

## Article 1 (General Terms)

1. This agreement relates to an online reservation system "Reservia" (Hereinafter referred to as "Reservia") managed by Cross-Feed Co., Ltd. ("Company"), and by using the Reservia service (to use "Reservia" for viewing / use, including reservation service defined in the next Article, hereinafter referred to as "this service") the user agrees to these Terms and Services.
2. You ("User") agree that the Company shall not be liable for any damages arising from the use of this service by you (including viewing and using Reservia).

## Article 2 (Reservation service and reservation contract)

1. Reservation service is a service where users can, among other actions, make a booking at a hair salon, or other beauty salon ("Salon").
2. The Salon participating in Reservia is offering reservation service at its own responsibility and Company is not engaged in any provision of the actual booking service.
3. When User makes a Salon booking through Reservia, a reservation completion notice ("Reservation Completion") is displayed for the User and Salon and reservation contract ("Contract") is established between the Salon and User.

Even if the Reservation Completion notice is not displayed (due to connection error, computer error or others) the Contract will still be established between the User and a Salon. By principle the Company is not responsible for the lack of display, unless for valid reasons.

4. In accordance with paragraph 3 of art. 2, if the Reservation Completion is not displayed during booking on User's computer or other device, Company will confirm success or failure of that reservation by methods detailed below.

In addition, if due to failure of User responding to such request the User is charged cancellation fees by the Salon or any other person suffer any damage, Company assumes no responsibility.

5. When the Contract is established (according to paragraph 3), Company will deliver "reservation confirmation email" to the User's email address provided during registration. However, even if User doesn't receive the "reservation confirmation email" due to connection error or mistake in the provided email address, the Contract is still valid.
6. When a Contract is established between the User and Salon, as detailed in this Article, Company considers that User has agreed that any obligation separately determined by the Salon will apply only to the User.

## Article 3 (Reservia membership)

1. User can register as a member of Reservia by registering ID and password after logging in with social media credentials (e.g. Facebook account) or booking as a guest on Reservia.
2. Customer Information is handled in accordance with Company "[Reservia Privacy Policy](#)"

## Article 4 (Reservation cancellation)

1. When user cancels the reservation at a time specified below, the Contract is cancelled.
  - 1) Cancellation through Reservia: When reservation information is deleted from the reservation status screen of Reservia.
  - 2) When User contacts the Salon directly, and Salon informs the User that the cancellation of the reservation has been accepted.
2. Company does not guarantee any reserved service, or other services provided by the salon ("Booking

Services"). The Salon information posted on Reservia is posted directly by the Salon. Company does not guarantee the accuracy of such information. In an event that any trouble or damage arises in connection with Booking Services, Company does not assume responsibility, unless for a valid reason.

#### Article 5 (Services offered by Salon)

1. Company is not obliged to supervise, manage or investigate the business situation of the Salon.
2. User performs reservation and Contract with the Salon at his/her own responsibility. Any inquiries or demands concerning the Booking Services shall be made directly to the Salon.
3. In addition to paragraph 2 art. 5, Company is not responsible for any dispute between User and Salon that occurred in relation to the Booking Service, except in cases where the dispute can be attributed to Company's liability.

#### Article 6 (Copyright)

1. User should not use any content provided through Reservia beyond scope of his/her personal use specified by copyright laws without prior consent from the Company.
2. In the event of a dispute resulting from a violation of terms provided in this article, User shall settle the dispute at his/her own expense and responsibility, and should not cause damage to Company, Salon or any third party.

#### Article 7 (Disclaimer)

1. Company can temporarily suspend service operation, including reservation services, without prior notice if it falls under each of the following categories. In such case Company assumes no responsibility even in the event of any damage resulting to the User.
  - 1) When conducting Reservia maintenance or implementing service changes.
  - 2) In case of a natural disaster or other emergency situation that occurred or is likely to occur and Company can no longer manage Reservia and its reservation services.
  - 3) In the event that the Company determines it is necessary to temporarily suspend the service operation due to other unexpected, unavoidable circumstances.
2. Discontinuation/suspension of the operation of Reservia due to natural disasters, hardware or equipment failure and maintenance, Reservia maintenance, Internet connectivity issues, or other circumstances resulting in damage to the User (such as information disappearance, delay, misdelivery on Reservia, or information alteration or leakage by a third party) are not to be responsibility of Company, except for reasons that can be attributed to Company operation.
3. Company does not assume any responsibility, including in cases where lawsuits or the like arise from a third party in connection with the use of this service by User, except for cases or the like can be attributed to Company responsibility.

#### Article 8 (Changes to the Terms of Service)

1. Company can make changes (including additions or deletions) of these Terms of Service or other related documents ("Terms") without prior notice to the User.
2. User recognizes and agrees that there is a possibility that the change described in preceding paragraph may be carried out, and while using Reservia and its services, Company confirms the Terms agreement every time. After any change made to Terms, when User uses Reservia and its services, Company recognizes that User has

accepted the updated Terms after the change.

Article 9 (Governing law and jurisdiction)

These Terms are made in accordance with and shall be governed by Japanese law, and any dispute relating to these Terms shall be inside of jurisdiction of Tokyo District Court as the first instance.

Crossfeed Co., Ltd.

CEO Hidetaka Ando

Est. 1 June, 2012