

Kazoku & i Babysitter Service Terms of Use

Article 1 (Name, Scope, and Administration)

These Terms of Use (“Terms”) outline the scope and operation of the babysitting service offered by Kazoku & i Co., Ltd. (the “Company”). They apply to all guests using this service.

Article 2 (Purpose)

The purpose of our service is for Company staff to provide child care that respects your specific wishes and requirements.

Article 3 (Eligible Children)

This service is available for children aged 6 months to 15 years, covering in-club childcare and support or supervision during activities.

Article 4 (Service Hours)

1. Service hours are 9:00 AM to 8:00 PM.
2. Final reservation requests are accepted until 12:00 PM the day before.
3. The total service time includes a 15-minute intake interview at the start and a 5-minute debriefing at the end.
4. We will send a confirmation email the day before as a final check.

Article 5 (Late Pickup / Extension Fees)

If your pickup occurs more than 5 minutes after the scheduled end time, it will be treated as an extension, and additional charges will apply.

Please allow enough time for pickup.

Article 6 (Long-Duration Care)

For bookings longer than 6 hours, we may arrange for a sitter change to ensure quality care.

Article 7 (Cancellations)

Cancellations or interruptions of service are subject to the following fees, regardless of the reason:

- 7 to 4 days before the reservation date: 30% of the service fee
- 3 days to the day before (by 8:00 PM): 50%
- After 8:00 PM the day before, or same-day cancellation: 100%

This policy applies in all cases, including:

- Cancellations due to illness or fever (37.5 °C or higher)
- Cancellations resulting from false or missing information in the application

Cancellation Contact:

info@kazoku-and-i.com

Payment for Cancellation:

Please transfer the cancellation fee within 5 days of confirmation. Bank transfer fees are the client's responsibility.

Article 8 (Payment Method)

Payment must be made at The Busena Terrace Activity Counter before service begins.

For hotel guests, we can accommodate room charge billing.

Article 9 (Illness and Medically Sensitive Care)

1. We do not administer medication or perform medical procedures.
2. We cannot accept care for children who are currently ill.
3. Infectious disease handling follows the school health guidelines. Children with a fever of 37.5 °C or above may not use the service. Should symptoms worsen during care, we will contact you immediately for pickup.
4. Children in recovery (fever below 37.5 °C with a medical clearance) or with healing injuries are eligible.

5. If your child has allergies, asthma, seizures, or other special conditions, please note this in the application form and inform the sitter. Some conditions may require us to decline care.

Article 10 (Interruption & Emergency Procedures)

If your child's condition changes significantly during care, we will promptly notify the emergency contact and, if needed, arrange ambulance transport or medical attention.

Article 11 (Insurance)

Our staff carry liability and accident insurance, though certain incidents, such as minor injuries during play, may not be covered.

Article 12 (Prohibited Conduct)

Clients must not engage in:

1. Actions that damage our reputation or trust
2. Directly or indirectly hiring our staff outside this service
3. Bringing children not included in the contract
4. Requests outside of our standard service scope
5. Any behavior we deem inappropriate

Article 13 (Matters Not Covered Herein)

For matters not specified in these Terms, decisions will be made in good faith and in accordance with applicable child welfare laws.

Article 14 (Modification of Terms)

We may update these Terms at any time. Revised Terms will be posted on our website and become effective thereafter. Clients are expected to comply with the updated Terms.

Article 15 (Service Limitations)

Service may be restricted in cases such as:

- A child's temperature is 37.5 °C or higher at reservation or start time
- Existing medical conditions that prevent normal care (e.g. epilepsy)
- Warnings or alerts in your area that impede safe care
- Multiple earthquakes of seismic intensity 3+ in short succession
- Local heavy rain disrupting transportation
- Situations where child or sitter safety cannot be assured