Japanese in Kamakura

Private Lesson Ticket Terms and Conditions

1 Terms and Conditions

1.1 【Terms and Conditions】

1.1.1 "Japanese in Kamakura Private Lesson Ticket Terms and Conditions" defines the terms of use for language lesson services.

1.1.2 By checking "Agree to Terms and Conditions" on the application screen and clicking the application button, or by signing the designated application form of our school, you are considered to have agreed to all the contents of these terms and conditions.

1.1.3 Our school may change all or part of these terms and conditions without prior consent of the students. In such cases, the changed terms and conditions will be notified to the students in a manner deemed appropriate by our school. Thereafter, when a student uses this service, the student is considered to have agreed to the contents of the changed terms and conditions.

1.2 【Scope of Terms and Conditions】

1.2.1 The scope of application of the terms and conditions includes information sent to students by our school through the homepage, as well as through emails and other means.

1.3 【Time Representation】

1.3.1 All dates and times mentioned in this service and these terms and conditions are based on Japan Standard Time (GMT+9).

2 Students

2.1 【 Students】

2.1.1 A student is a person who has purchased private lesson tickets from our school and can take private lessons based on these terms and conditions.

2.2 【 Registration】

2.2.1 Students must complete the prescribed registration procedures as determined by our school. Registration requires a name, gender, date of birth, address, phone number, and email address. Additionally, a registration fee is required when purchasing a private lesson ticket for the first time.

2.2.2 If the student is a minor, they must obtain the consent of their legal guardian before registering.

2.2.3 Registration is completed when the student receives notification of acceptance from our school via email or at the reception.

2.2.4 The school will send notifications and emails to students. Students must have an email account that can receive emails from the school.

2.2.5 Individuals who are not registered cannot receive lessons from a student.

2.3 【Change of Reported Information】

2.3.1 If there are any changes to the information provided during the registration process, students must promptly report the changes to the school.

2.3.2 The school is not responsible for any troubles if the student cannot be contacted due to failure to report changes as mentioned in the previous clause.

2.4 【Email Notifications】

2.4.1 Notifications sent by email are considered complete once sent to the email address provided in the student's registration information.

2.4.2 The school is not responsible for any troubles if the student cannot be contacted due to changes in email settings or if the student can no longer receive communications from the school's domain (@littleeurope.jp / @japaneseinkamakura.com).

2.5 【Cancellation of Registration】

2.5.1 The school may cancel a student's registration if the following circumstances are discovered after registration:

(1) Falsehoods in the registration details or failure to report changes as per section 2.3.

(2) Student's registration was previously canceled due to violations of our school's terms and conditions.

(3) Prohibited acts mentioned in section 10.1 of these terms and conditions.

(4) Any other reasons deemed inappropriate by the school.

3 Lesson Fees

3.1 【Payment of Lesson Fees】

3.1.1 Students must purchase private lesson tickets as described on our website to take private lessons. Please refer to the price list for details.

3.1.2 The contract for the purchase of private lesson tickets becomes effective when the student completes the necessary payment procedures for the tickets, and the school confirms the payment.

3.1.3 After the contract for the purchase of private lesson tickets is established as described in the previous clause, students can then proceed to book lessons.

3.2 【Validity Period】

3.2.1 The validity period of private lesson tickets is as follow. The school cannot guarantee that students will be able to use all tickets within the validity period or that they will be able to book lessons on their desired dates and times.

5 lessons	2 months from the start date
10 lessons	3 months from the start date
25 lessons	6 months from the start date
50 lessons	12 months from the start date

3.2.2 The start date for the use of private lesson tickets must be determined at the time of purchase. The start date must be set within six months from the purchase date.

3.2.3 The start date for the use of private lesson tickets can be changed only once and only before the tickets are first used.

3.2.4 The application deadline is set at 7 days before the start of the course.

3.2.5 Private lesson tickets that have expired cannot be used and will be void. No refunds will be issued for expired tickets.

3.3 【Materials Fee】

3.3.1 The cost of lesson tickets does not include the cost of materials. Students should either prepare the necessary textbooks themselves or order them from the school.

3.3.2 If students wish to have the materials sent to their homes, an additional shipping fee will be charged.

4 Payment Methods

4.1 【Payment Methods】

4.1.1 Students can pay for the lesson tickets using one of the methods described in sections 4.2 to 4.4.

4.1.2 As a general rule, students cannot take lessons on the day they purchase the tickets.

4.2 【Credit Card Payment】

4.2.1 For credit card payments, the school uses the online payment processing system PayPal. The school does not handle credit card numbers, and the credit card examination is conducted entirely by the card issuer and PayPal. For any issues related to the credit card, please contact the card issuing company.

4.2.2 Accepted credit cards are VISA, MasterCard, JCB, American Express, Discover, and UnionPay.

4.3【Bank Transfer】

4.3.1 Please transfer the payment to our school's bank account (Mitsubishi UFJ Bank) provided in the email after applying. The student is responsible for any transfer fees.

4.4【At the Reception Desk】

4.4.1 Reception desk operates on a reservation-only basis. If you wish to make a payment at the reception desk, please make a reservation the previous day at the latest.

4.4.2 Payments at the reception desk can only be made in cash (Japanese yen).

5 Reservations

5.1【Using the Web Reservation System】

5.1.1 Reservations for lessons should be made through the web reservation system "Little Calendar." Reservations can also be made via email. The name, phone number, and email address registered at the time of student registration will be used to access the web reservation system.

5.1.2 After initial registration, you will receive the necessary information to log in to the "Little Calendar" web reservation system. After setting your initial password, access https://www.littlecalendar.jp, enter your ID and password, and log in to use the system.

5.1.3 Instructions on the initial setup and operation of the web reservation system will be provided by email. Students are responsible for setting and managing their passwords.

5.1.4 Our school is not responsible for any errors in operation when using the service. If you have any questions about the operation, please contact the school.

5.2【Booking Lessons】

5.2.1 Lesson schedules can be decided based on your preferences. After initial registration, you can use the web reservation system.

5.2.2 The web reservation system opens reservations from 10:00 AM on the 15th of each month for the following month.

5.2.3 You can choose either face-to-face or online lessons when making a reservation.

5.2.4 A reservation confirmation or cancellation email will be automatically sent to your registered email address upon booking. If you do not receive these automatic emails, please check your spam folder and contact the school if necessary.

5.2.5 The reservation deadlines are as follows:

- Web reservation system: until 6:00 PM the day before the lesson
- Reception (email or phone): until 6:00 PM the previous business day (5:30 PM on Sundays) of the lesson

5.2.6 Lessons cannot be taken unless you make a reservation by the deadlines mentioned above.

5.2.7 Reservation cannot be made without a valid lesson ticket.

5.2.8 Reservations are accepted in order, so we cannot guarantee your preferred date and time. Additionally, there may be times when reservations cannot be made due to school holidays or high reservation demand.

5.2.9 The school will not contact you if you forget to make a reservation.

6 Taking Lessons (Face-to-Face and Online)

6.1【Lesson Time and Content】

6.1.1 Lessons are 50 or 80 minutes per session.

6.1.2 You can select your teacher when making a reservation, but substitute teachers may be assigned due to the teacher's holidays, temporary returns to their home country, health issues, or transportation issues.

6.1.3 The assigned teacher will adjust the lesson materials and content according to the student's level and objectives. Lesson notes will be shared among teachers. Please notify us early by email if you have specific lesson content requests.

6.1.4 Lesson requests sent after the reservation deadline (6:00 PM the day before) may not be conveyed to the teacher. Teachers prepare for lessons in advance and may not accommodate last-minute materials.

6.1.5 An additional fee will be charged for special arrangements, such as requests for specialized content.

6.2 【Face-to-Face Lessons】

6.2.1 Face-to-face lessons will be held at the reserved school location.

6.3 【Online Lessons】

6.3.1 Online lessons are provided using the "Whereby" web conferencing system.

6.3.2 Basic operation instructions will be provided in advance, but we cannot answer questions about the "Whereby" service itself.

6.3.3 Our school may change the lesson system used if deemed necessary.

6.3.4 A connection test will be conducted before the first online lesson if needed. If it is determined that you cannot take online lessons based on the connection test, the online lesson reservation will be canceled.

6.4【Online Lesson Environment and Issues】

6.4.1 The use of "Whereby" between the school and students is for the purpose of providing online lesson services only.

6.4.2 This service may not work properly depending on the student's environment (PC hardware specs, software conditions, network environment, etc.).

6.4.3 Students must prepare devices capable of using "Whereby" (PC, tablet, smartphone, web camera, headset, etc.) at their own responsibility and expense and ensure a suitable environment for taking lessons.

6.4.4 Students must check their device, OS, and network environment before each lesson to ensure there are no issues.

6.4.5 If a lesson cannot be conducted due to a system malfunction of the student's device or network environment or if the lesson is interrupted due to actions prohibited by section 10.2 of these terms, the lesson may be stopped by the school or the teacher, and the school cannot be held responsible.

6.4.6 Even if a lesson is stopped due to the reasons mentioned above, no rescheduling or refund will be provided.

6.4.7 In the event of internet issues, the teacher's video may be switched to a still image or no image. No rescheduling or additional lesson time will be provided.

6.4.8 For quality control and trouble prevention, the school may monitor and record lesson content and necessary information.

6.4.9 The school is not responsible for any malfunctions of "Whereby" itself unless acknowledged by the school.

6.4.10 The school is not liable for any damage to computers, connections, or software caused by computer viruses or any other damage resulting from using the software or distribution files during or outside of lessons.

7 Cancellations, Reservation Changes, and Terminations

7.1【 Cancellations】

7.1.1 To cancel a lesson reservation, please use the web reservation system or contact the school directly.

7.1.2 The reservation cancellation deadlines are as follows. If the cancellation is made by the deadline, the lesson will be returned, allowing you to reschedule within the lesson's validity period.

- Web reservation system: Until 6:00 PM the day before
- Reception (email or phone): Until 6:00 PM the previous business day (5:30 PM on Sundays)

7.1.3 If the cancellation is made after the deadlines mentioned above, it will be considered a cancellation on the day, and the lesson will be deducted.

7.2【Reservation Changes】

7.2.1 7.2.1 Lesson times or dates cannot be changed after the cancellation deadlines stated in 7.1.2.

7.2.2 If you wish to change a face-to-face lesson to an online lesson or vice versa before the cancellation deadlines, please cancel and rebook the lesson. Depending on classroom availability and the teacher's location, such changes may not be possible.

7.2.3 If you wish to change a face-to-face lesson to an online lesson after the cancellation deadlines, we can accommodate this only if the teacher's location has the necessary online equipment and it is within office hours. If it is not possible to accommodate, it

will be considered a cancellation on the day, and no rescheduling or refund will be provided. Email requests outside of office hours or last-minute requests may not be processed immediately, and in such cases, no extension or refund will be provided.

7.2.4 In the event of an emergency, such as the teacher's illness or transportation issues, we may ask you to reschedule the lesson.

7.3【Lesson Terminations】

7.3.1 If the student does not follow the procedures specified by the school after the lesson start time, the lesson will be considered as missed, and the lesson will end.

7.3.2 If a lesson is interrupted due to system issues with the student's device or network environment or actions specified in section 10.1, the school or the teacher may terminate the lesson.

7.3.3 Even if the lesson is terminated for the reasons mentioned above, the student is still obligated to pay for the lesson, and no lesson tickets will be returned.

7.3.4 Lesson tickets will not be returned for any reason except in the following cases:

(1) The student could not attend the lesson due to a system failure at the school.

(2) The student could not attend the lesson due to the school's fault.

8 Cancellation Policy

8.1【Ticket Cancellations】

8.1.1 You can cancel the contract by submitting a written request (cooling-off) within eight days from the day you receive the document that specifies the contract details. However, this applies only if the course duration exceeds two months and the total payment amount exceeds 50,000 yen.

8.1.2 Please send the cooling-off document by a method that leaves a record, such as registered mail, specific recorded mail, or email.

8.1.3 The cooling-off is valid if the document is postmarked within eight days, even if it does not arrive at the school within that period.

8.1.4 If you exercise the cooling-off option, the school will not claim any damages or penalties.

8.1.5 If you wish to cancel (terminate) your application after the application process is complete, the following will apply.

Application Completion within 8 Days	Refund
Application Completion after 9 Days	No Refund

Application Completion Within 8 Days	Refund (Cooling-off)
Application Completion from 9 Days to 30 Days Before Start Date	Refund
29 Days Before Start Date until the Day Before Start Date	Refund after deducting a 15,000 Yen cancellation fee
On or After the Start Date	The registration fee and material costs are non-refundable. A cancellation administrative fee of 20% of the unused lessons (up to a maximum of 50,000 yen) will be deducted from the refund.

8.1.6 The customer is responsible for any transfer fees or remittance charges incurred during refunds.

9 Lesson Hours and Reception Hours

9.1【Lesson Hours】

9.1.1 Lesson hours are as follows. The availability of lessons may vary depending on the language and the teacher's working hours:

Monday to Saturday: 9:00 to 20:50

Lessons cannot be taken on public holidays or during the year-end and New Year holidays.

9.2【Reception Hours】

9.2.1 Reception hours are as follows. The availability of lessons may vary depending on the language and the teacher's working hours:

Monday to Saturday: 10:00 to 21:50

9.3【Office Reception Hours】

9.3.1 Phone and email support hours are as follows. Please note that responses may take some time:

Monday to Saturday: 9:30 to 19:30

Sunday: 9:30 to 17:30

Phone and email support are not available on holidays, New Year's holidays, Golden Week holidays, and summer holidays.

10 Prohibited Acts, Termination, and Disclaimers

10.1【Prohibited Acts】

10.1.1 Participants are strictly prohibited from engaging in the following acts:

10.1.2 Transferring, lending, selling, changing names, setting pledges, or using as collateral the right to use this service to a third party.

10.1.3 Any acts that disrupt the operation of this service, such as drinking alcohol, smoking, or being inebriated during the lesson.

10.1.4 Using online lessons while driving or walking.

10.1.5 Harassment, stalking, violence, verbal abuse, public indecency, or other nuisance acts towards teachers, staff, or other participants.

10.1.6 Recruiting teachers or staff for other schools or private lessons, or soliciting other participants.

10.1.7 Soliciting teachers or staff for religious, multi-level marketing, or political organizations.

10.1.8 Directly requesting services such as translation, interpretation, study abroad support, or other services provided by the school to the teachers or employees.

10.1.9 Any acts that obstruct business operations within or outside the school.

10.2【 Termination】

10.2.1 The school reserves the right to terminate the contract upon discovering any of the facts listed in 10.2.2 to 10.2.4. In cases of 10.2.2 to 10.2.3, we will also consider legal action, including compensation for damages.

10.2.2 When trust is destroyed or trouble arises due to the prohibited acts specified in 10.1.

10.2.3 When it is determined that the participant has connections with antisocial forces or there is a risk of such involvement.

10.2.4 In the event of death, disappearance, or continuous uncontactable status of the participant for a certain period.

10.3【 Disclaimers】

10.3.1 Due to individual differences in learning outcomes, the school cannot guarantee the results or effectiveness of the services.

10.3.2 The school is not responsible for any troubles between participants.

10.3.3 Private interactions with school employees, including teachers, are not prohibited, but the school is not responsible for any issues that arise from such interactions.

11 Personal Information

11.1【Handling of Personal Information】

11.1.1 The school will take necessary and appropriate measures to ensure the safe management of personal information obtained, in compliance with the Personal Information Protection Law and other related laws and regulations.

11.1.2 The school will provide necessary and appropriate guidance to employees handling personal information to ensure its safe

management.

11.2【Types of Personal Information】

11.2.1 Information entered in the application form or application sheet (name, gender, date of birth, address, phone number, email address, etc.)

11.3【Purpose of Use】

11.3.1 Student management for school operations

11.3.2 Sending requested brochures or greeting cards such as New Year's cards.

11.3.3 Providing information on courses, events, and other services offered by the school.

11.3.4 Appropriate response to lesson reservations, inquiries, or consultations.

11.3.5 Collecting statistical data for internal reference to improve services.

11.4【Disclosure of Personal Information】

11.4.1 The school will not disclose obtained personal information to third parties without the individual's consent.

11.4.2 Personal information may be disclosed in response to formal requests from public institutions based on the law.

12 Legal Provisions

12.1【General Provisions】

12.1.1 These terms and conditions are interpreted based on Japanese law.

12.1.2 In case of disputes or unresolved matters related to these terms between the participant and the school, both parties shall negotiate in good faith.

12.1.3 If the dispute cannot be resolved through negotiation, the Yokohama District Court or Kamakura Summary Court will have exclusive jurisdiction over the first instance, depending on the amount of the claim.

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