

Baggage GO Terms of Use

These terms and conditions stipulate the necessary matters regarding the use of "Baggage GO" (hereinafter referred to as "this service"), a baggage delivery matching service that matches customers who wish to have their baggage delivered with transport companies that have a cargo transport business license (hereinafter referred to as "transport companies") and delivers the baggage to its destination through a web system operated by JTB Corporation and MOMOA Co., Ltd. (hereinafter referred to as "the joint operators"), and apply to all matters related to the use of this service between customers who use this service (hereinafter referred to as "users") and the joint operators.

Article 1 (Consent)

Users may use the Service by agreeing to these Terms and Conditions.

Article 2 (Contents of the Service)

This Service is a service in which the user applies for baggage delivery using the online system operated by the joint operator in accordance with these Terms and Conditions, and enters into a transportation contract between the user and the transportation company. The transportation company will then accept the user's baggage (hereinafter referred to as "baggage"; this also includes items contained within baggage) and deliver it to the pickup point designated by the user.

2. The baggage transportation contract based on the use of this Service is established between the user and the transportation company when the transportation company issues a baggage receipt to the user in accordance with Article 6. This transportation contract is subject to the terms and conditions of the transportation company responsible for the transportation. In this case, the transportation company will, in principle, accept one piece of baggage per day and will store the baggage in the same condition as when it was entrusted to the user with the care of a prudent manager. Baggage that exceeds the storage period will be stored with the same care as its own belongings.

[Shipping Company]

MOMOA Co., Ltd.

[Applicable Transportation Terms]

https://www.jtb.co.jp/kokunai/baggage-go/okinawa/pdf/transportation_terms.pdf

3. In providing this service, JTB Corporation, our joint operator, will operate and manage the online system, while MOMOA Co., Ltd. will be responsible for matching shipping companies and arranging deliveries.

Article 3 (Baggage)

This service does not allow the handling of baggage containing the items listed below. Furthermore, if the co-operators or the shipping company accept such items without knowing that they are such items or without any apparent indication that they are such items, the co-operators or the shipping company shall

not be liable for any loss or damage to such items.

Furthermore, users must pack their luggage in a way that is appropriate for transportation and in line with its shape.

- (1) Items requiring special storage costs
- (2) Items that violate laws and regulations or public order and morals
- (3) Explosives and other dangerous items, unclean items, and other items that may cause damage to other baggage or facilities
- (4) Items whose nature is unsuitable for storage using this service
 - Cash, checks, bills, stock certificates, and other securities
 - Credit cards, cash cards, and other cards
 - Passports, exam tickets, vehicle inspection certificates
 - Fragile electronic devices (PCs, smartphones, tablets, etc.)
 - Items containing multiple pieces of personal information
 - Perishable items such as fresh food
 - Cremated remains, memorial tablets, and Buddhist altars
 - Guns and swords
 - Musical instruments
 - Pets such as dogs, cats, and small birds
 - Irreproducible manuscripts, original drawings, and film
 - Fireworks, kerosene, gas cylinders, paint thinner, and other flammable, combustible, or volatile items
 - Poisonous and hazardous substances
 - Antiques, art objects, and other items whose current value is difficult to assess
- (5) Items with a value of more than 100,000 yen per item
- (6) Items other than those listed above that the joint operator or the transportation company deems unsuitable for storage

Article 4 (Fees)

This service charges a service fee per baggage item. Unless otherwise notified by the carrier at the time of signing the transportation contract, delivery is generally limited to one delivery.

Baggage GO's service fee is calculated using the following formula (excluding tax):

Service Fee = Basic Usage Fee + (Baggage Fee × Distance Fee)

For detailed fees and cancellation fees, please visit the Baggage GO website.

Example of use within Okinawa main island)

item	Conditions/Contents	Amount/Formula	remarks
Basic usage fee	One piece of luggage	200 yen (excluding tax)	Fixed cost of using the service
	Multiple pieces of luggage (2 or more)	300 yen (excluding tax)	
Baggage fees	Per baggage	1,500 yen (excluding tax)	Additional charges apply depending on the number of pieces of luggage
Distance charge	Naha ⇄ Chatan	x1	Set your delivery area
	In the case of Chatan ⇄ Onna Village		
	In the case of Naha ⇄ Onna Village	× 2	

2. The Joint Operators will collect the fee set forth in the preceding paragraph from the User when collecting the User's baggage.

3. The fee set forth in Paragraph 1 of this Article will be charged at the time the Service accepts the User's baggage, and no refunds (including partial refunds) of the collected fee will be made for any reason.

Article 5 (Baggage Delivery Hours)

The baggage delivery hours for this service (hereinafter referred to as "Service Hours") shall be the hours provided by the carrier at the time of the conclusion of the transportation contract, and shall be set as one day. This service only accepts same-day deliveries. Users may not deposit or collect baggage outside of these Service Hours.

Article 6 (Issuance of Baggage Receipt)

To use the Service, Users shall apply by entering the necessary information into the application form on the Service's designated website. The Joint Operators will review the application and select a shipping company to accept the User's application. The selected shipping company will issue a baggage receipt to the User directly or electronically via the Joint Operators' website when the User or their designated agent (such as a concierge at an accommodation facility) collects the baggage.

2. Baggage delivery will be carried out by the shipping company that issues the baggage receipt referred to in the preceding paragraph.

Article 7 (Storage Period)

The storage period for baggage delivery is limited to the service hours on the day the baggage is deposited with the carrier (hereinafter referred to as the "deposit date"), and the user must collect the baggage within the service hours on the deposit date. However, this does not apply if the carrier informs the user at a separate counter.

2. If the baggage is not collected within the service hours, it will be delivered on the following business day or later.
3. If the user does not collect the baggage within the service hours on the deposit date, the carrier will charge a late fee equal to the delivery fee for that baggage per baggage and per day of postponement.

Article 8 (Return of Baggage)

Baggage will be returned upon exchange for the baggage receipt.

2. If a user loses their baggage receipt, they must contact the shipping company. In this case, the shipping company will return the baggage only after verifying the user's identity in a manner specified by the shipping company, such as requesting the presentation of a passport or other identification and receiving a declaration regarding the characteristics of the baggage's exterior and contents.
3. If late fees have been incurred for baggage pursuant to the previous article, the shipping company may exercise its right of retention on the baggage until the late fees are paid.

Article 9 (Disposal of Baggage)

If the User fails to claim the Baggage within one month of the date of deposit, fails to pay the late fee under Article 7 of these Terms and Conditions, or if the Joint Operators reasonably determine that the User cannot be contacted, or if the Joint Operators determine that it is difficult to continue providing the Service between the User and the Joint Operators, the Joint Operators and the Transport Company may deem the User to have waived their rights to the Baggage and may sell or otherwise dispose of (hereinafter referred to as "Disposal") the Baggage at the Transport Company in the presence of a fair third party. However, notwithstanding the first paragraph of this Article, if the Baggage is susceptible to deterioration or perishability, or if the Transport Company deems it necessary for other reasonable reasons, the Transport Company may immediately dispose of the Baggage.

2. If the Joint Operators and the Transport Company dispose of the Baggage pursuant to the provisions of the preceding paragraph, they will apply the proceeds to cover the costs incurred in storing and disposing of the Baggage.

Article 10 (Damages)

In the event of loss or damage to baggage due to the negligence of a joint operator or the transportation provider, liability for damages shall be limited to (i) for damages due to loss of baggage, the value of the baggage (current market value) up to 100,000 yen per piece of baggage, or (ii) for damages due to damage to baggage, the value of the baggage (current market value) up to 100,000 yen depending on the

degree of damage. Indirect damages arising from such loss or damage shall not be covered by compensation. However, this does not apply if such damage is caused by the willful misconduct or gross negligence of a joint operator or the transportation provider.

2. A user shall be liable to compensate a transportation provider for damages caused by a defect or nature of baggage, or for damages caused by the willful misconduct or negligence of a joint operator or the transportation provider through failure to fulfill the obligations set forth in these Terms and Conditions.

Article 11 (Disclaimers)

The joint operators and the carrier shall not be liable for compensation for damages, such as loss or damage to baggage (including indirect damage resulting from loss or damage to baggage), caused by any of the following reasons:

(1) Defects or natural wear and tear of the baggage; (2) Fire, explosion, dampness, mold, decay, discoloration, rust, or other similar causes due to the nature of the baggage; (3) Strike or stall, social unrest or other incident, or robbery; (4) Fire caused by force majeure; (5) Earthquake, tsunami, high tide, flood, storm, landslide, collapse of mountains, or other natural disaster; (6) Opening, confiscation, seizure, or delivery to a third party due to the exercise of laws and regulations or public authority; (7) Delivery to a third party due to loss or theft of the baggage receipt; (8) Cases resulting from a user's violation of these Terms and Conditions; (9) Damage caused by the user's intentional or negligent acts in addition to those set forth in this Article.

Article 12 (Handling of Personal Information)

The joint operators will use the information you provide for the Service within the scope of the following purposes. Information will not be collected or used for any other purpose without your consent.

- ① To match baggage delivery.
- ② To contact you regarding baggage delivery if it is not picked up on the day of use.
- ③ To conduct follow-up surveys to provide the Service and expand its features.

(1) The joint operators will jointly use personal information as follows.

-Person responsible for managing personal data: MOMOA Co., Ltd.

-Purpose of use by joint users: Same as "Purpose of use" above.

-Items used: Name, telephone number, email address

-Scope of joint users: JTB, transportation companies matched by the joint operators.

Article 13 (Language)

The original text of these Terms shall be in Japanese. If a translation of these Terms is prepared in English or another language and a discrepancy arises between the translation and the Japanese text, the interpretation of the Japanese text shall prevail.

Article 14 (Governing Law)

These Terms and Conditions shall be governed by and construed in accordance with the laws of Japan.

Article 15 (Jurisdiction)

Any disputes arising in connection with the Service or these Terms and Conditions shall be subject to the exclusive jurisdiction of the Tokyo District Court as the court of first instance.

Article 16 (Changes to these Terms)

The Co-operators may change the terms of this Service or these Terms at their discretion without obtaining the User's consent. If changes are made to these Terms while the User is using this Service, the terms in effect at the time of the establishment of the individual user agreement shall apply.

Established: November 30, 2025