

Experience Interpreter Service Operation Guidelines

1 . Objective

These guidelines establish the operation of the Experience Interpreter Service. This service is operated by Kyotango City Tourism Association under Destination Management/Marketing Organization, Kyoto by the Sea DMO (hereafter referred to as the 'Tourism Association'). The objective of this service is to increase the satisfaction of visitors to Kyotango and facilitate communication by assigning Experience Interpreters (hereafter referred to as 'Interpreters') to experience and activity facilities in Kyotango City.

2 . Interpreter Recruitment and Registration

(1) The recruitment of Interpreters will be carried out by the Tourism Association. Those who live in Kyotango City, are 20 years and above, speak Japanese and a foreign language and are judged suitable to carry out the Interpreter role will be chosen and registered by the Tourism Association.

(2) Those who wish to become Interpreters, upon consenting to the guidelines listed below, must apply to the role by completing and submitting the 'Experience Interpreter Service Registration Application Form' (Form 1).

①Registered Interpreters shall endeavor to improve their knowledge and skills as needed to carry out the role.

②Registered Interpreters shall consent to the publication of an Interpreter profile including a portrait photo on the Kyotango City Tourism Association's foreign language website, Visit Kyotango.

③Interpreters shall carry out their duties under the instruction of the Tourism Association.

④In the event of an accident affecting the Interpreter personally during the Interpreting service, the Interpreter shall be held liable and the Tourism Association shall bear no responsibility.

⑤Interpreters shall not divulge any information acquired while acting as an Experience Interpreter and even after resigning from the role.

(3) Once the Tourism Association has received the 'Experience Interpreter Service Registration Application Form' (Form 1), the contents shall be carefully examined and the aspiring Interpreter notified of the outcome of their application.

(4) The registration period will be from the date of registration until the date the Interpreter

submits a registration termination request.

3. Termination of Registration

The Tourism Association reserves the right to terminate the registration of the Interpreter should they cause considerable harm or nuisance to others.

4. Experience Interpreter Service Procedures and Description

(1) The Tourism Association will publish a description of the Experience Interpreter Service on its foreign language website, 'Visit Kyotango'. Experience Participants will request Interpreters online (via a form on 'Visit Kyotango') or over the phone.

(2) Once a request is received, the Tourism Association will notify the Interpreter using an 'Experience Interpreter Request Form' (Form 2) and the Interpreter will reply their availability.

(3) Should any change of contents or cancellation occur with an interpreting request, the Tourism Association and the Interpreter must notify each other.

(4) The Interpreting working hours are between 09:00-17:00 and shall not exceed 6 hours per day. However, should there be a reason deemed unavoidable, said time limit is lifted.

5. Interpreting Fee

(1) The Interpreting fees linked to this service as stated below are determined by the Tourism Association. Should a change occur in the Interpreting fee amount, the Tourism Association shall notify the Interpreter ahead of time.

Interpreting Duration	Interpreting Fee
1 hour	3,500 yen
2 hours	6,500 yen
3 hours	9,500 yen
4 hours	12,500 yen
5 hours	15,500 yen
6 hours	18,500 yen

(2) A travel expense fee of 1,000 yen per day shall be received from the Experience Participant regardless of Interpreter commuting distance.

(3) The Interpreting duration is counted from when the Experience Participant and the Interpreter meet, until they disband.

(4) The Interpreting duration shall not include waiting time.

(5) Should the Interpreting end up exceeding the originally requested duration, 3,000 yen

will be charged for each additional hour. Periods of less than an hour will be rounded up to the nearest hour.

(6) The Interpreter shall request and receive the interpreting fee directly from the Experience Participant and the Tourism Association shall not be involved in payment handling.

6 . Cancellation Fees

(1) Should the Experience Participant exceed the meeting time by 30 minutes or more, or cancel the experience, a cancellation fee predetermined by the Tourism Association must be charged.

(2) The cancellation fees are as follows:

Cancellation Date	Percentage
2 days before	30% of total cost at booking
1 day before	50% of total cost at booking
Same day	100% of total cost at booking

(3) Cancellations requests made when the Tourism Association is closed will be treated as being made the next working day. If the experience is planned for the day after the Tourism Association is closed and a cancellation is received during closure, it will be treated as a same day cancellation.

(4) The Interpreter shall request and receive the cancellation fee directly from the Experience Participant and the Tourism Association shall not be involved.

7 . Miscellaneous

Matters pertaining to the implementation of this service outside those mentioned in these guidelines shall be discussed and determined by the Tourism Association and the Interpreter.