

Terms of service

1. If your child has a temperature higher than 37.5° or a contagious condition*, he / she should not attend school. If your child is already at school and contracts a fever of 38° or higher, or if he / she appears to be unwell, we will call you to come pick him/her up.
2. Please give us any information about your child if you are aware of any differences in health conditions, such as lack of appetite or sleep.
3. If your child has been absent due to a contagious condition, we require a doctor's letter verifying that he / she no longer poses a risk of infection to others before he /she can be readmitted to school. In this case, we can schedule a make-up lesson.
4. As a general rule, we don't administer medicine to children but if your child needs to take a doctor-prescribed medication, we require detailed information on when, how and how much he /she should take.
5. If your child has an accident or sustains an injury, we will contact you immediately. If necessary, we will take your child to the hospital. Please specify on the application form if your child has a private doctor. Although we will take the utmost care to avoid such incidents, children will inevitably bump their heads, accidentally scratch each other and so on. Please show understanding in such cases.
6. Upon enrollment, please provide the following documents (copies are OK): Health insurance card, Child record book ("*boshitecho*"), medical information (doctor's notes, details of allergies, asthma, congenital disease, epilepsy and any other relevant information...).
7. If any personal details change (e.g. change of address), please inform us ASAP.
8. If your child is going to be late or absent, please let us know ASAP. Please be advised that make-up lessons would be accepted only when we are informed 2 days prior to the scheduled lesson date, and only one time a month is free of charge. You will be charged 1000yen/time from your 2nd make-up lesson.
9. We don't accept make-up lessons if you notify us of your absence on the day of your lesson. There will be no refunds for missing lessons.
10. The time range for drop-off and pick-up is 10 min before and after the class starts. Drop-off more than 10 min before class starts or pick-up more than 10 min after class finishes will be considered extended care. For every 30 minutes of extra time taken, a fee of 800 yen will be charged until 6 pm.
11. We provide extended care between 8:30 am and 6 pm on weekdays based on the rate of 800yen/30min. If you would like extended care outside of operation hours or Saturdays, we may consider your request. In this case, we will charge you a special rate and 1 week notice is required.
12. If you decide to withdraw you child or change your agreed plan, two weeks' notice is required. If you neglect to give notice, you will still be charged a half of your monthly fee.
13. If you wish to change your schedule after we issue your invoice but before the bank transaction, we will accept your request with a charge of 500 yen as a handling fee. We won't accept revise your invoice once it had been paid. In the case that you wish to add lessons, we will issue a new invoice.

14. a). If you wish to take your child out of school for more than 2 months, at least 1 months' notice prior to your last lesson is required. In this case, you will be charged 4000 yen/month during your absence.
b). If you withdraw, you will only be charged half of the enrollment fee as a re-registration fee when you return to school.
15. Please pay all balances owed electronically into our bank account before the end of each month. A 5% late fee will be added to the next bill if payment is received late. If you are more than 1 month in arrears, we reserve the right to terminate our agreement and to ask you to take your child out of the school.
16. We request that you and your child follow our rules. We reserve the right to terminate all agreements if the school rules are repeatedly violated. If we ask you to take your child out of the school, no refund will be made for payments already received.
17. We reserve the right to modify these terms or add any additional terms. We will post the modifications to these terms on our website and send a copy by e-mail. Changes will not apply retroactively and will become effective once they are posted.

*Contagious conditions include (among others): chicken pox, measles, German measles, conjunctivitis, mumps, TB and flu.

Please sign below to show that you agree with the above terms:
