

American Express® JR TOKAI Express Corporate Card Membership Terms and Conditions

(As of Nov.28, 2015)

1. General Provisions

- (a) These terms and conditions shall govern the terms and conditions applicable to the American Express® JR TOKAI Express Corporate Card(s) (hereinafter referred to as the "Card(s)"), issued by American Express International Inc. (hereinafter referred to as "Credit Card Company") in alliance with Central Japan Railway Company (hereinafter referred to as "JR TOKAI"; Credit Card Company and JR TOKAI shall be collectively referred to as the "Companies") and offered to the Members as defined in Section 2. The Members as defined in Section 2 shall agree to these terms and conditions before using the Cards.
- (b) The name of these terms and conditions is the "American Express JR TOKAI Express Corporate Card Membership Terms and Conditions" (hereinafter referred to as these "Terms and Conditions"), and it may also be abbreviated as the "Express Corporate Terms and Conditions (American Express)". When appearing on the Internet, on screens of cell phones, or the like, the "Express Corporate Terms and Conditions (American Express)" mean these Terms and Conditions.
- (c) The term "Corporate Card Terms and Conditions, etc." means the terms and conditions, etc. (including special provisions, etc. attached to such terms and conditions, etc.) that are provided by Credit Card Company and that are applicable to the Corporate Members as defined in Section 2 (a) and Card Members as defined in Section 2 (b).

2. Member

- (a) The term "Corporate Member(s)" means companies that applied for opening of a Corporate Card Member account to Credit Card Company and that are approved by Credit Card Company to open such account subsequent to screening, after having agreed to these Terms and Conditions, the Corporate Card Terms and Conditions, etc., and the "Special Provisions on the Express Reservation Service (American Express Corporate)" (including the special provisions thereof)(hereinafter referred to as the "Express Reservation Service Special Provisions (American Express Corporate)") which are separately stipulated by JR TOKAI and forming a part of these Terms and Conditions. Corporate Members are registered on a corporate basis and shall receive services provided by JR TOKAI.
- (b) The term "Card Member(s)" means officers or employees that applied to Credit Card Company for issuance of the Card(s) and that are approved for issuance by Credit Card Company subsequent to screening, after having received approval from the Corporate Member and having agreed to the Corporate Card Terms and Conditions, etc.. The term "Card Member(s)" means Card Member(s) as defined in the Corporate Card Terms and Conditions, etc.
- (c) The term "Authorizing Officer(s)" means person(s) in charge whom a Corporate Member designates and registers with the Companies via a method specified by the Companies, chosen among its officers or employees (excluding temporary workers and part-time employees) as person(s) responsible for liaison, coordination, etc. with the Companies in accordance with the Corporate Card Terms and Conditions, etc. A Corporate Member may register Authorizing Officers based on units that it will manage Card usages, etc. (hereinafter as "Card Usage Unit(s)") in line with its actual organizational units, such as departments, sections, and offices, of a Corporate Member. In such case, a person who uses the Card shall be designated as an Authorizing Officer among officers or employees who belong to the relevant Card Usage Unit (excluding temporary workers and part-time employees) and shall be registered via a method specified by the Companies.
- (d) The term "Member(s)" under these Terms and Conditions means Corporate Member(s) and Card Member(s).

3. Card Issuance

- (a) Credit Card Company shall issue the Card to a Member according to these Terms and Conditions and the Corporate Card Terms and Conditions, etc.
- (b) Ownership of the Card shall belong to Credit Card Company.

4. Consent to Provision and Use of Personal Information to and for JR TOKAI

- (a) A Member consents that Credit Card Company provides JR TOKAI with the following items of personal information after undertaking protective measures for the purpose of transactions with a Card Member for tickets and related items, travel-related products, associated services, etc. and a Member consents that JR TOKAI may use such personal information.
 - (i) Information provided to Credit Card Company in accordance with the Corporate Card Terms and Conditions, etc. and information listed in the documents, etc. submitted to Credit Card Company by Members, etc. as defined in Section 5 (a) (Member's name, workplace name, employee number, mail destination address, workplace telephone number, home address, home phone number, gender, and birth date)
 - (ii) Date of admission, Card type, Card Member number, and expiration date for the Card which is issued based on the application for Card, and changed Card Member number and expiration date
 - (iii) Fact that a Card Member number has become invalid (however, the reason therefor shall be excluded)
 - (iv) Fact that Card Membership has forfeited (however, the reason therefor shall be excluded)
 - (v) Result of screening related to application for Card (however, the reason therefor shall be excluded)
- (b) Even if JR TOKAI is using such information within the scope of the consent provided under the previous Paragraph, a Member can propose to JR TOKAI for suspension of such use; provided, however, that the same shall not apply to cases in which such information is necessary for JR TOKAI to perform its basic services.

5. Consent to Collection, etc. of Member Information by JR TOKAI

- (a) A Corporate Member and a company that has applied for admission as a Corporate Member (hereinafter collectively referred to as "Corporate Member(s), etc."), and a Card Member and an individual that has applied for admission as a Card Member (hereinafter collectively referred to as "Card Member(s), etc."; "Corporate Member(s), etc." and "Card Member(s), etc." shall be collectively referred to as "Member(s), etc. ") consent that JR TOKAI handles Member Information as defined in (i) below of Members, etc. as follows, after JR TOKAI has undertaken necessary protective measures for such Member Information.
 - (i) JR TOKAI may collect the following information related to Members, etc. (hereinafter referred to as "Member Information") in order to provide its services.
 - a. Information provided by Corporate Member, etc. when applying for admission, such as company name, company representative, Authorizing Officer, location, telephone number, and all information relating to the aforementioned items that are changed after its application
 - b. Name, birth date, age, gender, address, telephone number, workplace information (location of workplace and affiliated department), and email address of a Card Member, and all information relating to the aforementioned items that are changed after his/her application
 - c. Information on purchase history, etc. concerning tickets and related items, travel-related products, and associated services obtained by JR TOKAI through transactions with a Member
 - d. Credit card information, such as credit limit, that is provided by Credit Card Company to JR TOKAI for transactions with a Member
 - e. Identity verification information obtained when JR TOKAI requests a Member to present his or her driver's license, passport, etc. and confirms and records the information described therein, or when JR TOKAI acquires duplicated copies thereof, when transacting with such Member (Such duplicated copies shall not be returned to Member for any reason.)
 - (ii) JR TOKAI may use Member Information for the following purposes.
 - a. For transactions for tickets and related items, travel-related products, associated services, etc. with a Card Member
 - b. For transmission of advertising materials and printed materials on business operations of JR TOKAI via mail, the Internet, etc.
 - c. For aiding sales analysis and product development by JR TOKAI; provided, however, that if a Member requests suspension of transmission of advertising materials

regulated under sub-Section (a) (ii) b. or c., JR TOKAI shall suspend such transmission to the extent that it does not disrupt JR TOKAI's service operations (Such proposal for suspension shall be communicated to the Customer Service stipulated under sub-Section (a) (vii) b.)

- (iii) In case that there exist errors in name, address, telephone number, workplace information, etc. of a Member as reported by a Card Member to JR TOKAI or Credit Card Company and if notification for change thereof has been made only to one of either JR TOKAI or Credit Card Company, JR TOKAI and Credit Card Company may provide each other with such reported information.
- (iv) In case that JR TOKAI delegates to another company collection of Member Information and/or operations corresponding to the purpose of use under sub-Section (a) (ii), JR TOKAI may provide Member Information of Card Members to such company to the extent necessary for such company to perform the outsourced services, after undertaking protective measures for such Member Information.
- (v) Joint Use of Member Information with JR TOKAI Corporations posted officially on the Express Reservation webpage (hereinafter referred to as "Joint Users") may jointly use Member Information of Card Members referenced in sub-Section (a) (i) above for the purposes posted on the said website. In this case, the party responsible for joint use shall be JR TOKAI, and inquiries shall be made to the Customer Service stipulated under sub-Section (a) (vii) b.
- (vi) In order to provide personal information from JR TOKAI and provide various services, such as discounts, to a Card Member the personal information referenced in sub-Section (a) (i) of such Card Member may be provided to the tourist facilities affiliated with JR TOKAI which services the Card Member desires to use.
- (vii) Disclosure, Correction, and Deletion of Personal Information by JR TOKAI
 - a. Card Members, etc. may request JR TOKAI to disclose personal information about such Card Members, etc.
 - b. Request of disclosure, correction, or deletion of personal information to JR TOKAI and for inquiries about personal information shall be made to:
Central Japan Railway Express Reservation Customer Center (JR TOKAI Shinagawa Building-A Wing, 2-1-85 Konan, Minato-ku, Tokyo 108-8204; telephone number: 0120-417-419)
 - c. In case that it has been revealed that registered information is incorrect or erroneous, JR TOKAI shall correct and/or delete such incorrect or erroneous information via established procedures.
- (viii) Cases in which Consent to these Terms and Conditions Cannot Be Obtained
 - In case that Card Members, etc. do not wish to provide information necessary for the admission as a Card Member (information that a Card Member is required to provide on the application form) or cannot agree to these Terms and Conditions in whole or in part, JR TOKAI shall reject such application.
- (b) When submitting to JR TOKAI of an Authorizing Officer's name, age, birth date, gender, address, telephone number, workplace information (location of workplace and affiliated department), and email address, and all information relating to the aforementioned items changed thereafter, a Corporate Member shall be deemed to have acquired the approval from such Authorizing Officer for submission of the aforementioned information in advance.
- (c) A Card Member consents that information on his or her purchase history, etc. concerning tickets and related items, travel-related products, and associated services obtained through transactions with JR TOKAI will be provided by JR TOKAI to a Corporate Member.
- (d) A Corporate Member shall assume full responsibility for relevant Card Member(s) or Authorizing Officer(s) in relation to the consent specified in this Section 5 (including cases in which a Corporate Member has not obtained the consent specified in Section 5 (b)) and shall bear all costs, and such Corporate Member shall not cause any damage or inconvenience to JR TOKAI or Credit Card Company.
- (e) In case that JR TOKAI or Credit Card Company has received a claim for damage, a claim similar thereto, or other forms of objection from a Card Member or an Authorizing Officer in connection with Section 5 (c) and damage has been incurred by JR

TOKAI or Credit Card Company by such claims (including costs that has been paid for handling the aforementioned claim or objection), the relevant Corporate Member shall promptly compensate for such damage.

6. Sharing of Use Information

In case that it is necessary for the Companies to provide a Member with relevant services, such Member shall consent beforehand that the Companies may share information regarding the use of the Card by such Member.

7. Use of the Card at JR TOKAI

- (a) A Member may purchase relevant products, such as tickets and related items, and be provided with relevant services by presenting the Card at JR TOKAI windows, etc. designated by JR TOKAI and by signing the same signature on a designated form as that on the Card; provided, however, that the Member shall consent beforehand that certain tickets and related items or services may be unavailable.
- (b) In case that Credit Card Company deems appropriate, notwithstanding the previous sub-Section, a Member may undertake transactions via a method that Credit Card Company deems appropriate, such as via inputting the relevant pass code into a terminal in lieu of signing the designated form.
- (c) In case that a Member undertakes transactions with JR TOKAI via the Internet, etc., such Member may use the Card as a means of settlement for obligations owed by such Member in relation to such transactions after having transmitted to JR TOKAI personal information, etc. that Credit Card Company deems necessary in lieu of presentation of the Card.
- (d) A Member shall observe the Special Provisions on the Express Reservation Service (American Express Corporate) that are established by JR TOKAI. A Member shall be deemed to have approved the Special Provisions on the Express Reservation Service (American Express Corporate) by signing the Card or using the Card.

8. Payment of Charges

A Member shall pay charges, etc. resulting from use of the Card at JR TOKAI via a method specified by the Corporate Card Terms and Conditions, etc.

9. Loss and Theft of the Card

Measures relating to a lost or stolen Card shall be governed by the Corporate Card Terms and Conditions, etc.

10. Disputes with Merchants

JR TOKAI shall not assume any responsibility for disputes caused in relation to products purchased or services received by a Member using the Card at merchants, etc. of Credit Card Company, other than JR TOKAI service windows, etc. designated by JR TOKAI.

11. Change of Reported Information

- (a) In case there is any change to an Authorizing Officer, Card Member, address, contact information, payment settlement account, etc. reported to the Companies, a Corporate Member or a Card Member shall report such changes via a method deemed appropriate by Credit Card Company without delay.
- (b) In case that a notification, transmitted document, or the like from the Companies has arrived late or has not arrived due to lack of the reporting referenced in the previous sub-Section, the same shall be deemed to have arrived at a Corporate Member or at a Card Member at the time when the same would have normally arrived.
- (c) The Companies shall not be liable for damage caused to a Member due to lack of the reporting referenced in Section 11 (a), and damage incurred by one or both of the Companies shall be attributable to the relevant Member.

12. Withdrawal

Withdrawal by a Member at its own convenience shall be governed by the Corporate Card Terms and Conditions, etc.

13. Revocation of Membership

- (a) In case that any of the following Items applies to a Member, the membership shall be revoked as follows: in the case of (i) below, the membership shall be canceled as a matter of fact; in the cases of (ii) and (iv) below, if the situation has not been corrected within a reasonable period of time as established by JR TOKAI or Credit Card Company upon a demand, the membership shall be revoked; and in the cases of (iii), (v), and (vi) below, the membership shall be

revoked at the time when JR TOKAI or Credit Card Company has notified the Member of revocation of the membership. In addition, in case that a Corporate Member has lost its membership pursuant to any of the Corporate Card Terms and Conditions, etc., such Corporate Member shall be deemed to have lost its membership in all of the Corporate Card Terms and Conditions, etc. that are applicable between the Companies and such Corporate Member.

- (i) In case that a Member has made a false entries in its application at the time of admission
 - (ii) In case that a Member has breached any of these Terms and Conditions
 - (iii) In case that a Member has breached any of these Terms and Conditions, and such breach constitutes an adverse breach
 - (iv) In case that a Member has delayed payment of charges resulting from use of the Card
 - (v) In case that JR TOKAI or Credit Card Company has determined that an adverse change has occurred to the credit standing of a Member
 - (vi) In case that JR TOKAI or Credit Card Company has determined that a Member's use situation of the Card is not appropriate
- (b) In the case of the previous sub-Section, the Member shall immediately return the Card to Credit Card Company and shall pay to Credit Card Company all obligations owed by such Member to Credit Card Company, such as payment of charges resulting from use of the Card, in accordance with the Corporate Card Terms and Conditions, etc.
- (c) In case that the following Item is applicable, JR TOKAI or Credit Card Company may restrict use of the Card, including temporary suspension of use of the Card, or may terminate these Terms and Conditions in part or in whole after giving relevant notification or demand to the corresponding Member.
- (i) In case that the payment of charges arising from use of a single Card, which is calculated by dividing the payment of charges arising from use of the Cards by a Corporate Member for Express Reservation, including destinations within Tokkaido Shinkansen, for a year, by the total number of Cards issued by Credit Card Company to the relevant Member as of year-end, falls under 20,000 yen
- (d) In case that a Member has lost its membership pursuant to any of the Corporate Card Terms and Conditions, etc., Member is deemed to have lost its membership under these Terms and Conditions, too.

14. Court of Competent Jurisdiction

Member agrees that a litigation arising between a Member and JR TOKAI shall be brought to the court having jurisdiction over the head office of JR TOKAI as the court of competent jurisdiction.

15. Relationship between the Corporate Card Terms and Conditions etc. and these Terms and Conditions

- (a) The Corporate Card Terms and Conditions, etc. shall apply to any matter not stipulated by these Terms and Conditions.
- (b) In case that the provisions of these Terms and Conditions differ from those of the Corporate Card Terms and Conditions, etc., the provisions of these Terms and Conditions shall prevail.

16. Changing these Terms and Conditions and Subsequent Approval

In case that these Terms and Conditions have been changed, when a Member uses the Card after JR TOKAI or Credit Card Company has given notification or public notice concerning such change, such Member shall be deemed to have approved such change.

Special Provisions on the Express Reservation Service (American Express Corporate)

1. Outline

- (a) The Special Provisions on the Express Reservation Service (American Express Corporate) (hereinafter referred to as the "Special Provisions") shall govern the Express Reservation Service (hereinafter referred to as the "Service") provided by Central Japan Railway Company (hereinafter referred to as the "Company") to corporate members (hereinafter referred to as "Corporate

Member(s)") stipulated under the American Express JR TOKAI Express Corporate Card Membership Terms and Conditions (hereinafter referred to the "Card Membership Terms and Conditions"). A Corporate Member shall familiarize its users (hereinafter referred to as "Card Member(s)") of the American Express JR TOKAI Express Corporate Card (hereinafter referred to as the "Card") with the content hereof. A Corporate Member and a Card Member shall approve and observe these Special Provisions.

- (b) The Company may change these Special Provisions without giving any notification to a Corporate Member or a Card Member in advance. Once the Special Provisions are changed, only the changed Special Provisions shall be valid. In case that these Special Provisions have been changed, a Corporate Member and a Card Member shall be deemed to have consented to the changed Special Provisions upon use by such Corporate Member and Card Member of the Service or services governed by the JR TOKAI EX-IC Service Terms and Conditions (Affiliated Corporate Member).
- (c) The Company shall not assume any responsibility for any disadvantage incurred by a Corporate Member, a Card Member, or a third party arising from a change referenced in the previous sub-Section.

2. Eligibility for Use of Express Reservation

- (a) The Service is available only to Card Members.
- (b) In order to use the Service, a Card Member shall input the Card number and go through other registration procedures (hereinafter referred to as "Registration Procedures") established by the Company for use of the Service. A Card Member shall accurately register all information required by the Company when undertaking Registration Procedures.
- (c) In case that any of the following Items is applicable to a Card Member, the Company may refuse registration of such Card Member.
 - (i) In case that registered information inputted by a Card Member pursuant to the previous sub-Section differs from the facts (including erroneous information, omission of information, etc.)
 - (ii) In case that Registration Procedures have not been correctly completed
 - (iii) In case that a Card Member is a minor, adult ward, or person under curatorship, and such Card Member has not obtained necessary consent when applied for use of the Service
 - (iv) In case that the Company determines it inappropriate for a Card Member to use the Service for any other reason
- (d) In case that the Company has consented that a Card Member may use the Service, the Company shall issue an ID for such Card Member. Notification concerning completion of Registration Procedures and ID shall be made via displaying of the same on the completion screen of Registration Procedures.
- (e) In case that the Company determines that any of the following Items is applicable, the Company may suspend use of the Service by a Card Member immediately without giving any notification to such Card Member in advance. If (vi) or (vii) below is applicable to a Card Member, Section 13 (a) (vi) of the Card Membership Terms and Conditions shall be deemed to be applicable to such Card Member, and if (viii) below is applicable to a Card Member, Section 13(a)(iii) shall be deemed to be applicable to such Card Member.
 - (i) In case that a Card Member has breached these Special Provisions
 - (ii) In case that information registered under sub-Section (b) above and information corrected pursuant to Section 3 differs from the facts (including erroneous information, omission of information, etc.)
 - (iii) In case that the Card Membership Terms and Conditions have become invalid or in case that a Card Member is no longer a Card Member
 - (iv) In case that it has become impossible for the Company to contact a Card Member due to change, etc. of email address and/or contact telephone number registered by a Card Member
 - (v) In case that attachment, provisional attachment, or provisional disposition has become applicable to a Card Member, in case that a Card Member has stopped making payments, in case that a petition is filed by or against a Card Member for bankruptcy or commencement of reorganization proceedings, or in case that an adverse change has occurred to the credit standing of a Card Member
 - (vi) In case that a Corporate Member or a Card Member directly or indirectly attempts to resell some or all tickets, etc. purchased

by using the Service or attempts to convert the same into cash or has resold the same or converted the same into cash for the purpose of profit (including when acting as an intermediary regulated under the Travel Agency Act)

- (vii) In case that a Corporate Member or a Card Member has purchased tickets, etc. through use of the Service in a quantity or at a frequency beyond what is considered to be reasonable, for the purpose of resale, conversion into cash, etc., such as in cases of non-use by such Corporate Member or such Card Member of some or all tickets, etc.
- (viii) In case that the Corporate Member or a Card Member is, or is suspected by the Company to be, in breach of Section 16
- (ix) In case that the Company determines it inappropriate for a Card Member to use the Service for any other reason
- (f) In case that a Card Member desires to suspend use of the Service, such Card Member shall go through procedures of initializing the registration ("Initialization Procedures") established by the Company. In case that a Card Member has gone through the Initialization Procedures, the Company shall cancel the registration of such Card Member. When Initialization Procedures have been completed, the Company shall notify the Card Member thereof via displaying it on a screen of the Service.
- (g) After a Card Member has gone through Registration Procedures referenced in sub-Section (b) or Initialization Procedures referenced in sub-Section (f) and no reply concerning completion of the aforementioned procedures is given by the Company even after a lapse of the separately specified time required for reply, such Card Member shall promptly contact the JR TOKAI Express Reservation Customer Center (hereinafter referred to as the "Customer Center ") which is separately established via phone and shall observe its instructions.
- (h) Even after Service use is suspended or registration is cancelled with respect to a Card Member in accordance with sub-Section (e) or (f), a Corporate Member and a Card Member may not evade the obligations owed by such Card Member due to use of the Service that occurred prior to the suspension or cancellation of registration for any reason.
- (i) Validity, etc. for tickets, etc. purchased by a Card Member by using the Service shall be subject to the standard terms and conditions of transportation established by the Company (i.e., Central Japan Railway Company passenger service rules and other standard terms and conditions of transportation established by the Company; the same shall apply hereinafter), unless regulated under these Special Provisions.

3. Registration and Modification of Customer Information

In case that the information registered under Section 2 (b) or such information that has been modified and registered regardless of frequency (hereinafter referred to as "Customer Information") has been changed, a Card Member shall promptly modify and register the information via a method specified by the Company and shall maintain up-to-date, complete, and correct Customer Information at all times.

4. Use Environment, Acceptance Period, Acceptance Hours, Reply Time, etc.

- (a) Information on the use environment, such as communication terminals, software, etc. for using the Service, shall be disseminated on the web site (<https://expy.jp/>) (hereinafter "Express Reservation Service website").
- (b) Acceptance period, acceptance hours, and time required for reply for purchase of tickets, etc. through use of the Service, and tickets, etc. that the Service handles shall be subject to separately designated by the Company in principle.

5. Application

When using the Service, a Card Member shall apply for purchase of tickets, etc. via a method separately specified by the Company, such as inputting an ID and password given by the Company.

6. Method for Reply and Settlement

- (a) Notification concerning a reply from the Company as to whether or not a Card Member's application for purchase of tickets, etc. has been accepted shall be made via a method separately specified by the Company, such method being either display of the aforementioned notification on a screen following completion of application procedures or email transmission to an email address registered as Customer Information by a Card Member; provided, however, that notification made by the Company regarding application via Internet (excluding application via a site exclusively used for cell-phones and smart phones) during the hours

separately determined by the Company shall be made via email transmission to an email address registered as Customer Information by a Card Member.

- (b) Under the Service, a Card Member shall be deemed to have purchased tickets, etc. at the time at which notification has been made by the Company to the effect that application made pursuant to the previous sub-Section has been accepted, and a contract of transportation shall be deemed to have been established, changed, cancelled, or the like between a Card Member and the Company. The Company shall notify a Card Member of the relevant deposit number, etc. together with the notification to the effect that application has been established.
- (c) When a Card Member has purchased tickets or related items under the previous Paragraph, settlement procedures shall take place using a Card of a Card Member. The amount that a Card Member can use to purchase tickets or related items using the Service shall be restricted by the Card credit limit of a Card Member. The number of tickets or related items that a Card Member can purchase shall be disseminated on the Express Reservation Service website.
- (d) Clearing settlement in the case of excess or shortage due to change, refund, etc. of tickets or related items (including change, refund, etc. of tickets or related items following receipt regulated under Article 9) shall be performed via a Card of a Card Member, in principle. In addition, in the case of change of tickets or related items, after tickets or related items following change are sold anew in principle, money for tickets or related items before the change shall be refunded. Therefore, the amount that a Card Member can use to purchase tickets or related items after the change using the Service may be restricted by the Card credit limit of a Card Member.

6-2. Contact Information for Card Member

- (a) Inquires, etc. about the method for using the Service made by a Card Member shall be accepted by the JR TOKAI Express Reservation Customer Center (hereinafter referred to as the "Customer Center") and the telephone number, reception hours, etc. thereof shall be posted on the Company web page.
- (b) The Customer Center shall record inquires, etc. by a Card Member in writing, via audio recording, etc. These inquires, etc. shall be strictly handled in accordance with the Policy on the Protection of Personal Information (Privacy Policy) posted on the Company web page.
- (c) Even if a Card Member incurs damages caused as a result of actions undertaken by such Card Member based on the instructions given by the Customer Center, the Company shall not assume any responsibility therefor.
- (d) Following application for purchase of tickets or related items, in case that no replies from the Company have been given to a Card User even after the elapse of required reply hours separately regulated by the Company, such Card User shall promptly contact the Customer Center via phone, and shall observe the instructions given thereby.

7. Treatment of Tickets, etc. following Contract is Made

- (a) Standard terms and conditions of transportation (i.e., passenger service rules and other standard terms and conditions of transportation; the same shall apply hereinafter) established by either the Company or another company, based on the section of railroad lines that the Card Member travels, shall apply to tickets, etc. purchased or changed by a Card Member using the Service, except where otherwise specified by the Card Membership Terms and Conditions and these Special Provisions.
- (b) Tickets, etc. purchased or changed by a Card Member using the Service shall be stored by the Company until such Card Member receives such tickets, etc. or is refunded for the same.
- (c) Standard terms and conditions of transportation established by the Company or another company shall also apply to tickets, etc. stored by the Company pursuant to the previous sub-Section, except where otherwise provided by these Special Provisions.

8. Receipt

- (a) A Card Member shall receive tickets, etc. stored by the Company in accordance with Section 7 (b) at a window separately designated by the Company (hereinafter referred to as "Receipt Window") via a method separately specified by the Company
- (b) When a Card Member receives tickets, etc. as referenced in the previous sub-Section, such Card Member needs the Card or the EX-IC Card and must enter the password, the one used for the Service login. However, if a Card Member receives tickets, etc. at windows of stations, etc. of the Company by using the Card, such

Card Member may do so by signing his or her own name, etc. on a form designated by the Company.

- (c) A period for receipt of tickets, etc. referenced in sub-Section (a) shall be subject to provisions separately designated. In addition, A Card Member cannot receive tickets, etc. if the period for receipt has elapsed.
- (d) Tickets, etc. that have not been received after a lapse of a period for receipt referenced in the previous sub-Section shall be treated as follows on an individual basis.
 - (i) In relation to tickets or related items with which the functions of limited express tickets and tickets are integrated, a claim for refund for reserved seats in ordinary cars and Green Cars shall be deemed to have been made by a Card Member within the day following the time for departure of a designated train on a boarding day, and a claim for refund for non-reserved ordinary car seats shall be deemed to have been made by a Card Member on the boarding day. Refunds shall be given for amounts resulting when separately regulated specific amounts or refund charges are deducted.
 - (ii) No refund shall be given regarding tickets or related times with the functions of limited express tickets only for reserved seats in ordinary cars and Green Cars. Refunds of the amounts resulting when prescribed refund charges are deducted for non-reserved ordinary car seats shall be given.
- (e) In case that there exist tickets, etc. stored by the Company pursuant to Section 7 (b) at the time when the Card Membership Terms and Conditions have ceased to be effective or at the time when a Card Member is no longer a Card Member, a date corresponding to such time shall be deemed to be the expiration date of the period for receipt referenced in the sub-Section (c) above.

9. Treatment of Tickets, etc. following Receipt

In case that a Card Member makes changes, refund, etc. concerning tickets, etc. following receipt pursuant to Section 8 (a), such Card Member shall present his or her Card, etc. at windows of stations, etc. of the Company or terminals, etc. of the Company that are separately designated.

10. Possibility for Change

- (a) The Company may change the system relating to the Service and the matters outlined in the following Items without notifying a Corporate Member or a Card Member in advance. In addition, following such change, only the changed system and the changed matters shall be valid. Moreover, the Company shall not assume any responsibility for disadvantage incurred by a Corporate Member, a Card Member, or a third party arising from such a change.
 - (i) Use environment, an acceptance period and acceptance hours for application for purchase of tickets, etc., and time required for reply therefor under Section 4
 - (ii) Method of application under Section 5
 - (iii) Telephone number, operation hours, etc. of the Customer Center
 - (iv) Window and method to receive tickets, etc. under Section 8 (a) and (b)
 - (v) A period for receipt under Section 8 (c)
 - (vi) Contents of the Service under unavoidable circumstances
- (b) In case that any of the following Items is applicable, the Company may suspend or change the Service and/or restrict access to the Service without giving any notification to a Corporate Member or a Card Member in advance.
 - (i) In case that system maintenance of the Service is necessary
 - (ii) In case that it has become impossible to provide the Service as usual due to war, riot, disturbance, labor dispute, fire, blackout, natural disaster, or other state of emergency, or due to some reason not attributable to the Company
 - (iii) In case that the Company deems it necessary to suspend or change the Service, or restrict a Card Member's access to the Service in the course of the operation of the Service.
- (c) The Company may terminate the Service in whole or in part for any reason without giving any notification to a Corporate Member or a Card Member in advance.

11. Use of Customer Information, etc.

Treatment of information on members, etc. that may come to the knowledge of the Company based on the Service (purchase history, server communication history, etc.) shall be subject to the Card Membership Terms and Conditions.

12. Duty of Corporate Member and Card Member

- (a) When using the Service, a Card Member must observe general manners and technical rules for Internet use.
- (b) A Corporate Member and a Card Member shall assume full responsibility for use and management of IDs and passwords thereof, and shall not allow parties other than a Card Member to use, lend, assign, etc., the same.
- (c) In relation to the Service, a Card Member shall not undertake any act that would be likely to cause nuisance and/or disadvantage to the Company or a third party, any act that would be likely to cause hindrance to the Service, any act that would be likely to breach the Special Provisions, or the like.

13. Responsibility of Card Member, Disclaimer of the Company, and Claim for Damage)

- (a) When using the Service, regardless of whether or not a Card Member has undertaken his or her own act or regardless of whether or not there exists negligence, such Card Member shall assume full responsibility for any act undertaken by such Card Member and the result thereof, and any act and result using his or her ID. In case that damage has been caused by a Card Member to a third party, the Card Member shall resolve a dispute with such third party at its own responsibility and cost.
- (b) The Company shall not assume any responsibility for the following Items in relation to the Service.
 - (i) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to the fact that Customer Information differs from the facts (including erroneous information, omission of information, etc.)
 - (ii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to erroneous use or insufficient management of the ID and password of a Card Member
 - (iii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to the fact that the Company has suspended use of the Service by a Card Member in accordance with Section 2 (e)
 - (iv) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to the fact that the Company has changed the system or content of the Service
 - (v) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to the fact that the Company has interrupted, changed, or terminated the Service, or has restricted a Card Member's access to the Service
 - (vi) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to change of the telephone number, operation hours, etc. of the Customer Center
 - (vii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to certain problems regarding equipment of a Card Member, such as his or her cell-phone, personal computer, software, etc. or the environmental setting thereof, or transmission situation, etc., or due to use of the Service in a use environment other than the one separately specified by the Company
 - (viii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to leakage of an ID, a password, and/or other transactional information by wiretapping on a communication path, despite the fact that reasonable security measures have been undertaken by the Company
 - (ix) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to accruing necessary costs, such as communication costs incurred by a Corporate Member or a Card Member when the Company transmits emails to an email address registered by a Card Member
 - (x) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to non-exterminated viruses contained emails transmitted by the Company despite the fact that reasonable measures have been undertaken by the Company, or due to emails transmitted by the Company that have exceeded the reception capacities of a cell-phone or a personal computer of a Card Member despite the fact that the Company has deemed the capacities of its emails to be appropriate that are acceptable for the general public
 - (xi) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to transmission by the Company of emails to an email address registered by a Card Member despite the fact that reasonable measures have been undertaken by the Company
 - (xii) Disadvantage incurred by a Corporate Member, a Card

Member, or a third party due to breach or violation by a Card Member of these Special Provisions, special provisions to these Special Provisions, standard terms and conditions of transportation established by the Company, laws or regulations, or due to the fact that a Card Member has undertaken acts for which a Card Member assumes full responsibility pursuant to these Special Provisions and special provisions to these Special Provisions

- (xiii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to the Service despite the fact that the Company has taken due care
- (d) In case that a Card Member has caused damage to the Company or a third party due to breach or violation of these Special Provisions, standard terms and conditions of transportation established by the Company, laws, or regulations, such Card Member shall indemnify such damage.

14. Method for Notification and Consent

- (a) Notifications given by the Company to a Card Member in relation to operation and content of the Service shall be made via posting of the same on the Company's site for reservation and application regarding the Service, via transmitting emails by the Company to an email address registered by a Card Member, or via a method the Company determines appropriate.
- (b) A Card Member shall be deemed to have consented to a notification via posting under the previous sub-Section by using the Service that reflects the content of such notification.

15. Attribution of Rights

Rights related to all programs, software, trademarks, trade names, services, and procedures, overall technical and sales methods, and information regarding the Service shall belong to the Company or right holders thereof, and neither a Corporate Member nor a Card Member shall undertake any act that would infringe such rights.

16. Representation and Warranty Related to Anti-Social Forces

- (a) Each of a Corporate Member and a Card Member represents and warrants that it or he/she does not and will not in the future correspond to any of the following items: (i) crime syndicate, (ii) a person who belongs to a crime syndicate or who lost its/his/her status belonging to a crime syndicate less than 5 years ago, (iii) quasi member of a crime syndicate, (iv) corporation which has a relationship with a crime syndicate, (v) *sokaiya* (corporate extortionist), gangster calling for a social movement, etc., or violence group specializing in intellectual crimes, etc., (vi) symbiont of any of the above, or (vii) person who the Company recognizes to be similar to any of the above.
- (b) Each of a Corporate Member and a Card Member warrants that it or he/she will not conduct any of the following acts by itself/himself/herself or by using other person: (i) act of making a violent claim, (ii) act of making a unjustifiable claim beyond the legal responsibilities, (iii) act of threatening or using violence in connection with a transaction, (iv) act of degrading the Company's credit or obstructing the Company's business activities by diffusing a rumor, using a fraudulent means, or utilizing a power, or (v) act which is similar to any of the above.

Special Provisions on Express Reservation Green Program

1. Definition

- (a) These special provisions (hereinafter referred to as the "Special Provisions") shall govern the program (hereinafter referred to as the "Program") provided by Central Japan Railway Company (hereinafter referred to as "JR TOKAI") and companies in partnership with JR TOKAI (hereinafter referred to as "Partner Companies") to Members as defined in the "JR TOKAI Express (Visa/MasterCard/JCB) Card Membership Terms and Conditions" (hereinafter referred to as "Member(s)") (*1).
- (b) The purpose of the Program is to provide certain Privileges as defined below in consideration of a Member's patronage of the Express Reservation.
- (c) The term "Point(s)" means to loyalty points added based on use by a Member of services that are subject to the Program.
- (d) The term "Privilege(s)" means services, etc. provided to a Member by JR TOKAI and Partner Companies based on application for use by a Member.
- (e) The term "Privilege Green Tickets, etc." means services or tickets,

etc. among Privileges to be purchased when a Member uses services that allow such Member to board a green car seat under certain conditions.

2. Application for Participation

- (a) The Program shall be provided for all Members, and associated services shall apply without requiring special procedures, such as Members' application for participation, etc., except otherwise required.
- (b) Notwithstanding the previous sub-Section, the following Members shall be ineligible for the Program.
 - Members for whom cards have not been physically issued, such as basic corporate members and department Members
 - JR TOKAI Express Card (Corporate) Members
 - JR TOKAI Express Card (exclusive for E-reservation) Members

3. Point Accumulation

- (a) Points shall be accumulated on a card-by-card basis for cards that have been physically issued.
- (b) When a Member is no longer a Member, accumulated Points shall become invalid.
- (c) Points shall be granted upon purchasing of products and use of services specified by JR TOKAI and Partner Companies as well as purchase, receipt, etc. of tickets, etc. via Express Reservation in accordance with separately specified conditions.
- (d) Points shall be accumulated in accounts established within the scope of the Express Reservation Service.
- (e) JR TOKAI and Partner Companies may review and revise conditions for granting of Points any time as they choose.
- (f) Points shall be granted when they are registered to an account in accordance with separately specified conditions for accumulation. A Member may not use Privileges via Points unless such Points are registered in an account.
- (g) In case that Points are not automatically registered in an account, a Member may claim for accumulation and withdrawal of Points via a method separately designated by JR TOKAI; provided, however, that except where specially permitted by JR TOKAI, such claim must take place within 3 months following the day of purchase of products and services that are subject to Points.
- (h) Conditions for granting of Points, conditions for granting Privileges, and other specified conditions may be altered and offered to specific Members due to difference of use conditions for Express Reservation and registered attributes of Members, etc. in some cases.

4. Expiration of Points

Points shall expire at 11:30 p.m. on the last day of June of the year following the year when points are accumulated. Points in an account following expiration shall become invalid except otherwise provided, and JR TOKAI shall not assume any responsibility for such invalid Points.

5. Sharing, Combining, and Transferring Points

- (a) Accumulated Points shall not be shared with, combined with, or transferred to other cards, regardless of whether such cards are owned by a Member or third party, in any case, including in the following cases.
 - (i) In case that a Member's current card is changed to another card
 - (ii) In case that a Member holds multiple cards
 - (iii) In case that use is charged to a single account, such as a corporate card or a family members, etc. of individual card, or that multiple cards, such as a department (representative) card and an individual card, are used substantially by the same person
- (b) Special cases for combining and transferring Points
 - (i) Notwithstanding the previous sub-Section, combining or transferring Points for a different card may be permitted in some special cases as follows.
 - (ii) In case that it has been determined that another card will be issued as the card is lost or stolen
 - (iii) In case that both JR TOKAI and a credit card company that issues a card in alliance with JR TOKAI have agreed to combine or transfer Points

6. Privileges Provided by Partner Companies

- (a) The services provided by Partner Companies and notification regarding such services shall be undertaken at the responsibility of

such Partner Companies. JR TOKAI shall not warrant the quality of services provided by Partner Companies.

- (b) Use of services provided by Partner Companies shall be subject to the use terms and conditions established by the terms and conditions of Partner Companies.
- (c) Except as otherwise provided, Points may not be shared or combined with points or privileges through point services, etc. offered by Partner Companies, and may not be transferred thereto.
- (d) JR TOKAI shall not assume any responsibility for cancellation of alliances with Partner Companies, or change of the nature of or conditions relating to Privileges provided by Partner Companies.
- (e) JR TOKAI shall be entitled to change or terminate alliances with Partner Companies. In such case, JR TOKAI shall notify Members to such effect via the Express Reservation web page.

7. Use of Privilege by Utilizing Points

- (a) Only a Member may apply for use of Privileges.
- (b) Only a Member may use Privileges in principle. Notwithstanding the foregoing, in case that a Member causes another user, etc. for whom the Member simultaneously makes a reservation to use Privileges, the Member shall sufficiently explain use terms and conditions of such Privileges, etc. to the user and shall cause the user to observe various provisions, such as terms and conditions that the Member must observe when using such Privileges.
- (c) Except as referenced in the preceding sub-Section, neither Points nor Privileges may be transferred to other Members, etc.
- (d) When using Privileges, certain established identity verification, etc. may take place.
- (e) Notification and communication of necessary information on Privileges to Members shall be directed to an address, telephone number, email address, etc. that are registered by a Member for a card or Express Reservation, or via the Express Reservation web page. Additionally, Privileges shall be sent to an address registered by a Member for a card or Express Reservation. Even if disadvantage has occurred to a Member, such as failure to receive necessary information or Privileges, due to erroneous or non-updated registered address, JR TOKAI shall not assume any responsibility therefor.
- (f) When using Privileges, a Member shall be deemed to confirm use terms and conditions that are separately established and shall use such Privileges in accordance with such use terms and conditions.
- (g) When offering Privileges, restrictions, such as period of unavailability and quantity to be provided, may be established in some cases. JR TOKAI shall not assume responsibility for refunding of Privileges, returning of Points to an account, extending of Points expiration, etc. due to such use restriction.
- (h) Members, etc. shall be prohibited from transfer, sale, or purchase of Privileges with a third party and from exchange of Privileges with money or valuables with a third party in any form.
- (i) JR TOKAI shall not be obliged to resupply any supplied Privileges to a Member due to loss, theft thereof, etc. Additionally, JR TOKAI shall not assume any responsibility to ensure that a Member can use Privileges after such Privileges are dispatched, in a situation where a Member is not able to use Privileges due to an accident, such as delay of, loss of, or damage to such Privileges, etc. occurred during transportation of such Privileges.

8. Notifications concerning Change and Termination

- (a) JR TOKAI may change these Special Provisions, conditions for granting Points, Privileges and conditions for granting Privileges, etc. in some cases, regardless of whether or not such change would have an impact on the value of Points, Privileges, etc. that have been already granted, without giving any notification in advance.
- (b) Matters for confirmation, such as the terms and conditions contained in a printed guide concerning the Program, description provided on the Express Reservation web page shall prevail the terms and conditions or description previously established. Previous matters for confirmation that vary from those contained in the most recent printed materials shall be deemed to have been revised to those described in the most recent printed materials.
- (c) JR TOKAI may choose to terminate the Program in its sole discretion. Upon termination, except as otherwise specified, unused Points of a Member shall be cancelled and use of unused Privileges shall be also terminated.

9. Changes to the Special Provisions

In relation to changes to these Special Provisions, if a Member uses the Program, after notification concerning changes (including posting

such changes via the Express Reservation web page, the Express Reservation screen, etc.) or transmission of new Special Provisions from JR TOKAI has been made, the Member shall be deemed to have approved changed matters or new Special Provisions.

10. Matters Not Stipulated Herein

Treatment of personal information related to use of Points and other matters not stipulated herein shall be subject to the Card Membership Terms and Conditions, various other terms and conditions, and various special provisions.

*1 The following terms and conditions, etc. shall apply instead of the aforementioned one, based on Member type.

- JR TOKAI "Soda, Kyoto, Iko" Card Membership Terms and Conditions
- JR TOKAI Express Card Membership Terms and Conditions
- JR TOKAI Express Card (Corporate) Membership Terms and Conditions
- JR TOKAI Express Card (Business) Membership Terms and Conditions
- JCB Express Card Membership Terms and Conditions
- Express Sumitomo Mitsui Corporate Card Membership Terms and Conditions
- UC Express Corporate Card Membership Terms and Conditions
- MUFG Card Express Corporate Membership Terms and Conditions
- DC Express Corporate Card (Individual Payment Type) Membership Terms and Conditions
- DC Express Corporate Card (Lump Sum Payment Type) Membership Terms and Conditions
- TS CUBIC Express Corporate Card Membership Terms and Conditions
- JR TOKAI Express Service Membership Terms and Conditions (for View Card Members)
- American Express JR TOKAI Express Corporate Card Membership Terms and Conditions

JR TOKAI EX-IC Service Terms and Conditions (Affiliated Corporate Member)

These terms and conditions (hereafter referred to as these "Terms and Conditions") shall regulate EX-IC services, etc. provided by Central Japan Railway Company (hereinafter referred to as the "Company").

A. General Provision

1. General Provisions

- (a) These Terms and Conditions shall be the special provisions of "Special Provisions on the Express Reservation Service (JCB Business)", "Special Provisions on the Express Reservation Service (Sumitomo Mitsui Express Corporate Card)", "Special Provisions on the Express Reservation Service (UC Corporate)", "Special Provisions on the Express Reservation Service (MUFG Card Corporate)", "Special Provisions on the Express Reservation Service (DC Corporate)", "Special Provisions on the Express Reservation Service (TS CUBIC Corporate)", and "Special Provisions on the Express Reservation Service (American Express Corporate)", (hereinafter referred to as "the Special Provisions on EX Reservation Service (Affiliated Corporate)"). In case that the provisions of the Special Provisions on EX Reservation Service (Affiliated Corporate) and the provisions of these Terms and Conditions overlap or are inconsistent, the provisions of these Terms and Conditions shall prevail.
- (b) Corporate Members of "JR TOKAI Express Card Membership Terms and Conditions (*1) (hereinafter referred to as the "Card Membership Terms and Conditions)", as defined thereunder (*2) (simply referred to as "Corporate Member(s)" hereinafter), shall be obligated to familiarize Card Members of the Card Membership Terms and Conditions, as defined thereunder (*3) (simply referred to as "Card Member(s)" hereinafter), with these Terms and Conditions.

2. Definition of Terms

- (a) The main terms used in these Terms and Conditions are defined as follows.
 - (i) The term "EX-IC Card" means an IC-chip-embedded card lent to a Corporate Member.
 - (ii) The term "EX-IC Card Number" means a number, unique to each EX-IC Card, which is given to every EX-IC Card for identification of such EX-IC Card.

- (iii) The term "Name Registered EX-IC Card" used herein refers to an EX-IC Card on the surface of which a Corporate Member name and an individual Card Member's name are printed.
 - (iv) The term "Name Non-Registered EX-IC Card" means an EX-IC Card on the surface of which a Corporate Member name, such as names of corporation and department etc. where such Card Member belongs, are printed.
 - (v) The term "EX-IC Cellular Phone" means a cellular phone for which a Card Member has followed registration procedures that are separately specified by the Company and which the Company has registered.
 - (vi) The term "Partner Company" means a company separately specified by the Company as one that provides Accessorial Services as defined below to a Corporate Member or a Card Member.
 - (vii) The term "Company Designated Line(s)" means to railroad line(s) separately designated by the Company as line(s) that allow boarding in accordance with a special contract of transportation executable via EX-IC Services as defined below.
 - (viii) The term "Member Information" means information registered by a Card Member or an Authorizing Officer as defined in the Card Membership Terms and Conditions in accordance with Section 2 of the Special Provisions on EX Reservation Service (Affiliated Corporate) (including information modified pursuant to Section 3 of the Special Provisions on EX Reservation Service (Affiliated Corporate)).
- (b) Terms not defined in these Terms and Conditions shall be subject to the Card Membership Terms and Conditions and the Special Provisions on EX Reservation Service (Affiliated Corporate).

3. Change of these Terms and Conditions

- (a) The Company may change these Terms and Conditions without giving any notification to a Corporate Member or a Card Member in advance. After a change to these Terms and Conditions, only these Terms and Conditions resulting from such change shall be valid. In case that these Terms and Conditions have been changed, a Corporate Member and its Card Members shall be deemed to have consented to these Terms and Conditions resulting from such change when any of its Card Members uses EX-IC Services or its Accessorial Services.
- (b) The Company shall not assume any responsibility for any disadvantage incurred by a Corporate Member, a Card Member, or a third party arising from the change referenced in the previous sub-Section.

B. EX-IC Service

4. EX-IC Service

The term "EX-IC Service (hereinafter referred to as the "Service")" means to a type of the Express Reservation Service that allows execution, change, cancellation, etc. (hereinafter referred to as "Execution, etc.") of a contract of transportation concerning Company Designated Lines through application via cellular phone, personal computer, or the like; provided, however, that a contract of transportation for which Execution, etc. may be performed under the Service is a special contract of transportation (hereinafter referred to as the "EX-IC Contract of Transportation") that requires an EX-IC Card or an EX-IC Cellular Phone upon entry to and exit from places separately designated by the Company (hereinafter referred to as "Station(s)"). Additionally, in some cases, depending on conditions such as the section of line traveled, the EX-IC Contract of Transportation may be more disadvantageous for a Corporate Member or a Card User (e.g., causing higher fares) than other types of contracts of transportation.

5. Content of EX-IC Contract of Transportation

The content of the EX-IC Contract of Transportation for the Company lines among Company Designated Lines shall be subject to EX-IC Service Standard Terms and Conditions of Transportation separately established by the Company, and that for railroad routes of other companies among Company Designated Lines shall be subject to the terms and conditions provided by such other companies.

6. Use Environment, Acceptance Period, and Acceptance Hours

- (a) Information on the use environment, such as communication terminals, software, etc. for using the Service, shall be disseminated on the web site (<https://expy.jp/>) (hereinafter "Express Reservation Service website").
- (b) The periods and hours for accepting applications for Execution, etc. of the EX-IC Contract of Transportation via the Service shall be separately provided by the Company in principle.

7. Application

A Card Member shall apply for Execution, etc. of the EX-IC Contract of Transportation via the Service at his or her own responsibility after confirming the content of the EX-IC Contract of Transportation.

8. Application and Settlement Methods, Contract Establishment, etc.

- (a) When a Card Member applies for Execution, etc. of the EX-IC Contract of Transportation via the Service, such Card Member shall go through procedures separately provided by the Company on the website for the Service.
- (b) Approval of the application made pursuant to the previous sub-Section from the Company shall be notified via the methods separately specified by the Company, such methods being either display on the web site for the Service following completion of application procedures or email transmission to an email address registered as Member Information. In addition, the Company shall notify a Card Member of the relevant deposit number together with its notification of approval on the application.
- (c) The EX-IC Contract of Transportation shall be established between a Card Member and the Company at the time at which notification of approval has been made by the Company pursuant to the previous sub-Section.
- (d) Fares, etc. for the EX-IC Contract of Transportation shall be settled by a JR TOKAI Express Card (Affiliated Corporate) (*4). In addition, the maximum amount that a Card Member can perform Execution, etc. of the EX-IC Contract of Transportation via the Service shall be restricted by the credit limit (*6) established by a designated credit card company (*5). The number that a Card Member can perform Execution etc. of the EX-IC Contract of Transportation shall be disseminated on the Express Reservation Service website.
- (e) Settlement procedures for fares, etc. of the EX-IC Contract of Transportation shall be performed at the time at which the EX-IC Contract of Transportation has been established in accordance with sub-Section (c) above.
- (f) When a Card Member applies for a change, cancellation, etc. of the EX-IC Contract of Transportation via the Service, such Card Member shall follow procedures separately specified by the Company on the website for the Service.
- (g) The change, cancellation, etc. referenced in the previous sub-Section shall become effective at the time at which notification for approval has been made by the Company concerning the relevant application. Notification from the Company regarding approval of the change, cancellation, etc. shall take place via the methods separately specified by the Company, such methods being either display on the web site for the Service following completion of procedures for the change, cancellation, etc. or email transmission to an email address registered as Member Information.
- (h) In case that due to the action under the previous sub-Section, surplus sums to be refunded or deficient amounts or additional charges to be charged exists in relation to fares, etc. that are already settled pursuant to sub-Section (d), another settlement shall be made by a JR TOKAI Express Card (Affiliated Corporate). In addition, in the case of change of an EX-IC Contract of Transportation, in principle, following execution of an EX-IC Contract of Transportation after a change, the EX-IC Contract of Transportation before such change shall be cancelled. Therefore, the amount that a Card Member can use when changing an EX-IC Contract of Transportation via the Service may be restricted by the credit limit of JR TOKAI Express Card (Affiliated Corporate) in some cases. However, that in case that a Corporate Member or a Card Member has made a request to the Company and if the Company deems it acceptable as a special exception, or in case of impossible operations or other situations that the Company deems reasonable, settlement in cash or via another means may take place.
- (i) Following application for Execution, etc. of the EX-IC Contract of Transportation via the Service, if no reply concerning approval is given by the Company even after a lapse of the separately specified time required for reply, such Card Member shall promptly contact the JR TOKAI Express Reservation Customer Center separately specified by the Company (hereinafter referred to as the "Customer Center") via phone and shall follow its instructions.

9. Execution of Contract and Treatment of Changed Contract

A Corporate Member or a Card Member may confirm the content of the EX-IC Contract of Transportation executed and changed via the

Service on the web site for the Service within operation hours separately specified by the Company during the term of validity thereof.

10. Accessorial Service

The Company or a Partner Company may provide a Corporate Member or a Card Member with services associated with the Service as privileges (hereinafter referred to as the "Accessorial Service(s)"), and a Corporate Member or a Card Member may use the Accessorial Services via a method separately specified by the Company or a Partner Company. Notification concerning the content of the Accessorial Services, the method of use thereof, etc. shall be made via posting of the same on the website of the Company or the like.

D. Provisions on Change, Interruption, Termination, etc. of the Service, and Notification Method, etc.

11. Change, Interruption, Termination, etc. of the Service

- (a) The Company may change the Service or the Accessorial Service (collectively referred to as the "Service, etc." hereinafter) without giving any notification to a Corporate Member and a Card Member in advance. After such change, only the changed Service, etc. shall be valid.
- (b) The Company may change the system, equipment, network, and other facilities (collectively referred to as the "System, etc." hereinafter) necessary to provide the Service, etc. without giving any notification to a Corporate Member or a Card Member in advance.
- (c) In case that any of the following Items is applicable, the Company may interrupt providing the Service, etc. in whole or in part and/or restrict access to the System, etc. or implement other necessary measures without giving any notification to a Corporate Member or a Card Member in advance.
 - (i) In case that system maintenance and inspection of System, etc. is necessary
 - (ii) In case that failure has been caused to System, etc.
 - (iii) In case that it has become impossible to provide the Service as usual, due to war, riot, disturbance, labor dispute, fire, blackout, natural disaster, or other state of emergency, or due to some reason not attributable to the Company
 - (iv) In case that the Company deems it necessary to provide the Service, etc. for any other reason
- (d) The Company may terminate the Service, etc. in whole or in part without giving any notification to a Corporate Member or a Card Member in advance.
- (e) The Company shall not assume any responsibility for disadvantages incurred by a Corporate Member, a Card Member, or a third party arising from change of the content of the Service, etc., change of System, etc., interruption of the Service, etc., restriction of access to the System, etc., implementation of necessary measures, or termination of the Service, etc. in accordance with each previous sub-Section hereof.

12. Method for Notification

- (a) Notification concerning content, treatment, or the like regarding the Service, etc. by the Company to a Corporate Member or a Card Member shall take place via the method that the Company deems appropriate, such as posting on the web site for the Service or the Company's web site, email transmission to an email address registered as Member Information, a phone call to a telephone number registered as Member Information, transmission of mail to the location of a Corporate Member registered as Member Information, and other methods.
- (b) In case that the notification referenced in the previous sub-Section is made via posting of the same on the web site for the Service or the Company's website, such notification shall be deemed to have been completed at the time when such posting has been made.
- (c) In case that the notification referenced in sub-Section (a) is made via email, such notification shall be deemed to have been completed at the time when an email sent by the Company to an email address registered as Member Information has arrived at the relevant mail server.
- (d) In case that the notification referenced in sub-Section (a) is made by mail, such notification shall be deemed to have been completed at the time when mail sent by the Company to the location of a Corporate Member has arrived at such location.
- (e) Concerning the previous two sub-Sections, if the email address or the location of a Corporate Member registered as Member Information is incorrect and email or mail arrives late or does not arrive due to such incorrectness, the Company shall deem that such email or mail has arrived at the time when such email or mail

would normally arrive.

- (f) The Company shall not assume any responsibility for disadvantage caused to a Corporate Member, a Card Member, or a third party due to delayed arrival or non-arrival of corresponding email or mail.

13. Exceptional Treatment

In case that the Company deems it necessary as a special exception, the Company shall undertake different treatment from the treatment stipulated under Chapter B or Chapter D.

E. EX-IC Card

14. Issuance and Validity of EX-IC Card

- (a) In relation to providing the Service, the Company shall issue and lend to a Corporate Member EX-IC Cards of a type and in a quantity that the Company deems necessary.
- (b) Ownership of EX-IC Cards shall belong to the Company. A Corporate Member may not deposit or assign an EX-IC Card to a third party, provide the same as collateral for a third party, or do any other acts that would infringe ownership of the Company, except lending an EX-IC Card to a Card User who has been permitted to use the same under these Terms and Conditions.
- (c) Corporate Members and Card Members must use and manage EX-IC Cards (including the information recorded in embedded IC chips) with due care of a prudent manager.
- (d) When a Card Member boards a Company Designated Line pursuant to the EX-IC Contract of Transportation and enters or leaves a Station as separately designated by the Company with an EX-IC Card, or when a Card Member uses the Accessorial Service, such Card Member must carry an EX-IC Card and a JR TOKAI Express Card (Affiliated Corporate) at all times. When a relevant staff member of the Company, another company operating a Company Designated Line or a Partner Company requests such Card Member to present the aforementioned Cards, such Card Member must promptly present the same. If a Card Member cannot present the aforementioned Cards, such Card Member may not be able to board a Company Designated Line pursuant to the EX-IC Contract of Transportation and may not be able to receive the Accessorial Service in whole or in part in some cases.
- (e) No EX-IC Card may be used by parties other than the Card Member printed on the surface of the relevant EX-IC Card.
- (f) Ex-IC Cards have two types: Name Registered EX-IC Cards and Name Non-registered EX-IC Cards.
- (g) In case that an EX-IC Card has been used by a third party, the relevant Corporate Member shall assume full responsibility, full liability and all burdens, etc. caused due to such use, regardless of whether or not such Corporate Member has consented to such use.
- (h) The Company may add functions related to IC-card tickets for conventional lines to an EX-IC Card. Treatment of functions related to IC-card tickets for conventional lines shall be separately provided.

15. Validity and Update of EX-IC Card

- (a) Expiration Date of an EX-IC Card shall be separately designated by the Company; provided, however, that in case that the Company deems it necessary and notifies a Corporate Member to such effect, the expiration date of an EX-IC Card may be changed.
- (b) Notwithstanding the previous sub-Section, an EX-IC Card may be replaced at the convenience of the Company prior to the expiration date of an EX-IC Card.
- (c) In case that an EX-IC Card expires, if the Corporate Member has not notified that it does not want to renew such EX-IC Card and the Company deems appropriate for such Corporate Member to continue using, such EX-IC Card shall be automatically renewed with a new expiration date before the same expires.

16. Return, etc. of EX-IC Card

- (a) In case any of the following Items is applicable to a Corporate Member or a Card Member, the Company, another company operating a Company Designated Line, or a Partner Company may request a Corporate Member or a Card Member to return a relevant EX-IC Card or may terminate providing the Service, etc.
 - (i) In case Corporate Member or a Card Member breaches these Terms and Conditions
 - (ii) In case that a Corporate Member or a Card Member has not used the Service at all within the period specified by the Company
 - (iii) In case that a Corporate Member or a Card Member has caused a third party other than the Card Member, whose name

is printed on the surface of an EX-IC Card, to use such EX-IC Card

- (iv) In case that a Corporate Member or a Card Member has used an EX-IC Card for an illegal boarding (including cases in which it is obvious that a Corporate Member or a Card Member has intentionally boarded for the purpose of an illegal boarding) or for an act that is against public policy
- (v) In case that the Company has deemed use of an EX-IC Card as inappropriate, such as in case of execution of the EX-IC Contract of Transportation or use of the Accessorial Service for the purpose of conversion into cash, etc.
- (vi) In case that a Corporate Member or a Card Member has willfully and knowingly destroyed, falsified, duplicated, transferred, or provided information recorded in an EX-IC Card itself or an IC chip embedded therein to a third party
- (vii) In case that due to reasons such as that a Corporate Member has neglected to make payment for charges to a designated credit card company, such credit card company has requested to suspend such Corporate Member's use of an EX-IC Card and that the Company deems it appropriate
- (viii) In relation to the content of the EX-IC Contract of Transportation, in case that a Corporate Member or a Card Member has adversely breached or has repeatedly breached the "Standard Terms and Conditions of EX-IC Service Transportation" as separately provided by the Company or the standard terms and conditions provided by other companies. In case that multiple EX-IC Cards have been lent by the Company and that any of Items listed in this sub-Section is applicable to one of such EX-IC Cards
- (ix) In case that registration for an EX-IC Cellular Phone has been cancelled due to any of the reason listed in Section 22 (a)
- (x) In case that the Company has deemed use by a Corporate Member or a Card Member of an EX-IC Card inappropriate for any other reason
- (b) In case that a Corporate Member or a Card Member has been requested to return an EX-IC Card in accordance with the previous sub-Section, rights under the EX-IC Contract of Transportation that were valid at time when a Card Member executed with the Company shall be void and other rights based on an EX-IC Card shall be void.
- (c) In case that a Corporate Member is no longer a Corporate Member, such Corporate Member shall promptly return any and all EX-IC Card(s) to the Company; provided, however, that if the Company deems appropriate as a special exception, the Company may waive ownership of such EX-IC Card(s) and may cause the Corporate Member or the Card Member to dispose of such EX-IC Card(s) at their responsibility.
- (d) Even after a Corporate Member is no longer a Corporate Member, such Corporate Member shall continue to assume full responsibility, full liability and all burdens, etc. caused in relation to EX-IC Card(s).

17. Loss, Theft, and Unauthorized Use of EX-IC Card

- (a) In case that a Corporate Member or a Card Member has lost an EX-IC Card or that the same has been stolen, such Corporate Member or such Card Member shall promptly file a report with the closest police station, shall contact an Express IC Card Loss and Theft Desk separately established by the Company via phone, and shall apply for suspension of use of such EX-IC Card.
- (b) In case that any of the following Items is applicable concerning use and/or management by a Corporate Member or a Card Member of an EX-IC Card, any and all damages caused thereby, in addition to the provisions of Section 14 (g), shall be borne by the Corporate Member.
 - (i) In case that loss, theft, or unauthorized use of an EX-IC Card has occurred due to willful misconduct or gross negligence of a Corporate Member or a Card Member
 - (ii) In case that a party associated with a Corporate Member or a Card Member has been involved in the loss, theft, or unauthorized use of an EX-IC Card
 - (iii) In case that loss, theft, or unauthorized use of an EX-IC Card has occurred while in breach of these Terms and Conditions
 - (iv) In case that cooperation has not been given for damage investigation, etc. conducted by the Company or a party designated by the Company
 - (v) In case that a password of a member has been utilized upon unauthorized use
 - (vi) In case that the application made pursuant to sub-Section (a) is false
- (c) In case that the Company has received the application pursuant to

sub-Section (a), the Company shall undertake protective measures, such as against unauthorized use, and other established procedures within the period separately provided by the Company (and such period separately provided by the Company shall be called a "Period for Protective Measures"). Except in cases in which any Item of the previous sub-Section is applicable, notwithstanding the provisions of Section 14 (g), a Corporate Member shall not assume any responsibility, liability, burden, etc. concerning unauthorized use of an EX-IC Card that occurs after a Period for Protective Measures elapses.

- (d) Indemnification in case that a JR TOKAI Express Card (Affiliated Corporate) has been lost, stolen, or the like, and that an EX-IC Card has been used by a third party in an unauthorized manner thereafter shall be subject to the provisions of a designated credit card company.
- (e) Even if a Corporate Member or a Card Member has lost an EX-IC Card or the same has been stolen, unless a JR TOKAI Express Card (Affiliated Corporate) has been lost, stolen, or the like, no indemnification established by a designated credit card company shall be made.

18. Reissuance of an EX-IC Card

- (a) The Company may reissue an EX-IC Card with the addition of functions associated with IC card tickets for conventional lines and/or with a change of the type of EX-IC Card, provided that a Corporate Member goes through procedures for such change established by the Company.
- (b) In case that the Company deems it necessary in the course of its operations, such as for management, protection, etc. of information related to an EX-IC Card, the Company may change an EX-IC Card Number or other necessary matters and may reissue the same without giving notification to a Corporate Member or a Card Member in advance.
- (c) In case that a Corporate Member has followed thorough procedures for reissuance as established by the Company due to loss, theft, damage, destruction, etc. of an EX-IC Card, and the Company deems it acceptable, an EX-IC Card shall be reissued.
- (d) Upon reissuance of an EX-IC Card pursuant to the previous sub-Sections, if a Corporate Member or a Card Member already owns an EX-IC Card, such Corporate Member or such Card Member must return the same to the Company; provided, however, that in case that the Company deems it acceptable as a special exception, the Company may waive ownership of the EX-IC Card and may cause the Corporate Member or the Card Member to dispose of the EX-IC Card at their responsibility.
- (e) In case of reissuance of an EX-IC Card in accordance with the sub-Section (a) or (c), the Corporate Member shall bear reissuance fees specified by the Company, and such fees shall be settled via a JR TOKAI Express Card (Affiliated Corporate).

19. Disclaimer of the Company

- (a) The Company shall not assume any responsibility for disadvantage of the following Items in relation to use of an EX-IC Card.
 - (i) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to erroneous use by a Card Member of an EX-IC Card
 - (ii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to interruption, delay, or suspension of System, etc. caused by failure, etc. of communication lines or computers relating to System, etc., or caused by use of the Service in use environments other than the one separately specified by the Company
 - (iii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to change of contact information name, telephone number, acceptance hours, etc. listed in guide brochures, etc. of a JR TOKAI Express Card (Affiliated Corporate), the Express Reservation Service, or an EX-IC Card
 - (iv) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to unauthorized use, etc. occurring within a Period for Protective Measures and the Company received the application pursuant to Section 17 (a)

F. EX-IC Cellular Phone

20. EX-IC Cellular Phone

- (a) If boarding on a Company Designated Line subject to the EX-IC Contract of Transportation, a Card Member wants to enter or leave a Station separately designated by the Company by means of a cellular phone, such Card Member shall go through registration

procedures for an EX-IC Cellular Phone separately established by the Company for the cellular phone that will be used for such entering and leaving (however, such cellular phone shall be limited to a cellular phone registered with the "Mobile Suica" services provided by East Japan Railway Company (hereinafter referred to as "JR East")).

- (b) Among the cellular phones for which the registration procedures under the previous sub-Section have been completed, the Company shall register those that satisfy standards separately established by the Company as EX-IC Cellular Phones.
- (c) When a Card Member boards a Company Designated Line under the EX-IC Contract of Transportation and enters or leaves a Station separately designated by the Company by using an EX-IC Cellular Phone, such Card Member must carry an EX-IC Cellular Phone and a JR TOKAI Express Card (Affiliated Corporate) at all times. When a relevant staff member of the Company or another company operating a Company Designated Line requests such Card Member to present the EX-IC Cellular Phone and JR TOKAI Express Card (Affiliated Corporate), such Card Member must promptly present the same. If a Card Member cannot present such EX-IC Cellular Phone and such JR TOKAI Express Card (Affiliated Corporate), such Card Member may not be able to board a Company Designated Line under the EX-IC Contract of Transportation.
- (d) Only a Card Member that has been registered as a user of an EX-IC Cellular Phone may use such EX-IC Cellular Phone.
- (e) In case that an EX-IC Cellular Phone has been used by a third party, the relevant Corporate Member and the relevant Card Member shall assume full responsibility, full liability, all burdens, etc. caused due to such use, regardless of whether or not such Corporate Member and such Card Member has consented to such use.
- (f) A Corporate Member or a Card Member shall bear communication costs, etc. necessary for entering and leaving a Station using an EX-IC Cellular Phone.
- (g) A Corporate Member or a Card Member shall obtain and maintain equipment, software, various contracts required to be executed with mobile phone operators, and all other necessities for its use environments (hereinafter referred to as "Use Environment(s)") which are necessary for entering and leaving a Station using an EX-IC Cellular Phone at the responsibility and cost of such Corporate Member or such Card Member. It shall not be possible to enter or leave a Station using an EX-IC Cellular Phone that does not meet the Use Environment.
- (h) In case that an EX-IC Cellular Phone is not operating, due to failure, loss of battery power, unstable communication status of a mobile telephone network, etc., a Card Member may not enter or leave a Station using an EX-IC Cellular Phone.

20. Deadline for Registration and Renewal of an EX-IC Cellular Phone

- (a) A deadline for registration of an EX-IC Cellular Phone shall be same as the expiration date of the relevant EX-IC Card (and in case that the expiration date of an EX-IC Card is renewed, the deadline for registration shall be extended until the renewed expiration date of such EX-IC Card); provided, however, that in case that the Company deems it necessary and has given relevant notification to a Corporate Member or a Card Member, the deadline for registration may be changed.
- (b) Notwithstanding the previous sub-Section, the deadline for registration of an EX-IC Cellular Phone may be changed at the Company's sole discretion without any notification in advance.

21. Cancellation of Registration of EX-IC Cellular Phone

- (a) In case that any of the following Items is applicable to a Corporate Member or a Card Member, the Company, another company operating a Company Designated Line, or a Partner Company may cancel an EX-IC Cellular Phone registration for a member or may terminate providing the Service, etc. in some cases.
 - (i) In case that a Corporate Member or a Card Member has been requested to return an EX-IC Card for any of the reasons listed under Section 16 (a)
 - (ii) In case that a Corporate Member or a Card Member has allowed a third party, other than a Card Member registered as a user of an EX-IC Cellular Phone, to use such EX-IC Cellular Phone
 - (iii) In case that a Corporate Member or a Card Member has used an EX-IC Cellular Phone for an illegal boarding (including cases in which it is obvious that a Corporate Member or a Card

Member has boarded using a card for the purpose of an illegal boarding) or for an act that is against public policy

- (iv) In case that a Corporate Member or a Card Member has destroyed, falsified, duplicated, transferred, or provided to third party information etc., recorded in an EX-IC Cellular Phone on entering and/or leaving a Station due to willful misconduct
- (v) In case that the Company has deemed use by a Card Member of an EX-IC Cellular Phone inappropriate for any other reason
- (b) Even after a Corporate Member is no longer a Corporate Member, such Corporate Member shall assume full responsibility, full liability, all burdens, etc. caused in relation to use of an EX-IC Cellular Phone.

22. Loss and Theft of an EX-IC Cellular Phone

- (a) In case that a Card Member has lost an EX-IC Cellular Phone or the same has been stolen, a Corporate Member or such Card Member shall contact the Customer Center and shall apply for suspension of use of such EX-IC Cellular Phone.
- (b) In case that any of the following Items is applicable concerning use and/or management by a Corporate Member or a Card Member of an EX-IC Cellular Phone, any and all damages caused thereby shall be borne by the Corporate Member in addition to the provisions of Section 20 (e).
 - (i) In case that loss, theft, or unauthorized use of an EX-IC Cellular Phone has occurred due to willful misconduct or gross negligence of a Corporate Member or a Card Member
 - (ii) In case that a party associated with a Corporate Member or a Card Member has been involved in the loss, theft, or unauthorized use of an EX-IC Cellular Phone
 - (iii) In case that the loss, theft, or unauthorized use of an EX-IC Cellular Phone has occurred while in breach of these Terms and Conditions
 - (iv) In case that cooperation has not been given for damage investigation, etc. conducted by the Company or a party designated by the Company
 - (v) In case that a password of a member has been utilized upon unauthorized use
 - (vi) In case that the application made pursuant to sub-Section (a) is false
- (c) In case that the application made pursuant to sub-Section (a) has been received, the Company shall undertake protective measures and other established procedures so that it will become impossible to enter or leave a Station by means of an EX-IC Cellular Phone within a Period for Protective Measures. Except in cases in which any Item of the previous sub-Section is applicable, notwithstanding the provisions of Section 20 (e), a Corporate Member shall not assume any responsibility, liability, burden, etc. concerning entering and leaving a Station via an EX-IC Cellular Phone after a Period for Protective Measures elapses.
- (d) Indemnification in case that a JR TOKAI Express Card (Affiliated Corporate) has been lost, stolen, or the like, and that an EX-IC Cellular Phone has been used by a third party in an unauthorized manner thereafter shall be subject to the provisions of a designated credit card company.
- (e) Even if a Corporate Member or a Card Member has lost an EX-IC Cellular Phone or the same has been stolen, unless a JR TOKAI Express Card (Affiliated Corporate) has been lost or stolen, or the like, no indemnification established by a designated credit card company shall be made.

23. Re-registration of an EX-IC Cellular Phone

In case that a Card Member has gone through re-registration procedures established by the Company due to loss, theft, damage, destruction, etc. of an EX-IC Cellular Phone, and if the Company deems it acceptable, such Card Member may reregister for a new cellular phone (however, such cellular phone shall be limited to a cellular phone registered in the "Mobile Suica" services provided by JR East) as an EX-IC Cellular Phone.

24. Disclaimer of the Company

The Company shall not assume any responsibility for disadvantage of the following Items in relation to use of an EX-IC Cellular Phone.

- (i) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to erroneous use by a Card Member of an EX-IC Cellular Phone
- (ii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to interruption, delay, or suspension of System, etc. caused by failure, etc. of communication lines or computers relating to System, etc., or use of the Service in use environments

- other than that the one separately specified by the Company
- (iii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to change of contact information name, telephone number, acceptance hours, etc. listed in guide brochures, etc. of a JR TOKAI Express Card (Affiliated Corporate), the Express Reservation Service, or an EX-IC Cellular Phone
 - (iv) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to a change of Use Environment
 - (v) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to entering and leaving a Station via an EX-IC Cellular Phone occurring within a Period for Protective Measures and the Company has received the application pursuant to Section 23 (a)
 - (vi) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to impossibility of entering and/or leaving a Station via an EX-IC Cellular Phone due to maintenance, failure, etc. of the "Mobile Suica" services provided by JR East
 - (vii) Disadvantage incurred by a Corporate Member, a Card Member, or a third party due to impossibility of entering and/or leaving a Station via an EX-IC Cellular Phone because of various measures undertaken by JR East for some or all "Mobile Suica" members

G. Other

25. Prohibition of Assignment of Claims and Provision of Collateral

Neither a Corporate Member nor a Card Member shall assign or lend to a third party or provide as collateral claims retained by a Corporate Member or a Card User against the Company for any reason pursuant to these Terms and Conditions.

26. Prohibition of Offset

Neither a Corporate Member nor a Card Member shall offset monetary obligations under to these Terms and Conditions with any claims against the Company for any reason.

27. Court of Competent Jurisdiction

A Corporate Member and a Card Member agree that any and all legal disputes arising in relation to these Terms and Conditions shall be brought before the Nagoya District Court or Nagoya Summary Court as the court of first instance having exclusive jurisdiction.

Terms used in *1 through *6 shall be changed to be read as the following terms for all portions of these Terms and Conditions and for all Special Provisions for EX Reservation Service (Affiliated Corporate).

Special Provisions on EX Reservation Service (Affiliated Corporate)	*1 (JR TOKAI Express Card Membership Terms and Conditions)	*2 (Corporate Member)	*3 (Card User)	*4 (JR TOKAI Express Card (Affiliated Corporate))	*5 (Designated Credit Card Company)	*6 (Credit Limit)
Special Provisions on the Express Reservation Service (JCB)	JCB Express Card Membership Terms and Conditions	Corporate Member	Card User	JCB Express Card	JCB Co., Ltd.	Credit limit
Special Provisions on the Express Reservation Service (Sumitomo Mitsui Express Corporate Card)	Express Sumitomo Mitsui Corporate Card Membership Terms and Conditions	Member	User	Sumitomo Mitsui Express Corporate Card	Sumitomo Mitsui Card Co., Ltd.	Card credit limit
Special Provisions on the Express Reservation Service (UC Corporate)	UC Express Corporate Card Membership Terms and Conditions	Corporate Member	Card User	UC Express Corporate Card	CREDIT SAISON CO., LTD.	Credit limit
Special Provisions on the Express Reservation Service (MUFG Card Corporate)	MUFG Card Express Corporate Membership Terms and Conditions	Corporate Member	Card User	MUFG Card Express Corporate Card	Mitsubishi UFJ NICOS Co., Ltd.	Credit limit
Special Provisions on the Express Reservation Service (DC Corporate) (via Individual Payment)	DC Express Corporate Card (via Individual Payment) Membership Terms and Conditions	Basic Member	Individual Member	DC Express Corporate Card	Mitsubishi UFJ NICOS Co., Ltd.	Credit limit (max limit)
Special Provisions on the Express Reservation Service (DC Corporate) (via Lump Sum Payment)	DC Express Corporate Card (via Lump Sum Payment) Membership Terms and Conditions	Basic Member	Individual Member	DC Express Corporate Card	Mitsubishi UFJ NICOS Co., Ltd.	Credit limit (max limit)
Special Provisions on the Express Reservation Service (TS CUBIC Corporate)	TS CUBIC Express Corporate Card Membership Terms and Conditions	Corporate Member	Card User	TS CUBIC Express Corporate Card	TOYOTA FINANCE CORPORATION	Credit limit
Special Provisions on the Express Reservation Service (American Express Corporate)	American Express® JR TOKAI Express Corporate Card Membership Terms and Conditions	Corporate Member	Card Member	American Express JR TOKAI Express Corporate Card	American Express International Inc.	Credit limit

* This document is an English translation of "American Express® JR TOKAI Express Corporate Card Membership Terms and Conditions" in Japanese. In the event of any conflict between the English and Japanese versions, the Japanese original will prevail.

エクスプレスサービス 会員規約集

提携コーポレート会員 (AMEX)

H27.11版

アメリカン・エクスプレス®・JR 東海エクスプレス・コーポレート・カード会員規約

第1条 (総則)

- 本規約は、アメリカン・エクスプレス・インターナショナル・Inc.（以下、「カード会社」といいます。）、が、東海旅客鉄道株式会社（以下、「JR 東海」といいます。また、カード会社とJR 東海とをあわせて「両社」といいます。）と提携して発行し、第2条に定める会員に提供する「アメリカン・エクスプレス・JR 東海エクスプレス・コーポレート・カード」（以下、「カード」といいます。）に関して適用される条件を定めるものです。第2条に定める会員は、本規約に同意の上、カードの利用をしますものとします。
- 規約名称は、「アメリカン・エクスプレス®・JR 東海エクスプレス・コーポレート・カード会員規約」（以下、「本規約」といいます。）とい、略称を「エクスプレスコーポレート規約（アメリカン・エクスプレス）」とします。インターネット上、携帯電話の画面上その他において「エクスプレスコーポレート規約（アメリカン・エクスプレス）」とある場合は、本規約を指すものとします。
- 法人カード規約等とは、第2条第1項に定める法人会員または第2条第2項に定めるカード使用者に適用されるカード会社が規定する規約等（これらに付属する特約等含む）をいいます。

第2条 (会員)

- 「法人会員」とは、本規約、法人カード規約等および本規約の一部を構成するものとしてJR 東海が別途定める「エクスプレス予約サービス（アメリカン・エクスプレス・コーポレート）に関する特約」（その特約を含む。）、以下「エクスプレス予約サービス特約（アメリカン・エクスプレス・コーポレート）」とい、等を承認の上、カード会社に法人カード会員口座の開設を申し込み、審査のうえカード会社が開設を認めた法人をいいます。なお、法人会員は、法人会員単位で登録され、JR 東海が提供するサービスを受けることができるものとします。
- 「カード使用者」とは、法人会員の承諾に基づき、法人カード規約等を承認の上、カード会社にカードの発行を申し込み、カード会社が審査の上認められた役員または従業員をい、い、法人カード規約などにおける「カード会員」を意味するものとします。
- 「管理責任者」とは、法人会員が、法人カード規約等に基づき、両社との連絡調整等を行う責任者として、役員または従業員（臨時雇用、嘱託を除く。）の中から両社に所定の方法で届け出た担当者を行います。なお、法人会員は、管理責任者を法人会員の部署、事業所等組織の実情に即してカード利用状況等の管理を行う責任（以下、「カード利用単位」といいます。）、において届け出ることができます。この場合、管理責任者は、カード利用単位に所属する役員または従業員（臨時雇用、嘱託を除く。）の中からカードを利用する方を指定し、両社に所定の方法で届け出るものとします。
- 本規約において「会員」とは、法人会員およびカード使用者をいいます。

第3条 (カード発行)

- カード会社は、本規約および法人カード規約等に基づき会員に対しカードを発行します。
- カードの所有権は、カード会社に属します。
- 第4条 (JR 東海への個人情報の提供および利用に関する同意)**
 - 会員は、カード会社が保護措置を講じた上で、JR 東海に対して、カード使用者による乗車券類・旅行関連等の商品および関連するサービスの取引を目的として、次の各号に定める個人情報を提供し、JR 東海がこれを利用することに同意するものとします。
 - 法人カード規約等に基づきカード会社に提供された情報もしくは第5条第1項に定める会員等がカード会社に提出する書類等に記載されている情報（会員氏名、勤務先名称、社員番号、郵便物送付先住所、勤務先電話番号、自宅住所、自宅電話番号、性別、生年月日）
 - カードの申込みにより発行されるカードに関する入会日、種別、会員番号・有効期限および変更後の会員番号・有効期限
 - カード会員番号が無効となった事実（ただし、その理由は除く）
 - カード会員資格の喪失（ただし、その理由は除く）
 - カード申込みに対する審査の結果（ただし、その理由は除く）
 - 会員は、前項の同意の範囲内でJR 東海が当該情報を利用している場合であっても、JR 東海に対しその中止を申し出ることが出来ません。但し、JR 東海の提供する基本的なサービスを行うために当該情報が必要な場合は、その限りではありません。

第5条 (JR 東海による会員情報の収集等に関する同意)

- 法人会員および入会を申し込まれた法人（以下「法人会員等」という。）、ならびにカード使用者およびカード使用者として入会し込まれた方（以下「カード使用者等」とい、い、「法人会員等」と「カード使用者等」を併せて申し込まれた方。）、は、JR 東海が会員等の会員情報（本項第1号に定めるものをいいます。）、につき、必要な保護措置を行ったうえで以下のとおり取引扱うことと同意します。
 - JR 東海のサービスを提供するために、以下の会員等に関する情報（以下「会員情報」といいます。）、を収集すること
 - 法人会員等の入会申込時の法人名、法人代表者、管理責任者、所在地、電話番号等、およびこれらすべての変更情報
 - カード使用者の氏名・生年月日・年齢・性別・住所・電話番号・勤務先情報（勤務先所在地・所属部署）・メールアドレスおよびこれらすべての変更情報
 - JR 東海が会員との取引により得た乗車券類・旅行関連等の商品および関連するサービスの購入履歴等の情報
 - （E）利用可能枠等、JR 東海が会員との取引のため、カード会社より提供されるクレジットカード情報
 - （オ）会員との取引に際し、JR 東海が会員の運転免許証・パスポート等の提示を求め、記載内容を確認し記録すること、または写しを入手することにより得た本人確認を行うための情報（なお、この写しについては理由の如何を問わず返還しません。）
 - JR 東海が次の目的のために会員情報を利用すること
 - カード使用者による乗車券類・旅行関連等の商品および関連するサービス等の取引のため
 - JR 東海の営業案内として、宣伝物・印刷物を郵送・インターネット等の手段により送付するため
 - JR 東海の販売状況分析、商品開発のために利用するため。ただし、本号（イ）および（ウ）に定める宣伝物の送付・商品開発等について中止を申し出た場合、JR 東海

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録の初期化手続を行うものとする。カード使用者が会員登録の初期化手続を行った場合、当社は、カード使用者の登録を取り消す。また、会員登録の初期化手続が完了した後、当社は本サービスの画面上に表示することにより通知する。

7.カード使用者が第2項に定める登録手続を行った後、又はカード使用者が第6項に定める会員登録の初期化手続を行った後、別に定める所要回答時間を経過しても当社から手続完了の通知がない場合、別に定めるJR 東海エクスプレス予約カスタマーセンター（以下「カスタマーセンター」という。）、まで速やかに電話連絡を行い、その指示に従うものとする。

8.法人会員及びカード使用者は、第5項及び第6項により、カード使用者が本サービス利用停止又は登録取消となった後であっても、登録取消時点時に発生したカード使用者の本サービスの利用に基づく債務の負担は、理由の如何を問わず免れ得ないものとする。カード使用者が本サービスを利用して購入した乗車券類の効力等は、本特約に定める内容を除き、当社の定める運送約款（東海旅客鉄道株式会社旅客営業規則その他の当社が定める運送約款。以下同じ。）によるものとする。

（第3条：お客様情報の登録・修正）
カード使用者は、第2条第2項で登録した情報又は回数を問わずこれを修正登録したものの（以下「お客様情報」という。）、内容に変更が生じた場合、速やかに当社が定める方法で情報の修正登録を行うものとし、お客様情報を常に最新、完全かつ正確に保つものとする。

（第4条：利用環境、受付期間、受付時間、回答時間等）

- 本サービスを利用するための通信端末、ソフトウェア等利用環境については、当社のエクスプレス予約ホームページ（https://expy.jp/）（以下「エクスプレス予約HP」という。）、により周知するものとする。

- 本サービスを利用した乗車券類の購入等の受付期間、受付時間及び所要回答時間並びに取り扱う乗車券類等は、原則として当社が別に定めるところによるものとする。

（第5条：申込）

- 本サービスにおいて、カード使用者は、当社より付与されたID及びパスワードを入力する等、当社が別に定める方法により、乗車券類の購入等の申込をしますものとする。
- （第6条：回答方法、決済）**
 - カード使用者の乗車券類の購入等の申込に対する当社からの申込が成立したか否かの回答の通知は、申込操作完了後の画面上の表示、又はカード使用者がお客様情報として登録したメールアドレスに対するeメールの送信のうち、当社が別に定める方法により行う。ただし、当社が別に定める時間帯におけるインターネットによる申込（携帯電話・スマートフォン専用サイトでの申込を除く。）、に対する当社からの回答の通知は、カード使用者がお客様情報として登録したメールアドレスに対するeメールの送信により行う。
 - 本サービスでは、本項より申込が成立した旨の回答の通知が当社からなされた時点で、カード使用者が乗車券類の購入等を行ったものとし、かつ、カード使用者と当社間の運送契約の成立、変更、解約等がなされたものとす。なお、当社がカード使用者に対し、申込が成立した旨の回答の通知と併せて、お預かり番号の通知等を行う。
- カード使用者が前項の乗車券類の購入等を行った後において、カード使用者のカードにより決済手続が行われるものとする。したがって、カー使用者の本サービスを利用した乗車券類購入可能額は、カード使用者のカード利用可能枠による制限を受けるものとする。また、乗車券類の購入可能件数は、エクスプレス予約HPにより周知するものとする。

- 削除
- 乗車券類の変更、払戻等（第9条に定める受取後の乗車券類の変更・払戻等を含む。）、により過不足金が生じた場合の精算は、原則としてカード使用者のカードにより決済することとする。なお、乗車券類の変更を行う場合は、原則として変更後の乗車券類を改めて発売したのち、変更前の乗車券類の払戻しを決済する。したがって、カード使用者の本サービスを利用した変更後の乗車券類購入可能額は、カード使用者のカード利用可能枠による制限を受ける場合があるものとする。

（第6条の2：カード使用者の問い合わせ窓口）

- カード使用者から本サービスの利用方法に関する質問等については、JR 東海エクスプレス予約カスタマーセンター（以下「カスタマーセンター」という。）、にて受け付けるとし、その電話番号、受付時間等は、当社ホームページ上に掲示する。
- カスタマーセンターでは、カード使用者からの質問等の内容を文書または録音等により記録するが、当社ホームページ上に掲示する個人情報保護に関する方針（プライバシーポリシー）に基づき厳正に取り扱う。
- カスタマーセンターが案内する情報に基づき、会員が判断した行動の結果、会員が被害を被るごことがある。当社は、いかなる責任も負わないものとする。
- カード使用者は、乗車券類購入等の申込した後、当社が別に定める所要回答時間を経過した後においても当社からの回答が通知されない場合、カスタマーセンターまで速やかに電話連絡を行い、その指示に従うものとする。

（第7条：契約成立後の乗車券類の購入）

- 本サービスによりカード使用者が購入、変更した乗車券類については、カード会員規約及び本特約に定める場合を除き、乗車区間に応じてカード又は他社の定める運送約款（旅客営業規則その他の運送約款。以下同じ。）の適用を受けるものとする。
 - 払戻しによりカード使用者が購入、変更した乗車券類については、カード使用者が受取、払戻を行うまでの間、当社において保管する。
 - 前項より、当社において保管している乗車券類についても、本特約に別に定める場合を除き、当社又は他社の定める運送約款の適用を受けるものとする。
- （第8条：受取）**
- カード使用者は、当社が別に定める窓口（以下「受取窓口」という。）、において、当社が別に定める方法により、第7条第2項より当社が保管をしている乗車券類の受取を行うものとする。
 - カード使用者が前項の受取を行う際には、カード又はEX-ICカードが必要となるほか、カード使用者が本サービスログイン時に入力するパスワードの入力を行わなければならない。ただし、当社の駅の窓口でカードによる受取を行う場合は、当社所定の内容の帳票への自署等があることができるものとする。
 - 第1項の乗車券類の受取期間は、別に定めるところによるものとする。なお、受取期間を経過した乗車券類の受取等は行うことができないものとする。
 - 前項の受取期間を経過したにもかかわらず受取が行われなかった乗車券類については、個々の乗車券ごとに、以下のように取り扱うものとする。
 - 特急券と乗車券の効力が一体となった乗車券類については、普通車指定席用及びグリーン車用は、乗車日の指定列車発時刻後の当日中に、また普通車自由席用は乗車日の当日中にカード使用者から払戻請求があったものとみなして、別に定める特定額または払戻手数料を差し引いた額の払戻しを行うものとする。
 - 特急券の効力を持った乗車券類については、普通車指定席用及びグリーン車用は一切の払戻を行わない。普通車自由席用は、所定の払戻手数料を差し引いた額の払戻を行うものとする。

- カード会員規約が失効した時点で又はカード使用者がカード使用者でなくなった時点で、当社が第7条第2項により保管している乗車券類が存在する場合、当該時点における日付をもって、

は業務運営上支障がない範囲で、これを中止するものとします。（中止の申し出は、本項第7号（イ）に定める相談窓口に連絡するものとします。）、

- カード使用者が、JR 東海またはカード会社に対して届け出た会員の氏名、住所、電話番号、勤務先等に誤りがあり、JR 東海またはカード会社的一方にのみ変更の届出があった場合については、当該届出いただいた情報について、JR 東海およびカード会社が相互に提供する場合があること
- 会員情報の収集・前項の利用目的に該当する業務を、JR 東海が他の企業に委託する場合、JR 東海は当該業務委託の処理に必要な範囲で、会員情報の保護措置を講じた上でカード使用者の会員情報を預託すること
- JR 東海は、会員情報の共同利用
 - エクスプレス予約ホームページにおいて公表する会社（以下「共同利用者」といいます。）、が、同ホームページに掲げる目的で、第1項第1号に記載のカード使用者の会員情報を、共同して利用することおよび、共同利用に関する責任者をJR 東海とし、問い合わせ窓口は本項第7号（イ）記載の窓口とすること
- JR 東海は、個人情報の提供およびその利用カード会員への割引等のサービス提供のため、JR 東海の提携する観光施設のうち、カード会員がサービスの利用を希望する施設に、本項第1号記載の個人情報を提供すること
- JR 東海は、個人情報の開示・訂正・削除
 - カード使用者等は、JR 東海に対して、自己に関する個人情報を開示するよう請求ができること

- （イ）JR 東海に対する個人情報の開示・訂正・削除の請求窓口、個人情報に関するお問い合わせは、次のお客様相談窓口とすること

〒108-8204 東京都港区港南2丁目1-85 JR 東海品川ビルA棟
東海旅客鉄道株式会社エクスプレス予約カスタマーセンター　電話0120-417-419
- （ウ）万一登録内容が不正確、または誤りであることが判明した場合には、JR 東海は所定の手続きにより、これを訂正・削除すること
- （E）本規約に不同意の場合
 - JR 東海は、カード使用者等がカード入会に必要な記載事項（入会申込書面でカード使用者が記載すべき事項）の記載を希望しない場合または本規約の内容の全部、もしくは一部を承認できない場合、カードへの入会申込をお断りすること

- 法人会員は、管理責任者の氏名・年齢・生年月日・性別・住所・電話番号・勤務先情報（勤務先所在地・所属部署）・メールアドレスおよびこれらすべての変更情報をJR 東海に提供するためにあたって、あらかじめ管理責任者本人から当該情報提供について同意を得るものとします。
- カード使用者は、JR 東海との取引により得た乗車券類・旅行関連等の商品及び関連するサービスの購入履歴等の情報が、JR 東海から法人会員に提供されることを同意するものとします。
- 本条に定める同意事項に関連して（法人会員が、本条第2項の同意を得ていない場合を含みます。）、カード使用者または管理責任者に生じた一切の責任について、法人会員は、全て法人会員の責任と負担においてこれを処理し、JR 東海およびカード会社に何らの損害および迷惑を及ぼさないものとする。
- 本条第3項に基づきたはに関連して、JR 東海またはカード会社がカード使用者または管理責任者から損害賠償請求やこれに類する請求その他の異議を受け、これにより損害（これに対処するために要した費用の負担を含む。）、を被った場合は、法人会員は、これを連やがに補填するものとする。

第6条 (利用内容の共有)

会員は、両社が会員に対してサービスを提供する必要がある場合において、会員の本カードの利用内容を、両社において共有することを予め同意するものとします。

第7条 (JR 東海でのカードの使用)

- 会員は、JR 東海においてJR 東海の窓口等で原則としてカードを提示し、所定の帳票にカードと同一の写真をすることに、乗車券類等の商品の購入、サービスの提供を受けられることができます。ただし、会員は、利用できない乗車券類等の商品、サービス等があることをあらかじめ承諾します。
- 会員のJR 東海でのカードの利用について、カード会社が適当と認める場合は、前項にかかわらず、所定の帳票への署名に代えて端末機への暗証番号の入力等、カード会社が適当と認める方法によって取引を行うことができるとな場合があります。
- 会員は、インターネット等によってJR 東海と取引を行う場合は、カードの提示に代えて、カード会社が必要と認める個人情報等をJR 東海に送付すること等により、当該取引によって会員が負担した債務の決済手段としてカードを利用できます。
- 会員は、JR 東海が定める「エクスプレス予約サービス（アメリカン・エクスプレス・コーポレート）」に関する特約を遵守するものとします。なお、会員がカードに署名し、又はカードを利用したことに、エクスプレス予約サービスの（アメリカン・エクスプレス・コーポレート）に関する特約を承認したものとします。

第8条 (代金の支払い)

会員は、JR 東海におけるカード利用代金等を法人カード規約等による方法により支払うものとします。

第9条 (カードの紛失・盗難)

カードの紛失・盗難にかかわる措置は、法人カード規約等によるものとします。

第10条 (加盟店との紛議)

会員がカードを利用して、JR 東海の指定するJR 東海の窓口等以外のカード会社の加盟店等で購入した物品又は受けたサービスに関して生じた紛議については、JR 東海は一切の責任を負いません。

第11条 (届出事項の変更)

- 両社に届け出た管理責任者、使用者、住所、連絡先、代金決済口座等に変更が生じた場合は、両社が適当と認めた方法により法人会員またはカード使用者が遅滞なくカード会社に定める方法により届け出るものとします。
- 前項の届出がないために両社からの通知または送付書類その他のものが延着し、または到着しなかった場合には、通常到着すべきときに法人会員またはカード使用者が到着したものとみなします。
- 本条第1項の届出がなかったことにより、会員が被った損害について両社は免責とし、両社の一方法または両方が被った損害については会員の責とします。

第12条 (退会)

会員が都合により退会する場合は、法人カード規約等によるものとします。

第13条 (会員資格の取消)

- 会員が次の各号の一つにても該当する場合は、本項第1号においては当然に、本項第2号及び第4号においては、相当期間を定めたJR 東海またはカード会社から催告後には是正されない場合、本項第3号、第5号及び第6号においては、JR 東海またはカード会社が会員資格の取消の通知をしたときに会員資格を取り消されます。なお、法人会員が法人カード規約等のいず

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第3項に規定する受取期間の満了日とみなす。

（第9条：受取後の乗車券類の扱い）

カード使用者が第8条第1項により受取をした後の乗車券類の変更・払戻等を行う場合、カード使用者は当社の駅の窓口又は別に定める当社の端末等において、カード使用者のカードの提示を行うものとする。

（第10条：変更の可能性）

- 当社は、事前に法人会員又はカード使用者に通知することなく本サービスに関するシステム及び下記に記した内容を変更することができる。なお、変更後は、変更後のシステム及び内容が有効であるものとする。また、この変更起因して、法人会員、カード使用者又は第三者が被った不利益については、当社は一切責任を負わない。
- 第4条の利用環境、乗車券類購入の申込受付期間、受付時間及び所要回答時間
- 第5条の申込方法
- カスタマーセンターの電話番号、受付時間等
- 第8条第1項及び同第2項の受取窓口、受取方法
- 第8条第3項の受取期間
- その他やむを得ない事情がある場合における本サービスの内容

2.当社は、以下の項目に該当する場合、事前に法人会員又はカード使用者に通知することなく、本サービスの中断・変更及び本サービスへのアクセス制限を行うことができる。

- 本サービスのシステムの保守が必要な場合。
- 戦争、暴動、騒亂、労働争議、火災、停電、天災、その他の非常事態又は当社の責に及らな、い何らかの事由により、本サービスの提供が通常どおりでなくなった場合。
- その他、当社が、本サービスの運営上、中断・変更及びカード使用者からの本サービスへのアクセス制限が必要と判断した場合。

3.当社は、理由のい、かんを問わず、事前に法人会員又はカード使用者に通知することなく、本サービスの一部又は全部を終了させることができる。

（第11条：お客様情報の使用等）

本サービスに基づき当社が知り得た会員等に関する情報（購入履歴及びサーバー通信履歴等）についての取扱い、は、カード会員規約によるものとする。

（第12条：法人会員及びカード使用者の義務）

- カード使用者は、本サービスを利用する際には、インターネット利用の一般的なルール及び技術的ルールを遵守しなければならないものとする。
- 法人会員及びカード使用者はID及びパスワードの使用及び管理の一切の責任を負うものとし、カード使用者以外の者に利用させたり、貸与、譲渡等をしてはならないものとする。
- カード使用者は、本サービスに関連して当社又は第三者に迷惑、不利益を与える恐れのある行為、本サービスに支障をきたす恐れのある行為、本特約に違反する恐れのある行為等を行ってはいならないものとする。

（第13条：カード使用者の責任、当社の免責、損害賠償）

- カード使用者は、自らの行為であるか否かに関わらず、又過失の有無にかかわらず、本サービスの利用にあたり、一切の行為及びその結果並びにIDによりなされた一切の行為及び結果について、一切の責任を負担するものとし、第三者に損害を与えた場合、自己の責任と負担において当該第三者との紛争を解決するものとする。
- 当社は、本サービスに関して、以下の項目について、一切責任を負わない。
 - お客様情報に関する事実と異なる内容（誤記、記入漏れ等を含む）があったことにより、法人会員、カード使用者又は第三者が被った不利益。
 - カー使用者のID及びパスワードの使用上の誤り又は管理不十分により法人会員、カード使用者又は第三者が被った不利益。
 - 当社が第2条第5項よりカード使用者の本サービス利用を停止させることにより法人会員、カード使用者又は第三者が被った不利益。
 - 当社が本サービスに関するシステム又は内容を変更したことにより法人会員、カード使用者又は第三者が被った不利益。
 - 当社が本サービスの中断・変更・終了又はカード使用者からの本サービスへのアクセス制限を行ったことにより法人会員、カード使用者又は第三者が被った不利益。
 - カスタマーセンターの電話番号、受付時間等の変更により法人会員、カード使用者又は第三者が被った不利益。
 - 当社が別に定める利用環境以外での本サービス利用のほか、カード使用者の携帯電話又はパソコン等の機器、ソフトウェア等及びその環境設備、並びに通信状況等に何らかの問題がある場合等に法人会員、カード使用者又は第三者が被った不利益。
 - 当社が相当の安全対策を講じていたにもかかわらず、通信経路において、盗難がなされたことによりID、パスワードその他取引情報が漏洩したときに、法人会員、カード使用者又は第三者が被った不利益。
 - カード使用者が登録したメールアドレスに対し当社からeメールで送信されるに伴い、法人会員又はカード使用者が生じる通信費等必要な費用の支払が生じることにより法人会員、カード使用者又は第三者が被った不利益。
 - 当社が相当の対策を講じたにもかかわらず駆除できずに当社から送信されたeメールに付随してウイルス、又は当社が世間一般に送信される容量として妥当と判断したにもかかわらず、結果としてカード使用者の携帯電話又はパソコンの受信容量を超過した。当社から送信されたeメールにより法人会員、カード使用者又は第三者が被った不利益。
 - その他、当社が相当の対策を講じたにもかかわらず、カード使用者が登録したeメールアドレスに対し当社から送信されたeメールにより法人会員、カード使用者又は第三者が被った不利益。
 - その他、当社が相当の注意を払ったにもかかわらず、本サービスによって法人会員、カード使用者又は第三者が被った不利益。
- カード使用者が本特約、及び当社の定める運送約款及び法令の定めに従って当社又は第三者に損害を与えた場合、当該カード使用者は、当該損害を賠償する責任を負うものとする。

（第14条：通知及び同意の方法）

- 当社からカード使用者への本サービスの運営及び内容に関する通知は、当社の本サービスの予約・申込サイトへの提示、カード使用者が登録したメールアドレスに対する当社からのeメールの送信、又はその他当社が適当と認める方法により行う。
- 前項の掲示の通知内容を反映した本サービスをカード使用者が利用したことにより、同通知の内容をカード使用者が承諾したものとみなす。

（第15条：権利の帰属）

本サービスに関わる全てのプログラム、ソフトウェア、商標、商号、サービス、手続、その他技術・販売方式全般及び情報に関する権利は当社又はそれその他の権利者に帰属するものであり、法人会員又はカード使用者はこれらの権利を侵害する行為を一切行ってはならないものとする。

れかについて会員資格を喪失した場合には、両社と法人会員との間に適用される全ての法人カード規約等について、当然に会員資格を喪失するものとします。

- （1）会員が入会時に虚偽の申告をした場合
- （2）本規約のいずれかに違反した場合
- （3）本規約のいずれかに違反し、当該違反が重大な違反にあたること
- （4）カードの利用代金の支払いを滞連した場合
- （5）会員の信用状態に重大な変化が生じたJR 東海又はカード会社が判断した場合
- （6）カードの利用状況が適当でないJR 東海又はカード会社が判断した場合

- 2.前項の場合、会員は直ちにカードをカード会社に返却し、カード利用代金等、カード会社に対する全債務を法人カード規約等に基づき、カード会社に通知しなければならない。
 - 次に該当した場合、JR 東海又はカード会社は会員に通知警告を行ったうえで、カード利用の一時停止を含む利用制限若しくは利用停止又は本規約の一部若しくは全部の解除をすることができるものとする。
 - （1）法人会員の1年あたり東海道新幹線区間を含むエクスプレス予約でのカード利用代金、年末時点でカード会社が会員に貸与していたカードの総枚数で割ったカード1枚あたりのカード利用代金が、20,000円を下回った場合

- 4.会員が法人カード規約等の会員資格のいずれかを喪失した場合は、本規約による会員資格も喪失するものとする。
- 第14条 (合意管轄裁判所)**
会員とJR 東海との間で発生する訴訟については、JR 東海の本社の所在地を管轄する裁判所を合意管轄裁判所とします。
- 第15条 (法人カード会員規約と本規約の関係)**
1.本規約に定めのない事項については、法人カード規約等が適用されるものとする。
2.本規約と法人カード規約等に定める内容が相違する場合は、本規約に定める内容を優先して適用するものとする。

第16条 (規約の改定ならびに承認)

本規約が改定された場合は、JR 東海又はカード会社がその内容を通知または公告した後に会員がカードを利用したときは規約の改定を承認したものとみなします。

エクスプレス予約サービス(アメリカン・エクスプレス・コーポレート)に関する特約

（第1条）：概要）

- 本特約は、「アメリカン・エクスプレス®・JR 東海エクスプレス・コーポレート・カード会員規約」（以下「カード会員規約」という。）、で定める東海旅客鉄道株式会社（以下「当社」という。）、がカード会員規約に定める法人会員（以下「法人会員」という。）、に提供するエクスプレス予約サービス（以下「本サービス」という。）、の取扱いについて定める。法人会員は本特約の内容についてアメリカン・エクスプレス・JR 東海エクスプレス・コーポレート・カード（以下「カード」という。）、使用者（以下「カード使用者」という。）、に周知するものとする。法人会員及びカード使用者は本特約を承認し、遵守するものとする。
- 当社は、事前に法人会員及びカード使用者に通知することなく本特約を変更できるものとし、変更後は、変更後の内容のみ有効とする。本特約を変更した場合、法人会員及びカード使用者が本サービスまたはJR 東海EX-IC サービス規約（提携コーポレート会員）に定めるサービスを利用したことをもって、変更後の特約に同意したものとみなされる。
- 当社は、前項の変更起因して、法人会員、カード使用者または第三者が被った不利益については、一切の責任を負わない。

（第2条）：エクスプレス予約利用資格）

- 本サービスは、カード使用者に限り利用できるものとする。
- カード使用者は、本サービスの手続において、カードNo.の入力その他の当社が定める本サービス利用のための登録手続（以下「登録手続」という。）、を行うものとする。カード使用者は、登録手続において、当社が要求する情報全てを正確に登録するものとする。
- 当社は、カード使用者が以下の項目に該当する場合、カード使用者の登録を認めないことがある。
 - 前項より登録された情報の内容に事実と異なる内容（誤記、記入漏れ等を含む）がある場合。
 - 登録手続が正しく完了しなかった場合。
 - 未成年者、成年被後見人、被佐人への何れかであり、利用申込の際に必要な同意を得ていない場合。
 - その他、本サービスを利用することを当社が不適当と判断する場合。
- カード使用者が本サービスを利用するときに当社が承諾した場合、当社は、カード利用者に対してCIDを発行する。登録手続の完了及びIDの通知は、登録手続の完了画面への表示により行われる。

5.以下の項目に該当する場合、当社が判断した場合、当社は事前にカード使用者に通知することなく直ちに、カード使用者の本サービス利用を停止させることができる。なお、本項第6号又は第7号の項目に該当する場合は、同時に、カード会員規約第13条第1項第6号に、本項第8号に該当する場合は、同時に、カード会員規約第13条第1項第3号に該当するものとみなす。

- （1）カード使用者が本特約に違反した場合。
- （2）第2項より登録及び第3条により修正された情報の内容に事実と異なる内容（誤記、記入漏れ等を含む）があった場合。
- （3）カード会員規約が失効した場合、又はカード使用者がカード使用者でなくなった場合。
- （4）カード使用者が登録したeメールアドレス、連絡先電話番号の変更等により、当社からカード使用者への連絡がとれなくなった場合。
- （5）カード使用者が差押、仮差押、仮処分を受けた場合、支払を停止した場合、破産若しくは更生手続開始の申立を行い、又は申立を受けた場合、その他カード使用者の信用状態に重大な変化が生じた場合。
- （6）法人会員又はカード使用者が、本サービスを利用して購入した乗車券類の一部又は全部を、直接発・間接発を問わず、営利目的で、転売又は換金行為を試み、若しくは実行した場合（旅行業法に定める取次行為を含む）。
- （7）法人会員又はカード使用者が、その一部又は全部を自らは使用しない等、転売又は換金等の目的において、相当と認められる数量又は頻度を超過して、本サービスを利用して乗車券類を購入した場合。
- （8）法人会員又はカード使用者が、第16条に違反している、又は疑いがあると当社が認めた場合。
- （9）その他、カード使用者が本サービスを利用することを当社が不適当と判断した場合。

6.カード使用者は、本サービスの利用を停止することを希望する場合、当社が定める会員登

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（第16条：反社会的勢力の排除）

1.法人会員又はカード使用者は、現在、次の各号のいずれにも該当しないことを表明し、かつ将来にわたっても該当しないことを確約するものとする。

- （1）暴力団
- （2）暴力団員及び暴力団員でなくなったときから5年を経過しない者
- （3）暴力団準構成員
- （4）暴力団関係企業
- （5）総会屋等、社会運動等標ぼうゴロまたは特殊知能暴力集団等
- （6）前各号の共生者
- （7）その他前各号に準ずる者

2.法人会員又はカード使用者は、自ら又は第三者を利用して次の各号に該当する行為を行わなことを確約するものとする。

- （1）暴力的な要求行為
- （2）法的な責任を超えた不当な要求行為
- （3）取引に関して、脅迫的な言動をし、又は暴力を用いる行為
- （4）風説を流布し、偽計を用い又は威力を用いて当社の信用を毀損し、又は当社の業務を妨害する行為
- （5）その他前各号に準ずる行為

エクスプレス予約グリーンプログラム特約

1. 定義

- （本特約は、東海旅客鉄道株式会社（以下、「JR 東海」という。）、およびJR 東海が提携する企業（以下、「提携各社」という。）、が、「JR 東海エクスプレス」（Visa・MasterCard・JCB）カード会員規約（※1）に定める会員（以下、「会員」という。）、に対し、各種サービスを提供するプログラム（以下、「本プログラム」という。）、について定めます。
- （本プログラムは、会員によるエクスプレス予約のご利用に対し、そのご愛顧にお応えするため、特典を提供するものです。

- （ポイントとは、会員による本プログラム対象サービスの利用に応じて付与される点数をいいます。

（4）特典とは、会員の利用申込みに応じて、JR 東海及び提携各社により、会員に提供されるサービス等をいいます。

- （5）特典グリーン券等とは、特典のうち、会員が一定の条件によりグリーン席に乗車いただくことができるサービスを利用する場合に購入できるサービスと乗車券類をいいます。

2. 参加申込

- （本プログラムは、すべての会員を対象に提供し、別に定める場合を除き、会員による申込み等特別の手続きを経ることなくサービスが適用されます。
- （前項にかかわらず、次の会員については、本プログラムの対象外とします。
 - 基本法人会員、部署会員など物理的にカードが発行されない会員
 - JR 東海エクスプレス・カード（コーポレート）会員
 - JR 東海エクスプレス・カード（E子

ついでには、一切責任を負いません。

- (5) JR東海は、提携各社との提携を変更又は終了することについて、権利を有します。この場合 JR東海は、会員に対し、エクスプレス予約ホームページ等にてその旨をお知らせします。

7. ポイントによる特典の利用

- 特典は、会員に限り申し込むことができます。
- 特典は原則として、会員に限り利用できるものとします。これによらず、会員が同時に予約した他の利用者等の特典を利用できる場合は、特典の利用条件等について十分に説明し、特典の利用に際し会員が遵守すべき規約等各種の定めについて、利用者に遵守させるものとします。
- ポイント及び特典については、前項の場合を除き、他の会員等に譲渡することはできません。
- 特典の利用に際し、所定の本人確認等を行う場合があります。
- 会員への特典に関する必要事項の通知、連絡は、エクスプレス予約ホームページによるほか、会員がカードもしくはエクスプレス予約に登録した住所・電話番号・eメールアドレス等に対して行います。また、特典の送付は、原則として、会員がカードもしくはエクスプレス予約に登録した住所に対して行います。この登録内容の誤り、更新未了等により必要事項の不達及び特典の不着など、会員に不利益が生じても、JR東海は一切責任を負いません。
- 会員は、特典の利用に際して、別に定める利用条件を事前に確認すると共に、利用条件に従って利用するものとします。
- 特典の提供にあたっては、利用できない期間や提供数量等の制限を設ける場合があります。JR東海は、この利用制限を理由に、特典の払い戻し、ポイントの口座への返還、又はポイントの有効期限の延長等を行う責任を負いません。
- 会員等が、提供された特典をいかなる形でも第三者への譲渡、売買、金品との交換を行うことを禁止します。
- JR東海は、会員に提供するすべての特典について、紛失・盗難等を理由とする再提供の義務を負いません。また、特典の発送以降、配送中に生じた遅延、紛失、損害等のあらゆる事故により会員が特典を利用できない状況となった場合についても、それを保障しないことになる責任を負いません。

8. 変更・終了の告知

- JR東海は、本特約、ポイント付与条件、特典内容やその付与条件等の諸条件について、既に付与されたポイント・特典等の価値に影響を及ぼすか否かにかかわらず、予告なしに変更する場合があります。
- 本プログラムに関する案内書に記載の規定及び告知内容等の確認事項については、エクスプレス予約ホームページに記載された内容が、又は新特約を送付した後に、会員が本プログラムを利用した場合、変更事項又は新特約が承諾されたものとみなします。
- JR東海は、任意に本プログラムを終了することができるものとします。終了の場合、別に定める場合を除き、本プログラムを終了時において、会員の未使用ポイントは取り消され、未使用特典の使用も中止されます。

9. 特約の変更

本特約の変更については、JR東海から変更内容を知り（エクスプレス予約ホームページ及びエクスプレス予約画面等による掲示を含む）、又は新特約を送付した後に、会員が本プログラムを利用した場合、変更事項又は新特約が承諾されたものとみなします。

10. この特約に定めのない事項

本特約利用に係わる個人情報取り扱い、その他本特約に定めのない事項については、カード会員規約その他、各種の規約、特約によりします。

※1 会員種別により、次の規約等に読み替えるものとします。

- JR東海「そだ京都、行こう」エクスプレス・カード会員規約
- JR東海エクスプレス・カード会員規約
- JR東海エクスプレス・カード(法人)会員規約
- JR東海エクスプレス・カード(ビジネス)会員規約
- JCBエクスプレスカード会員規約
- エクスプレス三井住友コーポレートカード会員特約
- UCエクスプレスコーポレートカード会員規約
- MUFJカードエクスプレスコーポレート会員規約
- DCエクスプレスコーポレートカード(個別払い方式)会員特約
- DCエクスプレスコーポレートカード(一括払い方式)会員規約
- TS CUBICエクスプレスコーポレートカード会員規約
- JR東海エクスプレスサービス会員規約(ビューカード会員用)
- アメリカン・エクスプレス®・JR東海エクスプレス・コーポレート・カード会員規約

<div><div></div>JR東海EX-ICサービス規約(提携コーポレート会員)</div>	
<p>本規約は、東海旅客鉄道株式会社(以下、「当社」という。))が提供するEX-ICサービス等について定めるものです。</p>	
第1章 総則	
第1条(総則)	
<p>1. 本規約は、「エクスプレス予約サービス(JCB)に関する特約」「エクスプレス予約サービス(三井住友エクスプレスコーポレートカード)に関する特約」「エクスプレス予約サービス(UCコーポレート)に関する特約」「エクスプレス予約サービス(MUFJカードコーポレート)に関する特約」「エクスプレス予約サービス(DCコーポレート)に関する特約」「エクスプレス予約サービス(TS CUBICコーポレート)に関する特約」「エクスプレス予約サービス(アメリカン・エクスプレス・コーポレート)に関する特約」(以下、「EX-IC予約サービス(提携コーポレート)」という。)の特約と、EX予約サービス特約(提携コーポレート)と本規約の間で重複又は競合する内容については、本規約が優先するものとします。</p> <p>2. 「JR東海エクスプレス・カード会員規約」(※1)(以下、「カード会員規約」という。))に定める法人会員(※2)(以下、単に「法人会員」という。))は、カード会員規約に定めるカード使用者(※3)(以下、単に「カード使用者」という。))に本規約を周知する義務を負います。</p>	
第2条(用語の定義)	
<p>1. 本規約における主要用語の定義は、以下のとおりとします。</p> <p>(1) 「EX-ICカード」とは、法人会員を対象とするICチップを内蔵するカードをいいます。</p> <p>(2) 「EX-ICカード番号」とは、EX-ICカードを識別するためにEX-ICカードごとに付与</p>	

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- EX-ICカード本体又は内蔵するICチップに記録された情報を故意に破壊、改ざん、複写、移動又は第三者に提供等した場合
- 法人会員が、指定クレジットカード発行会社へのカード利用代金の支払いを怠った場合等、同社よりEX-ICカードの利用を停止するよう依頼を受け、当社がこれを応と判断した場合
- EX-IC運送契約の内容について、当社が別に定める「EX-ICサービス運送約款」又は他社が定める約款に重大な違反をした場合もしくは繰り返し違反した場合
- 当社が複数のEX-ICカードを貸与されている場合で、他のEX-ICカードについて本項のいずれかの事由に該当した場合
- 第22条第1項のいずれかの事由に該当したことによりEX-IC携帯電話機の登録取消を受けた場合
- (11)その他、法人会員又はカード使用者のEX-ICカードの利用が適当でない当社が認めた場合

- 前項より法人会員又はカード使用者がEX-ICカードの返却を求められた場合、カード使用者が当社との間に締結したその時点で有効なEX-IC運送契約に基づく権利その他EX-ICカードに基づく権利は、無効となります。

法人会員は、法人会員でなくなった場合、速やかにEX-ICカードを当社に返却するものとします。ただし、当社が特に認める場合は、当社がEX-ICカードの所有権を放棄し、法人会員又はカード使用者の責任においてEX-ICカードを処分させることができるものとします。

法人会員は、法人会員でなくなった後であっても、EX-ICカードに関して生じた一切の責任、債務、負担等を負うものとします。

第17条(EX-ICカードの紛失、盗難および不正利用)

- 法人会員又はカード使用者が、EX-ICカードを紛失し、又は盗難に遭った場合には、速やかに最寄りの警察署に届けると共に、当社が別に定めるエクスプレスICカード紛失盗難デスクに電話連絡を行い、EX-ICカードの利用停止を申し出るとともに、次の各号のいずれかに該当する場合には、第14条第7項の定めのとおり、そのために生じた一切の損害は法人会員が負担するものとします。
 - 法人会員又はカード使用者の故意又は重大な過失に起因して、紛失、盗難又は不正使用が発生した場合
 - 法人会員又はカード使用者の関係者が紛失、盗難又は不正使用に関与した場合
 - 本規約に違反している状況において紛失、盗難、不正使用が発生した場合
 - 当社又は当社が指定する者が行う被害状況調査等に協力しない場合
 - 不正使用の際に会員のパスワードが使用された場合
 - (6) 第1項の申し出の内容が虚偽である場合
- 当社は、第1項の申し出を受領した場合、当社が別に定める期間内に不正利用等の防護措置その他の所定の手続きをとるものとします(以下、当社が別に定める期間を「防護措置期間」という。)。防護措置期間経過後に生じたEX-ICカードの不正利用については、前項各号に該当する場合を除き、第14条第7項の定めにかかわらず、法人会員は一切の責任・債務・負担等を負わないものとします。

JR東海エクスプレス・カード(提携コーポレート)を紛失し、又は盗難に遭う等して、その後、EX-ICカードが第三者により不正使用された場合の補償については、指定クレジットカード発行会社の定めによります。

法人会員又はカード使用者がEX-ICカードを紛失し、又は盗難に遭った場合であっても、JR東海エクスプレス・カード(提携コーポレート)を紛失し、又は盗難に遭う等していなければ、指定クレジットカード発行会社の定める補償はありません。

第18条(EX-ICカードの再発行)

1. 当社は、法人会員が当社の定める変更手続きを行うことにより、在来線用のICカード乗車券にかかわる機能の付加その他EX-ICカードの種別を変更して再発行することがあります。

- 当社は、EX-ICカードにかかわる情報の管理・保護等、業務上必要と判断した場合には、事前に法人会員及びカード使用者に通知することなくEX-ICカード番号その他必要な事項を変更して再発行することができるものとします。
- 当社は、法人会員がEX-ICカードの紛失、盗難、毀損、滅失等のため、当社が定める再発行手続きを行い、これを当社が認めた場合には、EX-ICカードを再発行します。
- 前各号のEX-ICカードの再発行の際には、法人会員又はカード使用者は、EX-ICカードを保有していれば、これを当社に返却しなければならないものとします。ただし、当社が特に認める場合には、当社がEX-ICカードの所有権を放棄し、法人会員又はカード使用者の責任においてEX-ICカードを処分させることができるものとします。
- 法人会員は、第1項又は第3項よりEX-ICカードの再発行を受ける場合には、当社所定の再発行手数料を負担するものとし、その費用はJR東海エクスプレス・カード(提携コーポレート)により決済するものとします。

第19条(当社の免責事項)

当社は、EX-ICカードの利用に関して、次の各号の不利益については、一切の責任を負いません。

- カード使用者のEX-ICカードの使用上の誤りにより法人会員、カード使用者又は第三者が被った不利益
- 当社が別に定める利用環境以外での本サービス利用のほか、システム等にかかわる通信回線やコンピュータの障害等により、システム等が中断・遅滞・中止したことにより法人会員、カード使用者又は第三者が被った不利益
- JR東海エクスプレス・カード(提携コーポレート)、エクスプレス予約サービス、EX-ICカードの案内冊子等に記載された連絡先の名称、電話番号、受付時間等の変更により法人会員、カード使用者又は第三者が被った不利益
- 当社が第17条第1項の申し出を受領した場合で、防護措置期間内に発生した不正利用等により、法人会員、カード使用者又は第三者が被った不利益

第6章 EX-IC携帯電話機

第20条(EX-IC携帯電話機)
1. EX-IC運送契約により当社指定路線に乗車する場合に携帯電話機を使用して当社が別に定める駅において入場することを希望するカード使用者は、当該入場時に使用する携帯電話機(ただし、東日本旅客鉄道株式会社(以下、「JR東日本」という。))が提供する「モバイル Suica」サービスに登録されたものに限ります。))について、当社が別に定めるEX-IC携帯電話機登録手続きをするものとします。

2. 当社は、前項の登録手続きをした携帯電話機のうち、当社が別に定める基準を満たす携帯電話機について、EX-IC携帯電話機として登録します。

3. カード使用者は、EX-IC運送契約により当社指定路線に乗車する場合であって、EX-IC携帯電話機で当社が別に定める駅において入場するときは、常にEX-IC携帯電話機およびJR東海エクスプレス・カード(提携コーポレート)を携帯し、当社指定路

線を運営する他社の係員より提示を求められたときは、速やかにこれらを提示しなければなりません。この提示がない場合、カード使用者は、EX-IC運送契約により当社指定路線へ乗車する

- (3)「記名式EX-ICカード」とは、法人会員名と個人のカード使用者名がカードの表面に記載されているEX-ICカードをいいます。
- (4)「非記名式EX-ICカード」とは、法人会員名と会社、部署等のカード使用者名がカードの表面に記載されているEX-ICカードをいいます。
- (5)「EX-IC携帯電話機」とは、カード使用者が、当社が別に定める登録手続きをし、当社が登録した携帯電話機をいいます。
- (6)「提携企業」とは、法人会員又はカード使用者に対して付帯サービスを提供する企業として、当社が別に定める企業をいいます。
- (7)「当社指定路線」とは、EX-ICサービスにより締結することができる特別な旅客運送契約により乗車することができる路線として当社が別に定める鉄道路線をいいます。
- (8)「会員情報」とは、カード使用者又はカード会員規約に定める管理責任者がEX予約サービス特約(提携コーポレート)第2条の定めにより登録した事項(EX予約サービス特約(提携コーポレート)第3条の定めにより変更された事項を含みます。))をいいます。

2. 本規約に定めのない用語の定義については、カード会員規約およびEX予約サービス特約(提携コーポレート)に定めるところによるものとします。

第3条(本規約の変更)

- 当社は、事前に法人会員及びカード使用者に通知することなく本規約を変更できるものと、変更後は、変更後の内容のみ有効とします。本規約を変更した場合、カード使用者の1人が変更後にEX-ICサービス又は付帯サービスのいずれかを利用したことをもって、法人会員及びカード使用者が変更後の規約に同意したものとみなされます。
- 当社は、前項の変更に起因して、法人会員、カード使用者又は第三者が被った不利益については、一切の責任を負いません。

第2章 EX-ICサービス

第4条(EX-ICサービス)

EX-ICサービス(以下、「本サービス」という。))とは、エクスプレス予約サービス的一种であり、携帯電話又はパソコン等による申込により、当社指定路線の旅客運送契約の締結、変更、解約等(以下、「締結等」という。)をすることができるサービスをいいます。ただし、本サービスにより締結等をするにすることができる旅客運送契約は、当社が別に定める乗降場(以下、「駅」という。))において入場する際にEX-ICカード又はEX-IC携帯電話機等が必要となる特別な旅客運送契約(以下、「EX-IC運送契約」という。))となります。また、EX-IC運送契約は、乗車区間等の条件によっては、運賃等が高額となる等、他の旅客運送契約によるよりも法人会員又はカード使用者にとって不利になる場合があります。

第5条(EX-IC運送契約の内容)

EX-IC運送契約の内容は、当社指定路線のうち当社路線については、当社が別に定める「EX-ICサービス運送約款」によるものとし、当社指定路線のうち他社路線については、当該他社が定める約款によるものとします。

第6条(利用環境、受付期間、受付時間)

1. 本サービスを利用するための通信端末、ソフトウェア等利用環境については、当社のエクスプレス予約ホームページ(https://expy.jp/) (以下「エクスプレス予約HP」という。))により周知するものとします。

2. 本サービスよりEX-IC運送契約締結等の申込を受け付ける期間および時間は、当社が別に定めるところによるものとします。

第7条(申込)

カード使用者は、本サービスによりEX-IC運送契約の締結等を申し込むにあたり、カード使用者の責任において、EX-IC運送契約の内容を確認したうえで申し込むものとします。

第8条(申込および決済の方法、契約の成立等)

- カード使用者は、本サービスよりEX-IC運送契約の締結を申し込む場合、本サービスのWebサイト上で当社が別に定める操作を行うものとします。
- 前項の申込に対する当社からの承諾の通知は、申込操作完了後の本サービスのWebサイト画面への表示又は会員情報として登録されたeメールアドレスへのeメールの送信のうち、当社が別に定める方法により行うものとします。なお、当社がカード使用者に対し、承諾の通知と併せて、お預かり番号の通知を行うものとします。
- 前項の当社からの承諾の通知がなされた時点で、カード使用者と当社の間でEX-IC運送契約が成立するものとします。
- EX-IC運送契約の運賃等は、JR東海エクスプレス・カード(提携コーポレート)(※4)によって決済することとします。なお、カード使用者の本サービスよりEX-IC運送契約を締結できる可能額は、指定クレジットカード発行会社(※5)が定める利用可能枠(※6)による制限を受けず。また、EX-IC運送契約の締結可能件数は、エクスプレス予約HPにより周知するものとします。
- 第3項の定めによりEX-IC運送契約が成立した時点において、EX-IC運送契約の運賃等の決済手続きが行われるものとします。
- カード使用者は、本サービスによりEX-IC運送契約の変更、解約等を申し込む場合、本サービスのWebサイト上で当社が別に定める操作を行うものとします。
- 前項の変更、解約等は、申込に対する当社からの承諾の通知がなされた時点で、変更、解約等が成立するものとします。また、変更、解約等の承諾の通知は、変更、解約等の操作完了後の本サービスのWebサイト画面への表示又は会員情報として登録されたeメールアドレスへのeメールの送信のうち、当社が別に定める方法により行うものとします。
- 前項より、第4項により決済した運賃等に払いもどすべき過剰金もしくは新たに収受すべき不足金又は手数料が生じた場合、JR東海エクスプレス・カード(提携コーポレート)により精算することとします。なお、EX-IC運送契約の変更を行う場合は、原則として変更後のEX-IC運送契約を改めて締結したのち、変更前のEX-IC運送契約の解約をします。したがって、カード使用者の本サービスによりEX-IC運送契約を変更できる可能額は、JR東海エクスプレス・カード(提携コーポレート)利用可能枠による制限を受ける場合があります。ただし、法人会員もしくはカード使用者から当社に申し出があり、当社が特に認める場合又は運行不能その他当社が妥当と認める場合には、現金その他の手段により精算することがあります。
- カード使用者は、本サービスによりEX-IC運送契約の締結等の申し込みをした後、当社が定める所要回答時間を経過した後においても当社から承諾の通知がされない場合には、別に別に定めるJR東海エクスプレス予約カスタマーセンター(以下、「カスタマーセンター」という。))まで速やかに電話連絡を行い、その指示に従うものとします。

第9条(契約の締結、変更後の取り扱い)

法人会員又はカード使用者は、本サービスにより締結、変更したEX-IC運送契約の内容について、その有効期間中は、当社が別に定める営業時間内において、本サービスのWebサイト上で確認することができる。

第3章 付帯サービス

第10条(付帯サービス)

当社又は提携企業は、特典として本サービスに付帯するサービス(以下、「付帯サービス」という。))を法人会員又はカード使用者に提供することがあり、法人会員又はカード使用者は、当社又は提

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携会社が別に定める方法により、付帯サービスを利用することができます。付帯サービスの内容、利用方法等については、当社ホームページへの掲示等の方法により周知します。

第4章 サービスの変更、中断、終了等および通知方法等に関する定め

第11条(本サービス等の変更、中断、終了等)

- 当社は、事前に法人会員及びカード使用者に通知することなく、本サービス又は付帯サービス(以下、総称して「本サービス等」という。))の内容を変更することができるものとし、変更後は、変更後の内容のみ有効とします。
- 当社は、事前に法人会員及びカード使用者に通知することなく、本サービス等の提供に必要なシステム、機器、ネットワークその他の設備(以下、総称して「システム等」という。))を変更することができるものとします。
- 当社は、次の各号のいずれかに該当する場合には、事前に法人会員及びカード使用者に通知することなく、本サービス等の一部又は全部の提供の中断もしくはカード使用者のシステム等へのアクセス制限その他必要な措置を実施することができるものとします。
- (1)システム等の保守、点検を行う場合
- (2)システム等に障害が発生した場合
- (3)戦争、暴動、騒乱、労働争議、火災、停電、天災、その他の非常事態又は当社の責によらない何らかの事由により、本サービスを通常どおり提供できなくなった場合
- (4)その他、当社が本サービス等の提供上、必要と判断した場合
- 当社は、事前に法人会員及びカード使用者に通知することなく、本サービス等の一部又は全部の提供を終了させることができるものとします。
- 当社は、前項の本サービス等の内容の変更、システム等の変更、提供の中断もしくはシステム等へのアクセス制限その他必要な措置の実施又は提供の終了に伴って法人会員、カード使用者又は第三者が生じた不利益については、一切の責任を負いません。

第12条(通知の方法)

- 当社から法人会員又はカード使用者への本サービス等の内容およびその取り扱い等に関する通知は、本サービスのWebサイトもしくは当社ホームページ上への掲示、会員情報として登録されたeメールアドレスへのeメールの送信、電話番号への電話連絡、法人会員の所在地への郵便物の送付の当社が適当と認める方法のいずれかにより行うものとします。
- 前項の通知が本サービスのWebサイト又は当社ホームページ上への掲示によって行われる場合、掲示された時点をもって通知が完了したものとみなします。
- 第1項の通知がeメールによって行われる場合、法人会員がeメールを送信するときに会員情報として登録されたメールアドレスに宛てたeメールがメールサーバーに到達した時点をもって、通知が完了したものとみなします。
- 第1項の通知で郵便物の送付によって行われる場合、当社が郵便物を送付するときに法人会員の所在地に宛てた郵便物が当該所に地に到達した時点をもって、通知が完了したものとみなします。
- 第2項において、会員情報として登録されたメールアドレス又は法人会員の所在地が不正確であった場合には、このためにeメールもしくは郵便物の到達が遅れ、又は到達しなくとも、当社は、通常到達すべきときに到達したものとみなす。
- 当社は、eメールもしくは郵便物の到達が遅れ、又は到達しなかったことにより、法人会員、カード使用者又は第三者に生じた不利益については、一切の責任を負いません。

第13条(例外の扱い)

当社は、当社が特に必要と認めた場合、第2章ないし本章の定めと異なる扱いをすることができるものとします。

第5章 EX-ICカード

第14条(EX-ICカードの発行および効力)

- 当社は、本サービスの提供に関連して、法人会員に対し、当社が必要と認める種類及び枚数のEX-ICカードを発行し、貸与します。
- EX-ICカードの所有権は、当社に属し、法人会員は、本規約により使用することが認められたカード使用者への貸与をのぞき、第三者に、預託、譲渡、担保提供その他当社の所有権を侵害することはできません。
- 法人会員及びカード使用者は、善良なる管理者の注意を持ってEX-ICカード(内蔵するICチップに登録された情報を含む。)を使用、管理しなければなりません。
- カード使用者は、EX-IC運送契約により当社指定路線に乗車する場合であってEX-ICカードにより当社が別に定める駅において入場するとき、又は付帯サービスを利用するときは、常にEX-ICカードおよびJR東海エクスプレス・カード(提携コーポレート)を携帯し、当社、当社指定路線を運営する他社又は提携企業は、法人会員は、承諾したと否にかかわらず、これらを提示しなければならないこと、この提示がない場合、カード使用者は、EX-IC運送契約により当社指定路線へ乗車することができること又は付帯サービスの全部又は一部の提供を受けられないことがあります。
- EX-ICカードは、EX-ICカード表面に記載されたカード使用者以外は使用できません。
- EX-ICカードには記名式EX-ICカードと非記名式EX-ICカードがあります。
- EX-ICカードが第三者に使用された場合、法人会員は、承諾したと否にかかわらず、その使用によって生じた一切の責任・債務・負担等を負うものとします。
- 当社は、EX-ICカードに在来線用のICカード乗車券にかかわる機能を付加する場合があります。なお、在来線用のICカード乗車券にかかわる機能に関する取扱いは、別に定めます。

第15条(EX-ICカードの有効期限および更新)

- EX-ICカードの有効期限は、当社が別に指定する日までとします。ただし、当社が必要と認め法人会員に通知した場合には、EX-ICカードの有効期限を変更することができるものとします。
- 前項にかかわらず、EX-ICカードの有効期限内に、当社の都合によりEX-ICカードを予告なく交換することがあります。
- EX-ICカードの有効期限が満了する場合、法人会員からEX-ICカードの更新を希望しない旨の通知がないEX-ICカードについて、当社が引き続き適当と認めるときは、EX-ICカードの有効期限が満了するまでに、有効期限を更新したEX-ICカードを自動的に発行します。

第16条(EX-ICカードの返却等)

- 法人会員又はカード使用者が次の各号のいずれかに該当する場合には、当社、当社指定路線を運営する他社又は提携企業は、法人会員又はカード使用者に対し、EX-ICカードの返却を求めるないし本サービス等の提供を終了することがあります。
- (1)本規約に違反した場合
- (2)当社が定める期間内において、1回も本サービスを利用していない場合
- (3)EX-ICカードを当該カード表面に記載のあるカード使用者以外の第三者に使用させた場合
- (4)EX-ICカードを不正乗車(不正乗車をする目的で乗車したことが明らかな場合を含みます。))又は公序良俗に反する行為を使用した場合
- (5)換金目的によるEX-IC運送契約の締結又は付帯サービスの利用等、EX-ICカードの利用状況が適当でない当社が認めた場合

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- 第1項の申し出の内容が虚偽である場合
- 当社は、第1項の申し出を受領した場合、防護措置期間内にEX-IC携帯電話機で駅において入場することができないようになるよう防護措置その他の所定の手続きをとるものとします。防護措置期間経過後のEX-IC携帯電話機による駅における入場については、前項各号に該当する場合を除き、第20条第5項の定めにかかわらず、法人会員は一切の責任・債務・負担等を負わないものとします。
- JR東海エクスプレス・カード(提携コーポレート)を紛失し、又は盗難に遭う等して、その後、EX-IC携帯電話機が第三者により不正使用された場合の補償については、指定クレジットカード発行会社の定めによります。
- 法人会員又はカード使用者がEX-IC携帯電話機を紛失し、又は盗難に遭った場合であっても、JR東海エクスプレス・カード(提携コーポレート)を紛失し、又は盗難に遭う等していなければ、指定クレジットカード発行会社の定める補償はありません。

第24条(EX-IC携帯電話機の再登録)

カード使用者がEX-IC携帯電話機の紛失、盗難、毀損、滅失等のため、当社が定める再登録手続きを行い、これを当社が認めた場合には、カード使用者は新たな携帯電話機(ただし、JR東日本が提供する「モバイル Suica」サービスに登録されたものに限ります。))をEX-IC携帯電話機として再登録します。

第25条(当社の免責事項)

当社は、EX-IC携帯電話機の利用に関して、次の各号の不利益については、一切の責任を負いません。

- カード使用者のEX-IC携帯電話機の使用上の誤りにより法人会員、カード使用者又は第三者が被った不利益
- 当社が別に定める利用環境以外での本サービス利用のほか、システム等にかかわる通信回線やコンピュータの障害等により、システム等が中断・遅滞・中止したことにより法人会員、カード使用者又は第三者が被った不利益
- JR東海エクスプレス・カード(提携コーポレート)、エクスプレス予約サービス、EX-IC携帯電話機の案内冊子等に記載された連絡先の名称、電話番号、受付時間等の変更により法人会員、カード使用者又は第三者が被った不利益
- 利用環境の変更により、法人会員、カード使用者又は第三者が被った不利益
- 当社が第23条第1項の申し出を受領した場合で、防護措置期間内に発生したEX-IC携帯電話機による駅における入場により、法人会員、カード使用者又は第三者が被った不利益
- JR東日本が提供する「モバイル Suica」サービスのメンテナンス、障害等のため、EX-IC携帯電話機で駅において入場ができないことにより法人会員、カード使用者又は第三者が被った不利益

第7章その他

第26条(債権譲渡および債権供担保の禁止)
法人会員及びカード使用者は理由のいかんを問わず、本規約に基づき当社に対して有する債権を第三者に譲渡、貸与又は担保に供することはできないものとします。

第27条(相殺禁止)

法人会員及びカード使用者は理由のいかんを問わず、本規約に基づき金銭債務を、当社に対するいかなる債権とも相殺することはできないものとします。

第28条(合意管轄裁判所)

本規約に関して生じた一切の法律上の紛争については、名古屋地方裁判所又は名古屋簡易裁判所が第一審の専断的合意管轄裁判所とします。

(※) ※1～6の用語については、本規約においてすべての箇所、EX予約サービス特約(提携コーポレート)ごとに、以下の用語に読み替える。

EX予約サービス特約(提携コーポレート)	※1 (JR東海エクスプレスカード会員規約)	※2 (法人会員)	※3 (カード使用者)	※4 (JR東海エクスプレスカード(提携コーポレート))	※5 (指定クレジットカード発行会社)	※6 (利用可能枠)
エクスプレス予約サービス(JCB)に関する特約	JCBエクスプレスカード会員規約	法人会員	カード使用者	JCBエクスプレスカード	株式会社ジェーシービー	利用可能枠
エクスプレス予約サービス(三井住友エクスプレスコーポレートカード)に関する特約	エクスプレス三井住友コーポレートカード会員特約	会員	使用者	三井住友エクスプレスコーポレートカード	三井住友カード株式会社	カードのご利用枠
エクスプレス予約サービス(UCコーポレート)に関する特約	UCエクスプレスコーポレートカード会員規約	法人会員	カード使用者	UCエクスプレスコーポレートカード	株式会社クレディセゾン	利用可能枠
エクスプレス予約サービス(MUFJカードコーポレート)に関する特約	MUFJカードエクスプレスコーポレート会員規約	法人会員	カード使用者	MUFJカードエクスプレスコーポレート	三菱UFJニコス株式会社	利用可能枠
エクスプレス予約サービス(DCコーポレート)に関する特約(個別払い方式用)	DCエクスプレスコーポレートカード(個別払い方式)会員特約	基本会員	個人会員	DCエクスプレスコーポレートカード	三菱UFJニコス株式会社	利用可能枠(限度額)
エクスプレス予約サービス(DCコーポレート)に関する特約(一括払い方式用)	DCエクスプレスコーポレートカード(一括払い方式)会員特約	基本会員	個人会員	DCエクスプレスコーポレートカード	三菱UFJニコス株式会社	利用可能枠(限度額)
エクスプレス予約サービス(TS CUBICコーポレート)に関する特約	TS CUBICエクスプレスコーポレートカード会員規約	法人会員	カード使用者	TS CUBICエクスプレスコーポレートカード	トヨタファイナンス株式会社	利用可能枠
エクスプレス予約サービス(アメリカン・エクスプレス・コーポレート)に関する特約	アメリカン・エクスプレス®・JR東海エクスプレス・コーポレートカード会員規約	法人会員	カード使用者	アメリカン・エクスプレス®・JR東海エクスプレス・コーポレートカード	アメリカン・エクスプレス・インターナショナル,Inc.	利用可能枠

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