

Social Media Community Guidelines

Established on August 7, 2020

Thank you for visiting the official Facebook and Instagram pages of Keio Prelia Hotel Kyoto Co., Ltd. (hereinafter referred to as “the Company”). The following Social Media Community Guidelines (hereinafter referred to as “the Guidelines”) have been established to ensure smooth communication with all guests on the Company’s official Facebook and Instagram pages (hereinafter referred to as “the Pages”).

Please use the Pages only after agreeing to the Guidelines.

1. Operation

1. Purpose

The Pages are operated for the purpose of communicating and sharing information with Facebook and Instagram users about Keio Prelia Hotel Kyoto Karasuma Gojo, its surrounding area, and Japanese culture.

2. Replies to Posts on the Pages

Please note that the Company does not reply to any posts made by users on the Pages.

2. Restrictions and Content Removal Criteria

The Company welcomes all users to the Pages and generally does not remove posts made by users. However, the Company may remove content or decline posts if they fall under any of the items below or if they interfere with the proper operation of the Pages, regardless of the type of post. To ensure effective communication with all guests, please refrain from the posts and behaviors listed below when using the Pages.

- 1) Content that is not relevant to the Pages
- 2) Content posted for the purpose of conducting illegal activities, or content that promotes or encourages such activities
- 3) Content that defames the reputation of the Company or any third party
- 4) Content that infringes upon the copyrights or other intellectual property rights of the Company or any third party
- 5) Content that violates the privacy of any third party
- 6) Content that violates laws, regulations, or public order and morals
- 7) Content that defames or slanders specific individuals, corporations, countries, or regions
- 8) Commercial content, such as advertising or promoting one’s own products, stores, or companies
- 9) Content containing arbitrary or overly definitive statements
- 10) Inappropriate content, including obscene or offensive expressions
- 11) Content that impersonates the Company or any third party
- 12) Content that may cause users to access harmful software or that provides such software to users
- 13) Content related to sales activities, profit-making activities, or political or religious activities

- 14) Acts that violate, or may violate social compliance standards
- 15) Content that violates the terms of use of each social media platform
- 16) Any other content deemed inappropriate by the Company

3. Use of Images Posted by the Company

Please refrain from saving, modifying, or using any logos or images posted by the Company on the Pages without prior permission.

4. Disclaimer

The Company shall not be liable for any of the matters set forth in the following paragraphs. However, this shall not apply to damages incurred by users due to the Company's intentional acts or gross negligence.

1. The Company assumes no responsibility for the accuracy, legality, usefulness, or appropriateness of the information posted on the Pages.
2. The Company assumes no responsibility for any content posted by users.
3. The Company shall not be liable for any damages incurred by users arising from the use of the Pages or from being unable to use the Pages due to temporary suspension or termination.
4. The Company shall not be liable for any damages incurred by users arising from using any links provided on the Pages or from being unable to use those links.
5. The Company shall not be liable for any damages arising from disputes between users or between users and third parties.
6. If any user of the Pages violates any article of these Guidelines, the Company shall not be liable for any damages incurred by the user as a result.
7. If the Company deletes a post deemed inappropriate, but the post has already been shared prior to deletion, the Company shall not be liable for the deletion or for any actions required on the platforms where the post has been shared.
8. Copyright and other intellectual property rights pertaining to content posted by users shall remain with the respective users. However, by posting content on the Pages, the user grants the Company a worldwide, royalty-free, non-exclusive license to use the posted content (including the rights to modify, excerpt, reproduce, publish, translate, and otherwise utilize the content), and agrees in advance not to exercise any moral rights against the Company.
9. When the Company collects personal information from users, such information will be handled appropriately in accordance with the Company's separately established Privacy Policy (Personal Information Protection Policy).
10. The Pages are operated using the systems of the respective social media platforms. Please understand that the Company is unable to provide information regarding the operational status of each platform's systems.

5. Governing Law

These Guidelines shall be governed by the laws of Japan. In the event of any dispute arising between a user and the Company, the laws of Japan shall apply, and the Tokyo District Court shall

be the exclusive agreed court of first instance.

6. Change of the Guidelines

The Company may amend these Guidelines at its discretion.

(1) If the Company amends these Guidelines, it will post a notice of the amendment, the content of the amended Guidelines, and the effective date on its website at least one month prior to the effective date.

(2) If a user uses the Pages after the effective date of the amended Guidelines, such use shall be deemed as the user's agreement to the revisions.

7. Inquiries

Keio Prelia Hotel Kyoto Karasuma Gojo

TEL: 075-352-5111 (Open all year round)

For more information about the Company, please visit:

<https://www.keioprelia.co.jp/kyoto/>