

Starting Sunday, 1st March, 2009

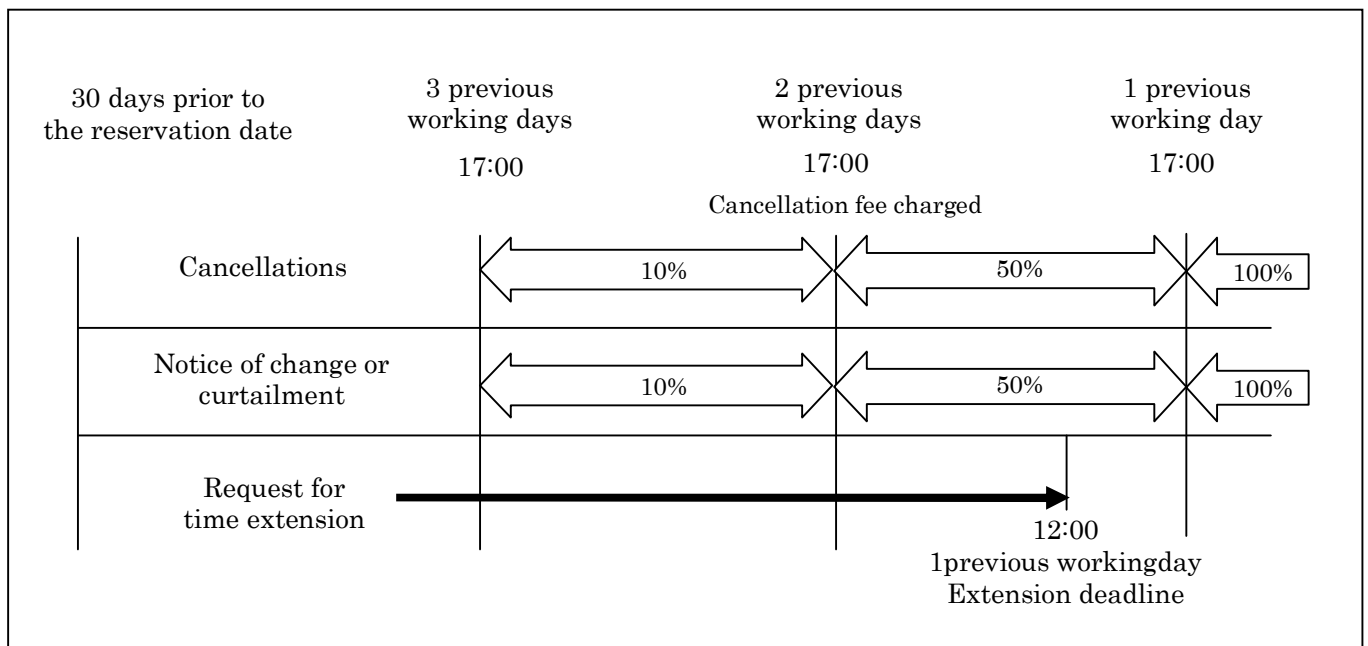
Cancellation Policy of “Aoba” Day Care Service will be Changed

~ There are many late cancellations of the day care service reservations and this is inconveniencing many people who are really in need of the service. To ameliorate this situation, we are changing the cancellation policy. We appreciate your understanding ~

【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.