

## LOTTE Arai Resort Mountain Adventure Terms and Conditions

I. I have confirmed the notices below and agree to follow the instructions of the staff when using Adventure hosted by LOTTE Arai Resort, and assume full responsibility for my actions, and confirm and consent to the fact that my companion is responsible for informing me of the notices and following the instructions of the staff when participating in the activities.

II. I understand that in the event that I do not comply with the notices and the instructions of the staff when using Adventure hosted by LOTTE Arai Resort, it may lead to serious accidents. In addition, I am responsible for all accidents that occur due to my negligence of the notices below or the instructions of the staff, and I will not make a claim for indemnification of damages to LOTTE Arai Resort .

III. In the event that I or my companion cause damages, by accident or on purpose, to the facilities in LOTTE Arai Resorts, or to an individual who uses the facility, I shall assume liability for the damages.

Customers who fall under any of the following may not use the facility.

- 1) Customers who are inebriated
- 2) Customers with health issues
- 3) Customers who are pregnant
- 4) Customers with heart conditions, high blood pressure, or other illnesses
- 5) Customers who have taken drugs
- 6) Customers who the staff deem are unfit to use the facilities

· Other notices

- 1) The facilities may not be open for use due to inclement weather conditions.
- 2) Please only smoke in designated areas. Please refrain from smoking after putting on the harness.
- 3) Please be advised that inside the area, your clothes may become soiled from tree sap or from you falling down, however LOTTE Arai Resort is not responsible for any stains on, damages to, or loss of your belongings .
- 4) When inside the area, please always follow the staff's instructions. In the event that a staff deems a situation dangerous or that another customer is harmed, they may suspend use of the facility.
- 5) LOTTE Arai Resort is not responsible for injuries the users inflict upon themselves, so please ensure your own safety by taking responsibility , .

- 6) Customers not wearing protective gear including harnesses and helmets are prohibited from participating in all Adventure activities.
- 7) The personal information you entered may be used for quality improvement purposes for facility users, and for statistics and data-related purposes . The information is not used for any other purposes.
- 8) A staff may take photographs of customers during activities for marketing purposes. We ask for your cooperation and understanding in advance.
- 9) We are not responsible for damages you sustained due to your own negligence. Please be cautious in terms of your own safety.
- 10) This facility is not a daycare center. If you are a guardian, please keep your children where you can see them when enjoying the activities that Arai Resort's nature has to offer .

- With respect to refunds,

- 1) Please be advised that after the registration has closed, no refunds may be made on grounds of simply changing your mind.

- 2) Refunds will be made for cancellations occurring from natural disaster or the company's liability in accordance with company regulations.

This does not apply to inclement weather conditions or temporary closures done to ensure the safety of customers.

- 3) Operation may be suspended in the event that a customer does not follow staff instructions or the Adventure regulations, or if the staff deems the situation dangerous.

In this case, no refunds may be made, so please be sure to follow the regulations and staff instructions.

- 4) For Zip Tour, please check details under the Zip Tour cancellation policy. In the event that operations of each Adventure close, we will announce the closure on our homepage, so please check the official homepage (<https://lottearairesort.com/>) before you depart or arrive.

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For other Adventure inquiries

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