

General Services

Are there any requirements for registration?

We welcome all families with children who agree with the purpose of our service and are willing to actively enjoy interacting with our Japanese hosts.

Who are the Japanese hosts?

Hosts are local families interested in cultural exchange. All host families are raising children, and guests will have the opportunity to interact with their hosts' children as well, which allows them to experience more realistic local daily conversation and culture. Hosts try to provide a warm and welcoming atmosphere.

How can I contact a host before making an offer?

Currently, it is not possible to contact a host directly before making an offer. However, if you have a question or inquiry for the host, please contact the operations office via email or WhatsApp with your inquiry. The operations office will confirm with the host and reply to the guest.

How will we be matched?

Once you have decided on the plan you would like to participate in from the list, click on the "make an offer" button and submit your information and desired plan from the Application form. This information will be passed on from the operation office to the hosts, and if the hosts wish to communicate directly with the guests, you will be able to contact them via WhatsApp.

Matching will be confirmed to take place when the host and guest's wishes and availability match as a result of direct communication.

When should I make an offer to a host?

We recommend that offers to hosts be made at least 3 days prior to the day of the event. This will allow for smooth coordination and preparation with the host. However, depending on the availability of restaurants, it may be difficult to make reservations even three days in advance. Therefore, an early offer is preferable.

When will I receive booking details and exact location information?

Booking details and exact location information are determined in communication with the host via WhatsApp.

What should I do if I want my personal information to be deleted?

Please contact the operation office.

We will delete your registered profile within 3 business days.

Is there any compensation for injuries sustained during participation?

This service supports safe exchanges, but does not provide compensation for injuries sustained during participation. Please take safety precautions in advance and use your own insurance if necessary.

Can I confirm my reservation?

This service does not allow you to confirm the date and time of your reservation on the website. Please confirm and manage your schedule and dinner party details by yourself from the conversations you have exchanged with your hosts on WhatsApp.

When do I have to pay the fee?

Guests shall pay the Guest Fee and the agreed meal cost to the Company by no later than two days prior to the scheduled Event (the "Cancellation Deadline"). The Company shall remit the meal cost to the Host after deducting the Host Fee. If the Guest fails to make payment by the Cancellation Deadline, the agreement between the Guest and Host shall be deemed canceled, and both parties hereby consent to such cancellation in advance.

How do I write a review?

After your experience, you will receive an email survey via Google Form, and we invite you to share your thoughts about your host and the content of your experience. Your feedback will be displayed on the meal for bridge platform and will be used for future improvements and as a reference for other guests.

Can I take pictures during the experience?

Photography is allowed, but please be considerate of the privacy of the hosts and other participants. If you wish to publish photos on social networking sites, etc., please ask the hosts and participants for permission before doing so.

About meals

How long does it take?

A meal usually takes about two hours. However, it may vary depending on the events planned by the host.

Where will we eat and what will we eat?

The location and details of the meal will be decided by the Japanese hosts and the guests through direct communication via WhatsApp. This allows for flexibility in accommodating both parties' preferences and schedules.

You can also fill out a request with details of your dietary restrictions and notify your host in advance.

How much does it cost?

The cost depends on the restaurant and the plan you choose. The details can be decided by the host and the guest directly through WhatsApp.

Cancellation / Change

My host did not show up at the meeting place. What should I do?

If the Host fails to appear at the venue for the Event, the agreement between the two parties shall be deemed canceled, and both parties agree to this in advance. In such cases, the Company will settle the fees and payment in accordance with the provisions above. In that case, the Company will refund the full amount to the Guest. The Host shall bear any transfer or refund processing fees incurred.

If the meal is cancelled for the host's convenience, is there any compensation?

If the Host cancels the agreement with the Guest, the Guest shall not be liable for the Guest Fee or meal cost. If the Guest has already paid these amounts to the Company, the Company will refund the full amount to the Guest. The Host shall bear any transfer or refund processing fees incurred.

Is it possible to cancel the reservation for my own reasons after the match has been made?

- (1) If the Guest cancels the agreement with the Host by the Cancellation Deadline, the Guest shall not be liable for the Guest Fee or meal cost. If the Guest has already made payment to the Company, the Company will refund the full amount of the Guest Fee and meal cost. However, the Guest shall bear any transfer or refund processing fees incurred.
- (2) If the Guest cancels the agreement with the Host after the Cancellation Deadline, the Guest shall not be entitled to a refund of the Guest Fee or meal cost. The Company shall pay the Host the meal cost after deducting the Host Fee.
- (3) If either the Guest or the Host fails to appear at the venue for the Event, the agreement between the two parties shall be deemed canceled, and both parties agree to this in advance. In such cases, the Company will settle the fees and payment in accordance with the provisions above.

What should I do about the cost of meals that exceed the amount planned in the plan?

As a general rule, please enjoy the exchange in accordance with the content and quantity of meals agreed upon with the host in advance. Any excess should also be paid for in accordance with the prior agreement. Therefore, it is possible that you may have to bear the cost of the meal on the day of the event.