

Terms and Conditions

● Scope of This Terms and Conditions

- Terms and conditions target all users of OTOREN music studios everyone entering our facility, excluding our staffs.

● Membership Registration and Membership ID Card

- Studios are for our members only.
- New customers must register for membership when using our studio for the first time. (After reading through this Terms and Conditions, customers must fill in the application form with a signature. Identification (e.g. driving license, passport and national insurance card) should be presented and will be photocopying.
- After the registration, an OTOREN membership card will be provided.

● Rental Fees and Payment

- Membership registration fee is free of charge.
(In case of card loss, 110 yen will be charged for reissuing)
- Customers must pay rental fees in advance.
Please check the list of rental fees for your reference.
- You will not be reimbursed by any reason after payment.
- Please pay the fees on the day of studio use at the reception desk (present your membership card together).
- The fees may be changed accordingly due to business circumstances including special campaigns.
- Time extension fee will be charged every 30 minutes. Please pay the fees before extending the studio use.

● Booking Service

- Booking is available until the end of the next month of your booking date.
- Customers can book a studio through our website, via telephone or at the reception desk. Reservations by FAX or email are not acceptable.
- **Booking service is open from 10:00 to 21:00.**
- **The Front Desk will be closed at 21:30.**
- We may have to hold the telephone line when there are too many customers at the same time.
- In order to fully understand and preserve the information of booking, cancellation and enquiries, the telephone conversations may be recorded or the number display system is activated when customers call us for reservation and enquiry.
- OTOREN members are able to book multiple times within a month although a new customer can book only once.
- In the booking process, we will ask for presenting the membership ID number.
- The minimum unit of studio booking time is 30 minutes.

● Cancellation Policy

- **Cancellation is free when notification is made 15 days prior to reservation date.**
However, a cancellation fee is applied for cancellations between 14 days prior to one day before the reservation date. And 100% is charged for same date cancellation. (Cancellations are only accepted by telephone from 10:00 AM to 9:00 PM)
- **Cancellation fee must be paid at the studio within 15 days.(bank transfer may be available when difficult to come in person due to the place you live.)**
- If customers do not complete the payment after the due, we will contact you as a reminder.
- Customers must pay the cancellation fees although cancellation reasons are due to bad weather or public transportation issues.
- The Reservation will be cancelled if customers do not arrive by half past the reservation time.

● Changing Reservation

- **When customers change their bookings, we consider them as being cancelled.**
- When customers change studios without changing the time and date, they will be charged the higher fee. (Customers are unable to make any changes during weekends and on national holidays). This rule is also applied to the change of studio types.
- Although the length of studio use is shortened on that day, customers will be charged the length of time they booked.
- Reservation cannot be given to other customers.

● Facility Use Policy

- No alcohol, no smoking.
- No food inside the studio. Please use the lobby for eating.
- Customers who are drunk are not able to use our facility.
- No animals allowed.
- Customers must have all the responsibilities for your belongings, including

valuables and music instruments. We will not have any responsibilities in case they are stolen, lost or damaged.

- We are unable to store music instruments.
- Please respect other customers. If we receive any complaints, we may ask you to leave the studio. In this case you must pay the booked fee. We will not take any responsibilities for any nuisances

● Studio Use Policy

- **No alcohol, no smoking.**
- **No food, no drinks except water inside the studio.**
- Stamping the floor is not allowed.
- **Studio requires 5 minutes of cleaning before the next customer comes, which we require you to leave the studio 5 minutes before the ending time.**
- The order of customer service may change according to the types of studios.
- When customers place music instruments and equipment differently, please put them back as they were before leaving the studio. Please leave the lid of the piano open for cleaning.
- Music instruments and other equipment may be replaced without notification.
- We always monitor the studios.
- Amplifiers and percussions are not available for use in our studio.
- We cannot guarantee 100% soundproof for recording.
- Please follow our staffs concerning how to use music instruments and equipment.
- Customers are not allowed to touch the inside part of the piano.
- If damaging our music instruments or equipment in the studio, please report immediately.
- You may not have to pay the compensation when using in an ordinary way.
- If the reasons of the damage come from an abnormal way of usage or carelessness customers must pay for all the costs of repair and the compensation for the period we are interrupted our business due to the repair.
- When our musical instruments and equipment are damaged, customers are required to pay the fee of studio use until the moment they are broken.
- In order to repair or adjust the damaged instruments and equipment, customers may not be able to use the studio they book in advance. We will not have any responsibility in such case.

● Personal Information Policy

- We will never transfer customer's personal information to others.
Customer information will be used only for contacting them if necessary in our business operation or informing our services to them (we may report to other organizations only when serious non-payment of cancellation fees occurs).
- Please inform us of any change of your personal information (e.g. home address or telephone number).

● Refusal of Studio Use and Membership Registration

- We refuse to accept the following types of people for using our studio nor registering the membership:
 - * People belonging to gangs, gangsters, associate members of gangs, sokai-ya (small shareholders) and others who belong to antisocial forces
 - * People who are thought to use antisocial forces
- We refuse the use of our facility and cancel the membership when customers do the following actions:
 - * violate Membership Terms and Conditions
 - * abuse our honor and trust
 - * disobey the order of our facility
 - * threaten our dignity
 - * other behaviors that we consider as disrespect

● Notes

- We may temporarily keep lost properties but dispose them after a while. Valuables may be reported to the police.
- We may close the whole or a part of our facility and cancel the bookings,
In case we decide to interrupt our business due to natural disasters, emergent social conditions, sickness and accidents of our staffs, and other unpredictable reasons,. We may not have any responsibilities in such cases.
- **We have the right to change and amend the contents of Terms and Conditions if necessary. The revised version will be activated when it is announced on our website or the notice board at our facility.**

● Withdrawal

- Customers will be required to fill out a notice of withdrawal at the desk.
Membership card is necessary for the procedure. Please ask staff if anything else is necessary.

