

Ticket Sales Terms and Conditions

These "Ticket Sales Terms and Conditions" (hereinafter "Terms") govern the contractual relationship between Starry Night Company, Inc. (hereinafter "the Company") and customers regarding the sale of tickets for events organized by the Company (hereinafter "the Event").

Where the Company has established separate terms specifying conditions of use or rules for tickets (hereinafter "Individual Provisions," and together with these Terms, "the Terms, Etc."), such Individual Provisions shall also apply to customers in addition to these Terms.

Customers are requested to fully understand and agree to all provisions of the Terms, Etc. before applying to purchase tickets.

Article 1: Refusal of Sale

The Company may refuse to sell tickets or cancel an already-concluded ticket purchase agreement in any of the following cases. The Company shall bear no liability for any damages incurred by the customer as a result of such actions.

1. A minor customer has not obtained the consent of their legal guardian for the ticket purchase.
 2. The customer has made a false declaration or failed to make a required declaration regarding matters stipulated by the Company.
 3. The customer has engaged in conduct that is a nuisance to third parties or that interferes with the Company's smooth sales operations.
 4. The customer has failed to complete the prescribed procedures within the deadline communicated by the Company.
 5. The customer has failed to comply with the purchase method designated by the Company.
 6. The customer selected bank transfer as the payment method but failed to remit payment by the transfer deadline.
 7. The customer applied for tickets but did not complete payment.
 8. The customer resold purchased tickets for profit, or purchased tickets with the intention of reselling them.
 9. The customer has violated the Terms, Etc.
 10. The Company has otherwise reasonably determined that selling tickets to the customer is inappropriate.
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Article 2: Suspension, Interruption, or Modification of Services

1. The Company may cancel, suspend, modify, halt, discontinue, or delay the Event in the following circumstances:
 - o When safe event operations become or are expected to become impossible due to war, riot, civil disturbance, labor dispute, earthquake, volcanic eruption, heavy rain, flooding, strong winds, tsunامي, fire, power outage, spread of infectious disease, or other causes not attributable to the Company.

2. If the Company cancels the Event pursuant to the preceding paragraph, purchased tickets shall be handled as follows:
 - a. Customers who purchased General Tickets: A refund of the ticket price will be issued after deducting costs incurred up to the point the cancellation was decided.
 - b. Customers who purchased Assured Tickets: A full refund of the ticket price will be issued.
 3. The Company shall bear no liability to customers or third parties for any damages (including payment fees, transportation costs, accommodation costs, communication costs, and other expenses incurred by the customer for the Event) arising from the cancellation, suspension, modification, halt, discontinuation, or delay of the Event pursuant to Paragraph 1.
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Article 3: Ticket Exchange, Modification, and Cooling-Off

Once a ticket purchase agreement has been concluded, exchanges, modifications, and cancellations at the customer's request will not be accepted. Furthermore, the right of cooling-off does not apply to tickets sold for the Event.

Article 4: Loss, Theft, and Damage

The Company will not reissue tickets purchased by customers under any circumstances (including loss, theft, or damage; and for electronic tickets, including cases where the ticket cannot be displayed due to loss, theft, or damage to the device).

Article 5: Ticket Refunds

1. If cancellation of the Event is decided, the Company shall promptly notify customers by posting on the official Event website or by other means.
 2. If the Event is cancelled pursuant to Article 2, Paragraph 1, or at the Company's discretion, the Company shall refund the ticket price to customers by a method separately determined by the Company.
 3. Applications for ticket refunds will only be accepted within the application period separately determined by the Company. Please note that refund applications submitted after the deadline cannot be accepted.
 4. In cases where a ticket has been damaged or lost, or is so severely soiled as to be unidentifiable, the Company may be unable to issue a refund.
 5. Refunds are limited to the ticket price only. The Company cannot refund or compensate for payment fees, transportation costs, accommodation costs, communication costs, or other expenses incurred by the customer for the Event. However, this does not apply in cases where the Event cancellation is due to the Company's willful misconduct or gross negligence.
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Article 6: Disclaimer

The Company shall bear no liability for any damages incurred by customers or third parties due to delays in confirming ticket reservation status or notifications, or inability to submit applications, caused by network congestion, unforeseen computer system failures, or other causes not attributable to the Company.

Article 7: Formation of Agreement

1. A ticket purchase agreement shall be formed at the point when the Company sends a purchase confirmation email in response to the customer's application. The details of the ticket purchase agreement can be confirmed in the Terms, Etc., the confirmation screen on the sales website, and the purchase confirmation email.
2. The purchase confirmation email will be sent to the email address provided at the time of application. Please configure your email settings to receive messages from the following domains:

@snc-jp.com / @starrynight.company / @stores.jp

As emails may be filtered as spam, please contact us via the instructions on the website if you have not received an email within one week.

Article 8: Payment Methods

1. Payment for ticket purchases must be made using one of the methods designated by the Company; no other methods may be used.
 2. For credit card payments, automatic billing will occur on the date designated by the Company. For bank transfer payments, the customer must remit payment by the deadline set by the Company. Please note that the selected payment method cannot be changed once chosen.
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Article 9: Governing Law

The formation, performance, and interpretation of these Terms shall be governed by the laws of Japan.

Article 10: Jurisdiction

In the event of a dispute between users and the Company arising in connection with the Service, the parties shall endeavor to resolve the matter in good faith.

If the dispute cannot be resolved through negotiation, the Kobe District Court or the Kobe Summary Court shall have exclusive jurisdiction as the court of first instance, depending on the amount of the claim.

Article 11: Amendment of Terms

1. The Company may amend these Terms in the following cases:

- a. When the amendment is in the general interest of customers.
 - b. When the amendment does not contradict the purpose of the agreement, and is reasonable in light of the necessity of the amendment, the appropriateness of the amended content, and other circumstances related to the amendment.
2. When amending these Terms pursuant to the preceding paragraph, the Company shall notify customers of the amendment, the content of the amended Terms, and the effective date of the changes by posting on the official Event website or by other means.
 3. The amended Terms shall take effect from the stated effective date. The amended Terms shall apply to users who use the Service after the amended Terms have taken effect.
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Supplementary Provisions

- These Terms shall take effect from October 27, 2022.
- These Terms were revised effective February 8, 2025.