and their designated sales channels will be assigned ticket ID using the method communicated to the customer by the selling agent and its designated sales channels.
5. Ticket (ticket ID or physical ticket) will not be reissued under any circumstances ((loss,

destruction, theft, damage, or forgetting to bring them). In such cases, the Association will not provide refunds of the ticket fees nor exchange them for other tickets.

#### Article 8 (Serious Fraudulent Conduct)

1. If a Guest fraudulently obtains a ticket in violation of these Terms, obtains a ticket using a stolen credit card or any other unauthorized payment method, forges, alters, or improperly uses a ticket ID, or if the Association reasonably determines that the Guest has engaged in any other serious fraudulent conduct in violation of these Terms, the Association may, in addition to exercising the rights and remedies provided in Article 5, Paragraph 9, invalidate other valid ticket IDs assigned to that Guest.

#### Article 9 (Identity Verification, Age Verification, Etc.)

1. This Association may require all Guests to present identification for verification purposes before entry to or within the Expo venue.
2. Guests who wish to enter the Expo venue using tickets with age restrictions or free tickets may be asked when necessary to provide proof, such as by presenting identification, etc., that they meet the age requirements of the ticket type. When it cannot be proven that the Guest meets the age requirement, such Guest may be refused entry to the Expo venue using the ticket in question.
3. Special discount ticket holders may be asked when necessary to provide proof, such as by presenting certificates, etc., that they are eligible for the special discount, so they must bring the certificates, etc. on the day of the visit.
4. All Guests using multiple admission passes will be required to provide this Association with a facial image for verification. This Association requires guests to present facial image to verify identity when using a multi-entry pass. Guests who do not provide facial images may be refused entry to the Expo venue. Regardless of the reason, no one other than the customer whose photo is registered on the multi-entry pass may use it.
5. If a third party fraudulently uses a ticket by impersonating another person, borrowing another person's identity, or by any other means, the Association may invalidate the ticket ID assigned to such ticket or refuse entry to the Expo venue by the fraudulent user. If the violation is discovered after entry, such user may be removed from the Expo venue.
6. The association will not provide any refunds of the ticket fees to customers who are denied admission for the reasons set forth in Paragraphs 2 through 5 of this Article.

#### Article 10 (Cancellation/Modification)

1. The Association may suspend all or part of the Expo for a certain period or change the exhibition period if any of the following events occur. In addition, during the exhibition period, operating hours may be adjusted, and specific events may be canceled or rescheduled.

(1) When it becomes difficult to operate the Expo due to natural disasters, war, terrorism, fire, the spread of infectious diseases, or other force majeure events.

(2) When it becomes difficult to operate the Expo due to requests for suspension or other administrative guidance from government authorities, power outages (including planned outages), suspension of public transportation services, or other reasons not attributable to the Association.

(3) When the association determines that it is difficult to operate the exposition.

2. Even if the circumstances described in the preceding paragraph apply and the customer is unable to enter the venue, the association will not provide any refunds of the ticket fees.

However, refunds may be provided in the event of a cancellation attributable to reasons for which the association is responsible.

3. The Association shall not compensate for any damages incurred by customers as a result of the preceding paragraphs.

4. If the Expo is suspended for a certain period or the exhibition period is changed, customers must change their reserved date and time of visit as specified in Article 11, Paragraph 3 of these Terms.

#### **Article 11 (Visit Date and Time Reservation)**

1. To enter the Expo venue, a visit date and time reservation is required through the official ticket website. Guests without a reservation may not be able to enter the venue.

2. Reservations may not be available depending on availability. Availability is shown on the official ticket website.

3. Guests may change their reservation up to **three times**, as long as slots are available. This provision shall not apply to customers who are subject to the GREEN × EXPO 2027 Group Ticket Terms and Conditions separately prescribed by the Association, or to customers who enter the venue using tickets provided as part of a package tour.

4. Even if a guest cannot visit on the day they make their **third** reservation change, they may still use a same-day reservation after 0:00 on the day of visit, if slots are available. However, if the guest makes a same-day reservation and does not visit, the ticket becomes invalid and no further reservations or entry will be allowed. This provision shall not apply to customers who are subject to the GREEN × EXPO 2027 Group Ticket Terms and Conditions separately prescribed by the Association, or to customers who enter the venue using tickets

provided as part of a package tour.

5. The reservation changes described in Paragraphs 3 and 4 apply only to tickets. Shuttle bus or parking reservations must be changed according to each service's separate procedures.

6. Holders of a full-period pass may have up to **four** active visit reservations at the same time.

7. Holders of a summer pass may have up to **three** active visit reservations at the same time.

8. The Expo will be open from 9:30 a.m. to 9:30 p.m. The final admission to the exposition venue will be at 9:00 p.m. After the final admission time, entry to the venue will not be permitted regardless of the type of ticket.

Article 12 (Outside Items Prohibited within the Expo Venue, Acts Prohibited within the Expo Venue, Etc.)

1. To maintain order and safety during the Expo venue, this Association has determined outside items that may not be brought into the Expo venue and acts prohibited within the Expo venue (hereinafter "Prohibitions within the Expo Venue").

2. If a Guest's belongings or actions fall under Prohibitions within the Expo Venue, this Association will prohibit entry to the Expo venue by such Guest, and if the violation is discovered after entry, such Guest may be removed from the Expo venue.

3. Depending on the danger and severity of the Guest's violation of Prohibitions within the Expo Venue, this Association may restrict the Guest's future entry into the Expo venue.

4. If a Guest falls under any of the following, this Association will prohibit entry to the Expo venue by such Guest, and if the violation is discovered after entry, such Guest may be removed from the Expo venue.

(1) A member of an organized crime group, a person who has ceased to be a member of an organized crime group for less than five years, a quasi-member of an organized crime group, a person associated with an organized crime group, or a person affiliated with any other anti-social forces (hereinafter "Organized Crime Groups, Etc.").

(2) Members of corporations and other organizations whose business activities are controlled by Organized Crime Groups, Etc.

(3) Members of a corporation whose officers are members of Organized Crime Groups, Etc.

5. This Association will not grant refund requests from Guests to which the preceding Items 2 to 4 apply.

Article 13 (Acquisition and Use of Personal Information)

1. This Association handles personal information provided by the Guests in accordance with this Privacy policy (<https://www.expo2027yokohama.or.jp/privacy/>). Please note that tickets cannot be purchased or used without the above being agreed to.

2. For Guests who have purchased tickets from a ticket sales operator and Guests who have been transferred such tickets, please check this Privacy policy as well as that of the ticket sales operator on the handling of personal information provided to such ticket sales operator.

#### Article 14 (Compensation for Damage, Etc.)

1. If a Guest violates these Terms and causes damage to this Association, this Association may claim compensation, etc. from the said Guest.
2. In the event that a dispute arises due to a Guest inflicting damage on another Guest or a third party, such dispute must be resolved between the involved Guests and third parties, and this Association shall not be involved in such dispute.
3. Even if a dispute arises between a Guest and a third party due to this Association having invalidated a ticket ID based on a violation of these Terms by the Guest, this Association shall not be involved in such dispute.

#### Article 15 (Governing Law, Etc.)

1. These Terms shall be governed by and interpreted in accordance with Japanese law.
2. These Terms have been written in Japanese. This Association may provide translations of these Terms into other languages to Guests through its official ticket site. However, in the event of a conflict between the Japanese version and the translated version of these Terms, the Japanese version shall prevail.

#### Article 16(Agreed Jurisdiction)

Any dispute involving this Association and Guests caused by or in connection with these Terms shall be subject to the exclusive jurisdiction of the Yokohama District Court in the first instance.

#### Article 17 (Changes to These Terms)

1. In the following cases, upon changing these Terms, this Association shall assume that there has been an agreement on the updated version of these Terms, and may change the contents of these Terms without individually obtaining the agreement of the Guests.
  - (1) When the changes to these Terms are in the general interest of the Guests.
  - (2) When the change to these Terms is reasonable in light of the circumstances surrounding the change.
2. This Association shall announce the updated version of these Terms, including the effective date, on the official ticket site at least three days prior to the effective date.

However, in an emergency, the information may be announced later.

#### Additional Provisions

1. These Terms shall come into effect from March 19, 2026.
2. These Terms and Conditions (Second Edition) shall come into effect from September 18, 2026.