

Fit Zone 24 Members Policy
Chapter I. General Provision

Article 1. Definition

This Member Policy is applied to Fit Zone 24 ("Our club"), operated by Oasis Group Corp. ("We" or "our company") , and its members.

Article 2. Purpose

The purpose of this club is for its members to be able to maintain and enhance both physical and mental wellness by using our club facilities.

Chapter II. Memberships

Article 3. Memberships

- (1) Our club requires memberships.
- (2) The membership is renewed automatically monthly until cancellation process is complete.

Article 4. Membership Qualification

- (1) To be qualified to join this club, a person must satisfy all requirements listed below.
- (2) Must be 15 years of age or older who agrees with this Members Policy and complies with related rules and regulations.
- (3) Must not be an organized crime group, its member, the equivalent thereof, or any antisocial forces, and warrant themselves not to be a member of such organization for future.
- (4) Must be a Japanese citizen and is able to present a personal identification which includes its name, date of birth, and address at the membership application. An alien who possess a Residency Card or a Foreigner Registration Card is also eligible.
- (5) Must be a person who, in accordance with our regulations. has no fear of troubling other members and free from inappropriate behavior.
- (6) Must not be a person who has been suspended or removed from our operating facilities, including this club (a person who has had a behavior to be expelled but left the club voluntary before the removal included), and must not be removed from any membership sports clubs. Or, must be a person whose removal reason is clear, and we allow the reapplication based on the criteria we prescribed separately.
- (7) Must agree not to show their tattoos on their bodies in our facilities.
- (8) Must not carry any infectious diseases (including communicative diseases and infectious dermatitis)

- (9) Must be able to utilize the facilities without the help of others regardless of having physical handicap, injury, or age.
- (10) Must not be pregnant at the time of applying to our membership.
- (11) Must agree with our enrollment requirements those who we need to consider further screenings and are admitted joining our club
- (12) Minors have to be between ages of 15 and 18 (during high school)
- (13) Parent or guardian of the minor must be a member of the club.

Article 5. Membership Application

- (1) A member who wishes to utilize our club must agree with our policies and other rules. When applying, the applicant must pay for the applicable fee. Upon our approval, the applicant makes a contract with us to become our member. If a minor wishes to become our member, the minor and their guardian must sign jointly to the application. In this case, the guardian has a reliability jointly to the minor based on our policies and rules.
- (2) A person who wishes to become a member must register their name, date of birth, gender, telephone number, current address, emergency contact and its telephone number, mailing address, and payment information. Also, the person must guarantee that the provided information is accurate.
- (3) We take your photograph and store it as a digital information with the membership number provided at the application. We use the information to identify the member, provide our services, and check the qualifications for receiving our services.
- (4) If a person who lost our membership and wishes to apply to our club again, we might not offer the discount to the entrance fee, or other fees depending on the reasons of losing the membership. Also, if we readmit the membership in accordance with Article 4-(6) of this policy, we might direct the payment methods for the membership fees and other fees.
- (5) The minor's parent of guardian with a valid membership card must be present at the registration.

Article 6. Security Cards

- (1) A security card is the card to identify the member when they utilize our facilities. We issue the security card to members. Members must carry the card to enter/exit our facilities; without carrying the card, members are not allowed to enter our facilities. Also, members must present the security card to place additional requests.
- (2) Members must notify us promptly if the card is lost or stolen. In that case, the

member must visit us during normal business hours, pay the fee for the replacement, and receive the services to reissue the card.

(3) The security card belongs to our club. Members must not rent or give it to others. Only the member whose name appears on the security card is permitted to use it. In the event of providing the security card to other, we will remove your membership in accordance with Article 14-(8).

(4) Minors must abide by all membership regulations and restrictions mandated by Fitzone24.

Article 7. Cooling-off (Cancellation of the Membership)

(1) A member may cancel the application within 8 days, including the day of finalizing the contract (issuing the security card) with the procedure we prescribed without any obligations (cooling-off).

(2) Cooling-off takes into effect when applying to the cancelation procedure. We will refund club fees and other fees we have already received from the person; however, a security card issuing fee (2,000 JPY) will be excluded.

(3) In this case, members do not have to pay for compensation or penalty fees.

Article 8. Club Fees and Other Fees

(1) Members must pay for the club and other fees with the designated methods by the due date. We may allow the minor's guardian or family member to pay for the fees on behalf of them. In this case, the represented person bears liabilities jointly to our club policies.

(2) Members must pay for the consumption tax of club fees and other fees. In the event of a revision of Consumption Tax Law and the tax rate changes, following the revision of the law, members must pay for the incurring tax differences that apply to the club fees and other fees including the advance payment during the period after the law is on effect with the methods we designate.

(3) The club fees and other fees, the due date, and the payment methods are to be announced.

(4) Members must pay fees monthly until they complete withdrawal from our club regardless of how often they utilize our club facilities. In the event of withdrawal from our club, if the member has advanced paid club fees or other fees, we will calculate the returnable amounts based on our criteria and credit back to the member's account.

(5) Should we find it necessary, we reserve the rights to change or discontinue the membership or to change club fees or other fees. We will notify members with the

method we specify.

(6) Members will be notified weekly up to three times starting from the due day until we confirm the payment if they do not pay for the monthly dues. If we cannot confirm the payment during this period, we assume it the delinquency. We will charge the original amount plus 1,000 JPY as the handling fee (tax excluded).

(7) We have a right to refuse members' entry into our facilities should there be a delinquency in payment. Members must pay for the unpaid monthly club fees. If a member has been delinquent for two months by personal circumstances, the member must pay for the due with the methods we specify. Should this be the case, the member is responsible for the required charges for delinquency, deposit fees, and other fees associated with the delay of the payment.

(8) If there is an overcharge, we will appropriately credit the amount with methods specified until the member withdraws from our club. The refund is made only if required by law or with reasons we specify. The refund will be made in accordance with the Article 7-(1) whom we approve in advance.

(9) Registered minors can use our facilities free of charge.

(10) Minors who are to be 19 years old will have to pay regular fee from the 1st of April.

(11) If minors wish to discontinue our service, withdrawal form must be submitted by March 25 of the year mentioned above.

Article 9. Change the Location

(1) Members must follow the procedure if they wish to change the location. Only after the members complete the procedure we define; they may change the location. After the change, members cannot utilize the previous location.

(2) In addition to the last month fee when new location is effect, we will charge the location change fee.

(3) If the request is received from the 1st to 25th of the month, the change will take effect on the first day of the next month. If you are in arrears with monthly fee, you cannot change to new location.

(4) Members may not be allowed to change the location if there are delinquency of payments.

Article 10. Leave of Absence and Return

(1) Members are allowed to take a leave of absence our club monthly basis if we admit that members have disease or other unforeseen circumstances and unable to use the club for more than one month. To do so, members must complete the prescribed

procedures by the date we prescribed in advance.

(2) The member must pay for the absence fee specified in other terms and conditions. Also, the leave of absence period must not be same as minimum utilization period set during campaigns.

(3) After the leave of absence, the member will automatically return to the club monthly basis on the next day after the leave of absence. In that case, the member must pay for fees from the returning month.

Article 11. Withdrawal

(1) Members may withdraw from our club by own reason; the withdrawal process must be completed by the 25th day of the month they wish to exit (if the 25th is not a business day, it must be by the next business day) in order to withdraw from our club on the month. If the withdraw process is completed after the 25th, the withdrawal day will be the last day of the next month. Should this be the case, members must pay for the entire monthly club fees for the following month. Members must confirm the withdrawal date written on the receipt of the withdrawal form. Members must pay for the entire monthly fees even if they wish to discontinue their subscription in the middle of the month . Members have a liability for the unpaid fees even after the withdrawal.

(2) We will not accept the offer by agent, telephone call, or other methods. However, if members unable to discontinue on their own due to hospitalization, moving, or other circumstances, a person on behalf of the member may cancel his/her subscription on his /her behalf..

(3) If members withdraw from our club but decide to return to our club later, they are not eligible to any campaigns for two months.

(4) Minors' membership is terminated should their guardians withdraw.

Article 12. Membership Transfer, Inheritance, and Loan

Members must not transfer, inherit, and loan the memberships to others at any time.

Article 13. Procedures

(1) Members must come to our facility during our business hour to make changes to registered information.

(2) Members must complete the procedures, such as change of membership status, private locker use, or other matters by the methods we specify separately. Also, should

there be any changes , we will issue members a “Confirmation form” instead of the new contract form.

(3) Members must change the registered information if any changes occur. Also, if further changes occur, members must do the same again.

(4) We can change members’ registered information with member’s agreement if we confirm the change is true, such as member’s name, date of birth, gender, contact phone number, current address, emergency contact info, mailing address, and employer’s name and address. In such a case, we might not ask for members submitting the form for the change.

(5) When we mail a notice to members via post, we will send it to the latest address . We will not be held responsible for any undelivered notices.

(6) When we send a notice to members via e-mail, we will send it to a registered email address provided upon registration, We will not take be held responsible for any undelivered e-mails .

(7) Members will not have any objections to undelivered notices if members fail to change the address or refuse to receive mail from us. And we assume that the notice reaches to members when it is supposed to be delivered.

(8) We take members’ facial photographs upon registration to identify members, provide our services, and to make sure that member is eligible to use our services,.

Article 14. Removal

We reserve the rights to suspend or remove memberships if members fall under any of following. Members removed from our memberships may not enter any of our facilities. (This excludes the case if we allow to reenter based on our criteria prescribed separately.)

(1) When the member violates Members Policy or other rules we set forth.

(2) When the member hurts our club and act out of order.

(3) When the member is delinquent to club fees and other fees, immune to our warning, or delinquent the club fees or other fees for two months.

(4) When the member falsifies the application.

(5) When we judge the member is not qualified to hold our membership.

(6) When we learn that the member is a member of an organized crime group, its member, the equivalent thereof, or any antisocial forces.

(7) When the member creates a nuisance or any acts that might be harmful to our operation.

(8) When the member engages in the prohibited acts defined in Article 24.

(9) And any other equivalent acts defined in this article.

(10) Minors must abide by all membership regulations and restrictions mandated by Fitzone24.

Article 15. Disqualification

Members will be disqualified who fall under any of following. Also, immediately after the loss of membership, the security card becomes void and the disqualified member must not enter and utilize our facilities.

(1) When the member withdraws from our club.

(2) When the member is removed from our club.

(3) Death of the member.

(4) When we discontinue business.

(5) When the member engages in the prohibited acts defined in Article 24.

Article 16. Maintaining Wellness

(1) Members must have responsibilities for their own health.

(2) Members must notify our club if they receive doctor's order to avoid exercising or taking bath because of diseases, such as angina angitis, heart infarction, brain disease, or epilepsy. In these cases, members must utilize our facilities within the limit of the doctor's permission.

(3) Members must not utilize our facilities if infected with transmittable virus, such as novel coronavirus disease (COVID-19) .

Chapter III. Utilizing Facilities and Services

Article 17. Use of Sauna

When using the sauna facilities at our club, please comply with and acknowledge the following items.

(1) Do not bring food or drinks into the sauna.

(2) Do not bring books, magazines, or electronic devices into the sauna.

(3) Use the sauna while naked.

(4) Female employees may be involved in the cleaning and inspection of the sauna, men's changing room, and restroom.

Article 18. Guest Users (Non-member users)

We may allow guest users ("Non-member users") to enter, observe, or use facilities and services when we find it necessary. Non-member users must be qualified for using our facilities and services, and register necessary information for our

maintenance and emergency procedures. Members Policy is also applied to the nonmember users.

Article 19. Compliance to the Rules

Members must adhere to Members Policy, regulations and rules prescribed separately that we notify through printings, signs in the facilities, and verbal announcement while using our facilities and services. Members must follow the directions provided by our employees.

Article 20. Refusal, Removal, and Limitation to our Facilities and Services

We have rights to refuse entry, remove membership, and set the limitations to our facilities and services to those who are listed below.

- (1) Those who do not adhere to Members Policy and other rules.
- (2) Those who are the member of an organized crime group, its member, the equivalent thereof, or any antisocial forces.
- (3) Those who have tattoos on body, but disagree not to expose them in the facilities.
- (4) Those who are under the influence of alcohol, illegal drug users, or addictive to drugs.
- (5) Those who are prohibited exercising or taking bath from doctors or diagnosed with epilepsy. Those whom we judge unfavorable to do exercise, take bath.
- (6) Those who are infected with transmittable disease (such as the novel coronavirus disease, COVID-19, or infectious dermatitis).
- (7) Those who are pregnant.
- (8) Those who have close contact with the patient positive to the novel coronavirus disease (COVID-19 .
- (9) those whom we judge may create a nuisance.
- (10) Those who do not follow our employees' direction without any reasons.
- (11) Those who were removed from our club previously (including the person who acted equivalent behaviors to be removed, and as a result withdrew voluntary), or removed from any other sports clubs before.
- (12) Those who are engaged in the prohibited acts defined in Article 24.
- (13) Minors can use Fitzone24 facilities from 11:00 to 20:00. (No entry or exit from 14:00 to 15:00)

Article 21. Compensation for Damage

- (1) In the event that physical or property damages occur to members or third parties

while utilizing our club facilities and only if we admit the damages cause is attributed to us, we will pay for the damages to the extent found reasonable.

(2) Members have liabilities for other members and third parties if the cause of the damages are incurred by the members during utilizing our club facilities. The members must settle compensation promptly.

Article 22. Theft

Members use onsite lockers each club under own responsibility and expense. We pay for the damages incurred by theft and the damage of content, or theft and the damage during utilizing our club only if we admit the damage cause is attributed to us to the extent found reasonable.

Article 23. Lost and Finds and Items Left

(1) We have no responsibilities and no obligation to compensate for members' lost items during utilizing our facilities.

(2) We will promptly turn in the lost and finds and items left in our facilities to the local police department. If we judge that the item might be perishable and it is not suitable for storage in the sanitation viewpoint, we will discard of it accordingly.

Article 24. Prohibited Matters

We prohibit the following matters in or near our club facilities.

(1) To have a member's security card use others.

(2) To allow someone whom the member escorted to enter the facilities on the arrival of the member regardless of holding our membership or not.

(3) To use our facilities with inappropriate attire, accessory, or shoes.

(4) To bring animals into our facilities (Excluding leader dogs, assisting dogs, and hearing dogs defined in the Act on Assistance Dogs for Physically Disabled Persons).

(5) To bring hazardous items, such as knives or swords, into our facilities.

(6) To smoke in our facilities or property (including e-cigarette and smokeless tobacco).

(7) To step into our facilities with the outdoor shoes on.

(8) Male members enter female-only areas excluding our employees.

(9) To destroy or take out equipment, items, and other items from our facilities. To scribble on or alter them.

(10) Public indecency at an undesignated area; use bathroom.

(11) To slander or libel others, employees, our club, and our company.

(12) To sell items, perform personal training, ask for solicitation or conduct any business activities without our permission. Regardless of its nature for profit or nonprofit, to ask for soliciting (including group application), perform political activities, practice religious activities, and conduct signature-collecting campaigns, or any equivalent activities.

(13) To engage in violence, such as pushing others or employees' body, restraint, give a blow, kick up, and threats, such as using offensive language, threaten, yell at, give a strange sound, glare at others, block way, attempt to attack, and any activities that frighten others.

(14) To commit anything contrary to public order or morality, such as molestation, voyeuristic peeking, or exposure.

(15) To stalk, ambush, follow, or keep talking to others or employees.

(16) To disturb employees' job without justifiable reasons by restraining them to see, phone call, or commit other manners.

(17) To utilize facilities or services without paying appropriate amount of charges, fees, and other charges.

(18) To disturb others' utilizing facilities.

(19) Group training or machine use by 4 people or more
(excluding personal training and club-run activities)

(20) To commit anything that jeopardizes our club's social order and acts that are equivalent to be stated in this article.

(21) To ignore other rules displayed in the facilities, and not to follow our club staff's instructions.

Article 25. Terms and Conditions

We mandate other operation terms that are not defined in this Members Policy separately as facility signs, terms and conditions, or additional rules.

Articles 26. Business Day, Hours, and Reception Hours

We prescribe business hours, and reception hours separately.

Chapter IV. Facilities Operation

Article 27. Limits of Operation and Closure

1. We reserve the rights to limit use or close our facilities fully, partially, or during specific hours.

(1) When we judge that we cannot operate our facilities safely due to the weather,

disaster, warning, caution, and other reasons.

(2) When we are to face unavoidable circumstance due to the administrative guidance or serious legal matters.

(3) When we judge that it is not possible to operate our facilities due to maintenance, remodeling, repairment, or other construction works.

(4) Other reasons that we judge that it is unavoidable.

2. We will notify the planned closure two weeks before in general; however, it is not necessary to notify the closure in advance at the events stated in Article 26-1 (1) and (2).

3. In the event of the partial limitation to use or closure of our facilities, we will not refund club fees to its members. Also, if the reason of the full closure results from 1- (1), (2), (3), or (4), as for the club fees of those whose memberships limit only to use the closed facilities, we decide as follows. However, this does not apply to the members those who also hold memberships to utilize other unclosed facilities.

(1) We will not charge the monthly club fee if the full closure is more than 15 business days of the month.

(2) If the full closure is less than 15 business days of the month, we will charge the monthly club fee; divide the monthly club fee by open days and ask for the amount.

Article 28. Closure and Discontinuation of the Operation

We have the rights to close and discontinue fully or partial for management reasons, or when we judge that it is difficult to continue our operation. In the event of closure or facility integration, we will notify members. Members can change the memberships from the closed facility to nearby our open facilities. Also, although our notification, if we cannot contact members, we assume they are willing to continue to hold memberships, and we will change the members' facility from the closed one to nearby ours.

Article 29. Discontinuation of our Club

We have the rights to discontinue our club due to the following reasons.

1. When we close our facilities due to weather or disaster, and we judge that it is difficult to reopen.

2. When we judge that it is difficult to continue to operate for management reasons.

Chapter V. Others

Article 30. Personal Information Protection

We set forth our privacy policy to handle personal information. By complying to this privacy policy, we declare that we will handle all personal information safely and appropriately as well as our customers' personal information. Our Privacy Policy is presented on our website.

Article 31. Revising this Members Policy

We reserve the rights to revise Members Policy, and the revised policy will be effective to members on the date of the revision. In the event of this Members Policy is revised, we will notify members more than a month before the day of the revision by the method stated in Article 31 (Methods of Notification), and if we prescribe the method separately, we follow the method.

Article 32. The Methods of Advanced Notification

We will notify our members about the revision of this Members Policy and announcements or notifications about our club by displaying in the bulletin board in our facilities or other places we designate.

Supplemental Provisions

This Members Policy will be effective on June 1, 2023.

Oasis Group Corp.