

Disclosure of information in accordance with the Act of Specified Commercial Transactions

Name

Tokyo Metro Academy (“Online Courses” and “Training in Tokyo”)

Name of the seller

Tokyo Metro Co., Ltd.

Location of the seller

3-19-6 Higashi-ueno, Taito-ku, Tokyo 110-8614

Operation manager

Makoto Shimizu

Application page URL

<https://sites.google.com/tokyometroacademy.com/index>
https://www.tokyometro.jp/lang_en/corporate/tokyo_metro_academy/

Contact

(Email)

tokyometro-online-courses@tokyometro.jp

(Tel)

03-3837-7271

Calls are accepted from 10:00 a.m. to 5:00 p.m. (JST) on weekdays.

Sales price range

Fees for “Online courses” and “Training in Tokyo” are displayed on the application website.

Time of delivery (number of days) and shipping method of products, etc.

The material used for “Online courses” and “Training in Tokyo” will be digitally distributed. It will be sent to the registered email address during the application process after the payment is complete and approximately one day before the date of the Online course and the Training in Tokyo.

Payment timing and method for any fees

Payment should be completed at the time of application on the application website.

PayPal is the only payment method accepted, and the payment should be completed at the time of application.

You can use this payment method by registering your credit card, debit card, and/or bank account to your PayPal account.

Expenses other than fees, such as consumption tax, etc.

Online course: Applications from within Japan are subject to the consumption tax.

Training in Tokyo: Applications from outside of Japan are subject to the consumption tax.
(Applications from within Japan are not accepted for the Training in Tokyo.)

Cancellation conditions, cancellation deadline, cancellation fees

In the event that the Online course or the Training in Tokyo is canceled by us, a full refund will be made.

In the event that a participant cancels the Online course or the Training in Tokyo for which they have applied, the following cancellation fees will be incurred, calculated from the date of the Online course or the Training in Tokyo.

- Cancellation from the date of application acceptance to 30 days before the course or training start date: 10% of the invoiced amount
- Cancellation 15 to 29 days before the course or training start date: 50% of the invoiced amount
- Cancellation 14 days before the course or training start date and later, including the day of the course or training (no-show): 100% of the invoiced amount (full amount)

Handling conditions for defective products

Due to the nature of the online course and onsite training, there are no products to be considered defective.

System requirements of the website and software used for the online course

We will use Microsoft Teams by Microsoft Corporation to conduct the online course. As for the system requirements for Microsoft Teams, please see the following Microsoft Corporation website.

<https://learn.microsoft.com/en-us/microsoftteams/hardware-requirements-for-the-teams-app>