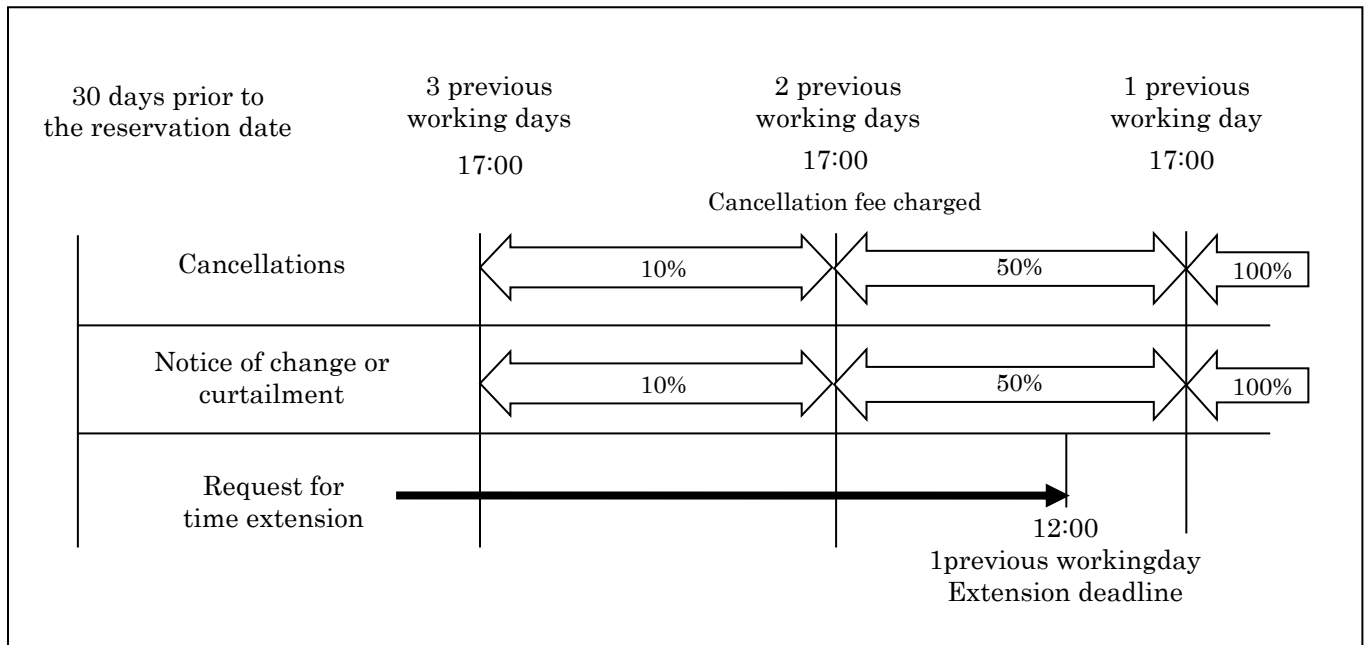


【New Cancellation Deadline & Cancellation Fee】

The deadline date for cancellation will be 17:00 hours of the three(3) previous working days of the reservation date. Cancellation fee will be charged for cancellations thereafter as follows.

- 10% of the total cost of your reservation hour(s) will be charged for cancellations after 17:00 hours of the three(3) previous working days to 17:00 hours of the two (2) previous working days.
- 50% of the total cost of your reservation hour(s) will be charged for cancellations after 17:00 hours of the two(2) previous working days to 17:00 hours of the previous working day.
- The full cost of your reservation hour(s) will be charged for cancellation on the date of the reservation.
- The cancellation fee under the same policy will incur also for changes or curtailment of your reservations.
- For any time extension of your reservations the deadline will be noon of the previous day.



Examples:

① Changing or curtailing the reservation time.

Example: Change of the reservation for 18:00~21:00(3 hours) to 15:00~18:00(3 hours)

→ If you notify us of the change between 17:00 of the three previous working days and 17:00 hours of the two previous working days of the reservation date, 10% of the cost for the cancelled 3 hours (18:00~21:00) will be charged.

Example: Curtailment of the reservation for 18:00~21:00(3 hours) to 18:00~20:00(2 hours)

→ If you notify us of the change between 17:00 of the two previous working days and 17:00 of the previous working day of the reservation date, 50% of the cost for the curtailed 1 hour will be charged.

② Sundays and holidays will not be counted as the working day(s):

Example: Reservation for a Monday

→ Cancellation fee will not be charged if you give us the notice before 17:00 of the Thursday of the previous week.

→ If we receive the notice of cancellation between 17:00 of Friday and 17:00 of Saturday of the previous week, 50% cancellation fee will be charged.

Changes_in_Cancellation_Policy

❖ On the Day of Daycare

◇ Upon arrival

1. Hand in your membership card at the front desk.
2. Complete the daycare form by filling in your child's current condition, such as temperature and mood.
3. Put the name sticker on your child.
4. Please pre-pay the child care fee for your reserved time.
5. Take the completed form to Aoba(don't forget to bring your child's shoes if he/she is able to play outside)
6. Put your child's belongings into the baskets with your child's name in Aoba.
7. Hand over the day-care form to the receiving staff and give special instructions, if any.

◇ Upon pick-up

1. Retrieve your membership card at the front desk. If your pick-up time is overdue for more than 6 minutes by the front desk clock, you will be charged an overtime fee for every 30 minutes.
2. Pick up your child at Aoba.
3. Oral and written report on your child's day will be available from the delivering staff.
4. Remove the name sticker from your child.
5. Make sure to take all your child's belongings.

❖ Others

- * Please be on time for reservation. Contact us before reservation time if you have to come late to drop off or pick up your child.
- * As a basic rule, we cannot accept a sick child or administer medication to any child.
- * A guardian must accompany the child at the time of arrival and departure. A staff member will always attend to your child. You must inform us beforehand if somebody else is coming to pick up your child instead of a guardian.

※ We cannot hand over your child to anyone other than the guardian unless there is an advanced notice.

It is possible that some problems may occur among children from time to time. During the natural process of your child's growth and development, this has significant functions in many cases.

Please just be aware of this possibility when you use the daycare service.