

Cancelation and Refund Policy

Revised on August 01, 2018

1. Please read the following if you wish to cancel your enrolment after paying your tuition fees.

- 1) If you intend on cancelling your enrolment after paying your initial tuition fees, you will be required to inform YAMASA of your intentions via telephone, email or in person (this can be done at the customer service counter in the main staff room). If you are unable to inform us prior to 5 o'clock PM, this request will be treated as having been lodged on the following business day. If you wish to cancel by e-mail or telephone, please use the contact details listed below:

E-Mail: admissions@yamasa.org

Telephone: +81 (0)564-55-8111 (9:00—17:00 Japanese Time)

- 2) Upon receiving your cancellation request by email, you will be sent a confirmation e-mail. Your cancellation request will be finalized upon receiving a reply verifying the contents of your initial e-mail.
- 3) If you are taking private or semi-private classes, you will need to contact us by 5 PM on the last business day before their scheduled class if you wish to cancel your class(es).
- 4) Please note that any refunds conducted via bank transfer will incur transfer costs. Therefore, we request that any account information that you give us is accurate and free of errors. You will be liable for any extra bank transfer fees if we are unable to complete the transaction due to mistakes contained in the bank details that you have provided. This total will be subtracted from the final total refund issued by YAMASA.

※Please note that often international bank transfers may be transferred via multiple financial institutions and these may incur additional transfer fees.

2. Reimbursement of Tuition Fees In Cases of Course Cancellation

Following this policy, YAMASA will refund your tuition fee that is commensurate to the amount of lessons after your cancellation as much as possible with the minimum necessary administrative fee. Please see below for the details.

1) I wish to cancel my enrolment before my chosen program has started:

YAMASA will refund your tuition fees minus an ¥8,000 (tax included) administration fee. The same amount will be refunded if a tourist visa that you have applied for has been rejected by the Japanese consulate in your home country prior to commencement of your studies. Please note that the fee of student visa application will not be refunded.

2) I wish to cancel my enrolment after my chosen program has started:

i) I am enrolled in a full time or part time course (i.e. SILAC, SCSP, AIJP, AJSP, JBPP)

We will refund your tuition fees equivalent to an amount calculated from the next day that the cancellation application was made (this is worked out via a daily rate). An ¥8,000 (tax included) administration fee will be subtracted from the final total of your refund.

cf.

• See Appendix 1 for the calculation of the refund for AIJP and AJSP.

• See Appendix 2 for the calculation of the refund for SILAC and SCSP.

ii) I am enrolled in private/semi private course (including optional private lessons in AIJP, AJSP, SILAC and SCSP) :

① In cases when the application to cancel has been made before 5PM on the business day preceding the lesson:

If you don't change your lesson date but cancel the lesson outright, then you will be reimbursed an amount commensurate to the number of lessons you were booked in for. Each cancelled lesson will be

subject to a ¥500 administrative fee that will be subtracted from your final refund total*. Refunds will not be issued nor will administrative fees be charged if you change the date of the lesson.

* This total is capped at ¥8,000.

② In cases when an application to cancel has been made after 5 PM on the business day preceding the lesson:

Please note that you cannot change the date nor receive any refund if the application to cancel has not been made by 5PM on the business day preceding the lesson.

iii) I am enrolled in online private course:

Refunds can be given for lessons starting the following week after a refund is requested. For example, if a refund is requested on Wednesday, refunds will be given for lessons starting the following Monday. However, a 500 yen administration fee (tax included) will be deducted for each lesson (maximum of 8000 yen) as well as any transfer fees.

3) I want to change courses:

To change courses, you will be required to cancel the course that you are enrolled in and sign up for the course that you wish to participate in anew. The administration fee is as below. The refund generated by the cancellation will be used for the tuition fee of the newly applied course. If there is a surplus, we will refund that amount, and if there is a shortfall, additional fee will be charged.

- i) Course change from the courses other than Private/ Semi-private course
A ¥4,000 administration fee (tax included) will be charged. Course change between SCSP and SILAC is acceptable only on a weekly basis.
cf.
• See Appendix 3 for the calculation of course change between SILAC and SCSP.
- ii) Course change from Private/ Semi-private course
A ¥500 administration fee (tax included) will be charged per lesson. This total is capped at ¥4,000.

4) I am in SILAC/SCSP/MINI course, but want to take a leave in the middle and delay my finish date:

If you take a leave in the middle of your course period and delay your original finish date, a ¥500 administration fee (tax included) will be charged. The leave is acceptable only on a weekly basis and the maximum period is 4 weeks.

5) I applied via the following agents (study abroad agency, online agency):

If you make an application via the following agencies, the policy below will be applied.

Agency: Language International

- i) To cancel before YAMASA receives your tuition fee from the agency:
There is no refund from YAMASA.
- ii) To cancel after YAMASA receives your tuition fee from the agency:
We will refund the amount after deducting (A) and (B) below from your tuition fee.
 - (A) The larger amount of either 20% of the total tuition fee or the amount equivalent to the number of lessons that you have attended.
 - (B) Administrative fee ¥8,000 (tax included)

3. Reimbursement of Accommodation and Homestay Fees, Security Deposits, Occupancy Fees, Futon Purchase/Rental and Airport Pick Up Fees

Following this policy, YAMASA will refund an amount that is commensurate to the fees after you move out from your room as much as possible with the minimum necessary administrative fee. Please see below for the details.

1) Cancellation by 2 weeks prior to the reservation date:

All the paid fees will be refunded. Any cancellation fee will not be charged.

2) Cancellation during 13 days prior to the reservation date:

i) Accommodation and homestay fees, security deposits (This applies only to long term courses) and occupancy fees:

You will receive a refund commensurate to the amount that you have paid minus an ¥8,000 (tax included) administration fee.

ii) Futon purchases/rental fees:

You will receive a refund commensurate to the amount that you have paid for the futon rental/purchase minus a ¥2,000 (tax included) administration fee. The total for the administration fee will be the same regardless of whether you have rented or purchased your futon.

iii) Airport pick up fees:

We will be able to refund the full amount of any airport pick up service that has been paid for if the cancellation request has been received by 5 PM (Japanese time), one business day prior to your arrival date. Refunds will not be issued if we have not received this notification by the abovementioned time and date.

✕We are able to arrange an alternative pick up date or offer refunds in cases where industrial disputes or inclement weather have caused your flight to be cancelled.

3) Cancellation after entering my accommodation:

i) Accommodation and homestay fees and security deposits

You will be refunded an amount that is commensurate to the length of time that you have left in the accommodation/homestay minus an ¥8,000 (tax included) administration fee. This will be calculated from the day following your intended move out date.

* Please note that occupancy fees paid for short term stays are unable to be refunded.

ii) Security deposits (This applies only to long term courses):

All water and electricity bills (up until the day that you move out) will be subtracted from your security deposit. Furthermore, any cleaning and/or repair costs bought about by damage that you have caused for will also be subtracted from the final amount. Please be aware that in some cases, calculation of your final security deposit refund can take 2 to 3 months.

iii) Futon purchases/rental fees:

If you have rented a futon, you will be refunded the next week's rental total. If you have purchased a futon, you will not be eligible for a refund.

4. If classes have been cancelled in cases of natural disasters:

Please note that we will not be able to issue any refund in the event of natural disasters such as earthquakes, severe storms, snow storms, or other occurrences such as outbreaks of contagious diseases, civil unrest and electrical power failure/rolling blackouts.

5. If classes have been cancelled due to factors that can be ascribed to the YAMASA Institute:

If classes are cancelled due to a scenario similar to the one listed above, then you will be fully reimbursed for any tuition fees that you have paid.

6. If cancellation has been made by a student currently living in Japan who has applied for a course of more than 2 months length:

In compliance with the Japanese Act on Specified Commercial Transactions, you will be refunded all tuition fees if you request to cancel your enrolment within 8 days of applying for your chosen program course. Please refer to section 3 of this refund policy regarding any refunds associated with accommodation, homestay and futon rental/purchase fees.

I _____ have read the above refund policy and confirm that I understand its contents.

Signature: _____

Date (mm/dd/yyyy) _____

Appendix

Appendix 1 The calculation of the refund for AIJP and AJSP

Your tuition fee minus (A) to (C) below will be refunded. Please understand that one year discount will not be applied to (A) and (B) if you cancel your course within a year.

(A) The tuition fees of the quarters that you have finished.

(B) The tuition fee of the quarter that you are enrolled in. The fee is the amount that is commensurate to the number of days up to the cancellation date.

(C) Administration fee ¥8,000 (tax included) and a bank transfer fee.

Appendix 2 The calculation of the refund for SILAC and SCSP

Your tuition fee minus (A) to (C) below will be refunded.

(A) The tuition fee up to the week before the week that includes the cancellation date.

(B) The tuition fee that is calculated based on the number of days that you have finished in the week that includes the cancellation date. The amount is calculated according to day count bases from the difference between the tuition fee until the week that includes the cancellation date and the tuition fee until the previous week of the cancellation date. (1 week = 5 days)

(C) Administration fee ¥8,000 (tax included) and a bank transfer fee.

Appendix 3 The calculation of course change between SILAC and SCSP.

1) Course change from SCSP to SILAC

Your tuition fee minus (A) to (C) below will be refunded.

(A) The difference in the tuition fee between SCSP and SILAC for the weeks that you are enrolled in SCSP.

(B) The SILAC tuition fee for the whole period during which you are enrolled in SCSP and SILAC.

(C) Administration fee ¥4,000 (tax included) for course change and a bank transfer fee.

2) Course change from SILAC to SCSP

Administrative fee of ¥4,000 (tax included) and the difference in the tuition fee between SCSP and SILAC will be charged. The amount is corresponding to the number of weeks that you are to enroll in SCSP. As the tuition of SCSP is higher than that of SILAC, your tuition fee normally will not be refunded unless the SCSP course period is less than certain weeks.