

OTOIRO+ Online Music Lesson Service Terms and Conditions

Please read these terms and conditions carefully before entering into a contract. These terms apply when you use the OTOIRO+ Online Music Lesson Service.

Article 1 (Commissioning and Acceptance)

Lpa Corporation (hereinafter referred to as "Lpa") accepts the commission of online music lesson services from customers and provides these services through music instructors affiliated with Lpa (hereinafter referred to as "instructors").

Article 2 (Purpose)

The purpose of the OTOIRO+ Online Music Lesson Service (hereinafter referred to as "the Service") is to provide music lessons tailored to the customer's needs, conducted by instructors who have completed Lpa-designated training.

Article 3 (Operation)

The operation and management of the Service shall be conducted by Lpa.

Article 4 (Membership Qualification)

Membership in Lpa is required to receive the services provided by Lpa.

Membership is granted to applicants and cannot be loaned or transferred.

Article 5 (Membership Enrollment)

Customers who complete the prescribed Lpa enrollment procedures will be registered as members.

Membership fees, as stated on the OTOIRO+ Online Music Lesson website, must be paid depending on the lesson content.

Membership fees are non-refundable under any circumstances.

Membership may be denied in the following cases:

- a. If necessary communication with Lpa or instructors is deemed difficult.
- b. If lesson implementation is deemed difficult due to regional or environmental reasons.
- c. If involvement with antisocial forces is recognized.
- d. In other cases where providing the service is deemed difficult.

Article 6 (Service Content)

The content of the Service is as described on the OTOIRO+ Online Music Lesson website.

Lessons are conducted online, in accordance with methods prescribed by Lpa.

Article 7 (My Page)

During the registration period, members can access and use their personal My Page provided by Lpa.

My Page may be inaccessible at times due to maintenance or other reasons.

My Page cannot be accessed or used after three months following termination of membership. The same applies in cases of loss of membership for reasons other than termination.

Lpa is not liable for any damages arising from the member's inability to access or use My Page due to the aforementioned reasons or any other reasons.

Article 8 (Long Term Vacation)

To take a long term vacation, members must submit a leave notice by the 5th day of the month prior to the desired start of the leave, using the method prescribed by Lpa, and settle any outstanding payments. Refunds, if necessary, will be processed in the manner prescribed by Lpa. Long term vacation is valid for a maximum of one year. If there is no resumption after this period, membership will be automatically cancelled.

Article 9 (Termination)

To terminate, members must submit a termination notice by the 5th day of the month prior to the desired month of termination, using the method prescri

bed by Lpa, and settle any outstanding payments. Refunds, if necessary, will be processed in the manner prescribed by Lpa.

Article 10 (Withdrawal of Application)

Please note that once Lpa accepts a service application from a customer, the application cannot be withdrawn, and the contract cannot be cancelled.

Article 11 (Prohibition of Direct Transactions)

Members must not engage in direct transactions or contracts for lessons or other dealings with instructors, nor contact instructors by any means other than those approved by Lpa. If this is discovered, the member must pay Lpa a penalty equal to twelve times the monthly fee of the previous month.

Article 12 (Termination of Contract)

Lpa may terminate the service contract with a member in the following cases:

If the member falls under Article 17 (Non-payment of Usage Fees).

If the member violates any provision of these terms and does not comply despite being requested to remedy the violation.

If involvement with antisocial forces is discovered.

If direct transactions with instructors are discovered.

If the member significantly damages the reputation or interferes with the operation of Lpa or the Service.

In other cases where Lpa deems it difficult to continue the member's registration.

Article 13 (Renewal)

The contract will automatically renew unless a member submits a notice of leave or termination by the 5th day of the month prior to the contract's expiration. However, if the member is found to fall under Article 12 at the time of renewal, Lpa may refuse renewal without providing a reason.

Article 14 (Change of Contact Information)

Members must promptly notify Lpa of any changes to the information they provided in the membership application form. Lpa is not liable for any damages

arising from the member's failure to notify such changes, and if such failure causes damage to Lpa, the member shall compensate for the damage.

Article 15 (Fees)

The lessons fees are as stated on the OTOIRO+ Online Music Lesson website. If a member does not complete the number of lessons in their contract course by the specified date, the lessons will be considered as unused, and the member must still pay the contract fee.

Fees for trial lessons, ZOOM tests, and other services offered to members by Lpa are chargeable, except during promotional campaigns, and are as stated on the OTOIRO+ Online Music Lesson website.

Members must bear the cost of teaching materials specified by Lpa for the use in the lessons, as listed on the OTOIRO+ Online Music Lesson website. Depending on the member's progress and situation, additional materials specified by Lpa may be required at the member's expense.

Article 16 (Payment of Fees)

The method of payment for member fees is as stated on the OTOIRO+ Online Music Lesson website.

Article 17 (Non-payment of Fees)

Members must pay the fees by the deadline stated on the OTOIRO+ Online Music Lesson website.

If a member fails to pay, they must pay a late fee calculated at an annual rate of 10% for the period of delay.

Article 18 (Service Provision Time)

The date and time for using the Service shall be determined between the member and the instructor.

Article 19 (Lesson Attendance Regulations)

[About Make-up Lessons] If a lesson is cancelled due to reasons on the instructor's side (illness, scheduling errors, online lesson environment issues, etc.), a make-up lesson for that time will be provided. If a member cannot attend a scheduled lesson due to their own circumstances,

tances, a make-up lesson will be provided, if the change is made at least 24 hours before the lesson start time.

[About the Make-up Service Lesson Period] This will be until the end of the contract period.

[Same-Day Cancellation] If a lesson is cancelled on the same day (including cancellations made after 24 hours before the lesson start time) due to reasons on the member's side (illness, scheduling errors, online lesson environment issues, etc.), it will be considered as one lesson, and no make-up lesson will be provided. The fee for the cancelled lesson time must be paid.

[About Lesson Confirmation] After the scheduled lesson date, Lpa will send an email to confirm attendance. Please respond within 3 days of receiving the email. If there is no response within this period, it will be considered that the lesson was attended, and the fee for that lesson must be paid.

[About Recording Lessons] Please be notified that the Lpa may record lessons, for the purposes of attendance confirmation by Lpa and instructor training.

Article 20 (Instructor's Lessons)

Lpa will ensure that instructors who meet the member's requested conditions can provide lessons. However, there may be cases where requests cannot be met due to the number of instructors, time slots, and other reasons.

As soon as an instructor is determined for a lesson, Lpa will immediately notify the member of the instructor's name and necessary information via email.

If there is an issue with an instructor scheduled to conduct a lesson, Lpa will immediately notify the member and consult to arrange an alternative instructor.

Article 21 (Change of Instruction Course & Level Up)

Requests for changes on the instruction course must be communicated to Lpa by the 5th day of the month prior to the desired change month.

If the instructor reports a change in the member's instruction level, Lpa will contact the member in advance, and if this results in changes to the fees, such changes will be made.

Article 22 (Refusal of Service)

Service may be refused in the following cases:

When there is no time available or when it is not possible to set up the environment due to the region.

In case of contagious or infectious diseases, or if there are significant health abnormalities.

In other cases where providing the service would cause problems, even if a reservation has been made.

Article 23 (Provision of Equipment)

Members must prepare a device with the software designated by Lpa downloaded and an internet environment, and bear the communication costs incurred. Members must also bear the actual costs for any necessary purchases.

Article 24 (Disclaimer)

Lpa is not liable for any damages caused to members by instructors. Lpa also cannot be held responsible for any damage, loss, etc., in the lending and borrowing of items (including music scores) with instructors.

Lpa is not liable for any damages to members caused by software malfunctions, internet environment issues, or any damages arising from these causes.

Article 25 (Lpa's Business Hours)

Lpa's business hours are from 9:30 to 18:00, Monday through Friday. The office is closed on Saturdays, Sundays, Japanese National Holidays, Year-End and New Year holidays (subject to change each year), and temporary holidays (notified in advance).

Article 26 (Time Display in the Service)

All dates and times mentioned in these terms and the Service are based on Japan Standard Time.

All calculations of dates and times in these terms and the Service are based on Japan Standard Time.

Article 27 (Amendment of Terms)

Lpa may amend these terms at any time without the consent of the members using the Service. The amended terms will take effect from the time they are posted on the OTOIRO+ Online Music Lesson website or otherwise notified to members on My Page or by other means by Lpa. By continuing to use the Service after the amendment of these terms, members are deemed to have agreed to the amended terms.

Matters not stipulated in these terms and detailed rules and regulations necessary for business execution will be separately determined by Lpa.

Article 28 (Protection of Personal Information)

Member's personal information will be managed appropriately in accordance with the privacy policy posted on Lpa's website.

Article 29 (Governing Law & Jurisdiction)

These terms shall be governed by and construed in accordance with the laws of Japan.

Members and Lpa agree that the Tokyo District Court shall have exclusive jurisdiction as the court of first instance for all disputes arising from these terms and other services.

Article 30 (Sincere Consultation)

In the event of any doubt regarding the interpretation of these terms or matters not stipulated in these terms, members and Lpa shall endeavor to resolve them through consultation in accordance with the principles of good faith and sincerity.

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