

Coto Japanese Academy /Coto Japanese Club 2024.02.05-
General Terms and Conditions

Contract Procedure	Those wishing to make a contract must confirm the Course Terms and Conditions and fill in the application form as specified by Coto Japanese Academy or Coto Japanese Club(hereinafter, our school). <u>The contract will be established after submission of the application form and payment</u> of the specified fees. Applicants for the Intensive course must be at least 16 years old, and in the case of minors (those under 18 years old), the contract must be signed by a guardian or a person specified by the guardian.
Course Fees	First-time Registration Fee: Those who are studying at our school for the first time must pay <u>a first-time registration fee of 10,000yen</u> . This fee will be used towards system registration fees, creation of learning plans, and other fees such as those related to contract procedures. Tuition Fee: All payments for <u>tuition are made in advance</u> . Any purchased lessons must only be used by the purchaser, and <u>cannot be transferred to a third party</u> . Other Fees: Additional payments may be necessary for textbooks and other course materials.
Payments	Payment Method: Payments by cash, bank transfer, credit card, and PayPal are accepted. In the case of international bank transfer, 'OUR' must be selected so that the <u>sender covers the transfer fees in full</u> . Payment Due Date: Please make your payment by the date that satisfies the following conditions: <u>within 1 week of submitting the application form and before the last business day prior to the start date</u> of the course. Lesson reservations will only be possible after the full payment has been confirmed. If no payment has been confirmed by the specified due date, the application will be void. Reservation Fee: In principle, the fees must be paid in full as a single payment. However, a reservation fee of 15,000yen can be paid in advance to establish the contract only in the case that you are able to pay the full price by the last business day prior to the start date of the course. If the rest of the fees have not been paid by the specified due date, the contract will be void and the 15,000yen registration fee may be charged as a cancellation fee.
Course Changes to Other Courses	If a student wishes to <u>change to a different course or a different campus</u> using your current balance of the course, they <u>can only do so once per contract</u> provided that a class matching their schedule and level exists. <ul style="list-style-type: none">• The remaining balance of the course lessons will be recalculated using the lesson unit price of the new course• The number of lessons that can be taken may change as the course changes• If the recalculation of the balance turns out to be short of less than a lesson unit price, the remaining price must be settled. Fractions of a lesson unit price cannot be refunded.
Use of Recordings	Audio recordings, video recordings, and photos may be taken during lessons or events, and may be used on our school's SNS or website. Permission to use these media will be confirmed with students at the time of recording, so please state if you do not want your photos being used in the aforementioned manner.
Force Majeure Events	In the case that unexpected events such as natural disasters shall occur and render classes impossible to hold, these lessons will either be canceled or held online. Alternatives will be provided if the lessons are canceled.
Code of Conduct	In order for all students to take lessons comfortably, our school will not tolerate the following behavior, as well as any other anti-social behavior that negatively affects other students and any violation of rules. <ul style="list-style-type: none">• Actions hindering the operation of lessons• Actions causing trouble for others• Conversations containing inappropriate language• Actions during events that make other participants uncomfortable• Actions related to sales, scouting activities, religion, and politics that put students and instructors at a disadvantage This conduct is applied within our school and school-hosted events, regardless of whether it is within lesson hours. If any of the above behavior is seen, the student will be disqualified as a member of the school and will not be entitled to any refunds.
Other	A "Certificate of Completion", "Certificate of Attendance", and "Certificate of Enrollment" can be issued according to the student's wishes. ※Please contact the staff for other details such as issuance fees
Change of Terms and Conditions	These Terms and Conditions are subject to change by our school.

Package Plan Terms and Conditions

Validity Period	<p><u>Each lesson package has a validity period.</u> Please take all lessons included in the package within its validity period as shown below.</p> <p>(A) 1~7 lessons: 1 months from the first lesson (B) 8~15 lessons: 3 months from the first lesson (C) 16~31 lessons: 6 months from the first lesson (D) 32~47 lessons: 8 months from the first lesson (E) 48~95 lessons: 12 months from the first lesson (F) 96 lessons or more: 14 months from the first lesson</p> <p>* If the student is not able to use up their lessons by the end of the validity period, we provide a one-time opportunity per package to extend the validity period by purchasing a new lesson package. The validity period will be extended by the duration of the new package's validity period starting from the day after the date of the old package, and both the new and old lessons must be used within the new validity period. Please note that extension of the validity period will not be possible after the package has already expired.</p>
Reservations	<p>The student <u>must make their own reservation</u> for Private lessons and Part-time lessons <u>through the school scheduling system</u>.</p> <p>Reservation Period: Part-Time Lessons <u>30 days to 30 minutes prior to the start of the lesson</u></p> <p>*Please note that group classes with zero reservations as of 6:00 p.m. the day before will be closed.</p> <p>Private Lesson/Private Group Lesson/Special Private Lesson/Special Private Group Lesson <u>14 days to 6:00 PM on the previous day of the lesson</u></p> <p>*Reservations for other lessons(private group lessons, special private lessons, and special private group lessons) will be made by school staff on your behalf. Please contact our staff for details.</p>
Canceling/Changing Reservations	<p>If the student <u>cancels their reservation on the school scheduling system by 6:00 pm on the day prior to the lesson</u>, the cancellation can be done <u>for free</u>, with no lessons/points used. If the student cancels or changes their reservation <u>after 6:00PM on the day prior to the lesson, the lessons/points will still be considered used</u>.</p> <p>*If students wish to cancel Private Group Lessons and Special Private Group Lessons, make sure that <u>all participants cancel their reservation</u> from the school scheduling system. If the lesson is partially attended by some of the students, <u>the lessons/points of the absent students will be considered used</u>.</p>
Opening Part-Time Lessons	<p>If a Part-Time Course is reserved by one or no people continuously for longer than 1 month, the course may be closed.</p>
Fixed Schedule for Private Lessons	<p>If a student wishes to take Private Lessons at a fixed schedule, our school will make the reservations for the schedule that the student has decided in advance.</p> <p>However, please note that a fixed schedule will not be possible in the following cases.</p> <p>1) <u>If more than half of the lessons in the fixed schedule have been canceled or rescheduled over the past month or longer</u></p> <p>2) If the student's packages have been used up and there has not been a contract made for the next package</p> <p>*Please note that your <u>instructor may change</u> due to the instructor's schedule and other circumstances.</p>
Measures for Students Unable to Attend In-Person	<p>Generally, all students must attend in-person, however if you are <u>not able to attend in-person</u> we have the following measures:</p> <p>Private Lessons</p> <p>① Online attendance: Students may <u>attend lessons online</u> only if the student notifies our school <u>by 6:00PM on the day prior to the lesson</u>.</p> <p>Part -time lesson:</p> <p>① Online Auditing: Students may <u>audit the lesson online</u> only if the student notifies our school <u>by 6:00PM on the day prior to the lesson</u>. Auditing means to attend the class online <u>without participating in practices</u>.</p>
Special Private Lessons	<p>Contents that are not covered by the usual scope of regular Private Lessons can be covered in Special Private Lessons. Please see the school guide for further details.</p>

Coto Japanese Academy /Coto Japanese Club 2024.02.05- Cancellation of Contract

These Terms and Regulations have been made in accordance with the guidelines set by the Consumer Affairs Agency. If a refund is required as a result of cancellation, the student must apply for a refund using the designated form and select from one of the school's designated methods. In principle, refunds must be made to an account in the name of the payer. If a refund of 100,000 yen or more is requested more than once, there may be restrictions on the next and subsequent contracts. The cooling-off and mid-cancellation policies do not apply to applicants residing outside of Japan.

Cooling Off

If the student would like to cancel a contract with a validity of over 2 months and a total payment exceeding 50,000yen, please notify us within 8 days (including Saturdays, Sundays, and holidays) after the contract is confirmed. The notification must be in writing or email, and must include the following information.

- (1) Applicant name
- (2) Name of the student (if the applicant name and the participant name are different)
- (3) Contract establishment date
- (4) Course name
- (5) Contract amount for the course and related products
- (6) Reason of contract cancellation
- (7) Date of document creation
- (8) Name of document creator

Premature Cancellation of the Contract

Cancellation of the contract after the cooling-off period has elapsed will proceed as follows.

- Prior to the Start of the Course

Refund Amount = (Contracted Course Fee) - (15,000 yen Administration Fee)

*This calculation also applies to cancellations prior to the start of the course in the event that the contract is renewed.

- After the Start of the Course

Course Fee Balance = (Contracted Course Fee) - (Attended Course Fee)

Payment Balance = (Paid Tuition Fee) - (Attended Course Fee)

Refund Amount = (Payment Balance) - lower amount of 20 % of the Course Fee Balance or 50,000 yen
The first-time registration fee is an initial fee and will not be refunded.

*If the Refund Amount totals to a negative, the student must pay the fee.

"If the student applies for a cancellation by 6:00 pm on Thursdays, the course will be canceled from the next week.

*Administrative fees refer to fees used for the conclusion and fulfillment of the contract.

*The Attended Course Fee is calculated by multiplying the attended number of course weeks and the price per lesson at the time of the contract. In the case of the Intensive course, the price per week of lessons will be used.

*Returns of course materials may be accepted for refund based on our assessment of the condition of the product. However, if the material has any writing, stains, damage, or folded pages, it will be deemed as having no residual value and we may ask the student to purchase the product from our school. The digital version of the educational materials shall be deemed to have been used at the time of access. Any requests for returns of course materials shall be made during the term of the contract.

In the case that we issue a refund due to premature cancellation of the contract, we will do so by bank transfer or by clearing the refund to the credit card used at the time of payment. In the case of payment by bank transfer, the refund will be made by wire transfer to your account at a financial institution. The student will be responsible for all bank transfer fees.

The name of the account and the name of the credit card to which the cancellation refund is to be made must be that of the payer.