

ANA Mileage Club Terms and Conditions

Chapter 1 General Rules

Article 1 Purpose

All Nippon Airways Co., Ltd. (hereinafter referred to as “ANA”) manages the ANA Mileage Club (hereinafter referred to as “AMC”), a membership program that provides Awards to its customers in return for their use of the products and services of ANA and its Participating Program Partners. These ANA Mileage Club Terms and Conditions (hereinafter referred to as these “Terms and Conditions”) set out the various conditions agreed between the Members and ANA on the use of the AMC. By becoming or continuing to be a Member of AMC, the Members are considered to agree that these Terms and Conditions apply to their use of the AMC. In using the AMC, these Terms and Conditions, as well as details of the Awards, number of Miles to be accrued, conditions for accruing Miles, required Miles and other conditions separately provided by ANA, will apply.

Article 2 Definitions

“Member” means a customer who has applied to join the AMC and whose membership has been approved by ANA.

“Miles” means points that a Member earns (hereinafter referred to as “accrue” or “accrual”) by using the eligible services, etc., and which can be used for the redemption of Awards.

“Bonus Miles” means the Miles earned, in addition to the regular accrued Miles, when the prescribed conditions are satisfied.

“Mileage Account” means the account to which accrued Miles are credited.

“Awards” means the products and services provided by ANA or Participating Program Partners (including Partner Airlines) at the Member’s request for the redemption of Miles.

“Flight Awards” means flight tickets offered by ANA or its Partner Airlines as Awards.

“Upgrade Awards” means Awards whereby a service is provided to upgrade flight classes under prescribed conditions.

“Partner Airline” means an airline that offers Miles to accrue, Flight Awards or Upgrade Awards to Members under certain conditions.

“Participating Program Partner” means a company that offers Miles to accrue or products and services as Awards to Members who use its products and services based on its partnership with ANA.

“Membership Card” is a general term for various types of AMC Cards issued to Members to show their AMC membership. This includes AMC Cards, ANA Cards and Affiliated Cards (including digital cards).

“AMC Card” means a Membership Card issued independently by ANA.

“ANA Card” means a Membership Card jointly issued by ANA and a credit card company that has the name ANA CARD printed on the surface of the card.

“Affiliated Card” means a Membership Card jointly issued by ANA and a Participating Program Partner.

“Awards User” means the user of the Awards designated by a Member, and who is a relative within the second degree of kinship of the Member (including the same-sex partner of the Member).

“Diamond Service,” “Platinum Service” and “Bronze Service” mean the services offered to Premium Members who have fulfilled the requirements prescribed by ANA.

“Premium Member” is a general term for Diamond Service, Platinum Service and Bronze Service members.

“Super Flyers Member” means a member who complies with these Terms and Conditions and the ANA Super Flyers Member Regulations. Those who have fulfilled the requirements prescribed by ANA and submitted specified applications are eligible to become Super Flyers Members.

“ANA SKY COIN” means an electronic coupon that can be used to pay for flight tickets and travel goods (domestic tours and overseas tours, etc.) on the ANA website or other channels

“Star Alliance” means an airline alliance consisting of multiple airlines, of which ANA is a member.

“Star Alliance Gold Member” means a status granted to a customer who frequently flies with Star Alliance member airlines and satisfies certain conditions. With respect to ANA Mileage Club, customers who have fulfilled the requirements for Diamond Service members, Platinum Service members, and Super Flyers Members are eligible.

“Star Alliance Silver Member” means a status granted to a customer who frequently flies with Star Alliance member airlines and satisfies certain conditions. With respect to ANA Mileage Club, customers who have fulfilled the requirements for Bronze Service members are eligible.

Article 3 Enrollment

Customers who have agreed to these Terms and Conditions, applied for the AMC, and passed the screening of ANA will be officially accepted as AMC members. Applications for ANA Cards or Affiliated Cards will also be examined by partner credit card companies or Participating Program Partners issuing the Affiliated Cards.

Article 4 Commencement of Membership

1. Once ANA receives an application for membership and opens a Mileage Account for a Member after screening, the membership of the customer becomes effective, and thereafter a membership number will be sent to the Member. Membership may not be granted as a result of screening.

2. Each Member is eligible to use only one Mileage Account. If ANA becomes aware that one Member holds more than one Mileage Account, ANA reserves the right to integrate them. Miles from the same transaction cannot be credited to more than one account. If there are any Miles from the same transaction that have been credited to more than one account as described above, ANA reserves the right to correct the situation without giving any notice to the Member.
3. The Member will be required to enter the membership number and the password, etc. to verify the Member's identity in using various services, including applications for the redemption of Awards, etc. The Member should keep the membership number and the password, etc. in strict confidence and ensure that they will not become known to any third party.
4. Members are prohibited from allowing a third party to use their membership numbers and passwords, etc., or assigning, selling, pledging or otherwise lending them to a third party. ANA will consider any and all actions conducted using the membership number and password, etc. as actions of the Member, and shall not be liable for any damage caused by insufficient management, etc. of the membership number and password, etc.
5. If a Member did not set a password when applying for membership, ANA will set an initial password. In such a case, the Member should take appropriate actions to protect it from unauthorized use, such as changing the initial password immediately after the membership number is issued, changing the password on a regular basis, and avoiding using a password that can be easily guessed by a third party.
6. Except where there is willful misconduct or gross negligence on the part of ANA, such as where ANA fails to take proper technical and organizational measures to avoid a leakage of information, ANA shall not be held responsible for Awards fraudulently obtained due to a third party's unauthorized access to the Member's password.

Article 5 Use of the Membership Card

1. ANA issues Membership Cards to Members.
2. ANA (and its joint issuers, if any) retains ownership of Membership Cards, and lends them to Members. If there is a signature panel on the Membership Card, Members must immediately sign their names on it.
3. A Member's name and membership number (including the numbers provided by Participating Program Partners issuing Affiliated Cards or partner credit card companies; hereinafter referred to as the "Card Information") are shown on the Membership Card. A Membership Card can only be used by the Member.
4. All claims for the accrual of Miles to a Mileage Account, balance inquiries, and redemptions, cancellations of Awards and other procedures must be made by the Member themselves. Upon receiving such claims, ANA will perform customer verification by asking certain information about Members as separately specified by ANA. If certain information about the Member is properly presented, ANA will consider the claims to be a proper exercise of rights by the Member. In the event ANA later finds out that a wrongful act was performed by an

unauthorized person concerning any use based on the said claim, ANA shall not have any responsibility for any damage suffered by the Member therefrom. However, this shall not apply if ANA knew or could have easily known that such act was performed without any authorization or there is willful misconduct or gross negligence on the part of ANA. Claims for the accrual of Miles, balance inquiries and procedures for redemptions for Members who are infants or children may be made by a parent or legal guardian.

5. Members should use and manage their Membership Cards and Card Information with the diligence of a good manager. Members are strictly prohibited from lending or transferring their Membership Cards or offering them as collateral to third parties. Unless it is necessary to exercise the rights recognized in these Terms and Conditions, Members are prohibited from allowing third parties to use their Card Information.
6. In the event of loss, theft, damage or defacement, etc. of a Membership Card, ANA will reissue a Membership Card at the request of the Member after ANA screens and approves such request. (In the case of ANA Cards and Affiliated Cards, its partner credit card companies or Participating Program Partners issuing the Affiliated Cards will also participate in the screening.) In such case, a set fee will be charged to the Member for issuing the Membership Card.
7. ANA will designate the names of Membership Cards separately. Members cannot hold multiple Membership Cards with the same card name. However, exceptions may be made if ANA agrees.

Article 6 Services Provided by Partner Airlines and Participating Program Partners

1. Partner Airlines and Participating Program Partners assume all responsibility for the products and services that they offer (including advertising and other promotional activities), and ANA does not guarantee the merchantability, fitness for purpose, up-to-dateness and accuracy, etc. of such products and services.
2. In redeeming the Awards offered by Partner Airlines or other Awards offered by Participating Program Partners, the Members will comply with the conditions of each Partner Airline and Participating Program Partner. However, applications for, changes, cancellations and refunds, etc. of Awards are subject to the terms and conditions specified by ANA.
3. Members are not permitted to share, combine or transfer points, etc. offered by Partner Airlines or Participating Program Partners with the accrued Miles. In the event of a cancellation or refund, etc. of the products and services offered by Partner Airlines or Participating Program Partners, ANA reserves the right to cancel the accrued Miles even after their accrual has been completed.
4. ANA shall not be held responsible to Members for changes in various conditions, including termination of or changes in the partnerships with Partner Airlines or Participating Program Partners, cancellation of Awards offered by them, Miles accrued from using their products and services, and Miles necessary for redeeming Awards.
5. ANA reserves the right to change or terminate partnerships with Partner Airlines and Participating Program Partners based on its judgment. However, ANA will give its Members

prior notice when it changes or terminates partnerships with Partner Airlines or Participating Program Partners. Awards that have been issued will be valid for the period stated therein regardless of the termination of or change in the partnership.

Chapter 2 Accrual of Miles

Article 7 Eligibility for Accrual of Miles

1. Members can accrue Miles based on the standards provided by ANA or the Partner Airlines when flying with ANA or the Partner Airlines under certain conditions. ANA has the right to freely change the standards used for the accrual of Miles, such as eligible sectors, cabin classes, booking classes, fares and accrual rates, as necessary.
2. Members can accrue Miles after using the products and services offered by Participating Program Partners in accordance with their designation. Participating Program Partners can freely change products and services eligible for accruing Miles as necessary.

Article 8 Methods for Accruing Miles

1. Members will accrue Miles based on the ticketed booking class, regardless of the actual class they board. In case of a downgrade, however, the Miles will accrue based on the actual cabin class. Members are not eligible to accrue Miles unless they actually travel on the flights they booked.
2. Each Member can only accrue Miles once per flight per Member, regardless of the number of seats purchased.
3. Unless otherwise specified, Members who accrue or earn points in the customer programs of Participating Program Partners are not eligible to accrue Miles at the same time.
4. Miles are accrued when the Miles are recorded in the Members' Mileage Accounts. Members may not apply for redemption of their Miles for Awards until they are recorded in their Mileage Accounts.
5. In the event the Miles were not automatically recorded in the Mileage Accounts even though membership had been obtained on the boarding date for a flight eligible for the accrual of Miles or as of the date of purchase of the products or use of the services offered by Participating Program Partners, Members may make a claim for the accrual of these Miles in the manner prescribed by ANA only within 6 months from the said boarding date or date of purchase or use of such products and services. However, this does not apply if there is screening by ANA and the relevant credit card company or Participating Program Partners issuing Affiliated Cards. Furthermore, retroactive registrations of the accrual of Miles may not be accepted or the period they are accepted may vary depending on Participating Program Partners.
6. Members who have an objection concerning the accrual of Miles may submit a claim to ANA only within 6 months from the boarding date of the relevant flight or transaction of products

or services of Participating Program Partners. In such a case, ANA may request the Member to submit proof of boarding on the said flight (including the boarding pass, etc. for the sector claimed to have been flown by the Member) or proof of the transaction of the said products and services.

7. ANA calculates the number of Miles Members will accrue based on the flight mileage chart prepared by ANA according to the distance between the departure airport and the destination airport.
8. Members who are children (3 to 11 years old for domestic flights, and 2 to 11 years old for international flights) may earn Miles at the same rate as an adult (12 years or older).
9. When an infant (under 3 years old for domestic flights and under 2 years old for international flights) is traveling on an infant fare (unable to hold a seat; international flights only), Miles will not accrue. However, when an infant is traveling on a child fare (able to hold a seat), Miles will accrue at the same rate as an adult (12 years or older).
10. Members can accrue Miles and redeem Awards by providing their membership numbers when they purchase products or use services offered by Participating Program Partners.

Article 9 Combining Miles

Unless specifically provided by ANA, Members may not sell, share, combine or donate the Miles they earn to any third party. In the event of a Member's death, subject to the prescribed procedures described in Article 21 hereof, their heirs may inherit the valid Miles as of the date the said procedures are completed.

Article 10 Validity of Miles

Miles are valid until the end of the month up to the 36th month (23:59 Japan time) counting from the month a service or a product was used. ANA shall not be responsible for any loss or expiration of Miles of Members unless there is willful misconduct or gross negligence on the part of ANA.

Chapter 3 Redemption of Awards

Article 11 Awards Users

Except for some Awards, Awards may be used by Members and Awards Users. If a Member will allow an Awards User to use the Awards, registration of the Awards User is required prior to applying for redemption of the Awards. Upon the said registration, ANA is entitled to ask the Member and the said Awards User to provide documentation proving their family relationship, etc. Awards Users are limited to the Member's relatives within the second degree of kinship (including the same-sex partner of the Member).

Article 12 Applying for Awards

1. ANA may perform customer verification upon accepting applications for the redemption of Awards. If ANA is unable to complete such customer verification, ANA will not be able to accept the application for the redemption of Awards.
2. ANA will send all necessary information and Awards to the address or contact address registered with the AMC by the Member. Members must notify ANA if there are changes to the said registered information or their registered personal information. In the case of ANA Cards or Affiliated Cards, Members should notify partner credit card companies or Participating Program Partners issuing the Affiliated Cards of these changes. If a Member suffers any disadvantages, such as non-delivery of the necessary information or Awards to the Member due to any failure to make such notification in a timely manner, ANA shall not be responsible to the Member for such disadvantages.

Article 13 Restrictions on Use of Awards

1. ANA may put restrictions on Flight Awards and Upgrade Awards, such as blackout periods and limited seat availability. There may be cases on some flights where there is no designation of seats available for the use of such Awards. ANA cannot be held responsible to make arrangements, such as refunding Awards, refunding Miles back to Mileage Accounts, reducing or waiving cancellation fees or extending the validity of Awards due to the above restrictions.
2. Once an application for Flight Awards or Upgrade Awards has been made, Members or Awards Users may not change the names of the passenger and the Miles provider.
3. Members or Awards Users may not combine Flight Awards with Upgrade Awards.
4. When Flight Awards or Upgrade Awards are used by Members or Awards Users, they may be asked by ANA to confirm their identity, etc. Members should carry their Membership Cards and official identification documents that can verify their identities when using the said Awards, and ensure that their Awards Users provide documents that can verify their relationship with the Members upon ANA's request. If one's identity or family relationship, etc. cannot be verified, ANA may refuse the use of the Awards.
5. Except as expressly allowed by ANA, Members or Awards Users are not permitted in any way to transfer Awards to a third party, whether by selling or buying, exchanging or otherwise donating them. In addition, Members or Awards Users are prohibited from causing any third party to commit such acts.
6. In addition to the content of these Terms and Conditions, ANA may set additional terms and conditions on the use of Awards based on its judgment. Members should check the said terms and conditions on the use of Awards prior to applying for Awards.

Article 14 Responsibility for Problems in Offering Awards

1. Once the Awards are received by Members, ANA shall not be responsible for reissuing any of such Awards to its Members for any reason whatever, including loss or theft.

2. If the Awards are not used by the expiration date, ANA shall not be responsible for taking any action to refund Miles that are equivalent to such expired Awards or otherwise offer other Awards, except for the service to refund unused Awards. Members will check the expiration date of the Awards and use them by the expiration date.
3. In case of any failure or inability to offer the Awards, ANA will refund the Miles or reissue the said Awards.
4. Notwithstanding the preceding paragraph, Members agree, without any objection, that ANA will deal with flight delays, cancellations or any other flight irregularities in using the Flight Awards issued by ANA in the manner stipulated in the Conditions of Carriage or internal regulations provided by ANA. In addition, in case of any flight delay, cancellation or any other flight irregularity in using the Flight Awards issued by Partner Airlines, the Members agree in advance, without any objection, that the Partner Airline may not reissue the Awards by transferring the ticket to a subsequent carrier for the same sector or providing alternative transportation with another available airline, based on its judgment.
5. If any loss or damage (including lost profits) is caused to a Member due to a failure or inability to offer the Awards, ANA shall not be responsible for such loss or damage beyond that set forth in this Article unless there is willful misconduct or gross negligence on the part of ANA.

Article 15 Taxes, User Fees and Incidental Expenses

Members or Awards Users will pay all taxes, airport fees and other necessary incidental expenses and costs arising from the acquisition and use of Awards. Members or Awards Users must pay all taxes, airport charges and other incidental expenses and costs needed in issuing Flight Awards in advance.

Article 16 Handling of Submitted Documents

All documents submitted to ANA by Members are not returnable.

Chapter 4 Handling of Personal Information

Article 17 Handling of Personal Information

1. ANA will handle all personal information it receives in relation to the AMC in accordance with the current ANA Privacy Policy. The ANA Privacy Policy is available on the ANA website or other channels.
2. In order for Star Alliance members to offer various Awards to Star Alliance Gold Members and Star Alliance Silver Members, ANA will provide Star Alliance members with information regarding Star Alliance Gold Members and Star Alliance Silver Members, such as their names, membership numbers, and membership status.

Chapter 5 Termination of Membership

Article 18 Procedure for Membership Withdrawal

Members can withdraw their membership from the AMC by notifying ANA of their intention. In addition, upon their withdrawal, Members using ANA Cards should give such notice of their intention to the relevant credit card company, and Members using Affiliated Cards should give such notice of their intention to the Participating Program Partners that issued such cards.

Article 19 Cancellation of Membership

If no Miles have accrued for 3 consecutive years with respect to a Member, ANA reserves the right to cancel the membership thereof.

Article 20 Prohibited Acts and Membership Disqualification

1. Members shall not commit any of the following acts in using the services offered by ANA (including the AMC):
 - (1) Any act that is contrary to laws and regulations, these Terms and Conditions, the Conditions of Carriage provided by ANA, or any public policy;
 - (2) Any act that infringes the rights of ANA, other Members or any third party;
 - (3) Acquiring or attempting to acquire another Member's ID, password or other personal information without obtaining the consent of such Member;
 - (4) Pretending to be another Member (including, but not limited to, acts to make reservations for, or use or cancel Awards by pretending to be another Member);
 - (5) Acquiring or attempting to acquire Miles or Awards dishonestly, or unjustly evading or attempting to evade the redemption of the Miles;
 - (6) Transferring or attempting to transfer Awards to a third party, or facilitating the transfer, etc. of Awards by a third party, with or without consideration;
 - (7) Submitting false information concerning important information in using the services offered by ANA (including the AMC) (including failure to properly submit information which should have been submitted);
 - (8) Interfering or attempting to interfere in any way with the operation of the services offered by ANA (including the AMC) by overloading, or improperly accessing or disrupting the normal operation of ANA's system or network;
 - (9) Unauthorized or fraudulent use of a credit card at settlement (including submission of false information or failure to properly submit information that should have been submitted);
 - (10) Allowing or attempting to allow anyone other than Awards Users to use the Awards;

- (11) Relentlessly making demands to ANA that are beyond its legal responsibility;
 - (12) Engaging or attempting to engage in any act using violence, coercion, insults or significantly intimidating or threatening behavior towards the employees or staff of ANA; or
 - (13) Any other act that ANA judges could significantly damage the relationship of trust with ANA.
2. ANA reserves the right to cancel the membership of a Member who violates the preceding paragraph.
 3. With respect to the use of Flight Awards and Upgrade Awards that violates paragraph 1 of this Article, ANA reserves the right to cancel the reservation, or refuse boarding or use of all unused Awards (including reservations for unused sectors after commencement of the journey). ANA also reserves the right to charge the Member who engaged in the misconduct the applicable regular fare for the sector improperly used (in the case of Upgrade Awards, the balance between the regular fare for the said sector after the upgrade and the fare that the passenger paid). However, in the case there is another provision set forth in the Conditions of Carriage prescribed by ANA in relation to the damages to be claimed from the passenger who engaged in the misconduct, such provision will prevail.
 4. If ANA finds that any act falls under paragraph 1 or it determines that there is reasonable suspicion to believe that such an act has been committed, ANA reserves the right to conduct an investigation into matters such as the Member's acts, Mileage Account, transactions, accrual of Miles, Miles usage track and Awards Users. If Members are asked by ANA to cooperate in this investigation, they will comply with such request to a reasonable extent. In addition, until the matter is resolved (including the period until the cancellation of membership is determined pursuant to paragraph 2), ANA may, without making any notice to the Member, suspend the accrual of Miles, redemption of Awards and the like through the account of such Member. The Members agree without any objection that they may not accrue Miles or otherwise redeem them for Awards through their account until the matter is resolved.

Article 21 Death of a Member

In the event of a Member's death, their legal heirs may succeed to the Miles accrued by the Member, to the extent that such Miles are valid as at the completion of the prescribed procedures. Only within 180 days after the Member's death, the legal heirs will be required to present to ANA a document that certifies that they are entitled to inherit such deceased Member's Miles. If a claim for inheritance is not made within the above period, all the Miles accrued by the Member will become void.

Article 22 Handling of Miles after Membership Withdrawal

Unless otherwise stipulated in these Terms and Conditions, Members agree without any objection that all the Awards (such as Miles or ANA SKY COINS previously accrued by a Member, and the qualification to enjoy the Diamond Service, Platinum Service, Bronze Service or Super Flyers, or reservations of Flight Awards or Upgrade Awards), where a valid AMC qualification is a prerequisite to receive such services, will immediately expire at the time the

Member withdraws from the AMC or loses their AMC membership, regardless of the reason for the termination of membership.

Article 23 Procedure after Termination of Membership

In the event that a Member loses their membership due to any cause referred to in these Terms and Conditions, the Member should promptly return or destroy their Membership Card.

Chapter 6 Others

Article 24 Campaigns for Specific Members

ANA may target specific groups of Members to offer special Bonus Miles, Awards and other campaign benefits depending on the Miles accrued, location of residence or other conditions for participating in the AMC membership.

Article 25 Discontinuation and Suspension of Services

1. In the event of any of the following, ANA may discontinue or suspend the AMC services, in part or in whole. In such case, ANA will endeavor to notify users and other customers in advance as much as possible. In the case where advance notice cannot be given due to unavoidable reasons, ANA will give notice promptly after the fact:
 - (1) When relocation, maintenance, inspection or other work is performed on ANA's facilities;
 - (2) When a failure in communication lines, computers and other systems related to the operation of the AMC occurs;
 - (3) When a Member Card is, or is threatened to be, counterfeited or altered;
 - (4) When it is unavoidable to protect the interests of ANA, Members, Participating Program Partners and other third parties;
 - (5) When a natural disaster, electrical outage or any other event of force majeure occurs;
or
 - (6) When the AMC is discontinued or suspended in accordance with these Terms and Conditions or other regulations.
2. ANA will make its best efforts to meet the technical level required at the time of the operation of the AMC to the extent available on a commercially reasonable basis, but does not guarantee that its system and website or other channels will be free from any failure. ANA shall not be held responsible for any damage caused to the Member due to system disruption, delay or interruption, data loss, failure in Miles usage, or unauthorized access to data, or any other disadvantage or damage suffered by the Member in relation to the AMC resulting from a natural disaster, failure in communication lines or computers, etc. unless there is willful misconduct or gross negligence on the part of ANA.

3. Access to the AMC may be unavailable, in whole or in part, due to the connection environment of the location where the AMC is used. ANA shall not be held responsible for any disadvantage or damage caused to the Member therefrom.

Article 26 Program Changes

1. In the event of changes in these Terms and Conditions, ANA will inform the Members of the content and the effective date of such changes at least 90 days prior to the effective date of the changes.
2. ANA may change these Terms and Conditions if it is in accordance with the general interests of the Members, or to the extent that such change is reasonable in light of the circumstances pertaining to the change.
3. Notwithstanding the preceding paragraph, ANA may change these Terms and Conditions with the consent of the Members.
4. ANA reserves the right to set details of the Awards, number of Miles to be accrued, conditions for accruing Miles, required Miles to redeem Awards, and other matters based on its judgment, and the said terms and conditions may be changed without giving any prior notice if it is in accordance with the general interests of users and other customers, or to the extent that such change is reasonable in light of the circumstances pertaining to the change. The said terms and conditions do not constitute a part of these Terms and Conditions.

Article 27 Notification of these Terms and Conditions

These Terms and Conditions and all current information regarding the terms and conditions of the Awards are available on the website of ANA. If the content of the website differs from the content of the printed documents, the content of the website is to be treated as the current information.

Article 28 Notification of Termination of the AMC Program

1. ANA may freely terminate the AMC program based on its judgment. Except as otherwise provided by ANA, unused Miles accrued by Members and unused Awards such as ANA SKY COINS will be canceled at the time of the termination of the AMC program.
2. In the event of the termination of the AMC program, ANA will inform the Members at least 90 days in advance.

Article 29 Exclusion of Anti-Social Forces

1. Each Member represents and covenants to ANA that neither the Member nor their Awards User is or will become an organized crime group; a member of an organized crime group; a company affiliated with any organized crime group; a corporate racketeer; a group engaged in criminal activities under the pretext of conducting social or political campaigns, etc.; a crime group specialized in intellectual crimes or any other anti-social forces (hereinafter referred to as "Anti-Social Forces").
2. If ANA finds it necessary to run a background check on a Member to determine compliance with the preceding paragraph, the said Member will cooperate with ANA to a reasonable extent.

3. If ANA discovers that a Member belongs to an Anti-Social Force, ANA will immediately terminate their membership and cancel the Awards reservation, etc. without giving any notice. ANA shall not be held responsible for any damage caused to the Member due to such termination of membership.

Article 30 Governing Law and Jurisdiction

These Terms and Conditions will be governed and construed in accordance with the laws of Japan. All disputes arising between the Members and ANA in connection with the AMC will be subject to the exclusive jurisdiction of the Tokyo Summary Court or the Tokyo District Court for the first instance.

In the event that there are discrepancies or inconsistencies between the Japanese version of these Terms and Conditions and its translation, the Japanese version will prevail.