

(Purpose)

Article 1

1. The purpose of these regulations is to determine the procedures for handling the transportation, etc. of customers (hereinafter referred to as “passengers”) who use our lines using information terminals as specially planned tickets where identification numbers, which the Kintetsu Railway Co. Ltd. (hereinafter “our company”) uses to manage entry and exit information as electronic vouchers on a server, are recorded, thereby improving passenger convenience and promoting smooth use.
2. The identification number (hereinafter referred to as “ID”) set forth in the preceding paragraph refers to a two-dimensional barcode identification number, etc.

(Scope of application)

Article 2

1. The transportation, etc. of passengers using our lines with digital tickets shall be governed by these regulations.
2. If these regulations are revised, the transportation, etc. of passengers using digital tickets after such revision shall be governed by the revised regulations.
3. In addition to the two preceding paragraphs, any matters not specified in these regulations shall be governed by the notes posted on our company’s website.
4. Transportation by other lines based on other transport operators’ railway tickets and ferry tickets incorporated into digital tickets and the use of those operators’ facility use tickets incorporated into digital tickets shall be determined by the transport operators or facilities in question.

(Definitions)

Article 3 The meanings of the main terms used in these regulations shall be as follows:

- (1) The term “our lines” refers to railways operated by our company, and the term “other lines” refers to railways, tramways, bus lines, etc. operated by parties other than our company.
- (2) The term “specially planned tickets” refers to tickets sold by our company for which we specify special transportation conditions (fares, charges, sections, routes, trains, facilities, sales period, usage period, sales locations, etc.) This includes those that are sold in conjunction with specially planned Limited Express tickets (including specially planned Limited Express coupons) and facility use tickets, etc.
- (3) The term “specially planned Limited Express tickets” refers to Limited Express tickets, extra tickets, and extra tickets for Private room sold by our company for which we specify special transportation conditions for the section and train in question (such as charges, sections, routes, trains, facilities, sales period, set period, sales locations, etc.)
- (4) The term “specially planned Limited Express coupons” refers to coupons to be used by redeeming them for specially planned Limited Express tickets with seat reservations.
- (5) The term “facility use tickets, etc.” refers to other transport operator's railway tickets, ferry tickets, and facility use tickets incorporated into specially planned tickets.
- (6) The term “digital ticket,” which comprises an information terminal and entry/exit information, refers to a specially planned ticket that includes a ticket screen showing a two-dimensional barcode ID.

- (7) The term “compatible ticket gates, etc.” refers to automatic ticket gates, etc. that support digital tickets.
- (8) The term “ticket management server” refers to a server that manages digital ticket IDs, entry/exit information, product details, etc.
- (9) The term “information terminals” refers to Internet-enabled smartphones and other devices (with some exceptions).
- (10) The term “purchase information, etc.” refers to information such as the purchase date and time, product name, purchase price, etc. of the digital ticket.
- (11) The term “system” refers collectively to the ticket management server and sales site.
- (12) The term “tickets” refers to individual tickets such as railway tickets and facility use tickets of our lines.
- (13) The term “ticketless specially planned Limited Express tickets” refers to specially planned express tickets with seats on limited express trains reserved through the system and recorded as electronic data in our central computer. The user of a ticketless specially planned Limited Express ticket can confirm its contents by displaying it on the information terminal, which screen is called a “ticketless screen.”
- (14) Digital tickets are available in the following types: one-way, round-trip, excursion, rail pass, and multi-ride.
 - a. The “one-way” type refers to a digital ticket that incorporates a one-way passenger ticket from the departure station to the destination station.
 - b. The “round trip” type refers to a digital ticket that incorporates two one-way passenger tickets, one for the outbound journey from the departure station to the destination station and one for the return journey.
 - c. The “excursion” type refers to a digital ticket that incorporates a round trip ticket with different routes and a passenger ticket valid for unlimited rides along part of the boarding route.
 - d. The “rail pass” type refers to a digital ticket that incorporates a passenger ticket valid for unlimited rides along the entire travel route.
 - e. The “multi-ride” type refers to a digital ticket that incorporates multiple specially planned tickets or specially planned Limited Express tickets, or both, that are valid for one-way travel along the same section.
- (15) The term “travel route” refers to a section of our lines that is designated for each digital ticket as the part available for travel.
- (16) The term “unlimited ride section” refers to a section within the travel route where there are no restrictions on the boarding route or number of rides.
- (17) The term “sales locations” refers to all locations where digital tickets are sold.
- (18) The term “commencement date of travel” refers to the date on which the ticket is inspected as defined in Article 12.
- (19) The term “usage period” refers to the period that is designated for each digital ticket type as the time during which the digital ticket can be used.
- (20) The term “validity period” refers to the number of valid days starting from the commencement date of travel that is designated for each digital ticket within the usage period.
- (21) The term “E-Mall” refers to the sales site, Kintetsu Ticket E-Mall, provided by our company.
- (22) The term “external sales sites” refers to sales sites provided by business operators other than our company and designated by our company.
- (23) The term “sales site” refers to the website that sells digital tickets.

- (24) The term “user” refers to a passenger who uses E-Mall or an external sales site to purchase and use a digital ticket provided by our company.
- (25) The term “distribution” means distributing part or the whole of a digital ticket purchased by a user to a passenger other than the user, and the term “recipient” refers to a passenger who receives the digital ticket.
- (26) The term “distributed ticket” refers to part or the whole of the digital ticket purchased by a user that has been distributed to a recipient.
- (27) The term “accompanying person” refers to a passenger other than the user, who travels on the same route as the user, and who passes through the ticket gate with a two-dimensional barcode or other identifier displayed on the user's information terminal screen, when the user uses multiple digital tickets purchased with a single transaction.
- (28) The term “users, etc.” refers to “users,” “recipients,” and “accompanying persons.”

(Time of contract formation and applicable provisions)

Article 4

1. Unless a different intention has been expressed regarding the formation of a contract for transportation, etc. with a user, a contract shall be formed when a user himself/herself operates the information terminal, transmits the purchase application to the system, and our company accepts it via the system in the procedure to purchase a digital ticket. The acceptance response to the purchase application shall be shown on the screen of the user's information terminal as an indication that a contract has been formed via the Internet. Even if the indication that the contract has been formed does not appear on the screen due to a communication failure or other reason beyond our company's control, the reply shall be deemed to have been sent by our company, and the user shall check the digital ticket in question on the sales site.
2. A transportation contract with the recipient shall be formed when the recipient holds the two-dimensional barcode displayed on the information terminal, etc. over a compatible ticket gate, etc., or when the recipient presents the screen of the information terminal to an attendant and undergoes ticket inspection.
3. A transportation contract with the accompanying person shall be formed when the user holds the two-dimensional barcode displayed on the information terminal, etc. over a compatible ticket gate, etc., or when the user presents the screen of the information terminal to an attendant and undergoes ticket inspection.
4. Unless otherwise specified, all handling after the time a contract is formed pursuant to the provisions of the preceding paragraphs shall be governed by the provisions at the time the contract is formed.

(Changes to regulations, etc.)

Article 5 These regulations are subject to change.

(Consent of users, etc.)

Article 6 Users, etc. are deemed to have acknowledged and agreed to these regulations and the provisions established thereunder.

(Sale and purchase, etc.)

Article 7

1. The sales locations, sale dates, sale prices, etc. of digital tickets shall be posted on our company's website and sales sites.
2. Digital tickets must be purchased on a sales site using an information terminal.

3. Users can select and purchase multiple digital tickets for the same product in a single transaction. The digital tickets that can be selected in multiples shall be determined on a product-by-product basis.

(System-related communication costs)

Article 8 The users, etc. shall bear the communication costs, etc. of the information terminal.

(Internet environment)

Article 9 Our company shall not be liable for any damage, etc. caused by system or line failures of the telecommunications providers that users, etc. access to use digital tickets.

(System operating hours)

Article 10

1. Digital tickets are available for purchase at E-Mall from 00:00 to 23:59. This does not include maintenance times.
2. The operating hours set out in the preceding paragraph are subject to change without notice.
3. The operating hours of external sales sites are determined by the providers of such sites.
4. The times stated in these regulations are Japan Standard Time.

(Payment method)

Article 11

1. Payment for digital tickets at E-mall shall be made by credit card (including Apple Pay and Google Pay) or electronic money.
2. The types of credit cards and e-money specified on E-mall can be used for purchase, and payment shall be made by one-time payment only.
3. For purchase from an external sales site, the payment method shall be determined by the provider of such site.

(How to use)

Article 12

1. When using a digital ticket, users must enter the ticketed area of a station by having their ticket inspected by a compatible ticket gate, etc., and exit the ticketed area of another station by having the same ticket inspected by a compatible ticket gate, etc.
2. When using a digital ticket within an unlimited ride section, users must have the ticket valid for that section checked by a compatible ticket gate, etc. each time they board or disembark. If a compatible ticket gate, etc. is not installed, users need to present their digital ticket to an attendant to undergo ticket inspection.
3. When users use multiple digital tickets purchased in accordance with Article 7, Paragraph 3, they must distribute the digital ticket(s) to the recipient(s) as provided for in Article 18.
4. Notwithstanding the provisions of the preceding paragraph, when using digital tickets purchased from certain external sales sites, the user must hold one digital ticket over the compatible ticket gate, etc. for each accompanying person to pass through the gate and repeat the same process for the number of accompanying persons.

(Seat reservation for specially planned Limited Express tickets)

Article 13

1. Notwithstanding the provisions of Article 10, Paragraph 1, the operating hours for handling seat reservations for specially planned Limited Express tickets, ticketless screen displays, refunds for digital tickets including ticketless specially planned Limited Express tickets, etc. shall be from 5:30 to 23:45. These operating hours are subject to change.
2. Seat reservation for specially planned Limited Express tickets is available from 10:30 a.m. one month prior to the date of boarding of the relevant train until one minute prior to the departure time at the boarding station. The start date and time of reservation may be determined separately.
3. Users shall reserve seats for specially planned Limited Express tickets by operating their information terminal themselves. In the case where multiple digital tickets have been purchased in one payment, the representative of the passengers shall make seat reservations for the number of passengers for specially planned Limited Express tickets in one operation. The seats to be reserved shall be of the same seat type.
4. If additional fees are required for seat reservations for the specially planned Limited Express tickets, such fees will be handled by the same payment method used for the purchase of the digital tickets.

(Restriction of use)

Article 14

1. Two or more digital tickets cannot be used simultaneously for one ride.
2. If the compatible ticket gate, etc. cannot read the digital ticket due to the digital ticket being damaged, the failure of the compatible ticket gate, etc., a power outage, or other reasons, the digital ticket cannot be used at the compatible ticket gate, etc.
3. Users are not permitted to enter or exit the ticketed area of a station for any purpose other than boarding a train.
4. Digital tickets cannot be used in conjunction with other tickets, such as basic fare tickets or commuter passes. When transferring from our lines to other lines, users must have their digital tickets inspected by a compatible ticket gate, etc. of our company.
5. Digital tickets that have a validity period cannot be used beyond that period.
6. Counterfeit, altered, or fraudulently created digital tickets cannot be used.

(Restriction or suspension)

Article 15

1. In order to ensure the smooth operation of passenger transportation, etc., we may, when necessary, restrict or suspend the use of digital tickets on our lines as per the following:
 - (1) Restriction of the section to travel, boarding route, boarding method, entry and exit methods, or train to board, etc.
 - (2) Restriction or suspension of locations, numbers, times, and methods of sales
2. If restriction or suspension is imposed pursuant to the provisions of the preceding paragraph, a notice to that effect shall be posted on our company's website, sales sites, and at relevant stations.
3. Our company shall not be liable for any restriction or suspension of services based on this Article.

(Checking usage and purchase histories)

Article 16

1. Users can check their digital ticket usage and purchase histories on a sales site connected to the ticket management server. They can check their usage history only during the usage period of the relevant digital ticket.
2. Recipients can check their digital ticket usage history on the relevant website.
They can check their usage history only during the usage period of the relevant digital ticket.

(Validity and conditions of use)

Article 17 When using a digital ticket to board a train, passengers must observe, in addition to the conditions displayed on the ticket and those posted on our company's website and sales site, the conditions of use as defined as follows:

- (1) The validity of a digital ticket is limited to the purchase information etc. displayed on the screen of the information terminal that users carry with them.
- (2) Users are not permitted to use their digital ticket if the digital ticket purchase information cannot be confirmed due to a malfunction of their information terminal, a low battery charge, or other reasons.
- (3) In the case of item (2), the basic fare from the entry station to the exit station shall be charged.
- (4) Users are not permitted to board or disembark at any stations other than those set for each digital ticket.
- (5) Unless the unlimited ride section or the travel route is designated, the boarding route shall be the shortest route from the departure station to the destination station (excluding routes that require transfers on the Ikoma Line or Tawaramoto Line) as stated in the terms of use for each digital ticket. With a multi-ride type digital ticket, users can travel in either direction.
- (6) If the number of passengers is not displayed on the screen, it shall be assumed that the ticket can only be used by one passenger. In this case, all tickets incorporated in the digital ticket must be used by the same passenger throughout the validity period, and they are non-transferable once in use.
- (7) When using a digital ticket, the ticket can be used only once according to the information displayed on the screen. However, when using an excursion type or rail pass type digital ticket, there is no limit to the number of rides that can be made within the unlimited ride section.
- (8) For a round trip type digital ticket, its validity shall be terminated when the user disembarks with his/her return ticket, even if it is before the end of the validity period indicated on the screen.
- (9) For an excursion type digital ticket, its validity shall be terminated when the user disembarks with his/her return ticket at any station outside the unlimited ride section, even if it is before the end of the validity period indicated on the screen.
- (10) For a rail pass type digital ticket, the user can board and disembark as many times as he/she likes within the unlimited ride section during the validity period indicated on the ticket.
- (11) In order to use a digital ticket that incorporates a specially planned Limited Express ticket, the user must redeem it for a ticketless specially planned Limited Express ticket within the validity period. When, at a station or on a train, the user, etc. is requested to present a ticketless specially planned Limited Express ticket, he/she shall respond to the request by presenting the ticketless screen.
- (12) For a ticketless specially planned Limited Express ticket, the electronic data recorded in our central computer shall be the only valid and effective data. The user, etc. can board the relevant limited express train only if the ticketless screen presented by the user, etc. matches such data.
- (13) In the case of a digital ticket incorporating a specially planned ticket and a specially planned Limited Express ticket, the specially planned Limited Express ticket shall be used at the same time as the specially planned ticket incorporated in the digital ticket. It cannot be used in combination with another ticket.
- (14) If there is a specific time limit, even if the ticket is within the validity period, that limit shall apply.

(Distribution of digital tickets)

Article 18

1. A user may distribute part or the whole of a digital ticket purchased pursuant to the provisions of Article 7, Paragraph 3 to a recipient by scanning the distribution two-dimensional barcode or entering the

distribution input code. Digital tickets can be distributed provided that the validity period has not expired and none of the incorporated tickets have been used.

2. To receive the distributed ticket, the recipient must register as a member of E-Mall in advance.
3. If the recipient does not use the distributed ticket, he/she may return it to the user who distributed it pursuant to paragraph 1, provided that the validity period has not expired and none of the incorporated tickets have been used. The user can then distribute the returned digital ticket to another recipient.
4. The digital tickets that can be distributed shall be determined on a product-by-product basis.
5. The recipient of the distributed ticket shall be subject to equivalent obligations as those of the user under these regulations with regard to the use of the digital ticket.

(Cases where digital tickets become invalid)

Article 19

1. Digital tickets shall be invalid in any of the following cases:
 - (1) When a passenger uses a digital ticket obtained from another passenger who has already started a journey using the digital ticket.
 - (2) When a passenger boards a train without undergoing ticket inspection by an applicable ticket gate, etc., with no permission obtained from an attendant.
 - (3) When a passenger disembarks at any station other than those set for each digital ticket.
 - (4) When a passenger uses a digital ticket in a manner contrary to the use stipulated in these regulations.
 - (5) When a passenger uses a counterfeit, altered, or fraudulently created digital ticket.
 - (6) When a passenger uses a digital ticket as a means of other illegal riding.
2. When a passenger tries to use a counterfeit, altered, or fraudulently created digital ticket, the ticket shall be made invalid.

(Handling in the event of digital ticket malfunction)

Article 20 If a device that processes digital tickets becomes unable to handle them due to a system failure or other reason, the handling procedure shall be as specified separately.

(Procedure to handle entering and exiting at the same station)

Article 21

1. If a user, etc. enters the ticketed area of a station using a digital ticket, boards a train and disembarks at any station, and then, without exiting the ticketed area, boards a train again back to the starting station of the trip and exits the ticketed area, the user, etc. shall pay the basic fare for the section traveled in cash, and have the digital ticket returned to its unused state.
2. If a user, etc. enters and exits the ticketed area of a station using a digital ticket without boarding a train, he/she must pay the entrance fee to the station in cash and have the digital ticket returned to its unused state.

(Change)

Article 22

1. When using a digital ticket, users, etc. are not permitted to make changes to the section to travel (such as riding past the destination, changing directions, or changing routes).
2. Users are not permitted to change the usage period or validity period of a digital ticket that has already been purchased.
3. Users, etc. may change their ticketless specially planned Limited Express ticket to another ticketless specially planned Limited Express ticket that is currently available for reservation up to three times,

provided that the change is made before the time when the train shown on the ticketless screen departs the boarding station. In this case, no fee is required. The train after the change shall be within the validity period of the digital ticket and the section after the change must be within the individually determined section. If, after the start of the ride, a user, etc. needs a ride under transportation conditions that differ from those of the ticketless specially planned Limited Express ticket held by the user, etc., our company will collect a separate special limited express fare for the section concerned.

4. Changes to the ticketless specially planned Limited Express ticket as described in the preceding paragraph shall be made through the system. Any shortfall or excess arising from the change will be handled by the payment method used for the purchase of the digital ticket.

(Refund)

Article 23

1. If a user no longer needs his/her digital ticket, the ticket shall be handled in accordance with the procedures set out as follows:
 - (1) Users are entitled to process their own refunds for the purchased digital ticket until the end of the validity period provided that none of the incorporated tickets have been used. In the case of a digital ticket that incorporates a specially planned Limited Express ticket that has already been redeemed for a ticketless specially planned Limited Express ticket, the ticket can be refunded only before the departure time of the relevant limited express train. In this case, upon receiving a refund for the unused digital ticket, the existing seat reservation for the ticketless specially planned Limited Express ticket will also be canceled.
 - (2) The fee for a refund shall be determined on a product-by-product basis.
 - (3) Users are not permitted to request a refund for a digital ticket after the journey has begun. With the multi-ride type, refunds are not possible once a user has started using the digital ticket, even if he/she has unused tickets.
2. If a user has purchased multiple digital tickets in a single transaction, he/she is not permitted to receive a refund for the parts of the digital tickets that are no longer needed. If digital tickets have been distributed to recipients, all distributed tickets must be returned by the recipients. However, this only applies if none of the distributed tickets have been used.
3. The recipients of distributed digital tickets are not permitted to receive a refund for the distributed tickets themselves.
4. For purchases from an external sales site, the handling of refunds shall be determined by the provider of such site.

(Procedures for handling cases when trains are unable to operate)

Article 24

1. If train operation is suspended after users, etc. undergo ticket inspection by an applicable ticket gate, etc., they may request any of the following treatments, except in cases where they have continued their journey after accepting the suspended section or train delay. However, this does not apply when our company has notified that the train will be unable to operate or will be delayed, and users have purchased their digital ticket with full knowledge of that.
 - (1) If a user, etc. requests a free-of-charge return transportation during his/her outbound journey (including boarding with a one-way type ticket, boarding with an excursion type ticket before reaching the unlimited ride section, the first ride with a rail pass type ticket, or boarding with a multi-ride type ticket), our company shall consider the relevant digital ticket to be unused and shall return it to its unused state at the starting station of the journey. In the case of digital tickets that cannot be returned to their unused state (such as digital tickets incorporating a specially

planned Limited Express ticket), a refund shall be made at E-Mall (excluding where digital tickets have been purchased on an external sales site, in which case the declaration must be made on such site). If the user, etc. disembarks at an intermediate station on the way to the starting station of the trip during the free-of-charge return transportation, this shall be treated as a cancellation of the trip during the outbound journey as stated below.

- (2) If a user, etc. cancels the trip and requests a refund of the fare at an intermediate station on the outbound journey (including boarding with a one-way type ticket, boarding with an excursion type ticket before reaching the unlimited ride section, or the first ride with a rail pass type ticket), our company will collect the basic fare from the starting station of the trip to the station where the trip is canceled. The user must declare a refund at E-Mall by the end of the validity period of the relevant digital ticket (in the case of digital tickets purchased on an external sales site, the declaration must be made on such site). Refunds cannot be requested during the return journey (including boarding from the unlimited ride section to the destination station with an excursion type ticket) or for a multi-ride type ticket.
 - (3) If users, etc. are unable to reach their destination due to a disruption to the route specified on the digital ticket, they will be allowed to travel via an alternative route; provided, however, that travel via an alternative route that uses a limited express train will not be handled.
 - (4) Users, etc. who have a rail pass type digital ticket are not permitted to request a refund once they have used the ticket to board or disembark at least once after commencing their journey.
2. In the case of digital tickets incorporating a specially planned Limited Express ticket, the user, etc. may only request free-of-charge return transportation pursuant to item (1) of the preceding paragraph or a cancellation of the trip during the outbound journey pursuant to item (2) of the said paragraph. Refunds cannot be requested for specially planned Limited Express tickets or specially planned Limited Express coupons.

(Facility use tickets, etc.)

Article 25

1. If a user, etc. is unable to receive the benefits of a facility use ticket, etc. and is unable to achieve the purpose of the trip when using a digital ticket which incorporates a facility use ticket, etc., the user, etc. may request free-of-charge return transportation pursuant to Article 24, item (1), but only when our company acknowledges such reason.
2. A claim under the preceding paragraph cannot be made with regard to benefits, etc. that are obtained when a passenger enters into a separate contract with a facility, such as facility discount coupons incorporated into a digital ticket.

(Dispute resolution)

Article 26 If a dispute arises between a user, etc. and the provider of an external sales site, it shall be resolved between the user, etc. and such provider.