

《About admission and renewal》

■ Chacott Studio ("the Studio") is operated by Chacott Co., Ltd. ("the Company").

The Studio is a membership organization.

You must agree to the Chacott Studio Terms of Use (hereinafter referred to as the "Terms") and understand the course system before you can become a member.

Only those who agree to the Terms and Conditions will be admitted to membership.

Please submit the membership application together with the admission fee of 5,500 yen and a photo (3.5 mm x 2.5 mm, taken within the last six months).

When applying for membership and registering as a member, we will ask for emergency contact information (name, relationship and telephone number of a person other than the applicant).

■ You will be asked to present identification documents (driver's license, health insurance card, passport, My Number Card, etc.) when applying for membership. (\*Note 1 and 2)

If the information you provide or enter when applying for membership or registering for membership does not match your identification documents, you will not be allowed to take the course for security management reasons.

Junior high school students and younger must be accompanied by a parent or guardian during the enrolment process, and must submit a consent form and present identification documents.

(\*Note 1) Examples of identification documents to be presented at the time of enrolment.

Passport - Driver's license - My Number Card - Health insurance card - Pension book - Residence card (for foreign nationals)

Student identification card with photograph (for students) - Maternity book (for minors) - Copy of residence certificate (within 3 months of acquisition)

(\*Note 2) The following documents are not accepted as verification documents.

-Student ID card without photo -Identification card of an industry organization such as a ballet company -Identification card with photo of a company -License of a national qualification.

■ Membership is valid for three years from the date of joining and can be used at any of our studios. Renewal is required every three years. There is no renewal fee.

■ Those aged 65 and over are entitled to free admission. Proof of age must be presented at the time of enrolment.

The admission fee is non-refundable under any circumstances.

However, if a person who has applied for a registered culture class (3 months) at the same time as the new enrolment procedure requests cancellation of the class by the day before the second lesson after payment, the enrolment fee will be refunded if there is no other course of their choice and they wish to cancel their enrolment.

\*There are certain conditions for enrolment depending on the studio. Please contact each studio for details.

\* Miyamasuzaka Ballet Studio is for women aged 16 and over only, and the Ikebukuro Studio is for women only.

\*Kachidoki Studio has an age limit of 13 years and over (excluding children's ballet).

\*Fukuoka studio has classes that cannot be taken by those under 18 years of age.

《Membership cards, certificates of attendance, and course procedures》

■ A membership card will be issued to each member.

If you do not submit your photo within 3 months of enrollment, you will be charged at the non-member rate until you bring your photo with you. (e.g., if you enroll on April 20 and do not submit your photo until July 19, you will be charged the non-member rate from July 19). Please note that you will not be able to receive any membership benefits at the store.

■ Membership cards must be renewed every 3 years (free of charge). Please be sure to bring your old membership card when renewing.

■ Please keep your membership card in a safe place and present it when asked to do so by studio staff (hereinafter referred to as "staff").

■ If a member pays cash for each class, please be sure to present your valid membership card at the reception desk (checkout).

■ If your membership card is lost or defaced, please have it reissued at the reception desk. Reissue fee for lost membership card: 1,100 yen (a new photo is required)  
Please note that the fee will not be refunded in any case, such as if the membership card is found later.

■ If you leave your membership card at any of our studios, we will keep it at the studio where you left it.

■ There are four main types of classes. Please refer to the course system and information of each studio for details.

① Open Class (pay per class or pay with an open class ticket)

Please refer to each studio's class information on the website for details. As a general rule, reservations made through the website will be given priority.

② Registration classes (1 month or 3 month term classes with prepayment and class capacity)

③ Special classes (Amount may vary depending on class content and time)

④ Fixed price class (unlimited classes for a fixed monthly fee) \*Only at Daikanyama Balance Studio

■ Membership cards, certificates of attendance, and open class tickets cannot be used by anyone other than the person whose name is on the card.

Open Class Tickets have a certain expiration date from the date of purchase. No refunds or extensions of expiration dates will be granted for any reason.

■ Members receive a 10% discount at all Chacott company-operated stores. (However, there are some items that cannot be discounted.)

Please be sure to present your membership card with your photo (within the validity period) at the cashier when you use the membership benefits. Culture class certificates and open class tickets are not valid for membership privileges.

Membership privileges are not available to anyone other than the person whose name is on the membership card.

In the event of any unauthorized lending, we refuse to attend the course and the student will be asked to withdraw from the membership.

《Holidays, class cancellations, substitutions, and course schedules.》

■ The studio is open every day of the year except for the year-end and New Year holidays.

■ In the event of natural disasters (earthquakes, typhoons, etc.), illness or accidents of instructors, or inspections, or repairs of the studio or the facilities in which the studio is located (hereinafter referred to as "facilities") Classes may be canceled or assigned to a different instructor. The cancellation of a class may be unavoidably decided on the day of the class due to weather or traffic conditions.

■ Class cancellations, substitute instructors, and important notices will be posted on the bulletin board in the Studio or announced on the website. In case of emergency, we will announce on SNS as well.

《Request from the studio》

■ Please follow Terms and the rules of the studio and follow the instructions of the instructor and staff.

■ When enrolling the Studio or registering for the course reservation system, it is necessary to agree to the "Personal Information Acquisition" and "Studio Terms of Use".

■ Please follow the reception rules of each studio.

■ Please refrain from talking loudly in the studios and other facilities.

■ If you are late, you will not be allowed to take the class under any circumstances. In case of train delays, please contact us in advance and follow the guidance of our staff.

■ If you wish to leave the class for any reason, please notify the receptionist or instructor before the class starts.

■ Please leave the studio immediately after class. Please observe the time set by each studio for leaving.

■ For safety reasons, the instructor/staff may guide you to a class that they deem appropriate for your age and level.

■ If you do not follow the instructions of the instructor or staff, or if you cause trouble or harm to other students, you will be asked to leave the class and withdraw from the Studio. In such cases, we will not refund the admission fee and tuition already paid.

■ Please behave moderately in the studio and in our facilities. Disrespectful behavior, language, or other harassment toward the instructor or other students is strictly prohibited. We will not tolerate such harassment. We will not be responsible for any problems that may occur due to harassment. If you repeat harassment, you will be refused admission to the course.

■ Please contact the reception desk of the relevant studio or the Chacott Customer Service Center if you have any comments or suggestions regarding the studio or its facilities. Customer Service Center 0120-155-653 Hours: 10:00 - 17:00 (except Saturdays, Sundays and holidays)

■ We reserve the right to refuse customers with extreme tattoos. However, we ask that you cover up your tattoos in shared areas or otherwise be considerate of other guests.

■ Lost and found items will be kept for a certain period of time, after which they will be disposed of.

■ Please use the changing rooms and shower rooms with good manners, and be respectful of each other.

■ Please keep your valuables in the lockers provided in the studios and be sure to lock them up.

We will not be responsible for any accidents involving theft, loss, or damage in the studios or facilities.

■ If a locker key is lost or damaged, the actual cost of the fee will be charged.

In addition, if you lose or damage your Ikebukuro studio security card, you will be charged for damages, and no refunds will be made in any case.

■ If you destroy or damage any equipment or facilities in the studio or the facility, you will be charged for damages depending on the extent of the damage.

■ Please set your cell phones and smart phones to silent mode and refrain from talking in the studio or while taking lessons.

■ Please take care of your own health and physical condition before taking lessons, and take lessons to the extent that you are physically able to do so.

The Company and its instructors will not be held responsible for any injuries or illnesses that may occur due to negligence on the part of the student.

■ Please observe lessons in the area designated by the staff and refrain from private conversation. Observation is for reference purposes only,

Please refrain from recording or imitating the content outside the studio, which may be considered plagiarism.

■ The timetable is subject to change due to events, studio/facility circumstances, etc. In such cases, we will notify you in advance.

■ In case of disaster or emergency, please follow the instructions of the staff in the studio and facilities.

#### 《Prohibited Items》

In order to ensure the safe operation of the studio and classes, the following prohibitions are

stipulated.

■ Using the name of the studio or the name of the program content without permission and presiding over a class.

■ Slander or defame third parties (including other students hereinafter referred to as "others"), instructors, staff, or the studio.

■ Intimidating or disturbing behavior such as shouting, making strange noises, blocking the way of other students, instructors or staff, pushing or restraining others, etc.

■ Unauthorized recording, photographing, or video recording in the studio or facilities (including photography with smartphones or tablets).

■ Damage to the studio or its facilities, equipment, or fixtures, or bringing out equipment provided.

■ Operation of sound equipment or air conditioning equipment in the studio or facility.

■ Forcing another person, instructor, or staff to engage in persistent conversation, detain them for an extended period of time, ambush them, follow them, or cause trouble by phone, email, SNS, or other methods.

■ Acts that are offensive to the law or public order and morals.

■ Selling goods, business activities, money lending, solicitation, political activities, proselytizing, or signing petitions in the studio or its facilities.

■ Bringing dangerous items such as blades into the studio or facilities.

■ Bringing expensive items such as large amount of money or precious metals into the studio or facilities.

■ Charging cell phones, smart phones, PCs, etc. using the electrical outlets in the studios and facilities.

■ Any activity that deviates from the purpose of the studio program and is detrimental to the studio.

■ Bringing children (especially preschoolers) or pets to the studio, such as leaving them waiting in the lobby or in the studio.

■ Failure to pay the course fee or any other fees.

■ Attendance and membership for people related to anti-social forces.

■ Violating Terms and the rules set forth by the studio and its facilities.

《Prohibition of use and forced withdrawal from membership》

■ If a student violates terms, the rules, regulations, or prohibitions set forth by the studio or its facilities, or if the studio deems the student to be unsuitable for membership, the student will be banned from using the studio upon notice, and will be subject to compulsory withdrawal from membership.

■ If there are any damages, the student will be charged and immediately withdrawn from the membership, and depending on the damage, may be sued.

■ Our company shall not be liable to compensate for any damages incurred by the student as a result of withdrawal.

《Consumption Tax》

All admission fees and course fees are tax inclusive.

《Personal Information》

■ When enrolling and applying for various courses, we will ask you for your name, address, telephone number, etc. Such personal information will be used only for the purpose of providing you with information about the studio and courses, or various notifications from us.

■ We will take all possible measures to ensure that your personal information is handled properly.

■ When making inquiries by phone, please set your phone number to be notified when calling.

《Supplementary Provisions.》

These terms and conditions are effective as of June 1, 2023. The terms and conditions are subject to change without notice.