



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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ZENTERN INTERNSHIPS — TERMS & CONDITIONS

Zentern Internships is a brand of Story Agency K.K. (株式会社 Story Agency) located at 4F Hashiba Bldg., 3-5-1 Nishishinbashi, Minato-ku, Tokyo 105-0003, Japan

By submitting the application form, paying any fee to Zentern Internships (“Zentern”, “we”, “our”, “us”), and/or participating in the Program, you agree to be legally bound by this Agreement.

If you do not agree, do not apply or pay any fees.

PART I — INTRODUCTION & AGREEMENT

1. Purpose of the Agreement

This Agreement governs the Applicant’s participation in an unpaid internship placement program in Japan, including:

- Application processing
- Matching and interview coordination
- Arrival preparation and ongoing support

The goal of the Program is to support meaningful, professional, and culturally enriching experiences in Japan.

2. Role of Zentern Internships

Zentern acts as an **independent intermediary** that arranges internship placement and provides support. Zentern is not the Host Company and not the employer.

Host Companies retain full discretion over:

- Interview selection
- Internship assignment
- Duration of tasks and schedule
- Whether to accept or reject a candidate

3. Amendments to Terms

Zentern may update these Terms periodically. The most recent version always applies. Continued participation after updates constitutes acceptance.

PART II — ELIGIBILITY & REQUIREMENTS

4. Eligibility Criteria

You must:

- Be **18 years or older** at the start of the Program
- Minors under 18 may be accepted only with written parental/guardian consent.
- Be committed to behaving professionally
- Be legally eligible to travel and participate in activities in Japan
- Have health and liability insurance
- Be able to support yourself financially during your stay

5. Documentation Requirements

You must provide, in a timely manner:

- CV
- Motivation letter
- Copy of your passport
- Recommendation letter
- Professional picture
- Required forms and statements when applicable
- Documents requested by Host Companies or immigration authorities when applicable

Any misrepresentation may result in termination without refund.

6. Screening and Placement Consideration

Application acceptance does not guarantee an interview or placement if:

- The applicant is unresponsive
 - Documents are incomplete or inaccurate
 - Behavior indicates poor suitability for professional environments
-

PART III — INTERNSHIP MATCHING PROCESS

7. Interview Matching Rules

Because Japan has limited English-friendly internships and high professional standards:

- Zentern introduces one Host Company at a time
- Additional introductions are only made if the previous company declines the candidate
- A maximum of three (3) interview opportunities are provided

The Applicant may **not** request or demand multiple simultaneous company choices.

8. Support with Preparation

Zentern is committed to ensuring that each Applicant is professionally prepared and culturally ready to succeed in a Japanese work environment. Support services provided by Zentern include, but are not limited to, the following:

a) **Career Profile Enhancement**

Individual guidance on tailoring CVs and personal branding materials for the Japanese market, including formatting, skill positioning, and achievement focus.

b) **Interview Skills & Performance Coaching**

Interview briefing sessions covering:

- Company background and expectations
- Typical Japanese interview format
- Practice responses and feedback
- Professional dress code and body language in Japan

c) **Communication Etiquette & Workplace Norms**

Training on:

- Professional email writing
- Formal language and politeness levels
- When and how to follow up
- Hierarchy and respectful conduct
- Team participation expectations

d) **Industry Awareness & Placement Strategy**

Advising Applicants on realistic industry options aligned to:

- Skill set
- Language level
- Japanese labor norms

e) Cross-Cultural Readiness Guidance

Information and tips to reduce culture shock and help Applicants integrate smoothly, including:

- Team interaction style
- Punctuality and daily planning
- Conflict avoidance in Japanese culture

f) Administrative Support Coordinating

Assistance in preparing internship documentation required by Host Companies.

g) Arrival & Transition Advice

Practical recommendations for living in Japan, such as commuting, communication tools, daily etiquette, and business customs.

h) Career Advancement & Post-Internship Support (On Request)

Optional session(s) available upon request to help Applicants leverage their internship experience for future opportunities, including:

- How to position the experience on future CVs
- How to speak about the experience in interviews
- Approaches to applying for full-time positions

These services are intended to support confidence, professional development, and a successful experience in Japan. However, Host Companies retain exclusive authority over internship selection, evaluation, and continuation, and Zentern cannot guarantee outcomes including performance results, job offers, or extended opportunities.

9. Placement Confirmation

If a Host Company accepts you after an interview:

- Your internship is secured
- Zentern's primary obligation is fulfilled
- The second half of the Program Fee becomes due
- No further changes to Host Company selection are possible

PART IV — FEES, PAYMENTS & REFUNDS

10. Application Fee

Required to begin the matching process. Non-refundable, except if no interview is arranged by the agreed deadline (not applicable to short-notice cases; see #12).

11. Program Fee

The total Program Fee is divided:

1. First 50% — due when the first interview is arranged
2. Second 50% — due after placement is confirmed

Invoices must be paid within 5 business days.

11.1 Payment Terms for Minors

Applicants under the age of 18, or Applicants requiring parental/guardian consent, must pay:

- The Application Fee; and
- 50% of the Program Fee

upfront prior to the start of the matching process. This is to allow Zentern to commit the necessary resources, scheduling, and Host Company coordination required to support younger participants.

12. Short-Notice Applicants

Start date requested < 2 months from application:

- Application Fee: Non-refundable
- First Program Fee may be required upfront
- If 3 rejections: 50% refund of first installment
- If withdrawal after first interview (no matter the results): No refund

This structure allows priority processing and faster results.

13. Refund Conditions

Situation	Application Fee	1st Program Fee 50%	2nd Program Fee 50%
Placement secured	✗	✗	✓ Due
3 interview rejections	✗	♻️ 50% refund	✗
Withdrawal after 1st interview	✗	✗	✗
No interview by deadline*	✓ Refund	✓ Refund	✗
Short-notice: 3 rejections	✗	♻️ 50% refund	✗

*Except short-notice applications

Refunds must be requested within 30 days of eligibility.

14. Chargebacks

Initiating a chargeback without first submitting a refund request violates this Agreement.

Zentern may:

- Suspend services
 - Pursue legal recovery of fees and collection costs
 - Notify institutions involved in the Program
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PART V — CONDUCT, COOPERATION & PERFORMANCE

15. Cooperation Standards

You agree to:

- Act professionally
- Follow Host Company rules and guidance
- Respond to communications within 3 business days
- Be flexible with tasks and business culture norms

16. Prohibited Behavior (Examples)

- Harassment or verbal aggression
- Dishonesty or misrepresentation
- Attempting to bypass Zentern to contact Host Companies directly
- Uncooperative or unrealistic demands (e.g., insisting on certain companies / company-size, etc.)

17. Termination by Zentern

Participation may be terminated without refund if:

- The Applicant violates conduct expectations
 - Shows behavior causing disruption or risk
 - Fails to disclose required documents or information
 - Communication or attitude indicates unwillingness to collaborate
-

PART VI — HEALTH, MEDICATION & SAFETY

18. Medical Disclosure

You must disclose any:

- Medical, mental health, or cognitive conditions
- Prescription or controlled medications you plan to bring

Some medications (including certain antidepressants and ADHD medication) may be restricted or illegal under Japanese law.

19. Medical Responsibility

Zentern and Host Companies:

- Are not medically trained
- Do not store or administer medication
- Cannot provide or supervise treatment
- Are not responsible for medical or emergency costs

20. Insurance Requirement

You must maintain health, accident, and liability insurance at all times during the Program.

PART VII — VISA, TRAVEL & HOUSING

21. Visa Responsibility

For nationalities not eligible under Japan's visa exemption:

- Zentern may assist with documentation and refer a visa agent
- However, immigration approval is the **exclusive** decision of Japanese authorities

No refunds apply for visa denials.

22. Housing Responsibility

Zentern can assist Applicants in arranging accommodation suitable for short-term stays in Japan. A variety of housing options are available depending on location, budget, duration, and personal preferences. Zentern will provide guidance and recommendations to help the Applicant select an appropriate housing option for a comfortable and enjoyable stay.

While Zentern facilitates the process and can assist with communication and arrangements, as the housing contract is a legally binding contract, this contract is ultimately between the Applicant and the housing provider. Zentern is not responsible for the condition of the accommodation, safety standards, house rules, or additional housing-related fees or deposits.

PART VIII — LEGAL FRAMEWORK

23. Employment Status

Participation in the Program:

- Does not create an employment relationship with Zentern or the Host Company
- Does not guarantee wages or job offers

24. Indemnity

To the fullest extent permitted by law, you indemnify and hold harmless Zentern, Story Agency K.K., and their employees, partners, and contractors from all claims, losses, demands, or damages arising from participation, including travel, personal choices, or interactions with Host Companies.

25. Limitation of Liability

Zentern's total liability is limited to the Program Fees paid.

We are not responsible for:

- Emotional damages
- Productivity loss
- Travel or accommodation issues
- Acts of Host Companies or third parties

26. Force Majeure

No liability applies where services are impacted by events outside our control, such as:

- Natural disasters
- Pandemics
- Government restrictions
- War or civil unrest

27. Governing Law

This Agreement and any dispute arising from or relating to it shall be governed exclusively by the laws of Japan, without regard to conflict of law principles. Any claims or legal proceedings shall be brought exclusively before the competent courts of Tokyo, Japan.

PART IX — DATA & RIGHTS

28. Privacy & Data Use

Zentern complies with:

- GDPR (Europe)
- APPI (Japan)

Data is used only for placement and program purposes.

29. Marketing Consent

You consent to Zentern using photos, testimonials, or other media for marketing.
Consent may be withdrawn **at any time** by written request.

PART X — ACCEPTANCE OF TERMS

30. Consent Method

You accept this Agreement by:

- Checking the Terms & Conditions acceptance box, or
- Paying any Program-related fee, or
- Continuing participation after review

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