



ZENTERN

AMAZING • INTERNSHIPS • JAPAN

TERMS & CONDITIONS

Filling out the application form and/or payment of the application fee confirms your agreement and acceptance of the Terms & Conditions outlined in this agreement.

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1. Parties

Zentern (hereinafter referred to as "We", "Our", "Us" or "Zentern"). Zentern Internships is part of Story K.K. (株式会社 Story in Japanese). The intern whose details are specified in the application form (hereinafter "you", "your", "Applicant", "Participant" or "Intern").

2. Terms of the Agreement

Zentern reserves the right to change or modify any of the terms and conditions contained in the Terms or any policy or guideline of our website and services, at any time and in our sole discretion. Any changes or modification will be effective immediately upon posting of the revisions on our website, zenterninternships.com, and you waive any right you may have to receive specific notice of such changes or modifications. Your continued use of our website, zenterninternships.com, and our services following the posting of changes or modifications will confirm your acceptance of such changes or modifications.

3. Commencement of the Agreement

This agreement will commence when we receive your completed application form and the application fee of \$550 (or other currencies accepted converted from \$550).

4. 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.

5. Specifications of the Zentern Program

5.1. The internships offered by Zentern have the following specifics:

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

6. Service

6.1. Application

You must submit the following to be considered for an internship:

- Updated Curriculum Vitae (CV) – in an editable version (Word, Google Docs, Pages, etc.) with color photo
- Motivation letter – in an editable version
- Recommendation letter
- Copy of passport

To fully activate an application, a candidate must further submit:

- Completed Application Form confirming your acceptance of the Terms & Conditions
- Application fee of \$550
- Evidence of active medical, accident, travel and personal liability insurance
- 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



Special requirements to fully activate the application:

- Interns in the fields of IT, Architecture, Graphic Design and Journalism & Media or similar, are additionally required to submit a sample/portfolio of their work

6.2. Zentern's Responsibility

- Deciding if you can join the Zentern Program after reviewing your application documents and conducting an interview
- Matching you with a suitable host company
- Providing support during regular office hours
- Organizing field trips and cultural activities (Internship + Culture and Internship + Language Program only).
- Assisting with finding accommodation
- Providing a public transportation pass pre-charged with JPY2,000 (JPY500 is for the deposit of the pass) (Internship + Culture Program only)
- Providing you with a data sim card or JPY2,000 gift card

7. Payment

7.1. Application Fee

You must pay \$550 to Zentern in order to activate your application.

- The application fee will become non-refundable once an interview has been scheduled with a potential host company
- The application fee becomes non-refundable once you decide to withdraw from the program for whatever kind of reason
- The application fee becomes non-refundable if you fail to respond or provide necessary documents to us before commencing an interview
- 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
- The application fee becomes non-refundable if you refuse all suitable host companies introduced by us
- The application fee becomes non-refundable if you are not able to obtain a valid visa to enter Japan
- The application fee becomes non-refundable if you have received and/or come in on a Working Holiday Visa and/or are looking for paid internship opportunities
- The application fee becomes non-refundable if you change your starting dates, internship fields or preferences after signing up
- The application fee becomes non-refundable when you sign up without an online consultation and/or unrealistic expectations, dates, deadlines, or similar set by you.

8. 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 only included in the Internship + Culture 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.

The failure to make payment grants us the right to withdraw the corresponding fee from your credit card. Zentern has the right to ask you to pay the full fee before offering our services.

Applicants who are not listed on the visa exemption or younger than 18 years must pay the full fee when signing up unless agreed otherwise. For our refund policy please see point 10.4. Please see an overview of our prices on our pricing page (<https://www.zenterninternships.com/pricing>).

8.1. Payments in Installments

Payments in installments are accepted depending on the program duration. An additional handling fee of \$80 per invoice will be added. You would need to complete part of the program fee before your arrival to Japan. You can pay in 2 installments if your duration is shorter than 13 weeks. You can pay in 3 installments if your duration is longer than 14 weeks. In case you require any signed documents (for example from university/school or for a grant), the full program fee must be paid first.



8.2. Payment of Additional Service Fees

We are not responsible for any bank transfer or additional service 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.

8.3. Delayed or failure to pay the program fee

You agree timely payment is a material term of this Agreement and failure to make timely payment as agreed will constitute a breach hereof. You agree that, should payment not be received within the specified timeframe, you grant us the right and authorization to debit the corresponding fee from your (credit) card, coupled with a \$15 daily late fee, in accordance with the contractual provisions.

If after 7 days the full payment, including interest charges (\$15 late fee per day), has not been made, Zentern will take legal action. The intern will also bear any legal cost that Zentern has to make until the program fee, plus interest and legal fees have been received.

8.4. Public Transportation Commutation Pass

We will provide a public transportation commutation pass pre-charged with JPY2,000. This pass is rechargeable and has to be returned before leaving Japan. This pass is only available while supplies last.

9. Emergency Support

We will provide 24-hour emergency support but only if it is related to your internship. Your first point of contact is the police or the ambulance. 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. We will not be able to provide any emergency support in situations such as natural disasters or emergencies that might happen outside of the internship environment (e.g., while traveling).

10. Visa

We accept applicants on the visa exemption list (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.

11. Accommodation Service

We will assist you with securing your accommodation in Japan.

Depending on your budget your options are as follows:

- Shared house
- Private apartment
- Dormitory

Payment for the accommodation will have to be made directly to the housing company

11.1. Payment for accommodation

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



11.2. 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.

12. Insurance

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.

12.1. Evidence of Insurance

You must send us a copy of your insurance policy and your insurance number.

12.2. 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.

13. Your Obligations and Responsibilities

Your obligations:

- Stay in regular contact with us and respond to all communication from us within three (3) business days
- Attend all interviews, that we have arranged for you at the arranged time
- Be flexible regarding internship placements and roles introduced by us
- 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
- Comply with all rules, policies, payments, instructions, and requirements of Zentern Internships
- Observe and respect Japanese culture and comply with all laws and regulations of Japan
- Abide by all rules, policies and regulations of the landlord or manager of your accommodation
- 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

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

Your Responsibilities

- Airfare and any other transport to Japan
- Entertainment, daily meals, and transportation fees in Japan
- Visa fees
- Valid passport
- 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
- Immunizations (usually not needed for Japan)

14. Cancellation and Termination Policy

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



14.1. Cancellation by You

Application Fee

Please see 5.1.

Prior to arrival in Japan

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

Program Fee

Please see 8.

Visa Declined

Zentern has no influence whatsoever on your visa application. In case your visa gets declined, the Program Fee and the Application Fee are not refundable.

During your internship in Japan

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

14.2. Cancellation by the host company

Application Fee

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

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.

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.

14.3. 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.

14.4. Failure to secure internship placement by Zentern

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

15. Programs

Internship + Career

The events, workshops or activities might be cancelled or rescheduled depending on the weather Forecast or other circumstances.

Zentern has the right to stop inviting you to events and activities if you do not participate or cancel 2 or more planned events. A minimum of 2 interns is required to organize events.

During any events, activities and/or workshops, Zentern is not responsible for any liability.

Internship + Language

Language classes are 3 times per week and the hours depend on the size of the class.

Classes might be cancelled if you do not show up or cancel or 2 times in a row or show up late to class several times. Zentern is not responsible for any progress made. This depends on your effort, attendance and motivation.



16. 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:

Any action or omission by you.

Any breach of the terms of this agreement by you.

The internship.

17. 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.

18. 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.

19. 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.

20. 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.

21. Your warranty

Your application is valid 1 calendar year from the date Zentern has received your application fee.

Filling out the application form and/or payment of the application fee confirms your agreement and acceptance of the Terms & Conditions outlined in this agreement.