

Terms of Use

Thank you for using **Aomori-Misawa Airport Reservation-Type Shared Taxi**. When making a reservation for Aomori-Misawa Airport Reservation-Type Shared Taxi, please be sure to read the following Terms of Use.

Aomori-Misawa Airport Reservation-Type Shared Taxi (hereinafter referred to as "we", "us" or "our") establishes the following Terms of Use for the use of our internet reservation service (hereinafter referred to as "the Service") by individual users. Please note that by making a reservation, customers are considered to have agreed to these Terms of Use.

Article 1 Scope of Application

These Terms of Use apply to individuals (hereinafter referred to as "the passenger") who make reservations using our services.

Article 2 The Service

The Service allows passengers to make reservations for rides on routes operated by us through the internet, following the methods specified by us, and to modify or cancel reservation details.

Article 3 Use of the Service

- I . When using the Service, passengers must comply with the provisions of these Terms of Use.
- II . The Service operates as a shared taxi service, and reservations can be made for one person or more. However, due to the reservation system, only rides with reservations made by the reservation deadline will be operated.
- III . Reservations for the Service are accepted from one month prior to the travel date until 5:00 PM the day before the travel date.

Article 4 Confirmation of Reservations

Reservations made through the internet reservation service will be considered as confirmed when an email confirming the reservation is sent to the passenger.

Article 5 Payment Methods

- I . Passengers aged 12 and above will be charged the adult fare, while children aged 3 to 11 will be charged half of the adult fare. Children under 3 years old can ride for free.
- II . Payment methods for the Service may vary depending on the company in charge.

Article 6 Cancellation of Ride Reservations

- I . If a passenger does not appear at the scheduled departure time, the reservation will be canceled. However, this will be determined considering the provisions of Article 11.
- II . If we determine that a passenger has violated these Terms of Use or engaged in any of the prohibited activities specified in Article 7, we may cancel the ride reservation without prior notice.
- III . If a reservation cannot be fulfilled due to natural disasters or other reasons, neither we nor the passenger will be held responsible.

Article 7 Prohibited Activities

The following activities are prohibited when using the Service:

- I . Providing false or unfair information when making a reservation.
- II . Making ride reservations on behalf of others without their consent.
- III . Engaging in actions that unreasonably hinder the operation of the Service, cause harm to us, or have the potential to do so.
- IV . Infringing upon the rights of other passengers or third parties, causing damage, or having the potential to do so.
- V . Engaging in actions that violate public order and morals or laws and regulations, or having the potential to do so.
- VI . Any other actions that we deem inappropriate.

Article 8 Modification and Cancellation of Ride Reservations and Cancellation Fees

When a passenger wishes to change or cancel a ride reservation, they can do so by phone or through the internet until the reservation deadline. (Internet modifications or cancellations are accepted until 5:00 PM two days before the travel date.) In case a ride is canceled due to passenger's convenience in the following cases, a cancellation fee will be charged:

- I . After 5:00 PM on the day before the travel date: 50% of the fare
- II . On the day of travel or a no-show without prior notice: 100% of the fare (full fare)

Article 9 Notes and Requests when Making Reservations

I . Reservation Acceptance Period (Acceptance Hours)

Our reservation acceptance period is from one month before the travel date until 5:00 PM on the day before the travel date. Reservation acceptance hours are from 9:00 AM to 5:00 PM. Please note that, except for cancellation notices for the next day, we cannot accept communications outside these hours.

II . Choosing the Shared Taxi

When making a reservation, please select a ride considering the following transfer times.

- If you are boarding a flight departing from Aomori or Misawa Airports, please select a plan that allows you to arrive at the airport at least 50 minutes before departure time.
- If you are taking a shared taxi upon arrival at Aomori or Misawa Airports, please select a plan that departs at least 20 minutes after your flight's arrival time.

III . Regarding Pets and Wheelchair usage

We do not accept pets other than assistance dogs, so please be aware of this policy. If you are bringing a wheelchair, please inform us when making a reservation. Wheelchair use is only allowed when an assistant is present, so please be aware of this condition. Additionally, we base wheelchair size on the dimensions that can fit in the trunk of a small vehicle (typically folding with foldable arms). For other types, please consult with us at the time of reservation.

IV . Baggage Restrictions

Each passenger is allowed one large piece of luggage. The size limit for baggage is based on what can fit in the trunk of a small taxi (approximately 155 cm in height and 55 cm in width).

Article 10 Notes and Requests When Boarding

I . Operating Vehicles

We will operate using vehicles provided by the company in charge designated by us for each route.

II . Boarding Time

When passengers intend to board the vehicle they reserved through the Service, they must wait at the designated boarding location at the scheduled boarding time specified during the reservation. However, since this is a shared taxi service, if other passengers will be boarding at different locations, the required time may vary from the scheduled time. We kindly ask that you arrive a few minutes earlier, approximately 5-10 minutes, when boarding.

Article 11 In case of Delays in Flights

I . If other passengers will be sharing the same vehicle with you:

We will wait for approximately 10 minutes after the first passenger's arrival, provided they agree. If it becomes apparent that you won't make it within this time, we regretfully must depart without you.

II . If you are the only passenger scheduled to board:

If there is no communication from you, we will wait for approximately 30 minutes. If you do not arrive within this time, we will cancel the ride. However, if it is necessary to continue the ride due to operational reasons, we will wait as long as possible without affecting the schedule of the return trip.

Article 12 When we may not make it to Aomori or Misawa Airport departures

In the event of delays in airport arrivals due to weather, road conditions, or other factors beyond our control, the following actions will be taken:

I . If we can arrive at least 20 minutes before check-in, we will explain the estimated arrival time and continue the operation as planned.

II . If it is determined that we are unlikely to arrive at least 20 minutes before check-in, we will discuss the situation with you and make a decision.

III . If we are unable to make it to passenger's flight due to unavoidable circumstances, passengers will be responsible for making any necessary flight changes.

Article 13 Liability for damages

In cases not attributable to the responsibility of the operating company, such as flight cancellations, delays, traffic congestion, or delays in the operation schedule due to adverse weather conditions, the operating company will not be liable for compensation.

Article 14 Personal Information Protection

The handling of information and usage history of passengers and co-passengers that we have become aware of in providing the Service will be in accordance with our privacy policy.

Article 15: Suspension of Internet Reservation Service

We may temporarily suspend the internet reservation service without prior notice when necessary for server maintenance or in case of an emergency.

Article 16: Disclaimer

- I . In cases where a passenger's use of the Service causes inconvenience or damage to others, the parties involved will resolve the matter at their own responsibility, and we will not be held responsible.
- II . We will not be held responsible for any inconveniences or damages that may arise if a passenger is unable to use the Service due to the reasons mentioned in the preceding article or due to communication problems.

Article 17: Miscellaneous

- I . Matters not specified in these Terms of Use shall be governed by the provisions of our Terms of Carriage.
- II .We reserve the right to amend these Terms of Use by providing suitable notification to passengers.
- III. If any problem arises regarding the use of the Service that not stipulated in these Terms of Use, the parties concerned shall discuss and resolve the problem in good faith.
- IV. In the event of any disputes arising from the use of the Service for which no resolution can be achieved through discussions between the parties, they will be resolved in accordance with Japanese law by the court having jurisdiction over our office location.

Supplementary Provision:

These terms and conditions shall take effect on September 1, 2023.