

Cancellation and Refund Policy

Revised on December 1, 2023

1. How to cancel after payment and precautions

- 1) If you wish to cancel, please contact us via email or phone at the number below or come directly to the school and make your request at the CS counter. Please note that cancellations received after 5 pm will be treated as cancellations on the next business day.
E-Mail: admissions@yamasa.org
Telephone: +81 (0)564-55-8111 (9:00—17:00 Japan Standard Time)
- 2) Upon receiving your cancellation request by email, YAMASA will send you 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 wish to cancel a private, semi-private, or online lesson, please be sure to notify us of your cancellation by 17:00 (Japan Standard Time) on the previous business day.
- 4) If you request a refund via bank transfer, you will be responsible for paying the bank transfer fee. If the bank account information you provided is incorrect and the remittance cannot be made, the bank transfer fee will be deducted from the refund amount. Please make sure to provide accurate bank account information.
※Please note that international bank transfers may be transferred via multiple financial institutions, resulting in additional transfer fees.

2. Tuition Refund

At YAMASA, if a student cancels a course, the tuition fees for the portion not attended to the extent possible, excluding bank transfer fees will be refunded. Please see below for details.

1) In case of cancellation by the business day before starting the course:

The amount you paid (admission fee, tuition fee, facility fee, teaching materials fee) minus the remittance fee (at actual cost) will be refunded. The same applies if your tourist visa is refused by a Japanese embassy overseas. Please note that if you apply for a student visa, the "visa application fee" will not be refunded.

2) In case of cancellation after starting the course:

i) Courses other than private and online private

The amount of tuition corresponding to the classes from the day after the last day of classes (calculated by day) will be refunded, minus the remittance fee (actual cost).

Reference:

- See Appendix 1 for details of refund calculation for AIJP course
- See Appendix 2 for details of the refund calculation for the SILAC course

ii) For private and online private lessons:

Tuition fees (for unattended classes) after the cancellation request is accepted will be refunded. However, an administration fee of 500 yen (Japanese yen, tax included) per lesson (maximum 8,000 yen) and the transfer fee (remittance fee at actual cost) will be deducted from the tuition fee.

3) In case of course change:

To change courses, you will need to cancel the course you have applied for and apply for a new course. The remaining amount due to cancellation will be applied to the tuition fee for the new course you are applying for, and if there is any surplus, it will be refunded. If it is not enough, you will be required to pay additionally.

4) If you take a leave of absence after enrolling in a SILAC course and postpone your completion date:

If you apply for a leave of absence after enrollment and postpone your completion date, the leave of absence has to be weekly (Friday to Thursday) for a maximum of 4 weeks. If the cancellation request is submitted in the middle of the course week (between Friday to Thursday), the tuition for the week will not be refunded.

5) When tuition fees are paid through some study abroad consultation offices, online study abroad application sites, etc.:

If you make an application via the following agency, 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 below fee* from your tuition fee.

* The larger amount of either 20% of the total tuition fee or the amount equivalent to the number of lessons that you have attended (calculated by days after the cancellation date is confirmed).

3. Refund of accommodation fee, futon fee, and airport pickup

YAMASA operates under the policy of refunding accommodation fees from the date of cancellation to the extent possible, excluding remittance fees (actual cost), if a student cancels their accommodation. Please see below for details.

1) In case of cancellation by the previous business day:

We will refund the amount you paid minus the remittance fee (actual cost).

i) Accommodation fee

We will refund the amount you paid minus the remittance fee (actual cost).

ii) Futon fees:

Regardless of purchase or rental, we will refund the amount minus the futon delivery fee of 2,000 yen (Japanese yen, tax included).

iii) Airport pickup fees:

If you contact us by 17:00 (Japan Standard Time) on the business day before your airport pickup, we will receive a full refund. If we do not hear from you, we will not refund the fee.

*In the event of flight cancellation due to airline strikes or bad weather, we will change the pickup service to a different time or provide you with a refund.

2) Cancellation after moving into the accommodation:

i) Accommodation fees

We will refund the amount of the accommodation fee from the day after you move out after deducting the remittance fee (actual cost). However, if any damage or defacement is found in the room or the installed equipment, compensation for the damage will be deducted from the refunded accommodation fee.

ii) Futon fees:

Only in the case of rental, the rental futon fee from the following week onwards will be refunded. There are no refunds for purchased futons.

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

Please note that refunds will not be given if classes are canceled due to natural disasters such as earthquakes, storms, or snow, or social causes such as infectious diseases, riots, or power outages.

5. If classes are canceled due to the school's responsibility:

We will fully refund the tuition fees equivalent to the canceled classes.

<Appendix>

Appendix 1 : AIJP course refund calculation details.

The refund amount will be the amount after subtracting the following (A) to (C) from the tuition fee you paid. In addition, if you are receiving a one-year lump-sum deposit discount, the following (A) and (B) will be calculated based on the tuition fee without the one-year lump-sum discount.

(A) Tuition fees for the semesters already finished.

(B) Tuition fees (calculated by day) up to the date of cancellation for the semester in which you are currently enrolled.

(C) If you wish to receive a refund by bank transfer, there will be a bank transfer fee (actual cost).

Appendix 2: Refund calculation details for SILAC courses

The refund amount will be the amount after subtracting (A) to (C) below from the tuition fees you paid.

(A) Tuition fees applicable to the course period up to the week before the cancellation date.

(B) If the cancellation date falls out of the end date of the course week (Thursday for SILAC), the tuition fees applicable to the days for classes taken (calculated by day at 5 days a week).

(C) If you wish to receive a refund by bank transfer, there will be a bank transfer fee (actual cost).