

MITSUI OCEAN CLUB
Membership Terms and Conditions

Enacted on 1 January 2003
Revised 1 April 2020
Company name changed on 1 August 2023
Revised 1 November 2024
Revised on 3 July 2026

1. Name of the Club

This club (hereinafter referred to as the “Club”) shall be known as “MITSUI OCEAN CLUB”.

2. Club Operation

The Club shall be operated and managed by MOL Cruises, Ltd. (hereinafter referred to as the “Company”). Furthermore, an administrative office for the operation of the Club shall be established within the Company.

3. Purpose of the Club

The purpose of the Club is to foster friendship amongst members and deepen their appreciation of the sea and cruising through public cruises operated by the Company.

4. Club Membership

- (1) Eligibility for membership of the Club and membership registration shall be granted to any person who has completed the registration process in the manner prescribed by the Company, regardless of whether they have boarded a vessel. There shall be no admission fee or annual membership fee. Upon applying for membership, the applicant shall confirm the contents of these Terms and Conditions and agree to them.
- (2) Approval or rejection of a membership application shall be at the Company’s discretion. The Company may refuse to approve a membership application if it reasonably determines that any of the following applies:
 - ① Where there are false statements or material omissions in the membership application form or other submitted documents
 - ② Where a person is deemed to be a member of an anti-social group (meaning organised crime groups, members of such groups, companies or organisations associated with such groups, or any other persons deemed equivalent thereto), or is deemed to have a relationship with such groups that is subject to social censure
 - ③ Where you have previously violated these Terms and Conditions or other rules established by the Company, and your membership status or boarding eligibility has been revoked
 - ④ In any other case where the Company reasonably determines that there is a risk of hindering the proper operation of the Club
- (3) Membership registration shall be carried out by submitting the Company’s prescribed membership application form or by other methods separately specified by the Company. In addition to applications made whilst on board, membership applications may be submitted via the Company’s website or by other methods separately specified by the Company, even prior to boarding or in the absence of any previous boarding experience.
- (4) Upon registration, members shall provide their name, address, telephone number, email address and any other information deemed necessary by the Company.

5. Changes to Registration Information

- (1) Members shall promptly notify the Secretariat of any changes to their address, telephone number, email address or other registered information.
- (2) Notifications or correspondence to members shall be made based on the latest information provided by the member. Even if the member suffers any disadvantage, such as failure to receive important notices or member benefits, due to a failure to provide such notification or due to incomplete information, the Company shall not be liable, except in cases where there is or other grounds attributable to the intentional or negligence of the Company.

6. Notifications and Communications to Members

- (1) The Company shall provide notifications, guidance, information regarding member benefits and other communications relating to the Club to members via email, post, telephone, posting on the Company's website or any other method deemed appropriate by the Company.
- (2) The primary method of communication regarding the Club shall be email, and members shall register a valid email address. However, this shall not apply where the Company deems it difficult to use email.
- (3) Where multiple members are registered at the same address, we will send only one copy to that address of any material intended for members except for notifications and similar communications that require individual delivery to each member
- (4) The Company may change the methods of providing the information in various types listed in Paragraph 1 of this Article.

7. Member Tiers Stages

- (1) The criteria for determining membership tiers and individual membership tiers shall be as set out in Appendix 1.
- (2) Membership tiers shall, in principle, be determined based on the cumulative number of nights spent on board eligible cruises as specified by the Company.
- (3) As a general rule, accumulated nights on board shall not expire.

8. Number of nights on board

- (1) When a member boards an eligible cruise designated by the Company, the number of nights on board shall be accumulated in accordance with the number of nights spent on board. However, this shall not apply in the cases specified in the following items.
 - ① With regard to charter cruises, nights on board shall not be accumulated, unless otherwise approved by the Company.
 - ② Cruises taken under special rates or special programmes designated by the Company shall not be eligible for the accumulation of nights on board or for cruise fare discounts based on membership tier, unless otherwise specified by the Company.
 - ③ Cruises, accommodation and other complimentary benefits provided as part of club membership, as separately specified by the company, shall not be counted towards the total number of nights spent on board.
- (2) Accumulated nights on board may not be shared, combined or transferred to others regardless of whether the passenger is a member.

9. Member Benefits

- (1) Members may utilise various discounts, priority reservations, priority guidance, event invitations and other member benefits in accordance with their membership tier. An overview of member benefits is set out in Appendix 2, and details thereof shall be as stated on the Company's website, etc.
- (2) The Company may, depending on membership tier, number of nights on board, booking status, participation conditions and other circumstances, provide specific members with bonus membership benefits, campaigns, priority notifications and other membership benefits, notwithstanding the provisions of Appendix 2.
- (3) As a general rule, member benefits are valid only for the member themselves, and may not be transferred to third parties, shared or exchanged for cash, unless otherwise approved by the Company.
- (4) Some member benefits may not be available depending on the applicable cruise, cabin type, availability, booking period and other conditions.
- (5) The Company may review, change or discontinue the content, target audience, timing or method of provision of member magazines, brochures and other materials distributed to members.
- (6) For members who have not sailed for a considerable period since their last sailing date, the Company may suspend the provision of member publications and certain other member benefits without prior notice.

10. Cancellation of Membership and Member Benefits

- (1) Members may withdraw from membership at any time by notifying the Company in the manner prescribed by the Company. Withdrawal shall take effect on the date the notice of withdrawal is received by the Company.
- (2) If a member falls under any of the following items, the Company may revoke their membership after notifying the member in advance or promptly thereafter.
 - ① In the event of the Member's death
 - ② In the event of fraudulent use of member benefits
 - ③ In the event of a material breach of these Terms and Conditions or the procedures established by the Company
 - ④ Where false information has been provided or notified in relation to the application for membership or other notifications
 - ⑤ Where the Company reasonably determines that the Member has engaged in any other conduct that significantly damages the relationship of trust with the Company
- (3) In the event that membership is revoked pursuant to the provisions of the preceding paragraph, the member in question shall lose the right to utilise benefits based on their membership tier and other benefits provided by the club.
- (4) The Company reserves the right to terminate the Club for any reason, and shall notify members of such termination at least 60 days prior to the termination date.

11. Changes to the Membership Terms and Conditions and Member Benefits

- (1) The Company may amend all or part of these Terms and Conditions, membership tiers, membership benefits, eligible vessels, eligible cruises, operating methods, and any other matters relating to the Club (hereinafter referred to as the "Terms and Conditions, etc." in this Article)
 - ① Where the amendment is in the general interest of members

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- ② Where the amendment is not contrary to the objectives of the Club and is reasonable in light of the necessity of the amendment, the appropriateness of the amended content, the circumstances surrounding the amendment and other relevant circumstances
- (2) Where the Company amends the Terms and Conditions, it shall determine the amended content and the effective date and shall notify Members by posting on the Company's website, sending an email, or by any other method the Company deems appropriate, no later than 30 days prior to the effective date. However, in the event of amendments to laws and regulations or other urgent and unavoidable circumstances, notification shall be given promptly prior to the effective date.
- (3) The amended Terms and Conditions shall come into effect upon the arrival of the effective date specified in the notice referred to in the preceding paragraph.
- (4) Where a change to the Terms and Conditions is to the Member's disadvantage and the Member does not consent to such change, the Member may cancel their membership by the method prescribed by the Company prior to the effective date of the change.
- (5) Even if a Member suffers damage because of a change to Member benefits pursuant to Paragraph 1 of this Article, the Company shall not be liable for compensation unless there is intent, negligence or the Company is attributable to the cause.

12. Right to Send Direct Mail

The Company may send campaign materials, promotional materials, product information and club-related notices to members via post, direct mail, email, SMS, social media apps or other methods.

13. Purpose of Use of Personal Information

Upon joining the Club, the personal information provided on the application form and other documents will be used within the scope of providing information on travel products, information sessions, events and campaigns; providing member benefit services; notifying customers of their accumulated number of nights on board; and conducting market analysis and surveys for the development of better travel products and promotions in the future. Furthermore, personal information will be provided to direct mail distributors by sending it in advance via electronic means or other methods. By submitting your application, you are deemed to have consented to the provision of this personal data.

14. Governing Law and Jurisdiction

These Terms and Conditions shall be governed by Japanese law. In the event of any dispute arising in connection with these Terms and Conditions, the Tokyo District Court shall have exclusive jurisdiction as the court of first instance.

MITSUI OCEAN CLUB Secretariat
100-0013 3-8-1 Kasumigaseki, Chiyoda-ku, Tokyo
6th Floor, Toranomon Daibiru East

MITSUI OCEAN CRUISES Cruise Desk
TEL: +81-120-791-211 (toll-free)
From Mobile: +81-3-4446-7532 (charged)
Business hours: Monday–Friday, 10:30am–5pm
Closed: Weekends and public holidays

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Appendix (Membership Tiers, Criteria for Determining Each Membership Tier and Overview of Member Benefits by Tier)

The overview of membership benefits for each membership tier is as follows.

Tier Criteria (Cumulative number of nights)	Member 0-7	Blue 8-39	Bronze 40-79	Gold 80-149	Platinum 150-249	Diamond 250-	Note
New Member Benefits	✓ (For guests staying 0 nights only)	–	–	–	–	–	• New members who have never sailed with us before will receive 10,000 yen in onboard credit (non-transferable and non-refundable) to use on their first cruise.
For your next cruise Campaign Voucher	✓	–	–	–	–	–	• Members receive a 10% discount for their second cruise.
Cruise fare discount	–	3%	5%	7%	10%	10%	<ul style="list-style-type: none"> • Subject to the Company's designated exclusion sailings, ineligible products and other conditions separately determined by the Company. • This offer benefit can be used in conjunction with MOL's shareholder tickets. We will notify you on a case-by-case basis regarding whether this benefit can be applicable in conjunction with other discounts, offers, campaigns or separately granted membership benefits. • This cannot be applied to charter cruises.
Free cruises (up to 4 nights)	–	–	–	–	–	✓ From 250 nights onwards, applicable for every 100 nights	<ul style="list-style-type: none"> • Applicable exclusively to Veranda Suites. • Please use this within one year of the date on which the conditions are met. • Single occupancy is permitted. • Taxes, various fees, port charges, and airfare and accommodation costs are the arranged and paid by the member.
Discount on shop merchandise	–	–	5%	5%	10%	10%	• Some brands and products are excluded.
Spa treatment discount	–	–	5%	5%	10%	10%	• Some services are excluded.
Discount on spa merchandise	–	–	–	–	5%	5%	• Some brands and products are excluded.
Priority check-in, disembarkation, and tender boat service.	–	–	✓	✓	✓	✓	• This service may not be available due to operational reasons.
Priority booking	–	–	Bookings can be made from 1 business day prior to the general sales open date	from 2 business days prior	from 3 business days prior	from 3 business days prior	• At the time of product launch, a reservation schedule different from the one shown on the left may be set.
Member-exclusive offers, promotions, and priority product update	✓	✓	✓	✓	✓	✓	
Exclusive onboard events for members	–	–	–	✓	✓	✓	<ul style="list-style-type: none"> • Cocktail parties, afternoon tea and etc. • These may not be held on every cruise.
One-day complimentary access to Harmony Lounge	–	–	–	–	✓	✓	• Available for one day only on cruises of four nights or more.

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Supplementary Provisions

Article 1 (Effective Date)

These Terms and Conditions shall come into effect on 3 July 2026.

Article 2 (Transitional Measures)

- (1) For bookings made on or before 2 July 2026, the pre-revision criteria (tier determination based on total number of sailings) shall apply solely to the determination of membership tier based on such bookings.
- (2) The transitional measure set out in the preceding paragraph is provided as a concession to members who, prior to the revision, were expected to reach a higher tier on their next voyage under the previous tier system based on total number of voyages.
- (3) However, if a booking made on or before 2 July 2026 is cancelled after this revision, that booking will not be counted towards the total number of sailings. To reflect this reduction in the total number of sailings, a tier determination based on the total number of sailings will be carried out retrospectively.

Article 3 (Treatment of Existing Points)

- (1) From the effective date of this amendment, the previous system regarding the awarding, use and conversion of points under the Dolphins Club shall cease to apply.
- (2) Any unused points held by members as of the effective date of this amendment shall be converted into cruise vouchers (the “Membership Benefit Voucher”, which may be applied towards cruise fares, in accordance with the method separately determined by the Company).
- (3) The timing of issuance, validity period, eligible cruises, compatibility with other offers, relationship with shareholder benefits and other conditions regarding the Member Benefit Vouchers and other alternative means referred to in the preceding paragraph shall be determined separately by the Company and notified to members.