

Terms of Use

This website (hereinafter referred to as “this site”) is operated by JTB Corporation (hereinafter referred to as “our company”), and we have established the following terms of use (hereinafter referred to as “these terms”) for the use of this site. By using this site, you are deemed to have agreed to these terms. Therefore, please be sure to read these terms carefully and comply with them when using this site.

Article 1 Agreement to Terms

1. Customers must use this site in accordance with these Terms.
2. This site can be accessed from countries and regions around the world with different jurisdictions, but Japanese law applies to the use of this site.
3. If you are a minor under the age of 18, please obtain the consent of your parent or legal guardian before using this site.
4. These Terms of Use are written in Japanese and translated into other languages. The Japanese version of these Terms of Use is the original, and in the event of any conflict between the Japanese version and any version written in another language, the Japanese version shall prevail.

Article 2 Changes to Terms and Conditions

1. The Company may change these Terms and Conditions at its discretion without prior notice. When using this site, please check this page for the latest version of these Terms and Conditions.
2. By using this site after the changes described in paragraph 1 of this article, you agree to the changed Terms and Conditions.

Article 3 Reservation Confirmation and Cancellation

A reservation shall be confirmed when a reservation confirmation email is sent to the customer's email address after the customer has made a reservation on this website, or when a reservation confirmation is displayed on this website.

A reservation shall be canceled when a cancellation confirmation email is sent to the customer's email address after the customer has made a cancellation on this website, or when a cancellation confirmation is displayed on this website. Please note that even if the reservation confirmation email or cancellation confirmation email is not received due to an incorrect email address or domain-specific reception settings, the reservation will still be established or canceled.

Article 4 Payment Method

Payment is made by credit card in Japanese yen. The exchange rate applied at the time of withdrawal is the exchange rate of the credit card company. The withdrawal date varies depending on the credit card company. For details, please contact your credit card company.

Article 5 Changes and Cancellations to Reservations

Cancellations to reservations made through the reservation confirmation page on this website are possible. Cancellation fees will be applied according to the conditions at the time of reservation, and if a cancellation fee is incurred, the specified cancellation fee will be charged. Please note that for hospitality packages, if you do not use part or all of the hospitality package you have reserved due to your own circumstances, no refund or reduction will be provided for the unused portion.

Article 6 Intellectual Property Rights

1. The intellectual property rights, including copyrights, of this website belong to our company. In addition, the intellectual property rights, including copyrights, of the photographs, images, text, etc. (hereinafter referred to as "posted content") posted on this website belong in principle to our company or the third party providing the posted content (hereinafter referred to as "provider").
2. All names, logos, trademarks, and service marks (hereinafter collectively referred to as "Trademarks") used on this website are either owned by our company or used with the consent of the Providers.
3. Users of this website may not use this website, the Posted Content, or the Trademarks without the prior consent of our company or the Providers

(including any acts such as reproduction, modification, republication, downloading, posting, transmission, sale, publication, adaptation, etc.).

Article 7 Disclaimer

1. Our company does not guarantee the completeness or accuracy of the information posted on this website. Therefore, our company shall not be liable for any direct or indirect losses incurred by customers as a result of using the information or content contained on this website.
2. Our company may change, suspend, or discontinue the services provided on this website without notice to customers if deemed necessary. In such cases, our company shall not be liable to customers in any way.
3. This website is not involved in the management or operation of other websites linked to this website (hereinafter referred to as "third-party websites"). Therefore, we shall not be liable for any direct or indirect damages incurred by customers as a result of using third-party websites.
4. This website does not make any representations or indications that the content posted on this website is appropriate for the environment or timing in which customers use this website.
5. Use of this website is at the customer's discretion, and the customer shall bear all responsibility for such use.

Article 8 Prohibited Acts and Responsibilities of Customers

Customers shall not engage in any of the following acts or acts that may lead to such acts when using this website.

1. Acts that violate the Terms of Use.
2. Acts that violate public order and morals or laws and regulations.
3. Acts that infringe upon our copyrights, portrait rights, or other intellectual property rights.
4. Acts that defame or slander us.
5. Acts that cause us harm.
6. Acts that interfere with our business operations or the provision of our services.
7. Acts for the purpose of commercial activities or profit, or acts preparatory to such activities.

8. Other acts that we deem inappropriate.

If we determine that a customer has used this site in violation of these Terms of Use or their intent, we reserve the right to delete all information related to that customer from this site and prohibit them from using the services of this site in the future. Furthermore, if we suffer damage as a result of a customer's use of this site in violation of these Terms of Use or their intent, we reserve the right to seek compensation from that customer. Please note that we shall not be liable to the customer or any third party for the suspension of services to that customer.

Article 9: Usage Environment

1. An internet connection is required to use this website. An email address is also required for reservations.

2. If you use a carrier email address (e.g., ezweb.ne.jp, docomo.ne.jp, i.softbank.jp) or a free email service, you may not receive the reservation confirmation email. If you have email settings or spam filters enabled, please allow emails from nutmeglabs.com.

3. We recommend using the latest versions of Edge, Safari, or Chrome to access this website. While it is possible to view this website using older versions, some features may not be available. Additionally, even if you are using a recommended version or later, we cannot guarantee that all features will function properly.

Article 10 JavaScript

This website contains content that uses JavaScript. Please enable JavaScript settings to use this website. If JavaScript is disabled in your browser, some features may not be available.

Article 11 Cookies

This website contains content that uses cookies. Please enable cookie settings to use this website. If cookies are disabled in your browser, some features may not be available.

Article 12 Privacy and Security

We will handle your personal information appropriately in accordance with our “Privacy Policy.” Please refer to the following for details on our “Privacy Policy.”

“Privacy Policy”: <https://www.itb.co.jp/privacy/>

“GDPR Privacy Policy”: https://www.itbcorp.jp/en/privacy/pi_gdp/

Article 13 Damages

If you violate these Terms of Use or use this website or the services posted on this website in an improper or illegal manner, thereby causing damage to us, our affiliated companies, service providers, or providers, we may seek appropriate damages (including attorney's fees) from you.

Article 14 Governing Law and Jurisdiction

The governing law for these Terms of Use is Japanese law. All disputes arising from these Terms of Use shall be subject to the exclusive jurisdiction of the Tokyo District Court or the Tokyo Summary Court as the court of first instance, depending on the amount in dispute.

Last Updated: September 10th, 2025