

Service Terms

1. Application for Service Use

(1) Application Process

If you wish to apply for our free service "A", please fill out the required information in the application form and submit it. If you wish to apply for our paid service "B", please also complete the application form and submit it. If the applicant is under 18 years of age, parental consent is required.

(2) Contract Formation

For free service "A", the contract is deemed to be formed once the completed application form has been submitted. The service will begin at that point.

For paid service "B", the contract will be established upon confirmation of payment to the designated bank account. Services based on the applicant's request will begin once the contract is formed.

(3) Contract Restrictions - Paid Service "B"

We may refuse to form a contract in the following cases:

- If the applicant does not meet the necessary requirements for studying abroad.
- If the applicant is a minor and has not obtained consent from their legal guardian.
- If our company determines that the contract cannot be formed for any other reason.

(4) Payment - Paid Service "B"

Payment must be made to the bank account specified on the invoice, in accordance with the agreed contract terms. Failure to make full payment by the due date may result in the termination of the contract by our company.

2. "StudyNaviJapan" Service Details

[Free Service "A"]

(1) Commencement and Termination of Services

StudyNaviJapan will begin providing services upon receipt of the submitted application form. The free service includes:

- Explanation of essential points for studying abroad in Japan, based on the information provided.
- Guidance on school selection, including Japanese language schools, vocational schools, universities, and graduate schools.
- Information about living arrangements and estimated accommodation costs in Japan.

The free service will be provided for a maximum of two months from the date the application form is received, regardless of the number of communications during that

time. If continued support is needed after the two-month period, you will need to apply for Paid Service "B". If the applicant decides to cancel their plan to study abroad, the service will be terminated at that time.

[Paid Service "B"]

(1) Commencement and Termination of Services

StudyNaviJapan's paid services will continue until the application procedures to the selected educational institutions

(language schools, universities, graduate schools, vocational schools) are completed.

(2) Service Delivery by StudyNaviJapan

Our career counselors will provide support via email and Zoom consultations.

During counseling, our advisors will thoroughly understand the applicant's preferences and offer personalized guidance to help them achieve their goals.

(3) School Selection Process

We will support you in selecting your preferred schools (up to 3).

The fee for StudyNaviJapan includes support for applications to up to 3 schools.

Note: Applying to Multiple Schools and Student Visa Procedures

Even if you apply to and are accepted by multiple schools, you may only submit a student visa application through one institution.

This is a rule set by the Japanese Immigration Bureau.

The student visa application will be submitted by the school that issues your Certificate of Eligibility (COE) on your behalf.

✓ Flow of Service Provision

No.	Flow of Service Provision
1	We will confirm your requirements and propose suitable schools based on our consultation with you.
2	If you already have schools you wish to apply to, we will gather and provide detailed information about those schools.
3	Once you decide on the schools to which you wish to apply, we will obtain the application forms and either send them to you or arrange for the schools to send them directly.
4	We will confirm important details regarding the completion of the application forms with each school and provide relevant guidance.
5	We will advise you on how to correctly fill out the application forms.
6	You are not required to submit the application through us, but if preferred, we can submit it on your behalf.
7	We will confirm the key points of the entrance examination system at your selected schools and inform you accordingly.
8	We will confirm the exam schedule and work with you to finalize the exam date.

(4) Admission Results

The final decision regarding admission rests with the school to which you apply. Therefore, our services cannot guarantee acceptance.

If you are applying to a school that offers classes in Japanese, you may be required to submit proof of Japanese language proficiency and related documents.

Likewise, for schools that offer classes in English, proof of English proficiency and supporting documentation may be required.

3. Payment of Tuition and Other Study Abroad Expenses - Paid Service "B"

(1) After admission is confirmed—or as instructed by the educational institution—the applicant will be required to pay tuition and other related expenses.

The applicant must transfer the specified amount to the bank account designated by the school. These expenses may include tuition fees, application fees, and living costs such as dormitory, homestay, apartment rent, meals, and transportation.

Our company will not be involved in the payment process but will provide general advice and support as needed.

(2) The StudyNaviJapan service fee does not include any costs associated with obtaining a student visa. Applicants are responsible for applying for and obtaining the visa at the Japanese embassy or consulate in their country of residence.

4. Changes and Termination of Contract - Paid Service "B"

(1) Termination by the Applicant

The applicant may terminate the contract at any time by paying the applicable cancellation fee.

(1-1) If the service has not yet commenced after payment, the full amount will be refunded.

(1-2) If the service has already commenced, a partial refund will be issued after deducting applicable expenses, including personnel costs (calculated at \$100 per hour) and cancellation fees.

However, no refund will be provided if the contract is terminated after admission decisions have been made by schools or receiving organizations.

(1-3) Incurred expenses refer to costs related to school research, consultations, and other preparatory work already performed.

(2) Termination by Our Company

We reserve the right to terminate the contract with written explanation to the applicant under any of the following circumstances:

- If the applicant provides false or misleading information.
- If the applicant becomes unable to continue the consultation due to illness or other personal reasons.
- If the applicant or their associates cause significant disruption to other participants or interfere with the smooth operation of the program.
- If natural disasters, war, civil unrest, transportation disruptions, government orders, or other circumstances beyond our control make it impossible to continue the service.
- If required documents are not submitted by the specified deadline.
- If the applicant becomes unreachable or their whereabouts remain unknown for an extended period.
- If payment is not made by the designated deadline.

5. StudyNaviJapan – Paid Service "B" Fees

- Support for admission to language schools, vocational schools, universities, or graduate schools: ¥80,000 (JPY)
- Support for short-term language study, homestay programs, etc.: ¥60,000 (JPY)

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