

Ticket Sales Terms

Starry Night Company, Inc. (hereinafter “Company”) and the purchaser (hereinafter “Customer”) agree as follows regarding tickets for events (hereinafter “Event”) organized by Company. These Terms, together with any special conditions set by Company (hereinafter “Additional Rules”), govern the purchase and use of Event tickets.

Article 1: Refusal of Sale

Company may refuse to sell, or may cancel, any ticket purchase if:

- A minor has not obtained parental/guardian consent.
- The Customer made false or incomplete declarations.
- The Customer’s conduct interferes with sales or causes inconvenience to others.
- Required procedures are not completed by the deadline notified by Company.
- The prescribed purchase method is not followed.
- Payment by bank transfer is not completed by the transfer deadline.
- A reservation is made but payment is not completed.
- Tickets are purchased for resale or with resale intent.
- The Customer violates these Terms or Additional Rules.
- Company reasonably determines sale to be inappropriate.

Article 2: Suspension, Change, or Cancellation of Event

1. Company may suspend, change, delay, or cancel the Event if it becomes unsafe or impossible due to force majeure (e.g., war, riot, disaster, power outage, epidemic, etc.).
2. If the Event is canceled under paragraph 1:
 - 1) General ticket holders: refunded ticket price minus actual costs incurred.
 - 2) “Peace of Mind” ticket holders: full refund.
3. Company bears no liability for any Customer losses (fees, travel, lodging, communications, etc.) caused by suspension, change, or cancellation.

Article 3: No Exchanges, Changes, or Cooling-off

Tickets may not be exchanged, changed, or cancelled for Customer convenience. Cooling-off does not apply.

Article 4: Lost, Stolen, or Damaged Tickets

No reissue or refund will be made for lost, stolen, damaged, or unrecognizable (including failure to display an electronic ticket) tickets.

Article 5: Refund Procedure

1. Company will promptly notify Customers of cancellation via the Event website or other means.
2. Refunds will be made according to Company's specified method.
3. Refund requests must be made within the period specified by Company.
4. If a ticket is irreparably damaged or lost, Company may refuse refund.
5. Refunds cover ticket price only; other expenses are not reimbursed unless cancellation is due to Company's willful misconduct or gross negligence.

Article 6: Limitation of Liability

Company is not liable for any damages caused by network congestion, system failures, or other unavoidable circumstances beyond Company's control.

Article 7: Conclusion of Contract

1. A ticket contract is formed when Company sends an order confirmation email.
2. Confirmation emails are sent to the address provided; please whitelist Company domains: ``@snc-jp.com``, ``@starrynight.company``, ``@stores.jp``.
If not received within seven days, contact Customer Support.

Article 8: Payment Methods

1. Payment must follow methods specified by Company.
2. Credit card payments are charged automatically on the specified date; bank transfers must be completed by the deadline.
3. Once selected, the payment method cannot be changed.

Article 9: Governing Law

Japanese law applies to the formation, performance, and interpretation of these Terms.

Article 10: Jurisdiction

Disputes shall be resolved in good faith. Failing agreement, the Kobe District Court or Kobe Summary Court has exclusive jurisdiction.

Article 11: Amendments

1. Company may amend these Terms if:
 - 1) Amendment benefits Customers generally; or
 - 2) Amendment is reasonable and necessary.
2. Amendments and their effective date will be posted on the Event website.
3. Amended Terms apply to Customers using the Service after the effective date.

Effective Date: October 27, 2022

Last Revision: February 8, 2025