

Quick IB User Agreement

Terms of Service — English Reference Translation

Version v4.1

Last updated: June 12, 2026

[Draft Notice]

This document is an internal draft pending legal review. It is not the final version. Fill in all [TBD] fields and clear the "Points Requiring Legal Confirmation" list at the end before publication.

This is an English translation provided for reference. The Japanese version is the governing text; in case of any discrepancy, the Japanese version prevails.

Item	Details
Version	v4.1
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Provider	quickIB
Address	164-1-155-11 Wakashiba, Kashiwa-shi, Chiba, Japan
Phone	+81 70-3313-1001
Contact	ibeeyourtutor@gmail.com
Website	https://www.quickib.com/

Revision note — v4.1: Removed all Monthly Tuition Course provisions (Lesson-Pack-only). Article numbering preserved; Article 4 intentionally vacant.

Key Points (Five Things to Know First)

Please read these five points first.

1. There is no enrollment fee and there are no fixed monthly charges. Lessons are taken through "Lesson Packs" (prepaid, pay-as-you-go).
2. Lesson Packs are paid for in advance in a lump sum (4-lesson pack: ¥30,000, i.e. ¥7,500 per lesson). Unused lessons carry over indefinitely and we never unilaterally void them. If you withdraw, we refund all unused lessons in full.
3. Lesson schedules are arranged directly between the student and the tutor by email/LINE or similar (there is no in-app booking). Please notify cancellations or rescheduling at least 2 hours before the start time — later cancellations and no-shows consume one lesson.
4. You can stop at any time — simply stop buying Lesson Packs, or withdraw from the Service. There is no cancellation penalty or termination fee whatsoever (¥0).
5. A statutory 8-day cooling-off period (from receipt of the contract document) is also available.

Preamble

This User Agreement (this "Agreement") sets out the terms of use of "Quick IB" (the "Service"), an online International Baccalaureate (IB) tutoring service provided by quickIB ("we," "us," or the "Company").

Because the students who take lessons through the Service (each, a "Student") are primarily minors, as a rule the Student's parent or other legal representative (the "Guardian" or the "User") is the contracting party to the service agreement.

The User shall agree to this Agreement before applying for or using the Service; upon such agreement, a contract incorporating the provisions of this Agreement is formed between the Company and the User. Where the Student has reached the age of majority, the Student himself or herself agrees to this Agreement as the User.

Article 1. Definitions and Parties (Who Provides the Service and Who Contracts)

1. **The Company is the provider of the Service.** We provide online IB-related lesson services (tutoring and learning support) directly to Users and Students as our own service.
2. The tutors who actually conduct lessons (each, a "Tutor") are **subcontractors engaged by the Company under outsourcing agreements.** Tutors conduct lessons in accordance with our quality standards and operating rules. The Company is responsible to Users and Students for the Service as a whole, including the arrangement of Tutors.
3. The principal terms used in this Agreement have the following meanings:
 - "Lesson": IB-related tutoring and learning support provided to a Student using an online meeting tool (Google Meet, Zoom, etc.).
 - "Lesson Fee": the fee per Lesson (or per prescribed unit of time), as separately set out by the Company on the Service website (currently ¥7,500 per Lesson when using Lesson Packs).
 - "Lesson Pack" (also "Pack"): the right to take a specified number of Lessons by prepaying the corresponding Lesson Fees in a lump sum. A Lesson Pack is a prepayment to be applied solely to the Company's IB Lessons (Lesson Fees) and cannot be used for payments to third parties or for any other purpose.
 - "Lesson Balance" (or "Balance"): the number of unused Lessons held by the User under Lesson Packs.
 - "Reflection Form": the record completed by the Tutor after a Lesson. Upon its completion, the Lesson is treated as having been delivered, and one Lesson is deducted from the Lesson Balance.
4. Where the Student is a minor, the Guardian represents and warrants that the Guardian agrees to this Agreement as the Student's legal representative and consents to the Student's use of the Service.

Article 2. Service Content and Learning Outcomes (What We Provide and What We Promise)

1. The Company provides online one-on-one tutoring and learning support for IB subjects (DP, MYP, etc.) according to each Student's learning goals. The specific subjects, scope, and delivery methods are as described on the Service website.

2. We strive to support each Student's learning to the fullest through the expertise and careful instruction of our Tutors. **However, the Service is intended to support learning and does not guarantee any particular exam score, grade, pass result, admission, or other outcome.** Learning outcomes depend on the Student's own efforts and other circumstances. Please understand this in advance.

3. Because Lessons are delivered over the Internet, Users and Students shall provide, at their own responsibility, a stable Internet connection and the necessary equipment (PC, camera, microphone, etc.).

Article 3. Fees, Lesson Packs, and Prepayment (How Much You Pay, When, and How)

1. **Lesson Fees are denominated and billed in Japanese Yen (JPY).** The current Lesson Fee under Lesson Packs is **¥7,500** per Lesson. In addition to the **4-lesson pack (¥30,000)**, the Company may sell other Lesson Packs, such as a 12-lesson pack or larger bulk packs. The types, lesson counts, and prices of Packs on sale are as displayed on the purchase screen of the Service. For refunds upon withdrawal, the per-lesson unit price is always calculated as "**the amount you actually paid ÷ the number of Lessons granted under that Pack,**" regardless of the type of Pack (Article 6).

2. **Prepayment (purchase of Lesson Packs):** To take Lessons, the User purchases a Lesson Pack (Lesson Balance) in advance. The price of the Pack is **prepaid in a lump sum by credit card** upon completion of the purchase application and payment procedure (payment processor: Stripe). After we confirm completion of payment, the purchased number of Lessons is credited to the User's account.

3. **Use of the Lesson Balance:** After a Lesson is delivered, one Lesson is deducted from the Balance when the Tutor completes the Reflection Form. No Lesson is deducted unless the Reflection Form is completed.

4. **When the Balance is zero:** If the Lesson Balance is zero, no Lesson may be taken. To continue, please purchase an additional Lesson Pack. We do not provide Lessons beyond the Balance (no deferred payment or advances).

5. **Low-balance notice:** When the Lesson Balance is running low, we may send the Guardian (User) an email to that effect. **This notice is informational only and does not create any obligation to make an additional purchase.**

6. Payment processing fees (a prescribed percentage of the Lesson Fee) are included in the Lesson Fee and are not charged to the User separately.

7. If you use the Service from outside Japan, currency conversion rates and any foreign transaction or exchange fees imposed by your card company or financial institution are borne by the User. We are responsible only for the billed amount in Japanese Yen and bear no responsibility for such additional costs.

8. A Lesson Pack is a prepayment to be applied to the Company's IB Lessons (Lesson Fees); it cannot be used for other purposes, transferred to third parties, or redeemed for cash (refunds upon withdrawal are governed by Article 6).

Article 4 (Deleted)

(This article (formerly the Monthly Tuition Course) was deleted in revision v4.1. The article number is intentionally left vacant to preserve numbering.)

Article 5. Formation of Contract, Carry-Over of Lesson Packs, and the Right to Stop at Any Time

1. The Service has no enrollment fee and no fixed monthly charges. For a **Lesson Pack**, a service contract for that Pack is formed when the User completes the purchase procedure and the Company confirms completion of payment and credits the Lessons.
2. **Carry-over and validity of the Lesson Balance (Lesson Packs):** Any purchased Lessons not used in a given month **carry over automatically to subsequent months. The Lesson Balance has no expiry date and remains valid until you withdraw.** The Company never unilaterally voids your Lesson Balance.
3. **You may withdraw (terminate) at any time:** The User may withdraw from the Service (mid-term termination of the contract) at any time. There is no obligation of continued use, and **no penalty or termination fee of any kind applies to withdrawal.** Refunds of unused Lesson Pack Lessons upon withdrawal are governed by Article 6, Section 6.2.

Article 6. Cooling-Off, Mid-Term Cancellation, and Refunds upon Withdrawal

Premise (applicable law):

The Service (IB tutoring services) may constitute "specified continuous service provision" under the Act on Specified Commercial Transactions of Japan. In that case, the User has statutory cooling-off and mid-term cancellation rights with respect to Lesson Pack purchase contracts. This Article confirms those statutory rights and sets out how refunds and settlements are handled.

6.1 Cooling-Off (8 Days from Receipt of the Contract Document)

Where the Service constitutes specified continuous service provision, the User may, with respect to each **Lesson Pack purchase contract**, rescind that contract **unconditionally (cooling-off)** by written or electronic notice within **8 days counted from the day of receipt of the contract document for that contract (including delivery by electronic means)**. Where cooling-off is exercised, the Company will not claim damages or any penalty and will **refund in full** all amounts already paid. Please send cooling-off notices to ibeeyourtutor@gmail.com.

6.2 Mid-Term Cancellation of Lesson Packs and Refunds upon Withdrawal

1. The User may withdraw (mid-term cancellation) at any time, even after the cooling-off period has passed.
2. Upon withdrawal, the Company will **refund in full the Lesson Fees for all unused Lessons (the remaining Balance) at the actually-paid unit price at the time of purchase (the amount actually paid divided by the number of Lessons granted)**. The same applies to discounted bulk packs: the

unit price is calculated as **"the amount actually paid ÷ the number of Lessons granted."** Lessons already taken are consideration for services rendered and are not refundable.

3. The Company will not charge any penalty or termination fee whatsoever (¥0) for withdrawal or mid-term cancellation of Lesson Packs. This is more favorable to the User than the statutory cap on settlement amounts upon mid-term cancellation under the Act on Specified Commercial Transactions. (For reference: under that Act, the maximum amount a business may claim upon mid-term cancellation of tutoring services and the like is **¥20,000** where cancellation occurs **before** services begin, and, where cancellation occurs **after** services begin, **"the consideration for services already provided" plus "the lower of ¥50,000 or one month's worth of tuition."** For Lesson Packs, the Company waives even the penalties permitted within those statutory caps and charges **¥0**.)

4. "Refunds upon withdrawal" means that refunds of unused Lessons are processed through the withdrawal (mid-term cancellation) procedure; it does not restrict the User's statutory right of mid-term cancellation itself.

5. Refunds are made, in principle, to the payment method used at purchase (credit card). As a guide, refunds are made within [TBD: X business days] after the Company receives the withdrawal request.

6.3 Where a Lesson Could Not Be Held for Reasons on Our Side

Where a Lesson could not be held due to reasons on the Company's side, including the Tutor's circumstances, the Lesson is not treated as consumed (no deduction from the Balance), and the Student may continue to take the Lesson on another date.

The Company does not impose monetary penalties on individual Tutors; management of Tutor quality and performance is conducted under the Company's responsibility pursuant to the outsourcing agreements between the Company and the Tutors.

6.4 Our Approach to Refunds and Settlement (Consumer Protection)

The Company's handling of refunds and settlements follows the consumer-protection purposes of the Act on Specified Commercial Transactions and other applicable laws. For Lesson Packs, we refund all unused Lessons in full and charge no penalty. The Company does not claim unreasonable amounts exceeding the average damages.

Article 7. Payment Processing and Security (How You Are Protected)

1. Payments for the Service (Lesson Pack purchases and refunds) are processed through the payment processor Stripe (Stripe, Inc. and its affiliates). The User's credit card details and other payment information are handled by Stripe, and full card numbers are never stored on the Company's servers.

2. Stripe states that it provides payment services compliant with PCI DSS, the security standard of the credit card industry. The handling of payment information is also subject to Stripe's privacy policy and terms of service.

3. Any dispute arising between the User and a card company or financial institution in connection with payments shall be resolved between the User and that party; the Company will cooperate to a

reasonable extent.

Article 8. Lesson Scheduling (Directly with the Tutor)

1. **The Service does not provide schedule booking within the Company's app or system.** The date and time of each Lesson are decided directly between the User (Student) and the Tutor by email, LINE, or similar means.
2. After a Lesson is delivered, the Tutor completes the Reflection Form, whereupon the Lesson is treated as delivered and one Lesson is deducted from the Lesson Pack Balance.
3. **Please coordinate Lesson cancellations and rescheduling directly between the Student and the Tutor.** The Company does not impose a uniform cancellation fee within its app.
4. **Late cancellations and no-shows:** If a Lesson is cancelled for reasons on the Student's or User's side **after the point two (2) hours before the scheduled start time** (including no-shows), the Lesson is treated as delivered and **one Lesson is deducted** from the Lesson Pack Balance (the Tutor records this in the Reflection Form). Cancellations or rescheduling requests communicated **at least two (2) hours before** the scheduled start time do not consume a Lesson.
5. **Late changes or cancellations by the Tutor:** If the Tutor changes or cancels a Lesson after the point two (2) hours before the scheduled start time for reasons on the Tutor's side, no Lesson is deducted, and the Company will formally caution the Tutor.
6. The exchange of the Tutor's contact details (email, LINE, etc.) is for the smooth delivery of the Service, and Users and Students shall comply with the prohibition on direct dealing outside the Service (Article 11).

Article 9. Lesson Recording (Opt-In Only)

1. **Lessons are not recorded by default (no recording is the default setting).** A Lesson is recorded only where the User or the Student so requests.
2. Where recording is carried out, its purpose is limited to the Student's own review and learning support and the Company's lesson quality management (review and improvement of instruction). The Company will not use recorded data beyond those original purposes.
3. Recorded data is retained for [TBD: X months/days] and is appropriately deleted after the retention period expires.
4. The User or Student may request that recording be stopped at any time and may request deletion of stored recorded data. Please send deletion requests to ibeeyourtutor@gmail.com.
5. The handling of recorded data (storage, access rights, whether it is provided to third parties, etc.) is also subject to the Company's Privacy Policy.

Article 10. Minor Students, Personal Data, and Cross-Border Transfers

1. Where the Student is a minor, use of the Service and the handling of personal data are premised on the consent of the Guardian (legal representative). By agreeing to this Agreement, the Guardian consents to the Company's handling of the necessary personal data concerning the Student.

2. The Company handles the personal data of Users and Students appropriately within the scope of purposes such as provision of the Service; management of Lesson Pack purchases; billing management; refunds and settlements; communications (including low-balance notices); and quality management. Details are set out in the Company's Privacy Policy (<https://quickib.com/privacy.html>).

3. **Cross-border data transfers:** The Service uses services of providers based outside Japan (including the United States), such as Stripe (payments) and Google (online meetings and data storage). Accordingly, personal data of Users and Students may be transferred to third parties located outside Japan. In connection with such cross-border transfers, the Company provides, through its Privacy Policy or otherwise, information on the name of the destination country, that country's personal data protection framework, and the measures taken by the recipient to protect personal data. The User, having reviewed this Agreement and that information, consents to such cross-border transfers.

Article 11. Prohibited Conduct, No Direct Dealing, Limitation of Liability, Changes to the Service, Force Majeure

11.1 Prohibited Conduct

In using the Service, Users and Students must not engage in any of the following:

- Acts that violate laws or public order and morals
- Acts that infringe the rights or interests of the Company, Tutors, other Users or Students, or any other third party
- Harassment of, discriminatory remarks toward, or other nuisance conduct against Tutors or others
- Recording, audio-recording, or taking screenshots of Lessons beyond the purposes and scope permitted by the Company, or providing or publishing such materials to third parties
- Acts that obstruct the operation of the Service, or registering false information
- Transferring or reselling Lesson Packs (Lesson Balance) to third parties, or attempting to redeem them for cash
- Any other act the Company reasonably determines to be inappropriate

11.2 Prohibition on Direct Dealing

The Company engages Tutors as its subcontractors and provides quality management, troubleshooting, and ongoing support under its own responsibility. Although Students and Tutors communicate directly to arrange schedules under the Service, in order to maintain this structure and fair operation, Users and Students agree not to receive, apply for, or solicit, directly from a Tutor they came to know through the Service and outside the Service, any tutoring or other instructional services, whether paid or unpaid.

- **Scope:** direct dealing with, or solicitation of, a Tutor met through the Service with respect to IB instruction or other services of the same kind as the Service.
- **Period:** during use of the Service and until [TBD: X months] have passed since the last Lesson.
- **Purpose:** this provision is intended solely to preserve the quality management and support structure the Company provides under its own responsibility and the fair operation of the Service, and does not unreasonably restrict the legitimate activities of Users, Students, or Tutors beyond that purpose.

11.3 Limitation of Liability; Scope of the Company's Responsibility

1. The Company will act with due care in providing the Service.
2. Where a User or Student suffers damage due to the Company's slight negligence, the Company's liability is limited to ordinary damages actually incurred, capped at [TBD: the amount of Lesson Fees already paid for the Lesson(s) giving rise to the damage].
3. **The limitation in the preceding paragraph does not apply to damage caused by the Company's intentional misconduct or gross negligence.** In such cases, the Company is liable in accordance with applicable law.
4. The Company is not liable for damage arising from causes not attributable to the Company, such as problems with the User's communications environment or equipment, or outages of third-party tools (Google Meet, Zoom, Stripe, etc.).

11.4 Changes to or Suspension of the Service; Force Majeure

1. The Company may change the content of the Service, or temporarily suspend or discontinue all or part of the Service where operationally or technically necessary. For material changes or suspensions, the Company will endeavor to give advance notice by reasonable means.
2. Where the Company is unable to provide the Service due to natural disasters, epidemics, power or telecommunications failures, changes in laws, or other events beyond the parties' reasonable control (force majeure), the Company is not liable for such non-performance. In such cases, make-up lessons and refunds will be handled in good faith in line with the principles of Article 6. If the Company terminates the Service, it will refund and settle the User's unused Lesson Balance in line with Article 6.

Article 12. Governing Law, Jurisdiction, and Overseas Users

1. **Governing law:** This Agreement and all matters relating to use of the Service are governed by the laws of Japan; provided, however, that where the User is a consumer, this does not preclude the application of any mandatory rules of the law of the User's country of habitual residence that afford the User more favorable protection than Japanese law.
2. **Jurisdiction:** For any dispute arising between the Company and the User in connection with the Service, the Tokyo District Court shall be the agreed court of first instance with non-exclusive jurisdiction (this does not preclude filing with other courts having jurisdiction under law).
3. Users and Students residing outside Japan may also use the Service; the User is responsible for confirming that use of the Service is not restricted under the laws of their own country or country of

residence.

Article 13. Record of Consent, Delivery of Contract Documents, and Amendments to this Agreement

1. **Record of consent:** The User agrees to this Agreement by clicking the consent button on the application screen of the Service or by similar means. To verify the fact of consent, the Company may record and retain the date and time of consent, the version of this Agreement consented to, and information identifying the User (account ID, etc.).

2. **Electronic delivery of contract documents:** Where the Service constitutes specified continuous service provision, the Company will display the items corresponding to the statutory summary document before application and will, **without delay after each Lesson Pack purchase**, deliver a document corresponding to the statutory contract document, stating the items required by law, by electronic means (email, PDF, etc.). By agreeing to this Agreement, the User consents to receiving these documents by electronic means. The Company records the date and time of delivery (which serves as the starting point of the cooling-off period).

3. Amendments to this Agreement:

- The Company may amend this Agreement in response to improvements to the Service, changes in law, and the like.
- Amendments will be made where the amended terms conform to the general interest of Users, or where they are not contrary to the purpose of the contract and are reasonable in light of the necessity of the amendment, the appropriateness of its content, and other circumstances.
- When amending this Agreement, the Company will give advance notice of the amended terms and their effective date by posting on the Service website or by other appropriate means.
- If the User uses the Service after the effective date, the User is deemed to have agreed to the amended Agreement; provided that, for amendments that materially affect Users, the Company may seek the User's renewed consent.

(The Japanese version of this Agreement is the governing text; this English version is a reference translation provided for convenience. In case of any discrepancy between the Japanese and English versions, the Japanese version prevails.)

Points Requiring Confirmation Before Publication

[TBD] (required before publication)

- ~~Provider name, address, phone number, and contact details~~ — filled in (2026-06-12: quickIB / 164-1-155-11 Wakashiba, Kashiwa-shi, Chiba / +81 70-3313-1001 / ibeeyourtutor@gmail.com)
- Guide number of business days for refunds (Section 6.2, Paragraph 5)
- Retention period for recorded data (Article 9)
- Period of the prohibition on direct dealing (Section 11.2)
- Final wording of the liability cap for slight negligence (Section 11.3)

- Privacy Policy URL (Article 10)

[For Legal Counsel Review]

- Treatment of Lessons taken during the cooling-off period (within 8 days of contracting): whether to schedule the first Lesson after the 8-day period as an operational rule, or to include a deduction clause
- Method of displaying consumption tax (clear indication of tax-inclusive prices)

Guardian Signature Section

I have read and agree to all provisions of the Quick IB User Agreement (v4.1, 13 articles (Article 4 vacant)). Where the Student is a minor, I consent to the Student's use of the Service as the Student's parent or other legal representative.

Field	Entry
Date of consent	_____ / ____ / ____ (YYYY/MM/DD)
Guardian name (signature)	_____
Student name	_____

Note: If you have agreed by clicking the consent button on the online application screen, you do not need to fill in this section (Article 13, Paragraph 1). Use this section when consenting on paper or directly on this PDF.