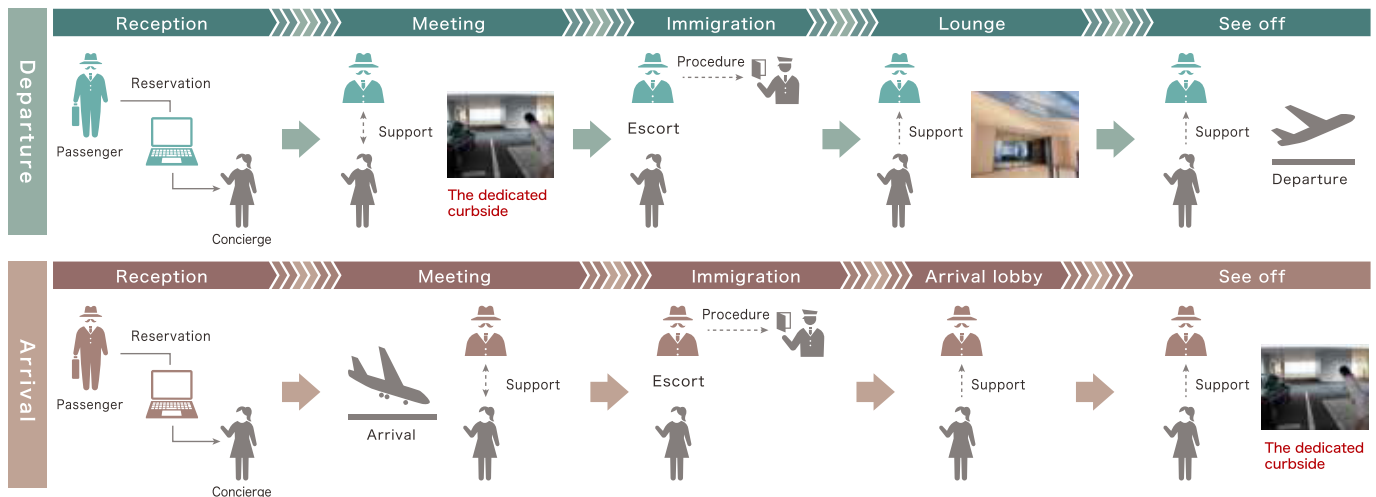


HND-AIRPORT ESCORT SERVICE

Haneda Airport will support your travel with our
 “Impressive and Memorable services”

Haneda Airport Escort Service is One-to-One concierge service to international passengers. We will provide you with a comfortable, peaceful and luxury time.

Service Details



1. Concierges will meet and see off passengers at the designated spot in Haneda Airport.
2. Concierges will assist passengers with the check in procedure.
3. Passengers will be escorted to the security check, the immigration inspection, and the boarding gate.
 - ◆We will guide you to the **Fast Track** or **Priority Lane** at the security checkpoint and immigration.◆
 - ※You may be directed to the general lane, depending on congestion.
4. Passengers have access to the dedicated curbside. In addition, our international lounge is allowed before the flight.
5. When you make a reservation, we will ask for further details and propose your escort service plan.

Service Charge (Tax included)

Intl. Departure / Arrival / Transit	Basic Charge (3 hours)	Additional Charge (1 hour)
One Passenger	55,000 Yen	27,500 Yen
Each Additional Passenger *Up to 4 Passengers	11,000 Yen	5,500 Yen

*Basic charge is 55,000 yen for three hours. If you extend the service, there is an additional charge of 27,500 yen per hour.

*One concierge will escort up to five passengers.

*We accept payments in Japanese yen.

*Please contact the receptionist below for more information.

HND-AIRPORT ESCORT SERVICE

Tokyo International Air Terminal Corporation
 Administration: Haneda Passenger Service Co., Ltd.

《 Reservation 》

MAIL hnd-airportescortservice@tiat.co.jp

《 Contact us 》

TEL +81-3-6428-0825 9:00-17:00(JST) Open All Year Around

URL https://tokyo-haneda.com/service/facilities/escort_service.html

Terms and Conditions for Use of the Airport Concierge Escort Service

Chapter 1. General Provisions

(Purpose and Definition)

Article 1. The purpose of this Terms and Conditions for Use of the Airport Concierge Escort Service (hereinafter the "Terms and Conditions") is to stipulate the items necessary for Users of the Airport Concierge Escort Service (hereinafter the "Service") provided by Tokyo International Air Terminal Corporation (hereinafter the "Administrator") or any third party appointed by the Administrator.

2. The Service is to provide dedicated staff to meet departing, arriving or transiting international passengers requiring the Service in Terminal 3 (hereinafter "T3") and Terminal 2 (hereinafter "T2") in order to accompany and guide them through boarding procedures, security screening and boarding gates.

3. Airport Concierge Escort Service Reservation System (hereinafter the "Reservation System") refers to an internet reservation application (by the special application form) to use the Service in the international areas of T3 and T2 under the management of the Administrator.

(Acceptance of Terms and Conditions)

Article 2. Users must accept the Terms and Conditions when using the Reservation System.

2. On using the Reservation System, Users must acknowledge their acceptance of the Terms and Conditions and submit a request to use the Service by the special application form.

(Amendment of Terms and Conditions)

Article 3. The Administrator may amend the Terms and Conditions without prior notice. Amendments to the Terms and Conditions will take effect when posted on the Airport Concierge Escort Service Reservation section of the Tokyo International Air Terminal website.

Chapter 2. Use of Airport Concierge Escort Service Reservation System

(Service Request and Acceptance)

Article 4. To qualify to use the Service, Users are to download the application form from the website and fill out the form.

Reservations are accepted 24 hours a day, 365 days a year. Inquiries regarding reservations can be sent to the following address:

Email: hnd-airportescortservice@tiat.co.jp

2. In principle, reservations are accepted from 30 days to 72 hours prior to the date and time of use.

Inquiries concerning other matters relating to the Service can be directed to the following.

Tokyo International Air Terminal Airport Concierge Escort Service Information

Tel: 03-6428-0825 (Country code: +81)

* Office hours: 9am~5pm JST, 365 days a year

(Finalization of Reservation)

Article 5.

A reservation will be finalized when a confirmation email is sent to the User by the Administrator.

(Change or Cancellation of a Reservation)

Article 6. Users can change or cancel a reservation by email or telephone call to the contact points stipulated in Article 4 no less than 72 hours prior to the date and time of use.

(Reservation Change or Cancellation Surcharges)

Article 7. Change or cancellation of a reservation for any reason attributable to the User will incur a surcharge as set out below.

Within 24 hours prior to the date and time of use: 100% of Service charge

Between 24 and 72 hours prior to date and time of use: 50% of Service charge

Between 72 hours and 30 days prior to the date and time of use: No surcharge

* The surcharge when changing a reservation will vary depending on the content of the change and whether optional services are used. If the Administrator arrange another company on behalf of the User, the policies of that company shall apply.

Chapter 3. Description of the Airport Concierge Escort Service

(Description)

Article 8. The Administrator shall provide a 24 hour a day fee-based comprehensive seamless service for departing, arriving and transiting passengers in the T3 and T2 international areas as the Service.

2. The Service is not available to the following customers.

(1) Customers who are not permitted to fly unaccompanied by their airline's regulations.

(2) Customers who require the following types of assistance services as set out in Chapter 3, Paragraph 2 of Article 9 in the Assistance Service Reservation Management Regulations.

- ① Assistance in transferring to toilet seats
- ② Toileting assistance
- ③ Assistance in changing clothes
- ④ Meal assistance
- ⑤ Services over an unreasonably long period of time

3. Users are to undertake their own Customs, Immigration and Quarantine procedures upon entering or leaving Japan. Therefore, the Administrator will not accompany Users to the Customs, Immigration and Quarantine procedures upon entering or leaving Japan. However, this does not apply to Users requiring assistance when approved by a Customs inspector.

4. The Service will be provided only in the international areas in T3 , T2 and Parking 5. However, this does not apply to a service provided for a separate fee at the request of the User.

5. Users may use the Service for 3 hours from the date and time of use, including the case of airplane delay, etc. due to force majeure such as bad weather. However, if the extension charge specified in the following Article is paid by the deadline for the payment of the charges for the Service specified in Article10, the Service may be used for the time exceeding 3 hours.

(Charges)

Article 9. The charges for the Service are described in the following table.

(Units: Japanese Yen)

Charges (International Departures, Arrivals & Transit)	Basic Charge (Tax included)	Extension Charge (Per Hour)	Remarks
Per user (1 escort)	JPY55,000	JPY27,500	
Each additional user (1 escort) *4 user limit	JPY11,000	JPY5,500	JPY55,000 + (JPY11,000 per additional user)

*The above charges are applied to Users who are 12 years of age and older. For more information, please inquire the contact points stipulated in Article 4.

*From 10pm to 5am, 25% surcharge will be applied.

The following services are included in the charges.

- (1) On departure: Use of the lounges operated by the Administrator
- (2) On departure: Duty-free reservation and collection services at duty-free shops operated by the Administrator
- (3) Transfers: Use of parking and covered vehicle entrance by hire cars and taxis, etc.

Chapter 4. Payment for Airport Concierge Escort Services

(Payment)

Article 10. Users are to pay the charge specified in Article 9 by the method designated by the Administrator at least 72 hours prior to the date of use. However, this does not apply to the year-end and New Year holidays, Golden Week Holiday and other major holidays.

2. Users are to pay the above charge in Japanese yen to a special account. The special account will be disclosed by the Administrator when a reservation is made.

Chapter 5. Suspension or Cancellation of Use and Termination of Service

(Suspension or Discontinuation of Use)

Article 11. The Administrator may suspend or discontinue the use of the Service without any prior notice or warning in the event of any of the following reasons pertaining to Users.

- (1) Violation of the Terms and Conditions by the User
- (2) False information provided to the Administrator by the User when making a reservation
- (3) Any other event deemed inappropriate by the Administrator

(Exclusion of Anti-social Forces)

Article 12. The Administrator may immediately cancel a reservation without any prior notice if Users are deemed to fall under the definition of anti-social forces (an organized crime syndicate or member of an organized crime syndicate) or when any of the following items apply.

- (1) When the User is deemed to belong to or be involved in an organization managed or controlled by an anti-social force.
- (2) When the User is deemed to have wrongfully used anti-social forces for the purpose of gaining unfair advantage for himself/herself or a third party or inflicting loss or damage on a third party.
- (3) When the User is deemed to have provided funds or favors, etc. to anti-social forces.
- (4) When the User is deemed to have himself/herself or through a third party committed an act involving a demand with violence or an unreasonable demand beyond legal entitlement, or used intimidating language or violence, etc.
- (5) When the User has committed any other act equivalent to those described above.

(Temporary Suspension of Reservation System)

Article 13. If the following matters occur, the Administrator may suspend Reservation System and, in that case, will notify Users to that effect through this website. However, the Administrator may omit that notification in the event of an emergency or under unavoidable circumstances. Further, the Administrator will not be liable for any loss or damage sustained by Users or third party regardless of the reason

- (1) In the event of routine or emergency system maintenance or work
- (2) In the event of an unavoidable system failure
- (3) In the event that the Reservation System cannot be provided as usual due to earthquake, fire, power failure, flood, tsunami, volcanic eruption, riot, disturbance, war or other emergencies

(4) In any other event deemed unavoidable by the Administrator.

(Suspension of Accepting and Providing Service Reservation System)

Article 14. The Administrator may suspend the acceptance and provision of the Reservation System in whole or in part when requested or directed etc. by relevant government officers.

2. When the Administrator is to cease providing the Reservation System as set forth in the preceding paragraph, it will notify Users to that effect through this website. However, the Administrator may omit that notification in the event of an emergency or under unavoidable circumstances.

(Protection of Personal Information)

Article 15. In operating the Reservation System, the Administrator shall handle Personal Information (as defined in Article 2, Paragraph 1 of the Act on the Protection of Personal Information (hereinafter the "Act"), hereinafter the "Personal Information") out of the information provided by Users in request form downloaded in the Reservation System (hereinafter the "Reservation Information") in accordance with the Act and other related laws and regulations (hereinafter "Related Laws" in this Article).

2. Users agree in advance to provide their intended airline with their name, boarding date, flight number and details of service to be provided by the Administrator out of Reservation Information in accordance with the Related Laws and to the extent necessary for the Administrator to provide the Service to the User.

(Privacy Policy)

Article 16. The Administrator shall handle the User's Personal Information acquired through the Reservation System in accordance with the privacy policy below stipulated by the Administrator.

Reference: "Tokyo International Air Terminal Corporation Privacy Policy"

<http://www.tiat.co.jp/en/privacy.html>

Chapter 6. Liability

(Disclaimer)

Article 17. The Administrator shall not be liable for any damage or loss caused to the User or any other person arising from inability to use the Reservation System due to any of the situation or the communications situations described in Articles 10 through 13, or caused by loss of User's reservation data arising from equipment failure, etc.

2. The responsibility of the Administrator to the User shall be limited to operating the Service with the care of a good manager so that the User has unfettered access to the Reservation System or the Service.

3. The Administrator shall not be liable for any loss or damage sustained by the User in the course of using the Reservation System or the System (including loss or damage resulting from problems with other parties), or by the User or other parties arising from the unavailability of all or part of the Reservation System or the Service, unless otherwise specified in the Terms and Conditions.

4. The Administrator shall not be held liable for loss, expense, breach of contract or other loss or damage even if it is unable to provide services in accordance with User's request due to the reasons set forth in Paragraphs 2, 3 and 4 in Article 8.

Article 7. Other

(Copyright)

Article 18. Copyright and other intellectual property rights pertaining to the Reservation System provided by the Administrator shall belong to the Administrator.

(Competent Court)

Article 19. Any disputes arising between Users and the Administrator pertaining to the Service and the Reservation System shall be subject to consultation in good faith between the two parties.

2. The Tokyo District Court shall be the exclusive court of jurisdiction in the first instance for any legal matters arising between Users and the Administrator pertaining to the Service and the Reservation System.

(Governing Law)

Article 20. The laws of Japan shall apply to the Terms and Conditions and the use of the Service and the Reservation System.

(Prevalence)

Article 21. If there is any conflict between the English and the Japanese version of the Terms and Conditions, the Japanese version shall prevail.

Supplementary Provisions

These Terms and Conditions shall come into effect on 6 April 2021.

End