

LITTLE HUG

User's Guide

Contents

- 1. About Little Hug ----- 2
- 2. Features ----- 2
- 3. Areas ----- 2
- 4. Our Staff----- 3
- 5. Available Services and Prices ----- 4
- 6. Example of Usage ----- 7
- 7. Payment ----- 8
- 8. How to Use ----- 10
- 9. Business Days and Hours, Available Time for Services ----- 11
- 10. Precautions ----- 11
- 11. Insurance ----- 12
- 12. Emergency Procedure ----- 12
- 13. FAQ ----- 12
- 14. Company Information ----- 15

1. About Little Hug

Little Hug is providing English- and Japanese-speaking babysitting and housekeeping services for families and children between 0-12 years old.

2. Features:



① CUSTOM MADE

Tailored service for each family's needs.

② RELIABLE

Childcare support available for 365 days and 24 hours.

③ QUALITY

Experienced and selected staffs.

3. Areas

Mainly Kanagawa and Tokyo area. Other than the below listed areas depending on the nearest station support might be available, so please contact us:

- Kanagawa prefecture (Yokohama / Kawasaki etc) Saitama Prefecture (Saitama / Urawa)
- Tokyo (23 district / Chofu / Machida etc.) Chiba Prefecture (Chiba / Funabashi etc.)
- Kansai area : Kyoto prefecture (Kyoto etc.), Osaka prefecture, Hyogo prefecture, Nara prefecture

4. Our Staff

■ Recruitment process

We carefully select each staff considering their childcare skills.

- Document check + telephone interview
- Submission of personal ID
- Personal Interview
- Practical test

*In case of foreign staff, English level is checked by foreign staff.

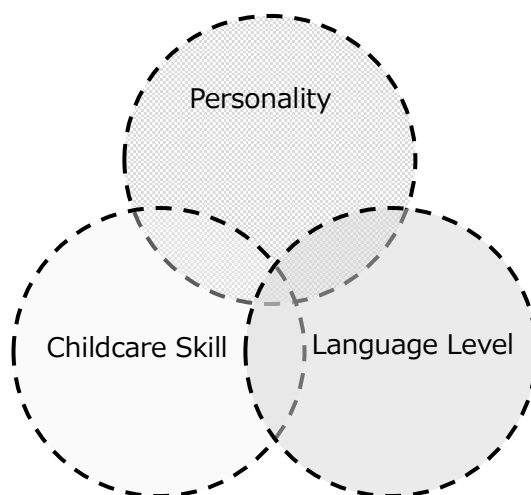
■ Training

We will carefully train each staff prior to sending them to your home. After we hold additional trainings to maintain the quality of our staff.

- Childcare basic training
- Manner training
- Practical training
- Regular skill improvement training (emergency response, information exchange meeting, etc.)

About the Nationality of the staff:

Foreign staffs vary in nationality. (USA / UK / Australia / Canada / Thailand / Germany / Philippines / France / Vietnam / Mexico, etc.) All staffs are experienced personnel such as staffs and English teachers, and there are also staffs who are good at piano and sports.



5. Available Services and Prices



English-Speaking Babysitting

Our staff can provide attentive childcare that meets each family's needs. Our service includes, but not limited to, milk feeding, diaper changing, reading picture books, singing songs, handcrafting, playing in a park.



Pick-up

Our staff can pick your child up from nursery schools and kindergartens. Please share the key delivery method in advance and contact the nursery school or kindergarten that the staff will come. We will respond flexibly to your request, so please feel free to contact us.



Housekeeping

Our staff can conduct housekeeping, such as cleaning, cooking, and laundry with all their heart. Due to safety reasons, it cannot be done at the same time as childcare, but it can be done before or after babysitting.



After sickness childcare

We can take care of children in recovering stage from their illness, but have not yet returned to their original state and have difficulty receiving regular childcare menu. Please submit a medical certificate from a doctor in advance. If you have a history of hospitalization or medical history, please let us know. Depending on the degree of illness, we may not be able to accept it.

Newborn baby care (Up to 4 weeks after birth)

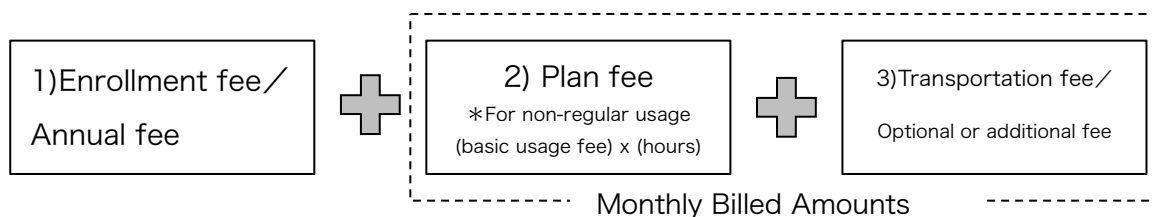
An experienced staff in childcare will be happy to assist you with bathing, Housekeeping support, and childcare.



Educational Babysitting / Tutoring

We provide children's study support (home teacher), and also sports and piano lessons. The available specialty depends on the staff, so please contact us first.

*All prices include 10% tax.



1) Enrollment fee : 33,000 JPY / family、 Annual fee : 5,500 JPY / family

2) Plan fee :

*Basic hours: Weekdays 8:00~20:00、 The minimum usage is 3 hours / session. The basic time unit is 30 minutes.

*English-speaking babysitting basic usage fee (non-regular usage) : **3,520 JPY / hour**

(3,200 JPY without tax / hour)

*Japanese-speaking babysitting: 2,970 JPY / hour (2,700 JPY without tax / hour)

■ In case of regular usage, the following plans are recommended.

Bronze plan 19,800 JPY / Month

3,300 JPY / hour (3,000 without tax / hour) , the plan includes 6 hours, and the exceeding hours are also calculated in the above price.

Silver plan 34,320 JPY / Month

3,080 JPY / hour (2,800 JPY without tax / hour) the plan includes 12 hours, and the exceeding hours are also calculated in the above price.

Gold Plan 95,040 JPY / Month

2,860 JPY / hour (2,600 JPY without tax / hour) the plan includes 36 hours, and the exceeding hours are also calculated in the above price.

* The usage time for the current month is calculated from the beginning of the month to the end of the month. Even if you do not meet the usage time of this month's plan, you cannot carry it over to the next month or refund it.

* If you would like to change your plan, please let us know by email by the 15th of the previous month. If there is no request to be changed, the plan for the month will be automatically renewed in the next month.

* You may use discount tickets, such as Relo Club, Benefit Station, JTB Benefit.

* You may choose the first plan when completing the enrollment procedure.

3) Staff's transportation fee / Optional fees / Additional fees

Office business day: Weekdays (Monday~Friday) 9:00-18:00

<input type="checkbox"/> Staff's transportation fee :	actual amount (1)	
<input type="checkbox"/> Option fees :		
* Time premium	Off hours (20:00~8:00)	+ 550 JPY / hour
	Sat., Sun., Holiday	+ 330 JPY / hour
	GW, Obon, New Year Holiday	+ 550 JPY / hour
* Others	Tutoring	+ 550 JPY / hour
	After sickness childcare	+ 550 JPY / hour
	Newborn baby care	+ 550 JPY / hour
	Bathing support	+ 1,100 JPY / 1 time
	Housekeeping	+ 0 JPY / hour
* Sibling premium :	2nd child	+50% of the service price (2)

(1) As a general rule, sitters use public transportation, but in the following cases, we may use a taxi after consultation in advance.

- Transportation of public institutions before or after the first train · To reduce the burden when the child is in poor physical condition
- If it takes more than 20 minutes on foot from the nearest station to your home.

(2) When at least the elder child is 4 years old or older, +30% of the service price will be charged for the second child.

Commission fee:

- * Order request by 18:00 two business days before babysitting: Free
- * Order request after 18:00 two business days before babysitting: + 1,650 JPY
- * Order request after 18:00 one business day before babysitting: + 3,300 JPY

Cancellation Fee

- * Cancel request by 18:00 two business days before babysitting: Free
- * Cancel request after 18:00 two business days before babysitting: 50% of the estimated service price
- * Cancel request after 18:00 one business day before babysitting: 100% of the estimated service price



6. Example of Usage (All prices including 10% tax)

(Example 1)

Pick-up from nursery school~babysitting

Monthly 6 hours (2 times / month × Weekday afternoon 3 hours)

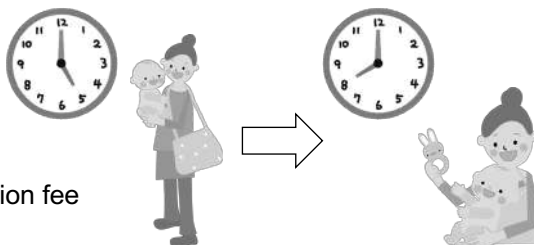
→ Bronze plan is recommended ! (6 hours for 19,800 JPY)

In case of Bronze plan、

3,300 JPY×6 hours=19,800 JPY+transportation fee

In case of non-regular usage (no plan)、

Basic fee 3,520JPY×6 hours =21,120 JPY+transportation fee



(Example 2)

Babysitting at home and 1 hour piano tutoring

12 hours / month (3 times / Month × Weekday afternoon)

→ Silver plan is recommended ! (12 hours for 36,960 JPY)

In case of Silver plan、

3,080 JPY×12 hours=36,960 円+transportation fee

Optional fee: (Piano tutoring) :

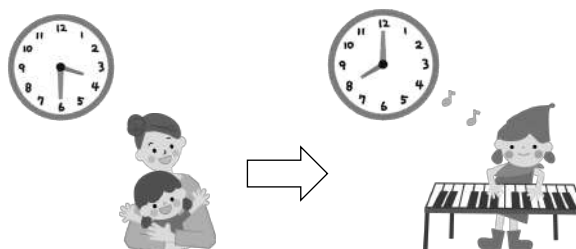
12hours×550JPY=6,600JPY

Next month's payment :

36,960 JPY+Optional fee for the month 6,600 JPY=43,560 JPY+transportation fee

In case of non-regular usage (no plan)、

Basic fee 3,520 JPY×12 hours+Optional fee for the month: 6,600 JPY=48,840 JPY+transportation fee



7. Payment

*Please complete the bank transfer of the enrollment fee, annual fee and the first month's plan fee (if any) by the 25th of the previous month of the first usage.

* About the payment of the monthly plan : Payment via automatic bank transfer on the actual month of usage's 26th.(1 business day after if it's holiday). Additional charges, option charges, transportation expenses, advance payments, etc. will be settled via automatic bank transfer on the 26th of the following month (1 business day after if it's holiday). Please bear 99 yen / month as an automatic bank transfer fee.



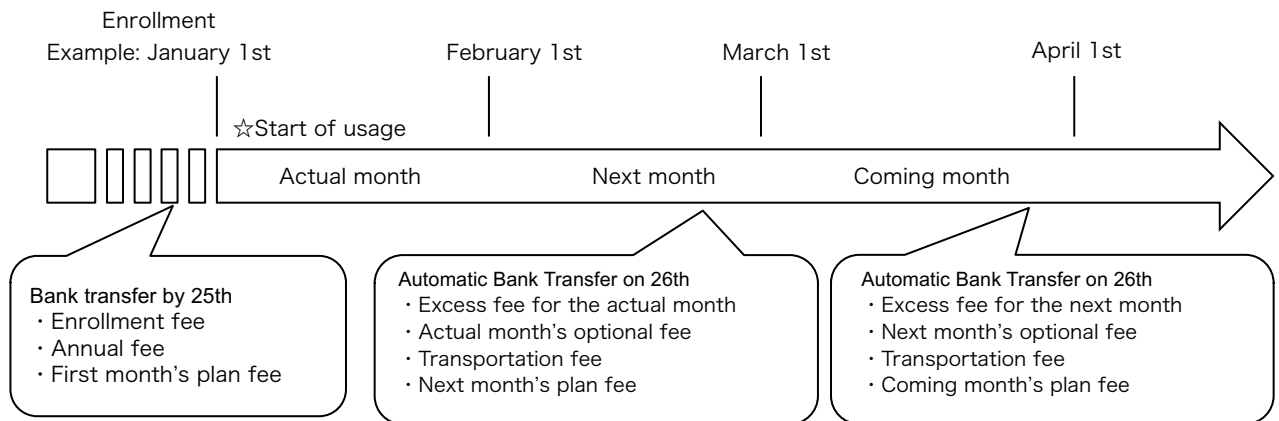
*Annual fee from the 2nd year : Automatic bank transfer on the 26th of the current month (1 business day after if it's holiday) corresponding to the enrollment month of the year of enrollment. The same applies to the third and subsequent years.

Please make payment of the usage fee by bank transfer until the automatic bank transfer procedure is completed (select from our designated account of Mizuho Bank / Bank of Yokohama / Japan Post Bank). Please bear the bank transfer fee.

- Mizuho Bank: 1777440, Yokodai Branch (Branch number.: 398), Regular
- Yokohama Bank: 6071049, Yokodai Branch (Branch Number: 343), Regular
- Japan Post (JP) Bank: 10280-88586301, Regular

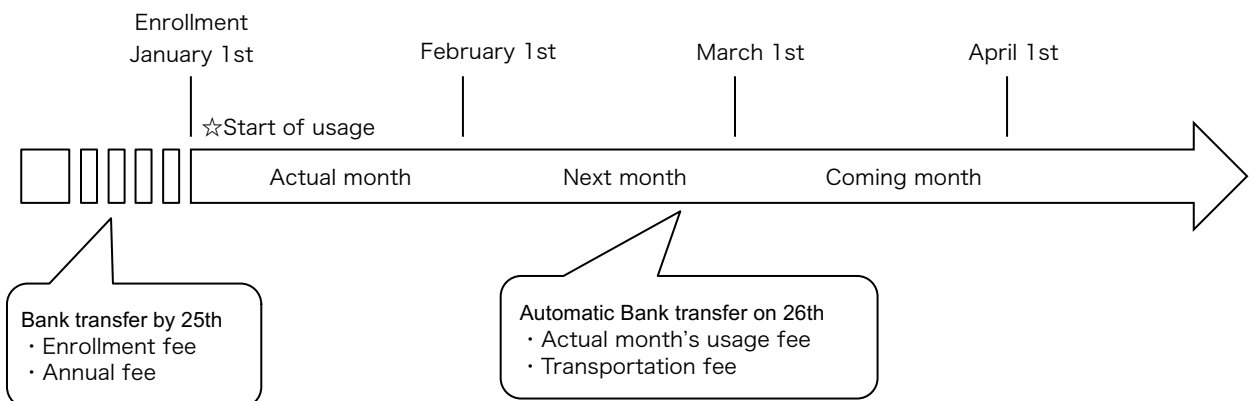
Examples of the payment system:

< In case of regular usage (Bronze plan etc.) >



< In case of non-regular usage >

* If you use only the month (actual month) as below:



8. How to Use

- ① First contact: Please do not hesitate to contact us. We will suggest a suitable plan based on your requests..
- ② Pre-arranged meeting: We can have a prearranged meeting at your convenience via online for free for approximately 20 minutes if you request,
- ③ Contract: Please complete the enrollment process by submitting the necessary documents, and making payment for enrollment fee, annual fee and the first month's plan fee (if any) by the 25th of the previous month. It is possible to enroll in the middle of the month as well.
- ④ Reservation: Please inform us of your tentative babysitting schedule by the 15th of the previous month by email. We will select a staff for you and send you the profile with a photo. You can book staffs in the middle of the month as well. Please inform us of the detailed information in advance so that we will share that with our staff.
- ⑤ Day of Babysitting Our staff will arrive at your house 5-10 minutes before the starting time of babysitting. Upon handing over from you, the babysitting service will start.
- ⑥ Report At the end of the session, our staff will talk to you about what has been done during babysitting with a written work report. Please sign the report. We will send you a bill after the month-end closing.
- ⑦ The Following Month: Fees are due at the end of each month, and a bill for the current month's optional fees and the following month's plan fees (if any) will be sent by e-mail around the 15th of the following month.

9. Business Days and Hours, Available Time for Services

· Our office business days and hours: Weekdays (Monday to Friday) 9:00~18:00

*Except for National Holidays, summer holidays, Year-end and New Year holidays, or business closures (we will send a notification the month prior). To avoid conflict, please contact us through email. You will receive our contact information when you enroll.



· Babysitting Services: Available 24 hours 365 days

10. Precautions

To avoid any misunderstanding, please email directly to Company, not contact our staff when you would like to change the flow of babysitting and the time. If you have something you would like to inform on the day of babysitting, please tell our staff, or leave a memo on somewhere noticeable. Please note that we might not be able to meet your needs when your requests are made right before the babysitting session or out of our office business days and hours.

Due to safety reasons, housekeeping cannot be done by the same staff while babysitting.

Our staff will bring their own meals, however, if you would like our staff to eat outside with your children, please cover the expenses for our staff.

We do not accept sick-childcare requests for infectious diseases. Please contact Company directly in prior to the babysitting sessions if your child is not feeling well.

Handing over must be done by a child's parent or an authorized adult.

Please contact Company in prior to the babysitting session if you would like to extend the originally-booked time. If the time extension causes on the day of the babysitting, please discuss with our staff at the beginning of the session and contact Company after that.

In case that service content or fees are revised, we will inform you at least one month in advance.

Please note that we may not be able to meet your needs when you order the day before or on the day of the babysitting session.

Any change, resumption and cancellation of the plan can be applied when we receive your request by the 15th of the previous month. If you wish to cancel your membership, please contact us by email by the 15th of the previous month, and we will accept your request at the end of the month.

*Example 1) In case of change your plan from August: Please contact us by July 15th (or the day before if it is not a business day).

*Example 2) In case of cancellation your membership from December: Please contact us by November 15th (or the day before if it is not a business day).

Please keep your valuables secure in a safe place. Please let us know in advance if there is anything that should not be touched at your house.

11. Insurance

We are insured in anticipation of accidents that happen during our babysitting sessions. (Insurance provider: Mitsui Sumitomo Insurance)

- Liability insurance for babysitting and related work

Bodily Injury Liability: up to 100 million yen per person; up to 500 million yen per accident

Objective Compensation: up to 5 million yen per object

12. Emergency procedures

If your child gets sick or injured during the session, we will contact you immediately. We will follow your instructions and take your child to the hospital. We will always have your child's safety as the highest priority.

13. FAQ

*About our staff

Q1-1: What kind of staff do you have?

■ A: Little Hug carefully selects our staffs based on our strict recruitment standards.

Moreover, we conduct trainings and practice exercises until our staffs reach the proficiency required. Please entrust us with superior staff's quality,

Q1-2: Is it possible to meet and interview the staff?

■ A: Yes, with the same fee as our babysitting service (3 hours or more) you can have an introductory session after the enrollment. Please contact us about your requests on staffs in advance.

Q1-3: Is it possible to have a same staff every time?

■ A: It is highly possible if you use our services once or twice a week. If you use our service any more than twice a week, we will most likely send 2 or 3 staffs. With multiple staffs, we can provide more styles and perspectives on babysitting.

Q1-4: Is it possible to change the staff?

■ A: Yes, it is possible. We understand that there might be a situation when your child's and the staff's personality are not matching. In that case, we will change the staff, so please discuss with us if needed.

*About our services

Q2-1: What is the minimum age for babysitting services?

■ A: We can provide our services to children over a week old. We can also provide housekeeping support services for expecting families, so please do not hesitate to contact us.

Q2-2: What is the minimum session time?

■ A: The minimum usage is 3 hours / session. The basic time unit is 30 minutes.

Q2-3: Can I request a pick up session only?

■ A: Yes, please make sure that your kindergarten or nursery knows that our staff will be there to pick up

your child. However, with the requirement of the minimum time range (3 hours), we recommend that you accommodate for the remaining time with babysitting services as well.

□ Q2-4 Can I use your services when my child is sick?

■ A: No, we can only take sessions when a child is fully recovered as after sickness childcare. If you need childcare for a sick child with a strong infection, please let us know so that we can introduce you to a babysitter company that specializes in sick child care.

□ Q2-5: Can you respond to urgent request for booking?

■ A: Yes, we will contact an available staff right after we receive your request, however, please note that we may not be able to meet your request. There are some cases where a commission fee is applied.

□ Q2-6: Can you handle a sudden time extension?

■ A: It is possible only if our staff is available at that time. If not, we will contact the other staffs available, however, there are some cases where we cannot meet your request. There are also some cases where a commission fee is applied.

□ Q2-7: Can I request the staff to give my child medication?

■ A: No, we cannot give any kind of medication in principle as it is considered to be a medical practice. However, we may undertake medication only when you must have a medication inevitably during the session. In that case we ask you to submit a written request of the medication and any responsibility is parents. We appreciate your understanding in advance.

□ Q2-8: Is it possible to have overnight babysitting?

■ A: Yes, we have overnight babysitting as long as our staff is available for those hours.

□ Q2-9: Can I select a place outside of our house for babysitting?

■ A: Yes, we can come to a location of your choice, such as school or park, provided that it is a safe place where we can provide one-on-one babysitting session.

□ Q2-10: Can I ask to do housekeeping during babysitting session?

■ A: No, due to safety reasons, housekeeping cannot be done by the same staff while babysitting. However, we may be able to provide light housekeeping listed below when we are confident of your child's safety.

- clean up after playing or having meals
- Serve meals you prepared in advance
- take laundry inside when it rains outside

□ Q2-11: What should I do with my child's meals for babysitting session?

■ A: For safety reasons, Our staff cannot cook during the babysitting session so that please prepare meals beforehand. Our staff can warm them up and serve on plates. If you would like our staff to cook, we may be able to do as housekeeping outside of babysitting. Also, you do not need to prepare meals for our staff.

□ Q2-12: What do I need to prepare for babysitting session?

■ A: We will ask you to handover with our staff based on the following. If you have any requests on babysitting session, please share with our staff at the beginning of the session.

- Emergency contact for the day · Flow of babysitting · Child's condition
- Rooms where are prohibited from entering · Whether our staff has to answer any ring bell
- Key and other procedures

□ Q2-13: What are your babysitting services like for newborn baby?

■ A: Our experienced staff will help you with bathing, housekeeping and childcare. An optional fee is charged for baby up to 4 weeks old.

□ Q2-14: What do you do for housekeeping?

■ A: Our staff provides daily housekeeping, such as cleaning, shopping, cooking and laundry for you. Cooking utensils, ingredients and cleaning utensils will be used in the client house during the session. Please consult with us in advance as the services we can provide vary from staff to staff.

□ Q2-15: By when do I need to make a reservation after the enrollment?

■ A: You can make a reservation as soon as you know the schedule (even a day or two days before the preferred date), however, we recommend you make a reservation as early as possible. This is because it is more likely that we will be able to select a staff that meets your needs. We will also confirm your monthly schedule in advance (by the 15th of the previous month) by email.

□ Q2-16: Until what age do I need the bathing option?

■ A: For safety reasons, the bathing option is basically required for children up to preschool age. We can assist you in showering, bathing and wiping up your child.

*About Fee

□ Q3-1: Can I use your service without enrolling with the membership?

■ A: We ask for membership because it becomes difficult to arrange staff for our members if many non-members use our service.

□ Q3-2: How many days prior to use do I need to enroll?

■ A: You need to enroll at least 5 days prior to use. In case of the Monthly plan, if we receive your enrollment documents, any necessary fees by the 25th of the previous month (if the day was not a business day, it will be the preceding business day), you can start using our service from the 1st of the month.

14. Company information

Corporate Philosophy: Little Hug provides “valuable” time to clients.

Company name: リトルハグ株式会社 (Little Hug Co., Ltd.)

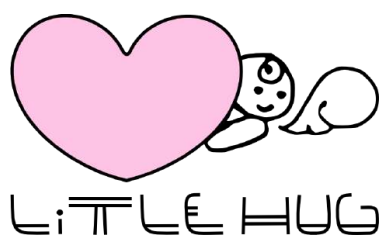
CEO: Satoshi Nishi

Office: Postal Code 224-0032 Yokohama, Tsuzuki-ku, Chigasaki-chuo 8-19-201

Phone: 045-350-8293

Handling bank: Mizuho Bank, Yokohama Bank, Japan Post Bank

URL: www.littlehug.co.jp



リトルハグ株式会社
Little Hug Co., Ltd.