

Study-J User Policy

Item	Rules
Applicant	For students under 18, please have your Parent or Guardian apply.
Skype Settings	Students needs to set up and prepare a computer or a tablet device, audio and video equipment (webcam, microphone, headphone etc.), Skype account, and network connectivity.
Lesson environment	You can not take lessons using a smartphone, public computer (e.g., internet cafe), or in public spaces.
Antivirus	Use up-to-date antivirus software with your electronic device.
Equipment failure or account trouble	Our company and your teacher will not be responsible for damage to electronic devices caused by operation, or for trouble with your Skype account.
Lesson Schedule/Length	Lessons are generally held on the same day and at the same time every week. One lesson lasts 50 minutes.
Shared Lessons	Most lessons will be one on one, however, up to two students may participate in one lesson (e.g., siblings, parent & child). A shared lessons can be either two students taking the lesson together or divided between two people taking a portion of the lesson one person at a time. Examples for shared lesson plans: (A) Two siblings taking lessons together for 50 minutes. (B) First 25 minutes of the lesson for one sibling, the next 25minutes for the other sibling (C) 2 lessons for one sibling, 2 lessons for another sibling (D) 3 lessons for a child and 1 lesson for the mother. ※ You cannot use group chat to share a lesson with a family member with a different location.
Bilingual support	Interpretation and translation services are available using the lesson time. A teacher who can speak your native language can help eliminate student confusion and inconvenience caused by Japanese. ※ You may not ask your teacher for interpretation and translation services by e-mail or any other method outside of the lesson time.
Scheduling lessons	We will help you schedule the first lesson, but you will need to schedule subsequent lessons with your teacher during lesson time or by e-mail.
Rescheduling lessons	If you need to reschedule a lesson, contact your teacher at least 48 hours before the originally scheduled lesson. You can reschedule up to two lessons a month. Make up lessons must be completed by the end of the following month for those receiving one lesson per week, and by the end of the next two months for those receiving 2 or more lessons per week. A make up lesson will always be offered if the teacher has to cancel a lesson.
Cancellation without notice	Cancellation within 48 hours prior to scheduled lesson time, being more than 20 minutes late, or cancellation without notice due to student convenience will not be offered a make up lesson or refund.

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Extensions and Additional lessons	<p>If you wish to have a lesson extended or to have additional lessons in a short period of time, please purchase additional lessons in advance. Without prior notice, you will not be able to extend lesson time.</p> <p>Additional lessons are 6,480 yen (incl. tax) for two 50 minute lessons. These lessons are valid until the end of the following month.</p> <p>Please purchase from the "student management page" and make your payment to our bank account. You will be notified as soon as we confirm your payment, then schedule the lessons with your teacher.</p>
Monthly Payment	<p>Please use the automatic payment of the Japan Post Bank . It will automatically debit the monthly fee on the 15th every month from your Japan Post Bank account. The draw-down fee is on us. Because it will take time to the procedure, please pay the first month's fee by bank transfer. If you start your lesson from the mid-month, we will adjust the fraction of the lesson fee at the time of the first withdrawal.</p> <p>If you wish to use the bank transfer by your circumstances, please consult with us, then transfer 3 months fee or 6 months fee to our designated account. (Please bear the transfer fee)</p> <p>If the payment is delayed, please note that you will not be able to start your lesson until the payment is confirmed.</p>
Temporary time off	<p>From the first day of the month, you are able to skip all lessons for a given month. Please inform us from "student management page" before the 10th day of the previous month. We will stop the automatic withdrawal.</p> <p>You will not be able to take any lessons during the recess period.</p> <p>When you wish to restart lessons, please contact us from the "student management page" before the 20th day of the month before you wish to restart and deposit your monthly fee in your draw-down account. We will contact you as soon as we confirm your payment.</p> <p>Please note your teacher and lesson date/time may change.</p> <p>*You are allowed to take time off for up to 3 consecutive months. If there is no contact after that, you will be automatically withdrawn and there will be no refund for the unfinished lessons.</p>
Withdrawal	<p>If you wish to withdraw, please let us know from the "student management page" before the 10th day of the month you wish to end lessons.</p> <p>After the 11th day, you'll be enrolled through the end of the following month.</p> <p>Please note that there will be no refund for unfinished lessons.</p>
Student management page	<p>You can access from the URL listed at the bottom of the e-mail from the teacher or our staff. Please contact us from this page when you wish to purchase additional lesson tickets, start or stop a time off period, or withdraw.</p> <p>※ There are no links from the Study-J website.</p>
Substitute teacher	<p>You can request for another teacher to continue your lessons if your teacher is unavailable for more than 2 weeks.</p>
Lesson recording	<p>Teachers may record lessons.</p> <p>※ You will be notified and asked for permission beforehand.</p> <p>The purpose of recording is to improve our service and guidance, and will not be used for any other purpose.</p>

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Prohibitions

- Illegal acts; violations of public order and morality
- Disruption or annoyance of our staff or teachers; defamation of our reputation
 - Invitation to religious or political organizations, merchandising
 - Solicitation to competing services, companies, and/or personal contracts
- Personal unprofessional relationships
- Unauthorized distribution of lesson recordings
 - Sharing with friends via e-mail or messaging applications
 - Transmission via web page, blog, social media (Twitter, Facebook, Google+, Instagram, etc.)
 - Uploading to YouTube or any other video sharing sites
- Using of our service for personal, business, or commercial purposes
- Any action that exceeds the private use specified by copyright law with any copyrighted material, documents, or information provided to the students through our service
- Any other actions that the company deems unsuitable

Breach of contract

If behavior prohibited by this contract is discovered, the company may terminate the contract of service, and there will be no refund for unfinished lessons.
