

Effective Date: August 1, 2026

The Naganuma School

Naganuma Japanese Online Terms and Conditions

These Terms and Conditions (hereinafter referred to as "these Terms and Conditions") explain important guidelines and conditions for utilizing the "Naganuma Japanese Online" learning service across various courses provided via the Internet by Educational Corporation The Naganuma School (hereinafter referred to as the "Corporation").

Please ensure that you read these Terms and Conditions carefully, accept their contents, and agree to abide by them prior to submitting your application for the Service.

I. Definitions

1. Terms used in these Terms and Conditions are defined as follows:

"Applicant" means any individual applying to use the Service.

"Student" means any individual registered by the Corporation as a user or past user of the Service.

"Instructor" means an individual providing the Service to Students. Contact details of Instructors will be notified to Students separately.

"Tuition Fee" refers to all fees paid to the Corporation by Students in connection with their use of the Service.

II. Use of the Service

1. The Service is a Japanese learning program combining pre-lesson self-study using online learning materials with interactive live classes via a web-conferencing system.
2. Students shall prepare and maintain, at their own expense and responsibility, all telecommunication lines, equipment, computers, software, electricity, and other items required to access and use the Service.
3. If taking lessons becomes difficult or impossible due to internet connection conditions, communication devices, network functions, applications, or other unexpected technical issues or natural disasters deemed attributable to the Student's side, the Corporation shall bear no

responsibility. In such cases, the service that the Student could not access shall be deemed as having been provided, and no Tuition Fee shall be refunded. However, this shall not apply to refunds in cases where the failure to provide the service is attributable to the Corporation, or where service delivery becomes impossible due to cyberattacks, natural disasters, or other similar emergency events.

4. If scheduled classes cannot be conducted due to illness, accidents, or other unavoidable circumstances involving an Instructor, the Corporation may reschedule the classes.
5. All copyrights, portrait rights, and all other intellectual property rights protecting content, text, images, data, and information provided on the website for the Service (hereinafter referred to as "Content") belong to the Corporation or legitimate right holders. Recording, audio recording, photographing, taking screenshots, screen recording, copying, editing, processing, transmitting, selling, publishing, or using the Content in any manner without the permission of the Corporation, other than the methods prescribed in these Terms and Conditions, is strictly prohibited.
6. The period during which Students may access Content provided through the Service shall be determined separately by the Corporation.
7. Students shall assume full responsibility for managing their user IDs, passwords, and other credentials (hereinafter referred to as "IDs, etc.") provided for the Service.
8. Students shall not allow third parties to use, lend, transfer, sell, or otherwise dispose of their IDs, etc.
9. The Corporation assumes no responsibility for any damages arising from inadequate management of IDs, etc., errors in use, or unauthorized use by third parties.
10. If a Student discovers that their ID, etc. is being used by a third party, the Student shall immediately notify their Instructor and follow the Instructor's instructions.
11. The Corporation shall be free to use statements, messages, submitted assignments, survey responses, and other content posted or submitted by Students within the Service, provided that such use does not infringe upon the Student's privacy.

12. The Corporation strictly and appropriately manages personal information. Personal information provided for the Service shall be used to deliver appropriate educational services. The primary purposes of use are as follows:

- To send necessary administrative communications regarding the course.
- To manage academic records and attendance histories of Students.
- To serve as reference for improving the educational services of the Corporation.
- To provide information regarding educational services offered by the Corporation.

The handling of personal information shall be governed by the Privacy Policy separately established by the Corporation.

13. When amending these Terms and Conditions, the Corporation shall give prior notice to Users regarding the details of the amendments and their effective date.

14. Amendments to these Terms and Conditions shall become effective as of the time they are displayed on the Service.

15. In addition to the matters set forth in these Terms and Conditions, necessary matters regarding the use of the Service shall be determined separately by the Corporation.

16. Should any litigation become necessary between an Applicant or Student and the Corporation regarding the application for or use of the Service, the Tokyo District Court shall be the exclusive agreed court of first instance.

17. These Terms and Conditions shall be governed by and construed in accordance with the laws of Japan.

18. The original text of these Terms and Conditions is in Japanese. Even if reference translations in languages other than Japanese are provided, all interpretations shall be based on the original Japanese text.

19. Students shall comply with Japanese laws when using the Service, regardless of their place of residence.

20. If an Applicant or Student engages in nuisance, harassment, or disruption of classes directed at the Corporation, its Instructors, staff, or other Students through any means (including but not limited to SNS), or if the Corporation determines that deliberate slander, threats, harassment, religious solicitation, business solicitation, or other disruptive acts have occurred, the Corporation may immediately suspend or terminate the Student's access during the

course period, and refuse future applications or renewals. The Corporation shall bear no liability for any service suspension, cancellation, or refusal of new applications/renewals resulting from such grounds.

21. These Terms and Conditions shall enter into force on August 1, 2026.

III. Application Procedure and Payment

1. Prior to applying for the Service, Applicants must complete a level check. Depending on the results of the level check, enrollment in certain courses may not be accepted.
2. To ensure the delivery of high-quality educational services, Student enrollment capacities are established for the Service. If the number of applications exceeds capacity, enrollment may be refused.
3. To ensure the delivery of high-quality educational services, minimum class size requirements are established for the Service. If the number of enrolled Students does not reach the minimum requirement, class opening may be postponed or cancelled.
4. If an Applicant is under 18 years of age, a parent or legal guardian must consult with the Corporation in advance prior to submitting an application.
5. If an application contains false statements, misrepresentations, or omissions, or if the Corporation otherwise deems the application inappropriate, enrollment may be refused.
6. Students shall register their payment information for Tuition Fees via the method separately designated by the Corporation.
7. Tuition Fees shall be processed via credit card registered by the Student upon class confirmation, using the payment methods prescribed by the Corporation. Additionally, if a Student wishes to continue taking courses, Tuition Fees for course continuation may be charged to the registered credit card. Payment timing and other details shall be guided separately by the Corporation.
8. Online payment by credit card is recommended for Tuition Fees. However, for corporate payments or cases where credit card payment is difficult due to the region of residence or other circumstances, bank transfers, Flywire, or other payment methods designated by the Corporation may be accommodated.

9. All fees, commissions, and expenses associated with payments shall be borne by the Student.
10. In the event of payment failure, payment delay, or other issues regarding the payment of Tuition Fees, the Corporation may suspend or terminate the provision of the Service.
11. Refunds shall be handled in accordance with the "Naganuma Japanese Online Cancellation and Refund Policy" separately established by the Corporation.
12. Credit card numbers and other information necessary for payment processing shall be managed appropriately via Stripe, the payment processing company utilized by the Corporation. In principle, the Corporation does not directly store credit card numbers or other sensitive payment data.
13. For corporate payments, please contact us separately.

IV. Miscellaneous

1. If an Applicant is found to be an anti-social force or affiliated with anti-social forces, the Service agreement shall be terminated immediately.

End of Terms and Conditions