

Familia Kids Terms of Use & Consent Form

To ensure safe and reliable childcare services, please read and agree to the terms below before submitting your application.

1) Eligibility

- Children aged 18 months through 2nd grade (8 years old) are eligible.
- For safety reasons, we may decline care if your child has a fever of 37.5°C (99.5°F) or higher, vomiting, or diarrhea on the day of use.
***This facility is not a sick-child daycare.**

2) Reservations / Hours

- Hours: Weekdays / Weekends / Holidays 8:00 AM-8:00 PM (Last check-in 7:30 PM) ***Excluding closed days.**
- Reservations are required. Please book via our website or by phone. Same-day reservations may be available depending on capacity.

3) Fees / Payment / Cancellations

- Services are billed in 30 minutes increments (rounded up) to a maximum of 5 hours. A separate fee schedule applies for periods exceeding 5 hours (See the fee schedule).
- Payment is due in advance.**
- Even if your pickup time is moved up from the scheduled end time, the difference cannot be refunded.
- If there are any changes to the start or end times of your reservation, an additional fee will apply.
- To cancel, please notify us in advance by phone or LINE (no standard cancellation fee).
- If there is no contact within 30 minutes of the scheduled start time your reservation will be canceled and 100% of fees will be charged.**

4) Drop-Off / Pick-Up

- If your pick-up time changes, please contact us as soon as possible.
- The facility closes at 8:00 PM and we do not offer extensions. If pick-up occurs after 8:00 PM due to unavoidable circumstances, an after-hours service fee (as separately specified) will apply.**

5) What to Bring (Hands-Free Options Available / Meals, etc.)

- Please bring items as needed (e.g., drinks, snacks/meals, a change of clothes, underwear, diapers, wipes, plastic bags).
- Please label all belongings with your child's name; unlabeled items may not be eligible for compensation.
- Staff cannot prepare formula. Chiba: No refrigerator or microwave. Tokyo: No microwave.
- If the items prepared runs out, we can provide extras through our Hands-Free Plan or custom options.

[Plans] Hands-Free Plan / Hands-Free Plus / Custom Options (see the fee schedule)

[Meals & Snacks]

- Only children who have completed the transition from formula / breast milk to toddler meals are eligible.
- For safety purposes, if your child has food allergies or never tried (first time) foods, please bring meals and / or snacks from home.**
- Meal service times: Lunch 11:00 AM-12:00 PM / Dinner 4:30 PM-5:00 PM (Yaesu: until 6:00 PM).
- Service outside of these windows alongside taking leftovers home are not available due to food safety and hygiene regulations.
- Reservations are required and must be completed by 5:00 PM the day prior** (same-day reservations are not available).
- Any cancellations after 5:00 PM will incur the full price of the meal fee.**

[Diapers] Please inform the staff of your child's diaper size.

[Change of Clothes] A deposit (JPY 1,000 per item) applies. Deposits are refunded with on-time returns (underwear is non-returnable: (JPY 500); late returns are non-refundable).

*Optional fees are paid together with childcare fees (some items, such as clothing deposits, may be handled separately as notified).

6) Emergency Response

- In the event of injury, fever, or other urgent symptoms, we will contact the emergency number provided by the guardian. If necessary, we may coordinate care with our adjacent medical clinic and/or emergency services and relevant authorities. Please arrange a pick-up as soon as possible.

7) Information Sharing

- To ensure safe childcare, guardians are asked to share any relevant information, including: allergies, underlying conditions, current medications, behavioral concerns, or developmental considerations requiring support.
- Depending on the situation, we may need to consult with you regarding appropriate use and safety measures.

8) Personal Information

- Personal information provided on the application form will be managed appropriately in accordance with privacy laws.

9) Other

- Services may be suspended due to natural disasters, severe weather, or disruption of transportation.
- If facility property/equipment is damaged, we may consult with you depending on the circumstances.
- If an incident occurs due to the negligence of the company or staff, we will respond within the scope prescribed.

10) Locations & Overview

Facility Name	Familia Kids Perie Chiba	Familia Kids Yaesu north exit
Address	6F of Perie Chiba, 1-1-1 Shin chiba, Chuo-ku, Chiba-shi, Chiba 260-0031 (*Familia Kids is inside the Tokyo Business Clinic Familia)	B1F of TEKKO Building, 1-8-2 Marunouchi, Chiyoda-ku, Tokyo 100-0005
Phone	043-306-8676	03-6665-9720
Email	familiakids-chiba@businessclinic.tokyo	familiakids-yaesu@businessclinic.tokyo
Partner Medical Facilities	Tokyo Business Clinic Familia Perie Chiba 6F of Perie Chiba, 1-1-1 Shin chiba, Chuo-ku, Chiba-shi, Chiba 260-0031 TEL : 043-306-8676	Tokyo Business Clinic Yaesu North exit B1F of TEKKO Building, 1-8-2 Marunouchi, Chiyoda-ku, Tokyo 100-0005 TEL : 03-6268-0079
	* In case of sudden fever or injury, we may consult with the partner medical facility and arrange a visit.	
Operating Company	Medical For One Co., Ltd. 6F, Saiwai Building, 1-4-5 Hatchobori, Chuo-ku, Tokyo 104-0032 TEL : 03-6228-3100 (Weekdays 9:00 AM-9:00 PM) Operator/Administrator: Sho Naito	
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11) Insurance

- We maintain the following insurance coverage:

Insurance Type: Liability Insurance **Covered Incidents:** Bodily injury and property damage (combined) **Coverage Limit:** JPY 300,000,000

12) Contact for Inquiries, Requests, Consultations, and Complaints

【Chiba】 TEL : 043-306-8676 Email: familiakids-chiba@businessclinic.tokyo
 【Yaesu】 TEL : 03-6268-0079 Email: familiakids-yaesu@businessclinic.tokyo

Administrator: Sho Naito

Consent

I have read and agree to the Terms of Use and consent to use the temporary childcare service.

Date of Signature : (dd)_____ / (mm)_____ / (yyyy)_____

Child's Name: _____ Guardian's Signature: _____