

## Academy Enrollment Cancellation Policy

*Kusatsu International Summer Music Academy & Festival Organizing Committee*

### Cancellations Before the Course Starts

- **From receipt of enrollment application completion email until the application deadline:**

If you wish to cancel during this period, please ensure you contact the Kusatsu Academy Secretariat.

- **From the application deadline to the enrollment decision/payment request email until the completion of the bank transfer:**

After the application deadline, we promptly tally the number of participants and confirm with the instructors. This count determines the enrollment decisions and the necessity of auditions because this process involves coordination with instructors, cancellations made during this period may be subject to a cancellation fee.

- **After completion of the enrollment fee transfer:**

Please be aware that once the enrollment fee has been paid, no refunds will be issued for cancellations made due to personal circumstances.

### Exceptions and Special Cases

\*In the unlikely event that the festival is canceled prior to its start, we will process refunds. Please note that if the festival is interrupted or canceled after it begins due to unavoidable circumstances such as natural disasters, we regret to inform you that refunds will not be available.

\*If an audition is required due to the program reaching capacity, we may ask you to pay the tuition fee in advance. We will contact you with further details at that time.

### Exceptional measures

We provide individual consultations regarding refunds or transfers for cancellations resulting from unavoidable circumstances, such as infectious diseases, family bereavement or celebrations, or other unforeseen emergencies.

- The Secretariat may ask you to provide documentation confirming the situation, such as a medical certificate or a copy of a prescription.
- Please note that for these specific cases, the bank transfer fee for the refund must be covered by the customer.
- Please contact the Secretariat first to discuss your situation.

### How to Cancel

To request cancellation, please contact the Kusatsu Academy Secretariat directly.

**Email (Recommended):** [info@kusa2.jp](mailto:info@kusa2.jp) **Phone:** 03-5790-5561

**Email Subject Line:** Please use the subject: "[Scheduled Class Name] [Your Name] Cancellation Request".

Cancellations cannot be processed through the enrollment application form or general inquiry forms.

### Refund Method

Refunds will be issued in full via bank transfer. Please understand that no other refund methods are supported.

[Contact]

Kusatsu International Summer Music Academy Office  
Wako Bldg. 2F, 14-3 Motoyoyogi, Shibuya-ku, Tokyo 151-0062 JAPAN  
Tel:(+81)-3-5790-5561 Fax:(+81)-3-5790-5562  
E-mail: [info@kusa2.jp](mailto:info@kusa2.jp) <https://kusa2.jp/en/>