

News Release

December 20, 2022

To the media and press

Tokyu Land Corporation
Tokyu Resorts & Stays Co., Ltd.
Hotel Tangram
LMCU Corporation

The Japanese hotel industry’s very first completely unstaffed cashier-less store to open

-Offers a stress-free experience using a single smartphone to shop with no need to check out-

Tokyu Land Corporation (Headquarters: Shibuya-ku, Tokyo; President and CEO: Masashi Okada; “Tokyu Land” below) and Tokyu Resorts & Stays Co., Ltd. (Headquarters: Shibuya-ku, Tokyo; President and CEO: Toshihiro Awatsuji; “Tokyu Resorts & Stays” below) announce that on Saturday, December 24, 2022, the companies will open “Tangram Smart Store (24-Hour Cashier-Less Convenience Store),” a completely unstaffed cashier-less shop using an unstaffed payment system provided by LMCU Corporation (Headquarters: Chiyoda-ku, Tokyo; President: Satoshi Isozaki; “LMCU” below), at Hotel Tangram (Location: Shinano-machi, Nagano; Supervising General Manager: Masayuki Ogata; “Tangram” below), which is operated by Tokyu Resorts & Stays. This initiative represents the first time in Japan* that such an unmanned shop with no need to check out will be implemented in the hotel industry.

*According to research by LMCU



Go here for a video of the shopping experience: <https://www.youtube.com/watch?v=kSXKpJ6lsfQ>

■ Background of Implementation of Shop

Originally, shops needed to have staff assigned to them at all times during business hours. For that reason, they were closed from 8:00 PM to the early morning. In the case of Tangram, a resort hotel with an adjacent ski slope, numerous visitors voiced their desire to use shops late at night and early in the morning as well. In order to address this challenge, three companies came together to open “Tangram Smart Store (24-Hour Cashier-Less Convenience Store),” a new completely unmanned cashier-less shop.

In addition to making it possible to use the shop around the clock, this system will make it possible to offer customers a new shopping experience free of the time and effort to check out. Furthermore, because it will make it possible to save both manpower and energy, the system will also contribute to reductions in operation costs and the improvement of the productivity of shop operations.

■ Method of Use

- ① Scan the QR code provided using the “LINE” app to register the shop as a LINE friend.
- ② Register a credit card and issue a QR code for entering the shop.
- ③ Pass the QR code for entering the shop over the gate to enter the store.
- ④ After entering the store, pick up the desired items (which can be then placed into a bag).
- ⑤ Exit the gate without doing anything else to complete payment.

As the above method shows, this system allows customers to enjoy a shopping experience with absolutely no time or effort spent on checkout from the time they enter the shop to the time they leave it.

<LINE Registration Screen>



■ Overview of Shop

Name of Shop: Tangram Smart Store (24-Hour Cashier-Less Convenience Store)
 Opening Day: Saturday, December 24, 2022 (*tent.)
 Business Hours: 24-7 (Excluding days Tangram is closed)
 Location: Tangram, Entrance Building, 2nd Floor

■ Overview of Facility

<Tangram URL: <https://www.tangram.jp>>



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Located on Mount Madarao in northern Nagano Prefecture, Tangram is a highland, stay-type resort where guests can ski, spend the night and have fun all at once. All of its hotel rooms have an area of 40 m² or more, allowing its guests to stay in comfort. A variety of room types, from Western-style, Japanese-style and a hybrid of the two to special rooms with 80 m² of space and pet-ready and bicycle-ready rooms that respectively accommodate pets and bikes, are available to cater to guest needs. The facility's large hot springs bath is fully equipped with an open-air bath and sauna for guests to refresh themselves at their leisure after a full day.

Location: 3575-8 Furumi, Shinano-machi, Kamiminouchi-gun, Nagano, 389-1302

Access: (By car) Approx. 20 min. from the Shinanomachi Interchange on the Joshin-Etsu Expressway (10 km)

(By train) Approx. 25 min. by bus from Kurohime Station on the Shinano Railway after transferring from
JR Nagano Station

Main Facilities: Hotel Tangram, Tangram Key Circus, Madarao Tokyu Golf Club, Nojiriko Terrace, Tangram
Lavender Park, Tokyu Harvest Club Madarao, Hotel Harvest Madarao, Restaurant ZIGZAG,
Free Dog Park