



## Social Media Community Guidelines

These are the Community Guidelines that we will have people comply with when they use social media operated by the Hyatt Regency Hakone Resort and Spa (hereinafter referred to as the "Hotel"). We ask that you please use our official accounts after understanding and agreeing to the content of these Community Guidelines stated below.

### 1. About the Community Guidelines

The social media official accounts established by the Hotel are operated as places to transmit and share with our customers information about the Hyatt Regency Hakone Resort and Spa. These Community Guidelines have been formulated and made public in order to conduct even better communication with our customers.

### 2. Compliance with terms of use and the Community Guidelines

It is necessary for all users who use our social media official accounts to comply with the terms of use stipulated by each social media platform and with these Community Guidelines.

### 3. About operation

- We do not promise to reply to all of the posts that we receive. Thank you in advance for your understanding.
- If you have an opinion or an inquiry related to the Hotel's social media official accounts or the Hotel, please contact us by using the e-mail address for contact that is stated on the Hotel's homepage. Make inquiries [here](mailto:hakone.regency@hyatt.com): (mailto: [hakone.regency@hyatt.com](mailto:hakone.regency@hyatt.com))
- In relation to operation of social media official accounts, they may be ended without advance notification or this page may be deleted.

#### List of official accounts

- **Facebook:** <https://www.facebook.com/HyattRegencyHakone/>
- **Instagram:** <https://www.instagram.com/hyattregencyhakone/>

### 4. Disclaimer

- The Hotel will not bear any liability for content that was posted by a user.
- The Hotel will not bear any liability for damage that arose because of a problem between users or between a user and a third party.
- Not all posted content indicates the Hotel's official opinions. Dissemination of the Hotel's official opinions will be made via the Hotel's homepage or press releases.
- The Hotel will not bear liability for guaranteeing the accuracy of wording or assertions on social media official accounts.

- Copyright for posted content will attribute to the user who made the relevant post, but by making a post, it will be deemed that the user gives consent to the Hotel for the right for non-exclusive use (such as duplicating, processing, translating, excerpting, and publicly announcing) throughout the world for all or a portion of the content without obtaining the user's prior consent or paying consideration to the user, and it will be deemed that the user consented to not exercise copyrights against the Hotel.
- In the event that the Hotel obtains personal information from a user, that personal information will be appropriately handled based on the Hotel's privacy policy. The Hotel's privacy policy is [here](https://www.hyatt.com/ja-JP/info/privacy-policy): (Link: <https://www.hyatt.com/ja-JP/info/privacy-policy>)
- The Hotel may make reservation posts by using tools other than the official applications of various social media, and it may be unable to change the content due to timing when there is an emergency, or content that is inappropriate in an emergency may be posted.

## **5. About prohibited matters and criteria for deletion**

For the purpose of bringing about even better communication on social media official accounts, we prohibit posts that include the content below. Please understand in advance that, in relation to posts that include content such as that below, posts may be deleted or an account from which a post was made may be blocked.

- Content that goes against, or has a possibility of going against, public order, morals, or a law or ordinance
- Content of pretending to be another person, misrepresentation of false content, or misleading content
- Content that hinders constructive discussion
- Content that discriminates against, libels, or slanders a third party or that infringes privacy or human rights
- Actions of sending spam
- Actions that infringe the copyrights, portrait rights, or other intellectual property rights of the Hotel or a third party
- Political activities, election activities, or religious activities
- Content that includes commercial actions, such as introducing, advertising, or conducting publicity for one's own product, store, or company
- Content that will lead to, or has a possibility of leading to, a criminal action
- Inappropriate content that includes lewd expressions
- Content that damages the Hotel's honor or reputation
- Actions of sending to another user or a third party, disclosing, copying, or writing down personal information (e-mail address, address, telephone number, or other private information) without advance consent by the Hotel and the relevant individual
- Actions that hinder or destroy the Hotel's business operations due to a virus or hacking
- Actions or content that the Hotel has judged as inappropriate for operating a social media official account
- Actions or content that has been judged as violating the terms of use stipulated by an individual social media platform

## **6. About changes of guidelines**

The Hotel may change these Community Guidelines without advance notification.

## **7. Governing laws and court jurisdiction**

The laws of Japan will apply to these Community Guidelines as governing laws, and in the event that a dispute has arisen between the Hotel and a user, the Yokohama District Court will be the court of exclusive jurisdiction in the first instance.