

## Terms of Use

The user (hereinafter referred to as the “USER”) of the service provided by Little Hug Co., Ltd. (hereinafter referred to as the “COMPANY”) is requested to read carefully and understand the Terms of Use. USER shall submit a signed copy prior to using the service.

1. COMPANY provides the following service to USER at fees separately agreed upon by both USER and COMPANY:
  - English-speaking or Japanese-speaking babysitting
  - Any other service agreed upon by both USER and COMPANY
2. Details of the service, days, times and other necessary items are discussed and agreed upon by both USER and COMPANY.
3. The following cancelation fees are applicable:
  - Cancel request after 18:00 five business days before the service: 50% of the estimated service price
  - Cancel request after 18:00 three business day before the service: 100% of the estimated service price
4. COMPANY cannot accept extension of time on the day of service unless it is caused by an unavoidable accident such as a natural disaster, and safety of USER’s family needs to be secured. COMPANY cannot refund the service fee of JPY 3,240 regardless of the reason after the payment is completed.
5. Should COMPANY cause USER damages in execution of its service due to lack of COMPANY’s attention as a supervisor, USER is entitled to claim damages to COMPANY. The maximum compensation for damages that COMPANY bears is the upper limit of the liability insurance that COMPANY carries.
6. USER shall not conclude direct agreements with COMPANY’s staff.
7. COMPANY strives to handle carefully and protect personal information. Upon completion of the service, personal information provided by USER is discarded under COMPANY’s responsibilities.

I have read and understand the Terms of Use above, and wish to use the service provided by COMPANY.

Date \_\_\_\_\_ Name (print) \_\_\_\_\_

Signature \_\_\_\_\_