

Minato-ku Kosodate Hiroba Appy Akasaka

Terms of Service for Temporary Childcare for Infants and Children

Revised on April 1, 2025

Thank you for registering with Minato-ku Kosodate Hiroba Appy Akasaka (hereinafter referred to as “Appy”). “Temporary Childcare for Infants and Children” is operated by Associe International Inc., on consignment from Minato-ku.

Prior to submitting your application, please confirm the following:

【Eligible Persons】

“Appy” is for infants from 4 months old to children prior to attending elementary school, who are healthy and can adapt to group childcare.

【Capacity】

20 children per hour, of which up to 6 children 0 year old

【Opening Date and Time】

1. Sunday through Saturday from 8:30 a.m. to 6:30 p.m., except for New Year's holidays (Dec. 29 to Jan. 3) and facility inspection days.
2. Each person may use the facility for up to 5 hours (on an hourly basis). However, health and developmental conditions will be taken into consideration.

【Fees】

1. 500 yen per hour (600 yen on Sundays and national holidays). charged according to the time used.
2. The fee will be paid when you pick up your child. (Advance payment is not acceptable.)

【Registration】

1. Registration is required to use the service. Registration must be made by a parent or guardian. No appointment is required for registration.
2. Please download the "Application for Use Registration", "Application for Temporary Deposit", and "List of Pick-up Persons and Emergency Contacts" from the official website, fill them out in advance, and bring your child(ren) with you to Appy.
(If you are unable to download the forms, you can fill them out at the reception desk on the day of your visit.)
3. Please be sure to bring of the following documents your child's Health Insurance Card, Infant Medical Card, and Maternity Handbook.
4. After registration, one "User Registration Card" will be issued for each child. Please present the "User Registration Card" when entering and leaving Appy. You will also need your membership number when making reservations by phone call.

【How to Use】

1. Please make a reservation by phone or at the Appy Akasaka counter. And you can make reservations through the official LINE account “Tokyo-to Minato-ku. However, depending on situation, we may not be able to meet your request.
2. Reservation details are as follows. Reservations are accepted from 8:30 a.m. to 5:30 p.m.
Reservations can be made from 8:30 a.m. a month before preferred date (in case of a holiday, the working day after) until 5:30 p.m. of the day before (in case of a holiday, the working day before) the desired use of childcare services.
3. Reservations cannot be changed or cancelled on the day of use. Please contact us by 5:30 p.m. on the day before your arrival.
4. Regarding to the time you Appy. Please keep in mind the following points.
 - (a) You can't extend even if you are late for start time.
 - (b) If it is expected to be late for start time, Please keep in touch before start time. The fee will be not changed, if you are late for start time.
 - (c) Please come to Appy to pick up your children on time. If it is expected to be late for pick-up time your reserved, please keep in touch before pick-up time you reserved. If you are late only 1 minute, you have to pay extra fee for 1 hour. If you are late regularly excluding reason such as disruption in public transportation and hospital visit. etc. we may reject your reservation from now on.
5. Before using the service, we will take your child's temperature at the reception desk to check your child's physical condition. You will also be asked to fill out a “Temporary Care Contact Sheet” regarding your child's health condition on the day of use. Please come with plenty of time to spare.

6. Please be sure to write emergency contact information on the day you use Appy.
7. Children with a fever of 37.5 degrees Celsius or higher, other health conditions, or during the prescription period of medication cannot be left in the care of the Center.
8. We cannot accept children who are undergoing ongoing treatment after an illness, are eligible for sick child care, or have received vaccinations or are taking medication on the day they receive their vaccinations or before coming to the center. In addition, as we are not able to provide medical care, we are unable to accept children on medication or administer medication.
9. If the person bringing the child and the person picking up the child are different, please tell us when you leave the child with us. If the person which is not the person brought children will pick-up, Please show us your ID (driver's license, passport, etc.) at the time of pick-up. If the person picking up your child is to change at short notice, please contact us in advance. We ask that you contact the person who was scheduled to pick up the child. If you do not contact us in advance and the person picking up your child is different, we will not be able to pick up your child.
10. Lunch time is from 11:30 a.m. to 1:00 p.m. and snack time is from 3:00 p.m. to 3:30 p.m. Please prepare lunches and snacks according to your child's needs (this does not apply to infants). Please inform us if your child has any food allergies.
11. Regarding to the children who drinks formula milk, please bring baby bottle and formula for the required number of feedings. We can't accept Frozen breast milk.
12. Please take all leftover food such as lunch boxes and snacks home with you.

【In Case of Emergency】

In case of an injury or sudden change in your child's health we will immediately inform you. We will take the child to a hospital if he/she needs immediate medical attention.

【Other】

1. There is no parking lot, but there is a bicycle parking lot.
2. Please keep your valuable items with you as we take no responsibility in any case of loss and/or damage of your property.
3. Please refrain from taking photographs or videos in the facility.
4. Our institution is covered by liability insurance policy, and insurance policy for consolatory payments for injuries sustained within the premises.

【Privacy Policy】

1. Submission of personal information is voluntary, but use of the facilities may be refused if certain information is not provided.
2. Submitted personal information will be stored and managed properly according to the Minato-ku Personal Information Protection ordinance as well as our company regulations.
3. Submitted personal information will be used only for facility operation purposes and for no other purpose.
4. Submitted personal information will not be provided to a third party without consent except in the following circumstances.
 - (a) If the needed items have been specified or notified to the said person and permission has been obtained
 - (b) When based on law
 - (c) If there is the possibility of danger to the person or the public's life, health, or property
 - (d) If necessary to improve public health or to promote the healthy development of children and when it would be difficult to obtain permission from the said person
 - (e) When the state institution, local public agency, or party that has been commissioned is cooperating with the execution of a legal matter and when obtaining the permission of the said person would interfere with the execution of this matter
5. We will quickly respond as according to our prescribed procedures if: the said person requests notice or disclosure of purpose of using personal information; requests correction, addition, or deletion of its content; ceases or eliminates use; or requests that information not be provided to a third party.
6. There is a possibility that we may relegate personal information to a vendor that meets our criteria for protecting personal information for consigned purposes such as sending postal matter or overhauling our system. Personal information that has been relegated in association with the consigned service will be used only for the purpose of executing the consigned service.
7. Contact for inquiry or consultation regarding personal information
TEL: 03-3475-3900 Appy Akasaka (weekdays Sundays and National Holidays 8:30 a.m. – 5:30 p.m.)

TEL: 03-3711-3900 Associe International Inc. (weekdays 9 a.m. – 6 p.m.)

8. Administration Representative: Head of Facility, Appy Akasaka

Manager of personal information: Head of Facility, Appy Akasaka

9. Policies are subject to change as necessary or due to law amendments.

Minato-ku Kosodate Hiroba Appy Akasaka

TEL: 03-3475-3900 • FAX: 03-3475-3737

Operation and Management Contractor : Associe International Inc.

TEL: 03-3711-3900(Weekdays) FAX: 03-3711-3901