

FEELCYCLE Membership Terms and Conditions

Chapter 1 General Rules

These Terms and Conditions shall apply to the Use Agreement between Our Company, Partners, and the Members, as well as all relationships pertaining to the utilization of the Facilities and the Services, and the Members shall agree with the Terms and Conditions before they utilize the Facilities and the Services.

Article 1 (Definitions)

For the purpose of these Terms and Conditions, the following terms shall be used with the respective meanings set forth below.

| Term | Term definition |
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| Services | “FEELCYCLE”, which is a fitness service provided by Our Company or a Partner |
| Our Company | FEEL CONNECTION Inc. |
| Facilities | Facilities under contract with Our Company and that provide the Services |
| Partner | A corporation or individual that has contracted with Our Company and operates the facilities that provide the Services |
| Use Agreement | An agreement on the utilization of the Facilities and the Services concluded between Our Company or a Partner and Members. |
| Members | Those who have agreed to these Terms and Conditions and have completed member registration in accordance with the procedures specified by Our Company |
| Web Account | An online account issued by Our Company to a Member for the use of the Services |
| Membership Fee | A fee paid by Members to the Company to use the monthly membership fee system of the Services |
| Admission | Entering into the Use Agreement to use the Services |
| Membership Suspension | The suspension of use of services for a specified period in accordance with the prescribed procedures |
| Membership Resumption | The resumption of use of services following a Membership Suspension in accordance with the prescribed procedures |
| Cancellation | Termination of a Service Use Agreement under the Monthly Membership Plan |
| Withdrawal | The suspension of the Member’s web account |
| Expulsion | The compulsory termination of a Member’s membership by Our Company |
| Usage Fees | The fees for the Services, as determined by Our Company or a Partner from time to time |

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|------------------------|---|
| Registered Information | The membership information provided by the Member to Our Company |
| Period of Duration | The period during which a Member is required to maintain the Use Agreement, as specified in the application form or related documents executed by the Member at the time of Admission |
| Cancellation Fee | A fee paid by a Member under the conditions separately specified by Our Company in accordance with the contents of the application form or related documents executed by the Member at the time of Admission, if the Member cancels the Use Agreement during the Period of Duration set forth in such application form or related documents |

Article 2 (Management Company)

Our Company or a Partner shall manage the operation of the Facilities and the Services.

Article 3 (Purpose)

The purpose of the Services is to maintain and promote the beauty and health of Members.

Chapter 2 Members

Article 4 (Membership Requirements)

Members must meet all of the following conditions:

- (1) They agree with the purpose of the Services, and understand and comply with the content of the Terms and Conditions and other rules;
- (2) They have no health problems and a doctor has not forbidden them to exercise;
- (3) They are not adult wards or persons under curatorship;
- (4) They are free from heart disease, hypertension, skin disease, contagious disease, mental illness or any other diseases similar thereto;
- (5) They have no tattoos with a length and width of 5 cm or more or that cannot be covered with clothing, etc;
- (6) They have no relationships with anti-social forces;
- (7) They are not pregnant;
- (8) In the case of a minor aged 16 and over, with the consent of a person with parental authority;

(9)They are not engaged in the same or similar services;

(10)They live in Japan and can continue to use the Services;

(11)They do not violate the load limit for exercise bikes (weight limit of 110 kg); and

(12)As a result of a review by Our Company or a Partner, they are accepted as appropriate for using the Services.

Article 5 (Admission Procedures)

A person who wishes to become a Member shall agree with the Terms and Conditions and then apply for membership in accordance with the procedures specified by Our Company or a Partner.

Article 6 (Admission Fee)

1.A person whose application for admission was approved by Our Company shall pay Our Company or a Partner, as an admission fee, the amount separately specified by Our Company or a Partner at the time of admission. Our Company or a Partner will not refund the admission fee paid for any reason.

2.The person shall be qualified as a member at the point of payment of the admission fee.

Article 7 (Membership Card)

1.Our Company and Partner shall physically or electronically issue a membership card to the Member to prove the membership qualification.

2.Members shall be required to bring their membership card when entering the Facilities.

3.If a Member does not bring his/her membership card, he/she may not use the Facilities and the Services.

4.Membership cards shall not be lent or transferred to third parties.

5.In the case of loss of membership, the Member shall promptly return his/her membership card to Our Company or a Partner.

6. If a Member loses his/her membership card, the Member shall pay the prescribed reissue fee to Our Company or a Partner at the time of reissuance.

7. Our Company and Partner shall issue a member web account to each Member.

Article 8 (Qualifications for Use)

A Member who falls under any of the following items may not use the Facilities and the Services.

- (1) Is pregnant
- (2) Is under the influence of alcohol (including being hung over)
- (3) Is in possession of any dangerous goods such as a blade
- (4) Is deemed unfit to take a lesson safely due to poor physical condition
- (5) Is recognized as possibly being affected by an infection
- (6) Fails to comply with the Terms and Conditions and any other rules and/or staff instructions
- (7) Has an injury or illness
- (8) It is found to be difficult to use the Services safely due to circumstances such as an inability to understand detailed instructions regarding movements given by an instructor through verbal, vocal or visual information
- (9) Has been expelled from membership in the past
- (10) Does not satisfy any of the Items of Article 4.

Article 9 (Usage Fee)

1. If a Member uses the Facilities and the Services, the Member shall pay the usage fee prescribed by Our Company or a Partner in accordance with the method prescribed by Our Company or such Partner. If the Member fails to make such payment, Our Company shall issue a demand for payment and collect the outstanding amount in accordance with the prescribed procedures. If necessary, legal measures may be taken.

2. If the fee is paid by a Member using a credit card, such payment shall be made with a credit card that is in the name of the Member (including the name of the person with parental authority for a minor) (including family cards with the Member's name printed on the face of the card). Payment with a debit card is not accepted.

Article 10 (Refund of the Usage Fee)

1.The usage fee may be refunded or the credit card settlement may be cancelled only if any of the following applies.

(1)When it is found to be difficult to use the Services for health reasons (in such case, the Member shall be required to submit documentary evidence such as a medical certificate to Our Company or a Partner.)

(2)Other cases where the approval of Our Company or a Partner has been obtained

2.The amount of the refund shall be calculated according to the calculation method specified by Our Company for each ticket type, and the refund shall be made by transferring the amount to an account designated by the Member. Any bank fees for the refund shall be borne by the Member.

3.Notwithstanding the provisions of the preceding paragraph, Our Company may set off the obligation to refund the usage fee, etc. to a Member against its claim against the Member for the corresponding amount.

4.Except for the case set forth in Paragraph 1, Our Company shall not refund the usage fee for any reason.

Article 11 (Use of the Facilities)

1.In order to facilitate the use of the Services, Our Company and Partners shall, in principle, require a reservation for use. Reservation times and reservation methods shall be separately determined by Our Company or a Partner.

2.When using the Facilities, Members shall use the restrooms and locker room according to their gender registered on their respective family register.

Article 12 (Cancellation of Reservation)

If a Member cancels lessons three (3) or more times between the first day and the last day of each month without notice, Our Company and Partners may limit the number of lessons that the Member can simultaneously make a reservation for in the following month. In addition, if a Member cancels a service for which cancellation charges have been set by Our Company or a Partner, such Member shall pay such cancellation charges to Our Company or such Partner.

Article 13 (Prohibition of Transfer of Membership and Use Rights, Name Change, etc.)

Unless otherwise approved by Our Company or a Partner, a Member may not lend, assign, provide as security or pledge the Member's qualifications and the use rights of various tickets, etc. to any third party, or change the name thereof.

Article 14 (Registered Information)

1. When the Registered Information provided to Our Company is modified or found to be untrue, the Member shall correct it immediately.

2. Our Company shall handle the Registered Information and other personal information in accordance with the privacy policy (<https://www.feelcycle.com/privacy/>) and the personal information handling policy (<https://www.feelcycle.com/accept/>).

Article 15 (Prohibited Acts, etc.)

1. Each Member shall not:

(1) take a picture of or record the inside of the building or a lesson without the permission of Our Company or a Partner;

(2) buy/sell goods or conduct sales activities such as personal training and solicitation in the Facilities without the permission of Our Company or a Partner;

(3) engage in an act of solicitation (including solicitation of group membership) whether for profit or for non-profit;

(4) engage in an act of defaming other users or the Facilities' staff (including posting on the Internet, such as SNS);

(5) engage in acts against public manners and morals such as acts of violence toward others and placing graffiti on the equipment of the Facilities;

(6) bring any pets or animals into the Facilities;

(7) smoke cigarettes (including electronic cigarettes and smokeless cigarettes) or drink alcohol in the Facilities;

(8) interfere with the business of an employee or instructor of Our Company or a Partner;

(9) engage in acts of causing other users and the Facilities' staff inconvenience or disturbing the use of the Facilities or the Services, such as engaging in stalking or harassment, including sexual harassment;

(10)engage in an act of interfering with the use of the Facilities or the Services by other users or the Facilities' staff;

(11)allow a person under the age of 16 to enter the Facilities;

(12)disclose, lend, assign, sell, pledge, etc. the ID/password for Our Company's web accounts to a third party, allow a third party to use the same, or use a third party's WEB accounts;

(13)engage in acts that, as determined by the Company or a Partner, unreasonably interfere with other Members' reservation opportunities, such as creating a new Web Account or multiple Web Accounts to reserve lessons without any intention or reasonable plan to use the Services, and repeatedly canceling such reservations;

(14)engage in acts of disturbing the usage of the Services by other users, such as utilizing an automatic reservation program or software to reserve lessons in a manner Our Company deems unreasonable, reserving lessons he/she does not intend to take, or repeatedly canceling reservations;

(15)violate the Terms and Conditions and/or any other rules, or any matters stipulated by Our Company or a Partner;

(16)engage in acts of disturbing the order of the operation of the Facilities, such as impairing the honor or credibility of Our Company or a Partner or not being cooperative with other users;

(17)engage in acts of causing trouble to other users or the Facilities' staff, including intimidating them, such as by shouting and/or making strange noises or blocking their paths when using the Facilities or the Services;

(18)engage in dangerous acts that intentionally damage the equipment of the Facilities or cause other users or the Facilities' staff to be fearful;

(19)engage in acts that are found to harm the dignity of a Member;

(20)engage in an act of significantly disturbing Our Company, Partner or the Facilities' staff by making an unreasonable request, etc.;

(21)engage in an act of giving the Facilities' staff a present or contact information;

(22)engage in an act of soliciting the Facilities' staff to be employed at another company or headhunting;

(23)engage in an act of entering the Facilities or use the Facilities or the Services under the influence of alcohol;

(24)engage in an act of interfering with the provision of the Services, such as turning on the light of a wearable device, etc. during a lesson;

(25)engage in an act of occupying a single or several lockers at the time when he/she is not taking a lesson;

(26)engage in an act of providing false information to Our Company;

(27)engage in an act of using a credit card that is in the name of another person (excluding the payment of the usage fee, etc. by a minor with a credit card that is in the name of the person with parental authority);

(28)engage in an act of exposing any tattooed part in the Facilities;

(29) in the Facilities or an event site hosted by Our Company, use self-made products by using the copyrighted works including Our Company's logo or images of the Facilities' staff without permission, and distribute or sell such products to several persons.

(30)engage in an act that violates laws and regulations or is contrary to public order or morality;

(31)engage in any other acts that Our Company or a Partner judges as inappropriate.

2.Members shall use the Facilities and the Services under the instructions of the Facilities' staff.

Article 16 (Loss of Membership)

When a Member falls under any of the following items, he/she shall lose the membership at the time of falling under the cause and if the Use Agreement still exists, it shall be terminated at the time.

(1)Death of the Member

(2)Expulsion of the Member

(3)Suspension of the Member's web account

Article 17 (Membership Suspension)

1.When a Member under the contract of a monthly membership fee plan wishes to suspend the membership, he/she shall be allowed to suspend the membership in accordance with the procedures specified by Our Company or a Partner except in the case of membership types that do not have a suspension system. Please note that membership cannot be suspended unless the

Member completes the membership suspension procedures specified by Our Company or a Partner. Application for membership suspension orally, by telephone, or by e-mail is not accepted.

2.The Member who suspended the membership shall pay to Our Company the administrative fees for membership suspension specified by Our Company during the suspension period.

3.The Member who has been under a Membership Suspension shall carry out the Membership Resumption procedures, in accordance with the procedures specified by Our Company or a Partner, when resuming the use of the Services.

Article 18 (Cancellation)

1.A person who wishes to cancel the Use Agreement shall carry out the cancellation procedures in accordance with the procedures specified by Our Company or a Partner. Please note that the Use Agreement is cancelled on the cancellation date specified in the procedures specified by Our Company or a Partner after the Member carries out the procedures. Application for cancellation orally, by telephone, or by e-mail is not accepted.

2.The usage fee shall be charged until the cancellation date irrespective of whether or not the Member has used the Facilities, and he/she shall pay usage fee to Our Company.

3.Our Company will charge the administrative fees and usage fees unpaid by the Member who carried out the cancellation procedures to the registered credit card of the Member, if any. To note, if a Member cancels a plan that stipulates a Period of Duration as a condition for a membership fee discount during such period, Our Company will charge a Cancellation Fee.

Article 19 (Withdrawal)

1.When a Member wishes to withdraw from the membership, he/she shall apply for withdrawal by contacting the customer center after the cancellation of the Use Agreement.

2.The Member shall be deemed to have withdrawn from the membership when Our Company deactivates the web account of the Member.

3.The Member, when he/she wishes to have his/her credit card information deleted at the time of withdrawal, shall apply to the customer center to that effect, and Our Company shall send the deletion request to the settlement proxy company upon acceptance of the application.

Article 20 (Expulsion)

1.If a Member falls under any of the following Items, Our Company or a Partner may expel the Member.

(1)When Registered Information is found to be untrue and the Member refuses to modify it

(2)When it is found that the Member does not fall under any of the Items of Article 4

(3)When the Member has committed an act in violation of Article 15

(4)When it is found that the Member has a known disorder that causes temporary muscle spasms or loss of consciousness

(5)When the Member violates the Terms and Conditions

(6)When Our Company or a Partner judges that the Member is not qualified to be a member

2.If a Member is expelled pursuant to the preceding Paragraph, he/she may not make a claim for damages to Our Company or Partners.

3.Members shall comply with the matters that they are required to observe when using the Facilities or the Services, in accordance with these Terms and other related rules.

Chapter 3 Administrative Management

Article 21 (Administrative Management)

Our Company and Partners shall manage and operate the Facilities and the Services in accordance with the following Items:

(1)Any and all administrative management of the Facilities and the Services shall be conducted under the responsibility and authority of Our Company and Partners;

(2)Our Company and Partners may establish rules concerning administrative management, such as the usage of the Facilities and the Services, and may change them; and

(3)Any lesson and instructor reservations made by a Member may be changed or cancelled due to Our Company's reasons. In such cases, notification to that effect shall be given to the Member who made the reservation upon such decision; provided, however, that in the case of a sudden change, notification may not be sent.

Article 22 (Obligation to Comply with Various Rules)

In using the Facilities and the Services, Members shall take prescribed procedures and comply with the Terms and Conditions and other rules, as well as matters relating to administration management prescribed by Our Company and Partners.

Article 23 (Holidays)

The holidays determined by Our Company and a Partner, including the year-end and New Year holidays, summer holidays, and non-business days due to the inspection, maintenance, remodeling of equipment, or in-house training, etc., shall be considered as non-business days of the Facilities.

Article 24 (Business Hours)

Business hours shall be decided by each facility.

Article 25 (Indemnification of Our Company and Partners)

Each Member shall, at its own responsibility, manage his/her belongings in the Facilities. Our Company and Partners shall not be liable to provide any compensation for any theft or other accident that occurs inside the Facilities unless such accident is caused by the gross negligence of Our Company or a Partner.

Article 26 (Lost and Found Items)

With respect to a lost item arising in connection with the use of the Facilities or the Services, such item shall be disposed of, in principle, after the lapse of the retention period of thirty (30) days including the date of finding, as if such Member had waived all rights thereto, and the Member shall not make any objection to such disposal; provided, however, that Our Company and Partners may dispose of clothes and drinks, etc. even before the expiry of the retention period, if they are likely to cause health and safety problems such as mold and decay.

Article 27 (Exemption from Liability for Damages)

1. Our Company and Partners shall not be liable for any damage incurred by Members while they are using the Facilities or the Services unless such damage is caused by an intentional act or negligence on the part of Our Company or a Partner.

2. Even in the case where Our Company or a Partner is liable for damages to a Member, the scope of damages shall be limited to direct and actual damages and the maximum amount of compensation shall be the total usage fee the Member paid to Our Company or a Partner;

provided, however, that this shall not apply to the case where it is attributable to willful act or gross negligence on the part of Our Company or a Partner.

3. Our Company and Partners shall not be involved in any disputes or troubles that occur between Members unless there is a willful act or gross negligence on the part of Our Company or a Partner, and Members may not make a request to Our Company or a Partner for the resolution of the relevant disputes or troubles.

Article 28 (Liability of Members for Damages)

If a Member causes damage to Our Company, a Partner, another Member, or a third party in violation of the Terms and Conditions or for reasons attributable to the Member, such Member shall compensate for such damage.

Article 29 (Change of Various Fees)

Our Company and Partners may change the admission fee, membership fee, and usage fee, etc. by taking into consideration changes in social and economic conditions.

Article 30 (Responsibility for Accidents)

In using the Facilities, each Member shall act under his/her own responsibility in accordance with the Terms and Conditions and other rules and regulations and the instructions of the facility management manager and Facilities' staff, and may not make a claim for any damages against Our Company or a Partner or the Facilities' staff if any accident such as an injury occurs due to a violation of these rules and regulations and/or instructions.

Chapter 4 Others

Article 31 (Closure or Restriction on Use of the Facilities)

If operation of the Facilities is not possible or is difficult due to any of the reasons set forth in the following Items, Our Company and Partners may close all or part of the Facilities, restrict the use of the Facilities or the Services, or cancel the Use Agreements with Members. In such cases, Members may not make any objection, including for compensation for damage caused by the aforementioned measure, regardless of the name thereof, to Our Company and Partner.

(1)When laws and regulations are enacted, revised or abolished, or when administrative guidance is given

(2)When a natural disaster or other force majeure event occurs

(3)When there are remarkable changes in social and economic conditions

(4)When inspections, improvements and necessary facility modifications are carried out in accordance with laws and regulations

(5)When Our Company or a Partner finds it necessary or there is any other unavoidable reason

Article 32 (Amendment of the Terms and Conditions)

1.Our Company and Partners may revise the Terms and Conditions and other rules as necessary.

2.If Our Company or a Partner revises the Terms and Conditions and other rules pursuant to the preceding Paragraph, it shall notify Members in advance of the implementation of such revisions and the content of the revised Terms and Conditions and other rules, as well as the effective date, by posting such information on the website or by other methods.

3.If a Member does not make a request for withdrawal during the period from the date of notification of the revision of the Terms and Conditions and other rules to the effective date under the preceding Paragraph, such Member shall be deemed to have agreed to such revision, and shall be obliged to comply with the revised Terms and Conditions and other rules.

Article 33 (Detailed Rules, etc.)

Matters not provided for in the Terms and Conditions and matters necessary for the operation shall be separately set forth in detailed rules and/or other rules.

Article 34 (Miscellaneous Provisions)

1.Members, unless approved by Our Company in advance in writing, may not assign or otherwise dispose of or provide as security all or part of the rights under the Terms and Conditions and the Use Agreement of the Services.

2.Any doubt arising with respect to the interpretation of matters provided for herein shall be resolved through consultation between Our Company or a Partner, as applicable, and the relevant Member.

3. Any matters not stipulated herein shall be subject to the Civil Code and other laws and regulations.

4. The district court having jurisdiction over the location of the head office of Our Company or the summary court shall be the exclusive agreed jurisdictional court of first instance for any disputes concerning the Facilities, the Services, the Use Agreement and the Terms and Conditions.

Article 35 (Effectuation)

These Terms and Conditions shall become effective on January 1, 2026.