

# Nagoya University After-School Childcare Center

## Poppins After-School User Guide

Please read this Guide before applying for membership in the Nagoya University After-School Childcare Center Poppins After-School (hereinafter, "Poppins After-School").

### 1. Mission statement

Our goal is to help children to form habits of behaving respectfully in a safe and caring environment so that they can grow up to be intelligent, loving, and independent members of society.

### 2. Childcare policy

As a positive partner in the childrearing of working parents/guardians, we wish to provide children with a place to play and live at Poppins After-School while guiding them to do the following.

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| (1) Cultivate the good manners that they need to live in society and enhance fundamental life skills.   |
| (2) Develop daily study habits and an attitude of actively getting involved in various environments around them with curiosity and inquisitiveness and then introducing such habits into their lives. |
| (3) Develop communication and socializing skills as they interact with students from other schools/grades and people in the local community and also take an interest in different cultures.          |
| (4) Enhance their abilities to find tasks for themselves, learn/think/judge for themselves, and discover better solutions.  |
| (5) Foster a rich sense of humanity that leads them to collaborate with others, put themselves in others' shoes, and feel inspired, while also fine-tuning their own behavior.                        |
| (6) Become aware of dangers in daily life and be able to behave safely at their own discretion.   |

### 3. Eligibility

Children in the first through sixth grades of elementary school may participate in our services.

### 4. Our services

	Regular members	Non-regular members
Definitions	After-school hours: 13:00~19:00, after the end of elementary school on weekdays Long-term breaks (spring, summer, and winter): Periods specified by public elementary schools (excluding national elementary schools) in Nagoya City * During long-term break seasons, our services begin and end based on the school where such holidays start the earliest and the school where such holidays end the latest.	
Basic services	Childcare during after-school hours on fixed weekdays and long-term holidays * Snacks are included. * Pick-up services are available at additional cost. * Non-regular services may also be used. * If a fixed weekday falls on a holiday, services may be transferred to another day so long as it falls within the same month (excluding year-end / New Year).	Childcare during after-school hours and long-term breaks on previously specified weekdays * Snacks are included. * When many regular members use our services on dates specified by non-regular members, openings for non-regular members will be created.
Optional services	① Extended services (19:00~21:00 on weekdays) ② Pre-extension services (12:00~13:00 in regular months / 07:30~08:00 during long-term breaks) * On holidays other than non-business days (school anniversaries, etc.), childcare services are	

	<p>available during the morning from 08:00, on a non-regular basis.</p> <p>③ Dinner, lunch</p> <p>④ Paid events/programs</p> <p>⑤ Individual pick-up services</p>
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#### 5. Business days/hours

Open	Regular months Mon. ~Fri.	From 13:00 to 19:00 (May be extended from 12:00 to 21:00)
	Long-term breaks Mon. ~Fri.	From 08:00 to 19:00 (May be extended from 07:30 to 21:00)
Closed	Sundays, holidays, year-end / New Year (Dec. 29~Jan. 3) * Extended service rates apply on Saturdays, and services are closed if no reservations are made.	

#### 6. Pick-up services for regular members

Eligibility	Regular members
Pick-up locations	Children of regular members may be picked up at designated elementary schools (within a radius of approx. 2 km of Poppins After-School, in principle). The service area may be altered depending on the number of users of pick-up services, etc.
Guidelines	<p>① Users may choose vehicles on a first-come-first-served basis. If the desired vehicle is already taken, users are requested to choose another vehicle.</p> <p>② Pick-up vehicles follow the routes deemed most rational by Poppins After-School.</p> <p>③ Pick-up services are outsourced to a taxi company, which uses vehicles of different sizes depending on the number of children to be picked up.</p> <p>④ Poppins After-School determines the pick-up time at each school.</p> <p>⑤ Children are picked up at the Twilight School area of each elementary school (exceptions may apply).</p> <p>⑥ Due to traffic conditions or safety considerations, vehicles might not always arrive at the specified time.</p> <p>⑦ No elementary school pick-up services are available during long-term breaks.</p> <p>⑧ If a child is picked up before 13:00, the pre-extension rate applies from the departure time from the elementary school.</p> <p>⑨ Children are picked up at Poppins After-School by their parents/guardians.</p>

#### 7. Admission, withdrawal, changing member information, etc.

Admission	<p>Basic services are offered to Poppins After-School members. To become a member, simply send in a completed application form.</p> <p>* Services are available from the day of application.</p> <p>* If regular membership is applied for in the middle of the month, Poppins After-School will calculate monthly membership fees on a per diem basis, in accordance with its rules.</p> <p>* Failure to fill in all of the required items or any false statements in the application may result in rejection of the application.</p> <p>* Poppins After-School shall not be held responsible or liable for any problems or damage that may arise or be incurred as a result of failure to declare information at the time of application.</p>
Withdrawal	Members may withdraw from Poppins After-School on the last day of the month by sending in a completed notice of withdrawal by no later than the 20 <sup>th</sup> day (or the previous business day, if the 20 <sup>th</sup> is a holiday) of the month in which they wish to withdraw.
Suspended membership	Regular members may request suspension of their membership for a period of either one or two months starting from the 1 <sup>st</sup> day of the month by sending in a completed

(Regular members only)	membership suspension request by no later than the 20 <sup>th</sup> day (or the previous business day, if the 20 <sup>th</sup> is a holiday) of the month prior to that in which the suspension is to begin. * If regular members wish to suspend their membership for longer than two months, they will lose their regular membership and be considered non-regular members when they resume use of our services.
Changes	Membership types Courses Days of the week * To change membership types and courses (including weekly schedule), the completed form should be submitted by no later than the 20 <sup>th</sup> day (or the previous business day, if the 20 <sup>th</sup> is a holiday) of the month prior to that in which the change is desired to be implemented. Any such change will be effective as of the 1 <sup>st</sup> day of the month, and ¥11,000 (difference between the respective admission fees) will be charged for changes from non-regular membership to regular membership. * The membership change fee of ¥11,000 will also be applied to non-regular members who once held regular membership and apply for regular membership again. * Please note that, when regular members wish to change the number of days each week in which they use childcare services, the number of days in the first week of the month may be fewer than their specified number depending on the calendar.
	Membership information Whenever a change has been made to any registered membership information (address, telephone numbers, contact numbers of parents/guardians, children's health conditions, etc.), please notify us of the same without delay by sending in the completed change notification form.

#### 8. Application to our services

Basic services for regular members	Regular members are requested to register their weekly schedules at the time of admission and at the beginning of each academic year.
Extended services (before/after regular hours) Non-regular childcare services	Extended services may be requested via phone, e-mail, or correspondence notebook ( <i>renraku-chō</i> ) from thirty days prior to the day on which the extended services are desired up until 19:00 of the business day prior to the desired day. Please call us if there is an urgent need to extend/use childcare services on the same day. * Openings for non-regular members will be offered on a first-come-first-served basis.
Dinner/Lunch	Meals may be requested via phone, e-mail, or correspondence notebook by no later than 19:00 on the day exactly one week before the day on which the meal is needed. Please call us if it becomes necessary to request a meal less than one week before the day on which the meal is needed.
Events/Programs	Notifications will be made as necessary.

#### 9. Cancellation/change of services

Basic services for regular members	Changes to the registered weekly schedule may be requested via phone, e-mail, or correspondence notebook by no later than 19:00 on the business day prior to that in which the change is desired to be implemented. No refunds will be given for late arrivals, early departures, absences, or going out during the service hours.
Extended services (before/after regular hours) Non-regular childcare services Dinner/Lunch	Cancellation/change of these services may be requested via phone, e-mail, or correspondence notebook by no later than 19:00 on the business day prior to that in which the cancellation/change is desired to be implemented. When services are cancelled between 19:00 of the business day prior to that in which the service usage was planned and the opening time on the day in which the service usage was planned, 50% of the service fees will be charged. When services are cancelled after the opening time on the day in which service usage was planned or when no contact is made, 100% of the service fees will be charged.

Events/Programs	100% of the event fees will be charged if cancellation is made after 19:00 on the business day prior to the day of the event or if no contact is made (exceptions may apply). A different cancellation policy may apply to some events (to be notified separately).
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10. Fee schedule

Please see the attached Fee Schedule.

11. Payment methods

Admission fees	After admission has been granted, admission fees will be deducted from the designated bank account together with the first automatic deduction of other fees. * Under no circumstances will admission fees paid after agreeing to become a member be refunded.
Monthly membership fees	Monthly membership fees of the current month will be deducted from a designated bank account on the 20 <sup>th</sup> day of the month (or the following business day, if financial institutions are closed on that day).
Non-regular services fees Optional services fees	Fees for services used in the current month will be deducted from a designated bank account on the 20 <sup>th</sup> day of the following month (or the following business day, if financial institutions are closed on that day).

\* All payments must be made via bank account transfer. Lack of a completed bank account transfer form when applying for admission or inability to automatically deduct fees from a designated bank account on the above dates may result in suspension of services or withdrawal of membership.

12. Supervision of children's health

Contact in advance	If there are any problems with the child's physical/health conditions on the day of service use, be sure to contact us in advance.
Physical conditions while at Poppins After-School	Poppins After-School may refuse to take any child or ask his/her parents/guardians to pick him/her up when it has been determined that the child is physically unwell at the time of commencement of the services. Should the child's physical conditions deteriorate after he/she has arrived, Poppins After-School may take him/her to one of its partner clinics/hospitals at its own discretion. * Members will be charged for any medical and transportation fees (including those for our instructors).
Medication	As a general rule, Poppins After-School does not provide medication (including ointments); however, our instructors may provide medication on behalf of parents/guardians as specified in a "Medication Request Form" only when a child cannot lead a healthy daily life without such medication due to asthma or other chronic illnesses, or when it is absolutely necessary to provide medication during service hours as instructed by a physician.
Allergies	Previous illnesses, allergies to and rejections of foods, medicines, animals, plants, etc. must be declared before admission. Any allergy that has developed after admission must also be reported without delay.
Infectious (contagious) diseases	When a child is suspected to have contracted an infectious (contagious) disease, please consult a physician and, if necessary, have the child stay home for recovery in accordance with the attendance suspension period and conditions for returning to school stipulated in the School Health Law. Permission from a physician is necessary before a child can return to Poppins After-School following illness. Please note that it is necessary to submit a physician's "Permission to Return" for some infectious (contagious) diseases.
Reimbursement	No service fees will be reimbursed, even in the case where a child leaves early or is absent due to poor health or contagious disease.

### 13. Insurance

If a child is injured during childcare services due to reason(s) attributable to Poppins Corporation, insurance money will be paid from liability insurance and/or casualty insurance within the terms of the respective insurance policy. Insurance money may not be paid if it is an accident beyond the control of Poppins Corporation.

(Insurance payments from casualty insurance: Death / residual disability; ¥2 million, daily payment for hospitalization; ¥3,000, daily payment for outpatient treatment; ¥2,000)

### 14. In times of natural disaster

Fire	We will act in accordance with our fire defense and evacuation plans.
Earthquake	* A temporary evacuation area, etc. will be indicated separately.
Typhoon, heavy snow	When there is a possibility of elementary schools being closed due to a storm/snowstorm warning, we will prepare to accommodate children from 08:00. However, please note that under some circumstances we may not be able to provide childcare services. (Pick-up services at elementary schools for regular members will not be offered on such days.)

\* Should it become difficult to accommodate children safely due to damage to our facilities, etc., we may need to suspend our services for a certain period.

### 15. Prohibited acts

<ol style="list-style-type: none"><li>(1) Acts that hinder the operation of Poppins After-School</li><li>(2) Acts that damage Poppins After-School's credibility</li><li>(3) Acts that infringe on Poppins After-School's property</li><li>(4) Acts that damage the body, property, reputation, and/or credibility of another member</li><li>(5) Acts that may lead to a crime</li><li>(6) Other than the above, any acts that go against laws and public order and morals</li><li>(7) Failure to obey the lawful rules stipulated by Poppins Corporation concerning use of the facilities/equipment of Poppins After-School</li><li>(8) Failure to obey the lawful rules stipulated by Poppins Corporation concerning the way of entering Poppins After-School (means of transportation)</li><li>(9) Acts that repeatedly cause a nuisance to other members despite admonitions from instructors</li><li>(10) Speech and/or acts that show no understanding of Poppins After-School's operational policy and insist on acting against such a policy</li></ol>
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\* Members committing any of the above acts will have the school's services suspended or be required to withdraw from membership.

\* Members who cause damage to other members or third parties shall settle the same under their own responsibility[A1] and at their own cost.

### 16. Others

Please note that this Guide and Fee Schedule may be revised upon prior announcement.

Revised on October 1, 2019