



Cancellation and Refund Policy

Central Japan Japanese Language School

1. Cancellation method after payment and Notes

- 1) In case of cancellation, please contact the following by email, phone or come directly to CJLS. Cancellations made outside of the time available will be processed the next day.
e-mail : cj-learn@cj-manabi.nagoya (After 9:00 pm JST, processed as the next day)
phone : +81(052)265-5421 (Time available 9:00 am – 6:00 pm JST)
- 2) If you request a cancellation by email, we will reply to you with an email accepting your cancellation. After that, we will send you a "Refund Notice". If you do not receive a cancellation acceptance email from us, please be sure to call us.
- 3) If you request a refund by bank transfer, you will be charged a transfer fee. If the bank account information you provide is incorrect and we are unable to send the money, the bank transfer fee will be deducted from the refund amount. Please make sure your account information is correct.
* Foreign remittances may go through multiple banks, and fees will be charged each time.

2. The course for student visa

- 1) In case of cancellation prior to enrollment, the refund will be made after deducting the admission fee, the screening fee, and the bank transfer fee. However, the refund will only be applied if the Certificate of Admission and the Certificate of Eligibility are returned, as well as the reason for withdrawal from enrollment can be confirmed.
- 2) In case of cancellation after the start of classes, the refund will be made after deducting the admission fee, the screening fee, the tuition (the prorated tuition for classes taken until the day of cancellation request), the 1st term tuition as a cancellation charge, and the bank transfer fee.

3. The course for other than student visa

- 1) In case of cancellation prior to enrollment, the refund will be made after deducting the admission fee, the screening fee, and the bank transfer fee. However, the refund will only be applied if the Certificate of Admission is returned and the reason for withdrawal from enrollment can be confirmed.
- 2) In case of cancellation after the start of classes, the refund will be made after deducting the admission fee, the screening fee, the tuition (the prorated tuition for classes taken until the day of cancellation request), the 1st term tuition as a cancellation charge, and the bank transfer fee.

4. Private / Semi-Private Course (In-Person / Online)

- 1) Please make your payment at least one week before the lesson starts. If you request a cancellation for a lesson, there are two types: ON THE DAY of the lesson (the lesson fee will be charged) and ADVANCE (the lesson can be rescheduled).

If you request a cancellation for a lesson by email, please contact us by 9:00 pm JST on the day before the lesson. The lesson can be rescheduled as an advance cancellation.

* If you email us after 9:00 pm JST, the lesson fee for the next day will be charged as a cancellation on the day.

If you request a cancellation for a lesson by phone, please contact us by 6:00 pm JST on the day before the lesson. The lesson can be rescheduled as an advance cancellation.

* If you call us after 6:00 pm JST, the lesson fee for the next day will be charged as a cancellation on the day.

2) In the case of semi-private lessons, please contact us for cancellation in the same way as in 4-1) above. If even one person has taken a class, the class cannot be rescheduled.

3) If you request a cancellation for the Private / Semi-Private Course, please contact us as described in 1-1) and 2). However, please note that it will take a few days to process the cancellation if you contact us by email.

In case of cancellation after the payment has been made but before the first lesson starts, the refund will be made after deducting the cancellation charge (20% of the tuition paid), the admission fee and the bank transfer fee.

5. 2-month Intensive Online Course

Online Course, please contact us as it will take a few days to process the

1) If you request a cancellation for the 2-month Intensive described in 1-1) and 2). However, please note that cancellation if you contact us by email.

In case of cancellation after the payment has been made but before the first lesson starts, the refund will be made after deducting the cancellation charge (20% of the tuition paid), the admission fee and the bank transfer fee.

In case of cancellation after the start of classes, the refund will be made after deducting the cancellation charge (20% of the unused tuition), the admission fee and the bank transfer fee.

6. In case of lesson cancellation due to natural disaster, etc

1) Please note that no refunds will be made in the event of lesson cancellation due to natural disasters such as earthquakes, storms, and snow, as well as social factors such as epidemics, riots, power outages.

7. For residents in Japan

1) Cancellation requests made in the written form within 8 days (including weekends and holidays) from the date of application will be fully refunded in accordance with the Act on Specified Commercial Transactions. In the case of a written request by mail, the refund will be effective from the date of the postmark, and bank transfer fees will be covered by us.

Date: yyyy mm dd

I hereby agree to the above terms and conditions of the Cancellation and Refund Policy.

Signature