

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

Name

Tokyo Metro Academy (“Online Courses” and “Onsite 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://www.tokyometro.jp/lang_en/corporate/tokyo_metro_academy/
<https://sites.google.com/tokyometroacademy.com/index>

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

The online course and onsite training fees are displayed on the application website.

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

The material used for the online course and onsite training will be digitally distributed. It will be sent to the registered email address during the application process after the payment is complete and approximately two days before the day of the online course and onsite training.

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.

Onsite training: Applications from outside of Japan are subject to the consumption tax.
(Applications from within Japan are not accepted for the onsite training.)

Cancellation conditions, cancellation deadline, cancellation fees

In the event that an online course or onsite training is canceled by us, a full refund will be made.

In the event that a participant cancels an online course or onsite training for which they have applied, the following cancellation fees will be incurred, calculated from the date of the online course or onsite training.

- 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 Webex by Cisco Systems G.K. to conduct the online course. As for the system requirements for Webex, please see the following Cisco Systems G.K. website.

<https://help.webex.com/en-US/article/nk90t65/Webex-%7C-System-Requirements-and-Support-Policy>