

Social Media Policy

Article 1 – Purpose

The Court Corporation ("the Company") establishes this policy to promote appropriate communication with customers and to enhance brand value through the operation of official social media accounts, including Instagram, YouTube, and Facebook.

Article 2 – Scope of Application

This policy applies to all official social media accounts operated by the Company and to all users who view or interact with them.

Article 3 – Operating Principles

The Company recognizes the public nature of social media and exercises discretion in the information it shares.

While we remain open to feedback and value user input, we generally do not respond to individual posts. However, we may reply or contact users directly when deemed appropriate.

Employees of the Company are expected to comply with this policy and related internal regulations and to act with integrity at all times.

Article 4 – Purpose of Use

The Company uses social media to share information about its hotels, services, events, and campaigns, and to showcase the appeal of its facilities. These activities aim to enhance communication with customers and improve overall service quality.

Article 5 – Prohibited Content

To ensure the sound operation of its official accounts, the Company prohibits the following types of content. Posts containing any of the following may be removed without notice:

- Content that infringes on the privacy or rights of others
- Content that defames, discriminates against, or attacks the Company, other users, or third parties
- Content that violates laws or public order and morals
- Content intended for commercial purposes or containing political or religious assertions
- Any other content the Company deems inappropriate

Article 6 – Copyright and Portrait Rights

By posting content using hashtags related to the Company, users grant permission for such content to be used for the Company's public relations purposes.

Users must obtain all necessary permissions for any third-party content included in

their posts, including rights related to portraits and copyright.

The Company assumes no responsibility for any disputes arising from such posts.

Article 7 – Disclaimer

The Company does not guarantee the accuracy or completeness of the content posted on its official accounts.

We reserve the right to suspend operations, modify content, or delete accounts without prior notice.

The Company accepts no liability for disputes arising between users or between users and third parties as a result of user-generated content.

Article 8 – Contact Information

For inquiries regarding our social media accounts, please contact:

Public Relations Department

The Court Corporation

S-GATE Akasaka Sanno 4F, 2-5-1 Akasaka, Minato-ku, Tokyo 107-0052

E-mail: pr@courthotels.co.jp

Article 9 – Governing Law and Jurisdiction

Any disputes arising in connection with this policy shall be subject to the exclusive jurisdiction of the Tokyo District Court as the court of first instance.

Revised: September 2025