

Tsukisoi Support Terms and Conditions of Service (Revised in August 2024)

Tsukisoi Support is an escort interpretation service, provided by the NPO Toyonaka International Friendship Association (hereinafter, TIFA). The service is available to whoever asks for it that might face language barriers and unfamiliar systems at medical, educational, governmental institutions and the like, in and around Toyonaka City. The service is limited to 2 hours per dispatch. If it is likely to take longer, consult us in advance.

Applicable Institutions: Hospitals, Clinics, Banks, Tax Office, Schools (except Toyonaka municipal ones) and other facilities where no other interpretation service is available

Fees: Toyonaka City Residents -- free of charge, for up to 3 dispatches within a fiscal year
(from the 1st of April to the 31st of March of the following year)
3,000 yen per dispatch from the 4th request

Residents of Other Municipalities -- 3,000 yen per dispatch

Kindly deposit the fee into the account below within one week after the dispatch.

Your contribution will be used to continue our services. Thank you for your understanding.

JP Bank Code 14070 Number 41318851 トクテイヒエイリカツドウホウジンコクサイコウリュウノカイ (トヨナカ)

Application Procedure: Contact us from the Application Form. (For the time being, we will accept applications via email tifatsukisoi@gmail.com and telephone 080-6441-9957.)

Application Deadline: Contact us by one week prior to the desired dispatch date.

※ Before a service begins, please show the dispatched supporter your Residence Card or “My Number” Card.

Please note:

- Our Supporters, or Interpreters, are NOT supposed to take any of your dispatch requests in person.
- Our Supporters are NOT supposed to provide you with their private contact information.
- Be sure to contact us if you want to cancel a reservation. Cancellation on the day of dispatch cannot be made.
- We will do our best to find a Supporter to accompany you, but we may not be able to dispatch one.

Please read the agreement below, and sign it.

Agreement between the Client and TIFA

I request TIFA to dispatch an interpreter to accompany me to a hospital, etc. from my own will. In the event that the Supporter accompanying me fails to provide accurate interpretation, TIFA or the Supporter will not be liable in any way, including compensation for damage or any other liability related to the interpretation. Also, I will make every effort to respect human rights and to protect the privacy of the accompanying Supporter.

Date:

Name of Client:

We will sincerely strive to provide interpretation in good faith. We will also protect the client's confidentiality. We will use the information we obtain only within the scope of our services.

Date:

Name of Supporter: