

Cautions for using the Ota Ward postnatal housework and
childcare support program



- 1 When necessary, we will provide personal and family information to the contractor (Pasona Lifecare Co., Ltd.) to the necessary extent.
- 2 Please strictly adhere to the following "Usage Rules."
 - (1) Service is limited to a minimum of two hours per session and a maximum of 30 hours in total.
 - (2) Available days are Monday through Saturday (excluding Sundays, public holidays, and the New Year holidays).
 - (3) The available hours are from 9:00am to 21:00pm
 - (4) Applications must be submitted at least seven business days prior to the desired date of use.
 - (5) When you apply to the service, you are deemed to have understood and accepted all of the contents of these Terms of Use.
 - (6) If you need to cancel your reservation for personal reasons, please contact Pasona Lifecare Co., Ltd. by 5:00 p.m. the day before (or the preceding weekday if the day before is a Saturday, Sunday, or public holiday).

In such cases, there will be no cancellation fee or any effect on the remaining usage time.

If you cancel after that date or without any notice, the ward may require you to pay the cancellation fee.
 - (7) This service will be provided by a contractor in accordance with the requests made by residents at the time of their application. Residents cannot directly instruct or demand the helpers to provide services other than those they have applied for. Residents must confirm the details of the service with the helper before it is provided.

After the service has started, any requests to change the content of the service will not be accepted.

The helper may change the content of the service after prior consultation with the resident before the start of the service.

If, after the start of this service, a situation occurs or is discovered that differs from what was anticipated, the helper may, after consulting with the resident, change the content of the planned service.
 - (8) In providing the service, the helper will use the gas, water, and electricity (including heating and cooling) of the resident's home, and the charges for these will be paid by the resident.
 - (9) In providing the service, the helper will use the facilities, detergents, cleaning supplies, cooking utensils, food ingredients, etc. of the resident's home, and the costs associated with consumption will be paid by the resident.
 - (10) In principle, the mentioned service will not be provided after the scheduled service hours.
 - (11) Any garbage or waste generated in the course of providing the service shall be disposed of by the residents.

- (12) If a resident requests cleaning service through this service, depending on how dirty the areas is, it may not be possible to completely remove the stain. In addition, cleaning time, the actual cleaning area planned before the work may differ from the actual work.
 - (13) If actual expenses (cost of food, transportation, etc.) are incurred as part of the assistance, it will be paid directly by the housework support provider. In that case, you do not need to make any advance payments.
 - (14) If a resident, the child, or a person living with them (family member, sibling, etc.) is suffering from or suspected to be infected with influenza or other infectious diseases, colds, indigestion, etc., he/she must contact the entrusted party in advance. Depending on the circumstances, the contractor may refrain from providing the service.
 - (15) By the time the service is provided, the resident shall, at his/her own responsibility, securely store valuables such as cash, cash cards, passports, health insurance cards, driver's licenses, seals, securities, precious metals, works of art, valuables, expensive items, and rare items in a locked place outside the service area or at a place where helpers cannot enter in order to prevent accidents or unnecessary circumstances. Furthermore, if the resident do not follow this rule, the ward, the contractor, and the helper shall not be held liable for any damage suffered by the resident.
 - (16) After completing each housework support project, we will ask you to sign the "Ota Ward Postpartum Housework and Childcare Assistance Project Implementation Confirmation Form" to confirm that the assistance has been provided.
 - (17) If, during the course of providing support, the resident commits any criminal act such as violence, intimidation or fraud, or recruits in political or religious activities, or engages in any act that violates public order or morals, the ward may stop providing the support.
 - (18) Please follow the instructions of the ward for any other use.
- 3 If a helper or a contractor causes damage to a resident's building or belongings due to intentional or substantial negligence,
the contractor will be obligated to necessary compensation. The contractor shall not be liable for any damages incurred in the case where the helper has performed the work in accordance to the instructions given by the resident.
The contractor shall not be liable for any damage suffered by residents during the suspension of the service due to natural disasters, the enactment, amendment or repeal of laws and regulations, the exercise of public authority, transportation accidents, the unlawful acts of third parties, or other unavoidable circumstances.
The contractor shall not be liable for any damage, destruction, or loss, etc., that is responsible to the residents.
- 4 If necessary, the ward or its contractors may provide information on child-rearing and various government services as part of the assistance provided.
- 5 When the ward sees it particularly necessary, the ward may provide information on the details of the support provided to relevant ward agencies.