

BROTHER JOYFACTORY TOKYO – Terms of Use

Article 1 (General Provisions)

1. These Terms of Use set forth the conditions for use of BROTHER JOYFACTORY TOKYO (hereinafter “the Facility”), operated by Brother Sales, Ltd. (hereinafter “the Company”).
2. By using the Facility, users are deemed to have agreed to all provisions of these Terms.
3. These Terms are written in Japanese as the authoritative text; in the event of any discrepancy with a translated version, the Japanese version shall prevail.

Article 2 (Definitions)

Terms used in these Terms of Use are defined as follows:

- **“User”**: An individual or group that reserves or uses the Services
- **“Services”**: All services provided by the Facility, including Samurai Legend, Karaoke Record, Calligraphy Stage, Sewing Studio, Creative Workshop, and any new services launched after these Terms take effect
- **“Usage Fee”**: Fees required for participation in the Services and fees for ancillary services
- **“Agreement”**: A service use contract formed when a User submits a reservation and the Company accepts it

Article 3 (Eligible Users)

1. The Services are available to persons who meet the following conditions:
 - Each group must include at least one adult
 - Persons aged 8 or older (minors require parental consent)

- Children aged 7 or under who are permitted to accompany a group under separate conditions established by the Company (*Note: only one child aged 7 or under per group; an adult from the same group must accompany them*)
 - Persons who can agree to these Terms
 - Persons who can comply with Japanese laws and regulations
2. The following persons may be refused entry for safety reasons:
- Persons who are intoxicated or under the influence of alcohol or drugs
 - Persons with contagious diseases
 - Persons likely to cause inconvenience to other users
 - Persons who do not follow staff instructions
 - Members of organized crime groups or other anti-social forces
3. Users agree that for certain services, children aged 8 to 12 must be accompanied by an adult from the same group.

Article 4 (Business Hours and Closed Days)

1. The Facility's business hours are 13:30 to 21:00 (last entry at 19:00).
2. Regular closing days are every Wednesday and days designated by the Company.
3. Business hours may be changed, or the Facility may close temporarily, due to maintenance or other unavoidable circumstances.

Article 5 (Reservations and Formation of Agreement)

1. Users shall make reservation applications for the Services via an online travel agency (hereinafter "OTA").
2. At the time of reservation, users must provide the following information via OTA and a survey form sent by the Company after OTA booking:
 - Name (representative's name and names of group members)
 - Contact information (representative's phone number and email address)
 - Desired date and time of visit
 - Number of group participants
 - Language(s) used by participants (choice from 5 languages)

- Any other matters deemed necessary by the Company
- 3. The service use contract is formed when the OTA or the Company notifies the user of reservation acceptance.
- 4. The Company may decline a reservation in the following cases:
 - The desired date/time is already fully booked
 - The eligibility conditions of Article 3 are not met
 - The Facility's equipment or operations cannot accommodate the request
 - Any other case the Company deems inappropriate

Article 6 (Usage Fees)

1. Users must pay the usage fee set by the Company on each OTA product page at the time of contract conclusion via OTA.
2. The payment method shall be the method specified by each OTA.
3. Payment due dates follow each OTA's terms; if payment is not confirmed at least one day before the service start date via OTA, the contract shall be automatically cancelled.

Article 7 (Cancellations and Changes)

1. Users wishing to cancel or change a reservation shall contact the OTA.
2. Cancellation fees, cancellation deadlines, change deadlines, methods, and other conditions follow the terms and product page conditions of the OTA used by the user. The Company cannot accept cancellations or changes beyond the conditions set by the relevant OTA.

Article 8 (Termination and Modification of Agreement by the Company)

1. The Company may terminate or modify the agreement in the following cases:
 - Natural disasters, spread of infectious diseases, or other force majeure making service delivery difficult

- Equipment failures, accidents, or other circumstances making safe operation difficult
 - Unavoidable situations such as sudden staff illness
2. In such cases, the Company will promptly notify the user and offer either an alternative date or a full refund.
 3. If the Company terminates the contract for its own reasons, it will fully refund the usage fee paid, but will not be liable for other losses (transportation costs, accommodation fees, etc.).

Article 9 (Service Content)

1. Details of the Services are available on the Company's website.
2. The FAQ posted on the Company's website governs the methods of use, experience content, facilities, etc. If the FAQ and these Terms differ, these Terms shall prevail.

Article 10 (User Obligations)

Users must comply with the following when using the Facility:

1. Follow staff instructions
2. Refrain from acts that inconvenience other users or neighboring residents
3. No smoking inside the Facility (except in designated smoking areas)
4. No food or drink inside the Facility except for designated items (except with prior permission, e.g., for allergy accommodations)
5. No dangerous, violent, or destructive acts
6. Handle facilities, equipment, and fixtures with care; do not damage them intentionally or negligently
7. Respect the privacy of other users when taking photos or videos during the Services

Article 11 (Prohibited Acts)

The following acts are prohibited. Violations may result in expulsion, and no refund of usage fees will be made in such cases:

1. Bringing in alcohol or using the Facility while intoxicated
2. Harassing other users (shouting, verbal abuse, harassment, etc.)
3. Unauthorized removal of Facility equipment or fixtures
4. Acts in violation of laws and regulations
5. Unauthorized filming, recording, or audio recording for commercial purposes
6. Using the Facility for commercial purposes without the Company's permission
7. Bringing in dangerous items, weapons, or illegal drugs
8. Bringing in pets (except guide dogs, service dogs, etc.)
9. Transferring the right to use the Facility or Services
10. Any other acts deemed inappropriate by the Company

Article 12 (Safety Management and Precautions)

1. Users should self-check their health condition before using the Services and inform staff if feeling unwell.
2. Users requiring special accommodations due to pre-existing conditions, allergies, or physical limitations must notify the Company before making a reservation (contact: bjf-support@brother.co.jp).
3. If a user feels ill or is injured during the Services, they must immediately notify staff.
4. When minors use the Services, guardians must take sufficient precautions to ensure safety.

Article 13 (Liability for Damages)

1. If a user intentionally or negligently damages, soils, or loses Facility equipment or fixtures, the user shall compensate the repair cost or equivalent amount.
2. If a user causes damage to the Facility or a third party through breach of these Terms or an illegal act, the user shall compensate for such damage.
3. Except as provided in Article 19, Paragraphs 2 and 3, if the Company is responsible for damage incurred by a user, the Company's liability shall be capped at the usage fee paid by the user — unless the damage results from the Company's willful misconduct or gross negligence.
4. The Company shall not be liable in the following cases:

- Damage caused by the user's own negligence or willful act
- Damage resulting from the user's violation of these Terms or Company instructions
- Damage caused by force majeure (natural disasters, infectious diseases, war, riots, etc.)
- Theft, loss, or damage to items brought in by users
- Disputes between users

Article 14 (Intellectual Property Rights)

1. Intellectual property rights relating to the Karaoke Record service are handled as follows:
 - The copyright of the sound source recorded on the created record belongs to the music copyright holder or the Company
 - Users may use the vocal recording and the record on which it is recorded for personal use only; reproduction, sale, distribution, or broadcasting for commercial purposes is prohibited
2. As part of the Services, the Facility provides still image and video data captured during users' experiences via a download system. The issued download link URL is for the use of the relevant user only; sharing with third parties, publishing online, or redistribution is prohibited. The data may only be used for personal purposes; commercial use is strictly prohibited. If the data contains third-party copyrighted materials (such as music), users must comply with applicable laws and manage use responsibly.
3. Intellectual property rights in the Service content, text, video, etc. provided at the Facility belong to the Company.
4. The Company may photograph and record users during the Services and use such materials for marketing purposes, with appropriate processing to protect user privacy and portrait rights.

Article 15 (Handling of Personal Information)

1. The Facility uses personal information obtained from users for the purposes set out in the Company's Privacy Policy and any purposes for which the user has given consent.

2. The Company will comply with the Act on the Protection of Personal Information and other applicable laws, and manage personal information appropriately.
3. The Company will not provide personal information to third parties without user consent, except as required by law.
4. Users may request disclosure, correction, or deletion of their personal information.

Article 16 (Insurance)

1. The Facility has liability insurance for facility operations.
2. If a user is injured in an accident during the Services for reasons attributable to the Facility, compensation will be provided within the scope of the insurance policy.
3. Injuries caused by the user's own willful misconduct or gross negligence are not covered by the insurance.
4. Users are encouraged to obtain their own voluntary insurance.

Article 17 (Photography and Press Coverage)

1. Photography and video recording inside the Facility is permitted for non-commercial purposes only. Commercial photography or media coverage requires prior approval from the Company.
2. If other users appear in photos or videos, please give full consideration to their privacy.

Article 18 (Language Support)

1. These Terms are written in Japanese as the authoritative text; foreign language translations are provided for reference only.
2. In the event of any doubt regarding interpretation, the Japanese version shall prevail.
3. The Services are conducted primarily in Japanese or English. Other language support may be available upon prior request.

Article 19 (Disclaimers)

1. The Company shall not be liable for accidents caused by user negligence or disputes between users, except as required by law. Users are responsible for managing their own valuables and baggage.
2. The Company may change, suspend, shorten, or discontinue operations, hours, service content, or methods of use without prior notice, depending on operational circumstances.
3. Even if a user suffers damage as a result of the foregoing, the Company shall not be liable. The Company will fully refund the entry fee paid (including fees for services ancillary to entry), but shall not be liable for other individual service fees or other damages (transportation, accommodation, etc.).

Article 20 (Amendments to Terms)

1. The Company may amend these Terms when doing so serves the general interests of users, or when deemed reasonable in light of the necessity of change and the appropriateness of the amended content.
2. When amending the Terms, the Company will notify users of the changes and effective date at least one month in advance, via the Facility's website or in-Facility notices.
3. Amended Terms shall apply to agreements formed on or after the effective date.

Article 21 (Severability)

Even if any provision of these Terms is found to be invalid or unenforceable, the validity of the remaining provisions shall not be affected.

Article 22 (Governing Law and Jurisdiction)

1. These Terms shall be governed by the laws of Japan.

2. Any disputes arising from these Terms or the service use agreement shall be subject to the exclusive jurisdiction of the Nagoya District Court as the court of first instance.

Article 23 (Matters for Consultation)

Any matters not covered by these Terms, or any doubts arising in the interpretation of these Terms, shall be resolved through sincere consultation between the Company and the user.

Supplementary Provisions

These Terms shall take effect on **April 15, 2026**.

Contact Information

- **Facility Name:** BROTHER JOYFACTORY TOKYO
- **Address:** 3-3-8 Kyobashi, Chuo-ku, Tokyo 104-0031
- **Phone:** 03-3281-4462 (It will be available after the facility opens)
- **Email:** bjf-support@brother.co.jp
- **Business Hours:** 13:30-21:00 (Closed: Wednesdays and Company-designated days)