

Dear customers:

Updated notice about our special cancellation policy regarding COVID-19

We sincerely appreciate your loyalty to our business.

Based on the Osaka Prefectural Government's policy as for COVID-19, we would like to inform you that we will refund the full amount of the facility usage fee under certain conditions. This special cancellation policy is as follows.

We will not charge cancellation fee if the reason of the event cancellation is to prevent the transmission of the COVID-19 coronavirus and one of the followings applies.

**We will refund the facility usage fee paid in advance.*

A. In case the facility usage date is after 18 February 2020

B. In case you have cancelled the facility between 18 February 2020 and 31 May 2020 (23:59 JST).

*** Please contact us and send a cancellation request by e-mail.**

Note:

1. This special cancellation policy regarding COVID-19 will last until Sunday, 31 May 2020. (The period has been extended as of today.) Any further announcements will be made via our website.
2. The Refund process takes time. We will give you a refund as soon as the process has been done. We apologize for the inconvenience.
3. Your sales representative will contact you by e-mail if this policy applies to your event.

We sincerely appreciate your cooperation and understanding.

Osaka International Convention Center Corporation

CEO Shinichi Fukushima