

Babysitting Service Terms of Use

Article 1 (Service Provider and Scope of Terms and Conditions)

The terms of use stated herein are a legally binding agreement between you (the contracting client) and Emi-yell K.K., the operator, manager, and provider of the babysitter service Anjel Club Okinawa. These terms apply equally to all users of this service.

Article 2 (Purpose)

The purpose of this service is to look after your child or children in accordance with your wishes.

Article 3 (Eligibility)

The childcare, supervision, and activity support that we provide at the Kids' Club facility and/or within the hotel premises is for children aged six months to 12 years.

Article 4 (Business Hours)

The service is available daily during the following time frames:

Regular hours	9 a.m. to 8 p.m.
After hours	
	7 to 9 a.m. 8 to 10 p.m.

1. A 15-minute interview at drop-off and a five-minute handover at pickup are calculated as part of your use of this service.

Article 5 (Fees)

Your total fee for this service is calculated on the basis of the following:

1. A minimum 3 hours of service, with additional time billed by the hour accordingly
2. Service provided during regular hours
3. Service provided during after hours
4. Service provided when high-season rates are in effect:
 - ① April 25–May 10
 - ② August 5–20
 - ③ September 10–25
 - ④ December 20–January 10
5. Service extension charged in 10-minute increments
6. A separate charge levied for use of the service in excess of six hours
7. Our current published fee schedule

Article 6 (Service Extension)

1. Requests for an extension of service made after 5 p.m. the day prior to your booking will be treated in the same manner as extensions that occur on the day, and will be billed accordingly.
2. Clients who don't arrive for pickup five minutes in advance of the scheduled time will be charged for extension of service in accordance with the terms stated in Article 4, item no. 1.

Article 7 (Childcare Exceeding Six Hours)

Childcare in excess of six hours requires a change in personnel, for which a separate fee is charged as stated in Article 5, item no. 6.

Article 8 (Cancellation of Service)

Cancellation of this service is determined on the basis of the following:

1. Cancellation of a confirmed booking made at your own discretion
2. The onset of infectious symptoms in your child and/or a bodily temperature above 37.5°C
3. False declaration or omission of requisite details on your application

4. A request for change of date/s will be honored once within a span of 365 days from the time your reservation is confirmed. Subsequent requests will be treated as a booking cancellation and charged accordingly.
5. Cancellation fees are determined as follows:

Seven to four days in advance (until 5 p.m. four days prior)	30% of the fee
Three to one day in advance (until 5 p.m. on the day prior)	50% of the fee
No-shows or cancellations made after 5 p.m. on the day prior	100% of the fee

6. Requests to cancel a confirmed booking must be sent to this email address:
support@emi-yell.jp
7. The cancellation fee must be paid to our designated bank account within five days.
8. Bank transfer fees must be borne by you.

Article 9 (Method of Payment)

The service fee must be paid in advance at the Busena Terrace guest activity desk.

Article 10 (Terms of Care for Unwell or Recovering Children)

1. This service does not include the administering of medicine.
2. A child who is sick or unwell is ineligible for this service.
3. Our infection control policy follows the same local government guidelines issued for schools.
4. A child with a temperature above 37.5°C is ineligible for this service. Should symptoms present themselves during the course of this service, we will contact you promptly to arrange pickup.
5. Children recovering from illness or injury are eligible for this service provided 1) their temperature is 37.4°C or lower, 2) your doctor has determined that they are no longer infectious, and 3) any injuries, burns, or swelling have stabilized as assessed by your doctor.
6. If your child has an infectious disease or pre-existing concerns such as allergies, asthma, or seizures, please be sure to state this in your application in addition to informing the staff member when you drop your child off. Depending on the nature or severity of your child's condition your application for this service may be declined.

Article 11 (Interruption of Service due to Emergency Measures)

Should a sudden change in your child's condition occur in the course of our provision of this service we will contact you immediately to request pickup. When emergency medical attention is required we will take the necessary measures including arrangements for ambulance transport and communication with appropriate medical facilities. No refund is provided for unused hours when service is interrupted or halted due to a medical emergency.

Article 12 (Insurance Coverage)

We exercise the utmost care and precaution at all times to prevent accidents from happening and to ensure the safety of the children in our custody. While we are insured for liability and damage in the unlikely event an accident should occur, some incidents, such as unforeseeable force majeure events, fall outside of that coverage. Also, please note that there is always the possibility of minor scrapes, bumps, and bruises that occur in the natural course of outdoor play or should your child trip or fall.

Article 13 (Zero-Tolerance Policy)

By entering into this contract you agree to not to engage in any of the following behaviors:

1. Acts that damage the reputation or credibility of this service, or in any way disrupt its smooth operation
2. Direct or indirect contact with a member of our staff to request similar or equivalent services
3. Dropping off an additional child or children not stipulated in the contract

4. Requesting services beyond the usual scope of a babysitting contract
5. Conducting yourself in a manner we deem inappropriate to the nature of this service and the welfare of children under our care

Article 14 (Matters Not Covered by This Contract)

Any issues of concern not specified in this agreement will be settled in good faith through discussion between the two contracting parties and in accordance with the provisions of child welfare and other related laws and local ordinances.

Article 15 (Changes to These Terms)

We reserve the right to revise and update these terms as we deem appropriate. Revisions will take effect when they are published on our website or disclosed to you directly, at which point your compliance is required. In addition, your entering into this service constitutes your consent to these terms and conditions.

Babysitting Service Schedule of Fees

Normal Rates

Basic 3-Hour Charge (in effect 9 a.m. to 8 p.m.)	Staying Guests	¥19,800
	Non-Staying Guests	¥26,400
Hourly Fee for 4 Hours and Up (in effect 9 a.m. to 8 p.m.)	Staying Guests	¥6,600
	Non-Staying Guests	¥8,800
Hourly Fee During After Hours (in effect 7 to 9 a.m. 8 to 10 p.m.)	Staying Guests	¥8,800
	Non-Staying Guests	¥11,000
Service Extension (per every 10 minutes)	Business Hours (9 a.m. to 8 p.m.)	¥1,650
	After Hours (7 to 9 a.m. 8 to 10 p.m.)	¥2,200
Service in Excess of 6 Hours (one-time fee for personnel change)		¥5,500

High-Season Rates (April 25–May 10 | August 5–20 | September 10–25 | December 20–January 10)

Basic 3-Hour Charge (in effect 9 a.m. to 8 p.m.)	Staying Guests	¥26,400
	Non-Staying Guests	¥33,000
Hourly Fee for 4 Hours and Up (in effect 9 a.m. to 8 p.m.)	Staying Guests	¥8,800
	Non-Staying Guests	¥11,000
Hourly Fee During After Hours (in effect 7 to 9 a.m. 8 to 10 p.m.)	Staying Guests	¥11,000
	Non-Staying Guests	¥13,200
Service Extension (per every 10 minutes)	Business Hours (9 a.m. to 8 p.m.)	¥2,200
	After Hours (7 to 9 a.m. 8 to 10 p.m.)	¥2,750
Service in Excess of 6 Hours (one-time fee for personnel change)		¥5,500