

KIRORO SEASON PASS TERMS & CONDITIONS

Thank you for choosing the Kiroro Season Pass (“Season Pass”).

The Season Pass is issued by Godo Kaisha Kiroro Resort (“Kiroro,” “we,” “us,” or “our”) and is valid for use at Kiroro Snow World.

By purchasing or using a Season Pass, you agree to these Terms & Conditions.

1. General Terms

1.1 Access to Services & Benefits

Accepting these Terms & Conditions, grants you access to various services and benefits related to the Season Pass offered by our company.

Services and benefits associated with the Season Pass may be subject to individual terms and conditions (including age restrictions). These will be posted on our official website (<https://kiroro.co.jp/>). By using such services, you agree to those additional terms.

The main applicable regulations are as follows:

- Terms of use for Kiroro Snow World
- Standards on Snow sports safety
- Lift pass (KIROCA · RFID card) terms of service
- Lift Pass Refund Policy
- Rental terms of service
- Academy terms of service
- Activity terms of service
- Ski lift terms of service
- Business registration and business pass terms
- Back country rules
- Kiroro Trail Map (Groomed courses / Tree Run Area / Non controlled Area) and Charges for rescue outside controlled area
- Tree Run Area Guidelines
- List of safety measures within the ski resort
- Any other applicable terms and conditions

In the event of a violation of these provisions, Kiroro may take measures including invalidation or confiscation of the Season Pass and suspension of future services.

1.2 Misuse & Prohibited Activities

The following acts are strictly prohibited:

- Lending, sharing, reselling, or transferring Season Pass.
- Use by anyone other than the registered holder.
- Commercial use without prior authorization (including unauthorized lessons, guided tours, photography, or commercial activities).
- Unauthorized use, including lending of membership privilege or conducting lessons while posing as an accompanying person.

- Any other use that we deem inappropriate.

If any of the above are confirmed, Kiroro may take the following measures:

- Immediate invalidation and confiscation of the Season Pass.
- Suspension of access to the facilities.
- Refusal of future purchases and use.
- Claims for damages as deemed necessary.

1.3 No Guarantee of Operations

Kiroro does not guarantee the completeness, continuity, or suitability for any specific purpose of the services provided.

Additionally, Kiroro may modify or discontinue the services as necessary for operational purposes.

1.4 Validity & Use

- The Season Pass is valid only during the operating period of the purchased season.
- The Season Pass is valid for use by the registered holder only.
- The Season Pass (KIROCA) must be presented at the time of use.
- Unless the 'Cancellation Deposit System' (Article 3) is applied and cancellation is made within the designated period, no refunds of the season pass purchase fee or any other payments already made will be provided, regardless of the reason for cancellation.

1.5 Pass Care & Replacement

The customer is responsible for the proper safeguarding of the season pass.

Kiroro is not liable for loss, theft, damage, etc., including in cases of unauthorized use.

A reissue fee will be required for replacement.

1.6 Identification

Kiroro may request, as needed, facial photo registration and the presentation of identity documents for identity verification

2. Benefits & Partner Programs

Season Pass holders may be eligible for the following (subject to change):

- Access to Kiroro's overseas partnership ski resorts is planned to be available free of charge or at preferential rates.
- Preferential access to ski resorts affiliated with the Hokkaido Ski Season Network is planned
- Complimentary Kids Season Pass (for children aged 5 and under)

Additional notes:

- The complimentary Kids Season Pass expires upon the child turning 6 years old.
- Each benefit is valid only during the applicable period.
- The contents are subject to change without prior notice.
- A valid Season Pass for the applicable season year must be presented upon use.
- For details and terms of use, please refer to Kiroro's website. When using partner ski resort or facility, the

terms and conditions of that ski resort or facility will apply.

3. Cancellation Guarantee Program

Refunds are available only if all of the following conditions are met:

- The Season Pass was purchased with the Cancellation Deposit System option.
- The Season Pass is unused.
- A cancellation request is submitted by December 31 of the applicable season.

The refund amount is calculated after deducting the Cancellation Deposit System fee and applicable handling fees.

- This pass cannot be changed from a regular pass.
- No refunds will be issued if the above conditions are not met.

4. Changes to Terms

Kiroro may change these Terms and Conditions without prior notice. The revised terms become effective once they are posted on Kiroro's website.

5. Governing Law & Jurisdiction

These terms and conditions are governed by Japanese law.

Any disputes arising from or related to the Season Pass fall under the exclusive jurisdiction of the Sapporo District Court or Sapporo Summary Court as the court of first instance.

6. Language

The Japanese version of these Terms and Conditions is the authoritative version in case of any conflict with other language versions.

Supplementary Provisions

These terms and conditions come into effect on April 1, 2026.