



# ZENTERN

AMAZING • INTERNSHIPS • JAPAN

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TERMS & CONDITIONS

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**Payment of the Application Fee to us (Story K.K.) confirms your agreement and acceptance of the Terms & Conditions outlined in this agreement.**

Zentern (Story K.K.) reserves the right, at its sole discretion, to change, modify, or otherwise alter these terms and conditions. It is your responsibility to review Zentern's (Story K.K.) Terms and Conditions periodically as continued use of Zentern's services will constitute your acceptance of any revised terms and conditions. If you disagree with modification made to these Terms and Conditions, your only recourse is to cease using the services of Zentern (Story K.K.)

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## **1 Parties**

Zentern (hereinafter referred to as "We", "Our", "Us" or "Zentern"). Zentern is part of Story K.K. located 4F BizSmart, 1-3-21 Shinkawa, Chuo-ku Tokyo, Japan 104-0033

The intern whose details are specified in the application form (hereinafter "you", "your", "Applicant", "Participant" or "Intern").

## **2 Terms of the Agreement**

### **2.1 Commencement of the Agreement**

This agreement will commence when we receive your completed application form and the application fee of JPY56,000.

### **2.2 Termination of the Agreement**

This agreement will end on the internship termination date or as otherwise terminated in accordance with the provisions of this agreement.

## **3 Specifications of the Zentern Program**

The internships offered by Zentern have the following specifics:

- a. Positions are available for 4 to 24 weeks.
- b. Positions are full-time (5 days per week; 40 hours in total) or can be part-time depending on your preference.
- c. Positions are non-paid.
- d. You are encouraged to be flexible on desired location if difficult to source positions are requested.
- e. We don't arrange any interviews with additional host companies once you've been accepted for an internship.
- f. We may introduce between 1 to 3 suitable host companies for your consideration.

## **4 Service**

### **4.1 Application**

- a. You must submit the following to be considered for an internship:
  1. Updated Curriculum Vitae (CV) – in Word version with color photo.
  2. Motivation letter – in Word version.
  3. Recommendation letter.
  4. Copy of passport.
- b. To fully activate an application, a candidate must further submit:
  1. Completed Application Form confirming your acceptance of the Terms & Conditions.
  2. Application fee of JPY56,000.
  3. Evidence of active medical, accident, travel and personal liability insurance.

4. A copy of your visa if your citizenship is not on the visa exemption list or if you decide to enter Japan with a Working Holiday Visa.
- c. Special requirements to fully activate the application:
  1. Interns in the fields of Architecture, Graphic Design and Journalism & Media or similar, are additionally required to submit a sample/portfolio of their work.

#### **4.2 For all program options, Zentern is responsible for:**

- a. Deciding if you can join the Zentern Program after reviewing your application documents and conducting an interview.
- b. Matching you with a suitable host company.
- c. Providing support during regular office hours.
- d. Organizing field trips and cultural activities for the program Culture and Career only.
- e. Assisting with finding accommodation if requested.
- f. Providing a public transportation pass pre-charged with JPY2,000 (JPY500 is for the deposit of the pass) for the program Culture and Career only.
- g. Providing you with a rechargeable data sim card valid for 1 month for the program Culture and Career only.

## **5 Payment**

### **5.1 Application Fee**

You must pay JPY56,000 to Zentern in order to activate your application.

- a. The application fee will become non-refundable once you commence interviewing with a potential host company.
- b. The application fee becomes non-refundable once you decide to withdraw from the program for whatever kind of reason.
- c. The application fee becomes non-refundable once you decide to change any dates, switch deadlines or issue any PayPal disputes.
- d. The application fee becomes non-refundable if you fail to respond or provide necessary documents to us before commencing an interview.
- e. The application fee becomes non-refundable if we deem you have not been cooperative, shown flexibility or violated any policies written in the Terms & Conditions.
- f. The application fee becomes non-refundable if you refuse all suitable host companies introduced by us.
- g. The application fee becomes non-refundable if you are not able to obtain a valid visa to enter Japan.
- h. The application fee becomes non-refundable if you have received and/or come in on a Working Holiday Visa and are looking for paid internship opportunities.

## **6 Program Fee**

We will issue an invoice for the program fee once your internship has been confirmed. This payment must be paid within five (5) business days of the invoice date. Cultural activities are included in the Culture and Career program and depend on the season and the number of interns active with us at the time of your internship. The costs of these activities are included in

the program fee for the Culture and Career program only.

Once your program has been confirmed there are no refunds possible whatsoever. No refunds eligible whatsoever for any program Zentern offers that came with discounts (coupon codes, friend discount, etc.).

***Applicants who are not listed on the visa exemption must pay the full fee when signing up.*** For our refund policy please see point 10.4.

### **6.1 Payment of Additional Service Fees**

We are not responsible for any bank transfer or additional PayPal fees (on top of the fixed fees). You shall bear such costs should they arise. If any such extra charges are levied on Zentern, we will invoice you for reimbursement accordingly. Payment must be paid within five (5) business days of the invoice date.

### **6.2 Public Transportation Commutation Pass & Data Sim Card**

We will provide a public transportation commutation pass pre-charged with JPY2,000. This pass is rechargeable and is yours to keep.

We will provide you with a rechargeable data sim card valid for 1 month. Zentern is not responsible for any recharge or technical issues with the sim card. Applies to the Career and Culture Program only.

### **6.3 Emergency Support**

We will provide 24-hour emergency support. You will have a person for emergency contact available to you 24-hours a day, 7 days a week. We will also assist you in the unlikely event you require a doctor or other medical attention.

### **6.4 Payments in Installments**

Payments in installments are accepted depending on the program duration. An additional handling fee of JPY8,000 per time will be added. You would need to complete part of the program fee before your arrival to Japan.

## **7 Visa**

We accept applicants on the visa exemption list ([http://www.mofa.go.jp/j\\_info/visit/visa/short/novisa.html](http://www.mofa.go.jp/j_info/visit/visa/short/novisa.html)) or the Working Holiday visa program. Applicants whose nationality is not listed on the visa exemption list can engage a visa agent introduced by us for an additional cost. It is important you secure your visa approval prior to applying for an internship through us.

Applicants who are not listed on the visa exemption must pay the full fee when signing up. For our refund policy please see point 10.4.

## **8 Accommodation Service**

We will assist you with securing your accommodation in Japan. Depending on your budget your options are as follows:

1. Shared house

## 2. Private apartment

### 8.1 Payment for accommodation

All accommodation payments will be made by you as directed by us or the housing company.

### 8.2 Additional fees

You acknowledge the housing company may require payment in addition to the rental fee for cleaning, linen, security keys, bond or other items. The payment for such additional costs will be your responsibility to pay. You will be directly liable to the housing company for any damage to the accommodation arising from your actions or omissions.

## 9 Insurance

### 9.1 Health and Travel Insurance

You are responsible for securing travel and health insurance that ensures coverage and indemnity for death, personal injury, physical or mental illness, public liability, hospital cover, and transportation to your country of residence.

### 9.2 Evidence of Insurance

You must send us a copy of your insurance policy.

### 9.3 Medical Health Authorization

You must inform us if you have (or have had) any physical or mental illness or other health issues that may impact your stay in Japan and your ability to conduct your internship as required by your host company. You are financially responsible for any medical treatment received that is not covered by your provided insurance.

## 10 Your Obligations and Responsibilities

### 10.1 Your obligations:

- a. Stay in regular contact with us and respond to all communication from us within three (3) business days.
- b. Attend all interviews, including telephone interviews, that we have arranged for you at the arranged time.
- c. Be flexible regarding internship placements and job roles introduced by us.
- d. Attend the offices of the host organization during your internship as directed and comply with all rules, policies, instructions and requirements of the host organization.
- e. Observe and respect Japanese culture and comply with all laws and regulations of Japan
- f. Abide by all rules, policies and regulations of the landlord or manager of your accommodation.
- g. You will perform the duties agreed with the host company to the best of your ability and with all due skill, care, attention and competence commensurate with the knowledge, experience or education you possess as communicated to us and the host company.
- h. We cannot be hold responsible for you during your stay in Japan in case of any kinds of emergencies, natural disasters or other unfortunate events.

## **10.2 Your Responsibilities**

- a. Airfare and any other transport to Japan.
- b. Entertainment, daily meals and transportation fees in Japan.
- c. Visa fees.
- d. Valid passport.
- e. Providing us with any medical information that may affect your ability to join the program, including pre-existing or prior conditions, allergies or prescription medications prior to joining the program.
- f. Immunizations (usually not needed for Japan).

## **10.3 Cancellation and Termination Policy**

After termination or cancellation of the contract with Zentern, you are responsible for your own actions and liabilities in Japan.

## **10.4 Cancellation by You**

### **10.4.1 Application Fee**

Please see 5.1.

### **10.4.2 Prior to arrival in Japan**

If you cancel your confirmed internship no refund of the total program fee will be available.

### **10.4.3 Visa Declined**

If you are not on the visa exemption list and your visa got declined when you have made the full payment, Zentern will not be able to issue any refunds.

### **10.4.4 During your internship in Japan**

If you cancel your internship prior to the expected completion date no refund will be available.

## **10.5 Cancellation by the host company**

### **10.5.1 Application Fee**

The application fee is non-refundable if your internship gets cancelled by the host company.

### **10.5.2 Prior to arrival in Japan**

If the host company cancels the internship prior to your arrival in Japan, through no fault of your own, we will try to find a replacement host company for you to consider. This might delay the original starting date. If you decide to withdraw your application due to cancellation by the host company in such case a 30% refund of the program fee will be available.

### **10.5.3 During your internship in Japan**

If the host company terminates the internship for reasons unrelated to you or your performance, we will attempt to arrange a new internship placement for you at no additional cost. There will be no refund if your internship is terminated due to your behavior or if you decide to withdraw.

### **10.5.4 Termination by Zentern**

We maintain the right to cancel your contract and terminate your internship immediately, without refund, due to unprofessional or inappropriate behavior. Examples of such behavior, either prior to or during your internship, include physical or mental harm to others, not showing up or being late for work, gossiping or spreading negativity, theft, impolite actions or language, not being cooperative or responding to our messages, lack of flexibility or professional behavior, etc. After

the program has been terminated, you will accept all responsibility for your own actions, risks and liabilities.

#### **10.6 Failure to secure internship placement by Zentern**

If we fail to secure an internship placement at the agreed starting date no program fees will be charged. Please see 5.1 regarding the application fee.

### **11 Indemnity**

You indemnify us in respect of any claim, action, proceeding, judgment or demand made or brought by or against us, or in respect of any loss, liability, cost expense, damage, charge or penalty suffered by us arising out of:

- a. Any action or omission by you.
- b. Any breach of the terms of this agreement by you.
- c. The internship.

### **12 Confidentiality**

You agree to not disclose any confidential information obtained as a result of working with the host company. Therefore, no reports, communications or publications shall be disseminated or shown to third-parties.

### **13 Duration of Agreement**

The agreement between us and you is valid from the dates written on the application form. Zentern does not provide any support or responsibility if you decide to stay in Japan after completion of your internship.

### **14 Jurisdiction**

You agree hereby to follow the rules and laws in Japan. The terms of this agreement will be governed by and construed in accordance with the laws of Japan.

### **15 Marketing Promotions and Material**

You lend your consent and authorizes Zentern to use your name (or nickname / first name), videos, photos, files, etc. as well as any comments or statements made by you, in publications or materials for commercial and/or promotional purposes.

### **16 Your warranty**

Your application is valid for 12 months from the date Zentern has received your application fee.

**Payment of the Application Fee via PayPal or Bank Transfer confirms your agreement and acceptance of the Terms & Conditions outlined in this agreement.**