

【Terms and Conditions of Interpreting Services】

1 A communication tool

- The interpreter will use Skype to provide you with interpreting services.
- You are responsible for your stable Internet connectivity in advance.
- Hikari JS shall not be held responsible for any disruption or interruption in communication due to your poor internet connection on the day of the service.
- If you have to cancel on the day of the service due to your poor internet connection, Hikari JS will charge you the fee for 15 mins of the service.

2. How to use to the Interpreting Service

1. Fill out the request form on the website and submit it, in principle, at least 5 days in advance of the date to use the interpreting service. If you need services in a shorter period of time, contact us to ask for our availability.
2. Hikari JS will send you an email to confirm the request form and introduce you to an interpreter. After you agree to accept the interpreter, Hikari JS will disclose your contact information to the interpreter.
3. **Until the day before the day of the Interpreting Service**, you and your interpreter will have an online meeting (by Skype call or Skype chat). We ask for your understanding and cooperation for this advance preparation.

【Purposes】

- To ensure that you can comfortably use our interpreting service based on a relationship of trust.
 - To understand about the purpose and request of the service in advance.
4. **On the day of the interpreting service**, If you have any unexpected changes, such as a starting time, contact the interpreter directly. **At the time to start the interpreting service, you call** the interpreter.

	Member	Non-member
~15mins	1,500 yen	1,800 yen
15mins~30mins	3,000 yen	3,600 yen
30mins~45mins	4,500 yen	5,400 yen
45mins~60mins	6,000 yen	7,200 yen

* Tax is not included.

* After 60mins of the interpreting services, 1,500 yen per 15 mins will be charged.

4. Payment

<Payment methods>

(A)Paypal

(B)Bank Transfer

(C) Credit Cards

- Hikari JS will contact the customer for confirmation after receiving the report from the interpreter. You are responsible to make a payment to the following account, within 7 days after the invoice has been sent you.
- If the payment is late, you will be charged a penalty of 5%.

5. Inquiries about the contents of the Service

- You shall send inquiries or comments, regarding the interpreting service you used, to Hikari JS from the Inquiry Form on the website, within 48 hours after the date of the service.
- Hikari JS will not accept any further inquiries after then.

6. Cancellation

- You shall notify us of cancellation at least one day in advance.
- If you cancel on the day of the service, the cancellation fee of 15 minutes (1,500 yen) will be charged.
- If you are late for calling the interpreter without notification, Hikari JS will charge the fee from the scheduled time.

(e.g. The scheduled time of the service begins at 14:00, but you request cancellation at 14:30. →You will be charged 3,000 yen for 30 minutes of the service fee.)

7. A communication method with the Interpreter

- You shall use your Skype account to communicate with your interpreter.
- Hikari JS will not be responsible for any problems that occur through other communication methods, such as Social Networking Software functions or email.

8. Termination of Contract

- Hikari JS may terminate the contract with you if you make any inappropriate comments or actions, such as blackmail, sexual harassment, or verbal abuse of Hikari JS's employees.
- Even if the service is already scheduled at the time of contract termination, Hikari JS will not provide any future services.
- You are still responsible for the payment of the service you used even after contract termination..

9. Others

- Please contact Hikari JS to ask any questions or concerns using the Member Inquiry Form on the website.