



# HAMURA NEWS

**HAMURIN** Hamura City Mascot

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**August 15th, 2025**

## COMMUNITY

10月13日(月、祝)は市民スポーツまつり 参加者募集!【第2弾】

### <October 13th (Monday, Holiday) is Citizens Sports Festival Participant recruitment 2nd Round >

Inquiries: NPO Sports Association ☎042-555-1698

Registration: 9AM~5PM, close Mondays exclude holiday's Monday.

Location: S&D Sports Park Fujimi (cancelled in case of rain),  
S&D Sports Arena Hamura, S&D Swimming Plaza Hamura.



※ Details will be announced on the city's official website and the Hamura News ver. October 1st.

事前申込プログラム

### ★ Pre-registration Program ★

Meet: 30 minutes before the start time.

Application: August 17th (Sun) ~ September 7th (Sun), please call or send [name(Kana), age, desired event, and emergency contact information] to Hamura Sports Association via city official website's application form.

#### ■ Hamu RUN Race [Toddler / Parent-Child Division]

はむRUN競走【幼児親子の部】

Hold hands and run together to experience the bond between parents and children!

Time: 1PM ~ 1:30PM

Capacity: 30 pairs (in order of application)

Location: S&D Sports Park Fujimi

#### ■ Slow jogging class [Junior high school students and older]

スロージョグ講座【中学生以上】

Exercise is twice as effective as walking! Let's jog at the speed of walking!

Time: 10AM ~ 11:30AM

Capacity: 30 (in order of application)

Location: S&D Sports Park Fujimi

#### ■ Welcome beginners! Dance class [Elementary school students]

初心者大歓迎! ダンス体験教室【小学生】

Enjoy HIPHOP dance to move your body!

Time: 10AM ~ 11AM

Capacity: 40 (in order of application)

Location: S&D Sports Arena Hamura

#### ■ Kokoro Refreshing Yoga [Junior High School Students and up]

Kokoro スッキリヨガ【中学生以上】

Refresh your mind and body while sweating through yoga!

Time: 11AM ~ Noon

Capacity: 20 (in order of application).

Location: S&D Swimming Plaza Hamura

#### ■ Ballet de Stretch [Junior high school students and up]

バレエ de ストレッチ【中学生以上】

Anyone can enjoy a simple ballet class!

Time: 1PM ~ 2PM

Capacity: 20 (in order of application)

Location: S&D Swimming Plaza Hamura

## INFORMATION EVENT

「はむら健康フェア」は「市民スポーツまつり」と同時開催

### **[Hamura Health Fair] will be held at the same time as [Citizens Sports Festival]**

Date and Time: October 13th (Monday, holiday) 9:30AM ~ 2PM (cancelled in case of rain).

Location: S&D Sports Park Fujimi.

※ For details, please check city official website and Hamura News ver. October 1st.



健康フェアで「骨密度測定」をしよう！

■ Bone density measurement will also be conducted at the health fair.

※ Application is required.

Eligibility: People over 18 years old living in the city.

Capacity: 220 (if there are too many applicants, the drawing will be held).

Application: August 15th (Fri) ~ September 5th (Fri), please apply via application form, or mail postcard with the necessary information to Hoken Center.

Send to: 〒205-0003 5-5 Midorigaoka, Hamura. Hamura City Hoken Center Health Fair Section.

**[Required information]** Name (furigana), address, date of birth (age), and telephone number.

※ Checkup Tickets will be sent to you in mid-September. Those who were not selected in the drawing will also be notified.

Inquiries: Kenko Ka (in Hoken Center) ☎Ext. 624.

申込不要 ポッチャ体験教室

### **<Boccia Class ~ Not require application>**

From beginners to experienced players, let's have fun and improve our skills together!

Date and Time: September 13th (Sat) 9:30AM ~11AM.

Location: Sakae Elementary School Gymnasium.

Eligibility: Anyone from children to the elderly regardless of disabilities.

Things to bring: Wear exercise clothes, indoor sports shoes, water bottle or drink with lid.

Instruction: Hamura Sports Promotion Committee.

Inquiries: S&D Sports Arena Hamura ☎042-555-0033.



四季のウォークⅠ **<Four Seasons Walk I>**

Pole walking around Ome's Seven Lucky Gods in autumn to improve posture and increase muscle strength!

Date and Time: September 20th (Sat) 9:30AM ~ Noon (cancelled for inclement weather, light rain carry out).

Registration and Meet: 9:15AM ~ 9:30AM, Ome City Hall Square.

Course: Approx. 6 km (90 minutes).

Eligibility: Participants must be able to walk the course alone.

※ Elementary school students and younger must be accompanied by parents.

Capacity: 40 (in order of application)

Things to bring: Comfortable walking clothes and shoes, cell phone (if you have one), rain gear, drink, copy of insurance card, etc.

※ Transportation to and from the site is at your own expense.

Application/Inquiries: August 17th (Sun) ~ September 16th (Tue), please send your [name, telephone number, whether or not you wish to borrow walking poles] via city's official website's application form, call, fax or in person to S&D Sports Arena Hamura ☎042-553-0033  
Fax ☎042-554-9974

※ Applications by phone or in person are accepted from 9AM~5PM, close Mondays exclude holiday's.

メンズキッチン 簡単！ウマイ！たんぱく質アップごはん

### <Men's Kitchen ~ Easy! Delicious! Protein-enhancing meals>

[Muscle] is important for a healthy and active body!

We will introduce a menu that is rich in [Protein], which is the basis of muscles.

Body composition will also be measured.

Date and Time: September 17th (Wed), 10AM~12:30PM

Location: Hoken Center.

Eligibility: Men residing in Hamura City.

Capacity: 16 (in application order)

Fee: JPY300 for cooking class

Things to bring: Writing utensils, apron, bandana, and health notebook (if you have one).

※ From a food hygiene standpoint, please cooperate in wearing masks during cooking practice.

Details: Health lecture, cooking practice and Individual consultation (for those who wish).

Application & Inquiries: from August 18th (Mon), please call or e-mail to Kenko Ka (in Hoken Center)

☎Ext. 625, ✉s305000@city.hamura.tokyo.jp.

※ If you apply via email, please have [①name, ②age, ③daytime phone number ④address] in the text.



介護

## NURSING CARE

みんなで続ける介護予防体操説明会 集まろう通いの場

### <Information session on Nursing Care Prevention

~ Exercises to be continued by all together. >

The city supports the creation of [Places for commuting] where people can engage in nursing care prevention exercises. Why don't you create a [Place to go] in your community where the elderly can get together?

※ [Place to go] is an activity where local residents voluntarily gather at familiar places and facilities to promote health and expand the circle of care prevention.

※ Exercises will be held via using a chair for those who are not confident in their physical strength.

Date and Time: September 17th (Wed) 10AM ~ 11:30AM.

Location: S&D Sports Arena Hamura 2F, Meeting Room.

Capacity: 10 (in order of application)

Things to bring: Towel for wiping sweat, beverage, and emergency contact information copy.

※ Please wear clothes and shoes that allow you to exercise.

Details: What is [frail]? / Practical exercises using a chair / 3-month support plan to continue exercises

Lecturers: Rehabilitation specialists (physical therapists, occupational therapists, speech-language pathologist, etc.)

Application & Inquiries: By September 16th (Tue), please apply via application form, call or in person to Kourei Fukushi Kaigo Ka, Kaigo Yobou. Chiiki Shien Kakari ☎Ext. 196.

シリーズ環境を考える なるほど、そうだったのか

### <The Series Thinking about the Environment>

第1 2 2回猛暑の悪循環を止められる？

#### The 122nd [Can we stop the vicious circle of heat wave?]

Cool: We can't live without air-conditioning these days.

Eco : Yes, it is. And I feel summers are getting longer; even in May we had summer days and it was hot even in short sleeves, and June was very hot too.

Cool: This June's average temperature in Japan was the hottest June on record since the statistics began in 1898. El Granado in Spain recorded 46°C on June 28th, and in France, some schools were closed in July



due to the heat wave. The hotter it gets and the longer people turn on air conditioners, the more electricity is used, which increases CO2 emissions. Then the earth will get hotter due to the greenhouse effect, so more air conditioners will be used, and then.....the earth will get hotter and hotter.

Eco : Oh no, it's a vicious circle. That reminds me, I was told before how to reduce the use of air conditioners by putting inside windows in the house, double-paned windows, and special painting on the roof and exterior walls.

Cool: Yes, the special paint is "thermal barrier paint". At home, insulate the house well in that way. And, you know, the rooms on the top floor are especially hot, so adding insulation to the ceiling is effective. Infact, a high school in Nagano Prefecture is conducting a [Classroom Insulation Workshop] where students insulate their classrooms together.

Eco : Does a classroom insulation workshop mean that the students work with a carpenter to add insulation?

Cool: That's right. Students, teachers, experts, and local construction companies plan and work together. It's a wonderful attitude to take new actions to reduce CO2 emissions with our own hands. This will be an opportunity for them to deepen their interest in the environment. It is children like you, who have to seriously come up with ideas and take action because it is their future.

Eco : I understand! I will think about it with my classmates!

Inquiries: Kankyō Seisaku Ka ☎Ext. 225.

参加者募集 介護予防リーダー養成研修

### < Recruitment of Care Prevention Leader Training Participants >

This is a training program for volunteers who run health exercise classes for the elderly.

Term and Time: October 3rd (Fri) ~ December 12th (Fri), every Friday (all 11 times).

※ The 1st session is 9:30AM~11AM, the 2nd and subsequent sessions are 9:30AM~11:30AM.

Location: S & D Sports Arena Hamura 2F, Meeting Room.

Eligibility: Hamura Residents age 18 or over who act as a long-term care prevention leader after the training.

Capacity: 10 (in application order)

Things to bring: Writing Utensils, beverage and towel etc.

Details: Lectures of exercise function, nutrition, oral function improvement /preventing cognitive decline etc.  
/group work, practical exercises, observation of care prevention exercise sites.

Application and Inquiries: Till September 26th (Fri) 5PM, via application form or call to Korei Fukushima Kaigo  
Ka, Kaigo Yobou. Chiiki Shien Kakari ☎Ext. 197.



暮らし

## LIVING

国民健康保険の資格確認書・資格情報のお知らせを送付

### <National Health Insurance Eligibility Confirmation Letter . Eligibility Information Notice will be sent out.>

The current [Eligibility Confirmation Letter] and [Insured Person's Certificate] for Hamura City National Health Insurance will expire on September 30th (Tue).

The [Eligibility Confirmation Letter] and [Notice of Eligibility Information] will be sent to the head of the household for those who have the [Eligibility Confirmation Letter] or [Insured Person's Certificate] available from October 1st.

Those who have not registered for the Myna Insurance Card will receive the [Eligibility Confirmation Letter], and those who have registered for the Myna Insurance Card will receive the [Notice of Eligibility Information].

※ The [Eligibility Confirmation Letter] will be sent by simple registered mail.

Inquiries: Shimin Ka, Hoken Kakari ☎Ext.126.



### <Composting workshop for Food Waste>

You can challenge two methods of composting: one using cardboard and the other using a fermentation accelerator.

The resulting compost can be used to grow vegetables/ flowers, and reduce waste.

Date and Time: September 28th (Sun), 10AM~11:30AM.

Location: Primo Hall Yutorogi, Creation Room 1

Eligibility: Those who live or work in the city

Capacity: 15 (in order of application)

Application & Inquiries: August 15th (Fri) ~ September 5th (Fri), please call or in person to Seikatsu Kankyou Ka ☎Ext.205.



心身障害者医療費助成制度 ㊦ 新しい受給者証の送付

### < Renewal Certificate for Disabled Person will be sent. >

Those who are applicable will receive the new certificate in late August by mail. If you have any changes to report, or if you have moved, etc. please contact Shougai Fukushima Ka.

※Medical Support System For Disabled Person is a subsidy for those who own a Physical Disability Certificate, Grade 1 or 2 (身体障害者手帳 1 級、2 級) Intellectual Disability Certificate, Grade 1 or 2 (愛の手帳 1 度、2 度), and Mental Disability Health and Welfare Certificate, Grade 1 (精神障害者保健福祉手帳 1 級) .

※Certain standards (age or income) apply; please inquire.

Inquiries: Shougai Fukushima Ka, Shougai Fukushima Kakari ☎Ext. 173.

健康

## HEALTH

[集団・無料] 特定健康診査・大腸がん検診

### < [Group. Free] Tokutei Kenshin (Health Check Up). Colon Cancer Screening >

Group medical checkups are available for those who are unable to receive medical checkups on weekdays due to work or other commitments.

If you have not had a checkup this year and are eligible, please apply for it. Colorectal cancer screening is also available.

Date and Time:

▼ The 1st time: October 19th (Sun) 9AM ~ 4PM

▼ The 2nd time: November 9th (Sun) 9AM ~ Noon

Eligibility:

(1) Health Check Up 特定健診 ~ Applies to the following ① ~ ③ conditions.

- ① Those who received the check-up voucher from Hamura City, and you are National Health Insurance member
  - ② Those who are age 40~74 (including person who is becoming age 40 in this Fiscal Year)
  - ③ Those who have not the checkup in medical facilities during this Fiscal Year.
- ※ The pregnant woman is not allowed to take Health Check Up.

(2) Colon Cancer Screening 大腸がん検診

If you take Health Check Up with age 40 or over but never take Colorectal Cancer Screening in this fiscal year.

Capacity: (If the applicants are too many, the drawing will be held.)

(1) Health Check Up: About 100 persons/ per day.

(2) Colon Cancer Screening: About 70 persons / per day.

Details:

○ Physical measurement, blood pressure measurement, blood lipid test, liver function test, blood sugar test, urinalysis, anemia test, electrocardiogram test, and other tests related to lifestyle-related diseases.



○ Colorectal cancer screening: fecal occult blood test (2-day method)

※ Colorectal cancer screening only is not available.

Application term:

1. The 1st time: August 15th (Fri) ~ September 5th (Fri).

2. The 2nd time: August 15th (Fri) ~ September 26th (Fri).

Required informations: Name (Furigana), Address, Birthday, Age, Request checkup date, Phone number and whether you also want to do Colorectal Cancer Screening or not simultaneously.

※ The checkup time and ticket will be sent about 2 weeks before checkup date. Those who were not selected in the drawing will also be notified.

○ Send to: 〒205-0003 5-5-2 Midorigaoka, Hamura,  
Hamura City Hoken Center, Tokutei (group) Kenshin Tanto.



「集団・無料」30歳、35歳健康診査

**[Group, Free] Age 30. 35 Health Checkup**

Date and Time: October 19th (Sun) 9AM~4PM

Eligibility: Applies to both ① and ② conditions.

① Hamura City Residents, becoming age 30 or 35 during Fiscal Year 2025.

② Unable to have any others health checkup opportunity in workplace etc.

※ The pregnant woman is not allowed to take Checkup.

※ Exclude those who took checkup at the others medical facilities within this Fiscal Year.

Capacity: about 20 (If the applicants are too many, the drawing will be held).

Details: Physical measurement, blood pressure measurement, blood lipid test, liver function test, blood sugar test, urinalysis, anemia test and electrocardiogram test etc.

※ The Check Up is once per person/year. If you take duplicate, the fee will be charged whole amount later.

Application term: August 15th (Fri) ~ September 5th (Fri).

※ The checkup time/ ticket will be sent before 2 weeks of checkup date. Those who were not selected in the drawing will also be notified.

※ The application forms are able to download from city official website.

Send to: 〒205-0003 5-5-2 Midorigaoka, Hamura,  
Hamura City Hoken Center, Age 30.35 Group Check Up Tanto

〔集団・無料〕検診共通事項

**Common items for [Group and Free] Health Checkups**

Location: Hoken Center.

Application: Please apply via application form in each 2D code posted in Hamura News ver. Aug 15th, or fill in the necessary informations in the application form and send it by mail.

※ The checkup time cannot be specified (the time is written on the checkup ticket).

※ The time required for the checkup is about 1 hour.

※ The details of the medical checkup is the same as that conducted at medical institutions in the city.

※ The medical checkup is limited to once per eligible person within the fiscal year.

※ If you are found to have duplicate checkups, you will be responsible for the full amount of the cost.

Inquiries: Kenko Ka (in Hoken Center) ☎Ext.624.



情報アラカルト

**MISCELLANEOUS INFORMATION**

防災

**DISASTER PREVENTION**

全国瞬時警報システム（Jアラート）の試験放送

**<National Instantaneous Warning System (J-Alert) Test Broadcasts>**



J-Alert is a system that provides instantaneous information directly from the government to residents on situations that cannot be dealt with in a timely manner, such as earthquake early warnings, weather warnings and ballistic missile information.

A nationwide test of this system will be conducted.

On the day of the test, the city's disaster prevention radio system will broadcast a preliminary announcement, followed by a chime ※ and a test broadcast of "This is a test. This is a test." Please make no mistake about this.

※ Chime: A sound to announce the start of the test broadcast.

Date and Time: August 20th (Wed), 11AM.

Inquiries: Bousai. Anzen Ka, Bousai. Kiki Kanri Kakari ☎ Ext. 217.



8月26日は「火山防災の日」

### <August 26th is "Volcano Disaster Prevention Day">

#### ○ Establishment of "Volcano Disaster Prevention Day" 「火山防災の日」制定

In 2023, part of the Active Volcano Countermeasures Special Measures Law (Active Volcano Law) was revised, and August 26th was designated as [Volcano Disaster Prevention Day] in order to raise awareness and understanding of active volcano countermeasures among the general public.

On Volcano Disaster Prevention Day, efforts are made to conduct disaster prevention drills and other activities.

#### ○ Reason for Designating August 26th as [Volcano Disaster Prevention Day] 8月26日を「火山防災の日」とした理由

On August 26th, 1911, the first volcanic observatory in Japan was established on Mount Asama, marking the beginning of modern, instrument-based volcanic observations. This date was chosen as [Volcano Disaster Prevention Day] to commemorate this historical event.

#### ○ Impact on Hamura City 羽村市への影響

In the event of a large-scale eruption of Mount Fuji, volcanic ash ejected from the eruption may reach the city depending on the scale of the eruption and weather conditions, with ashfall of 2~10 cm or more possible. In such cases, significant impacts on human life are anticipated.

#### ○ Preparations in Peacetime 平常時からの備え

To prevent health hazards and disruptions to daily life caused by ash fall, please prepare food, drinking water, household water, essential supplies (enough for approximately seven days), masks, goggles, helmets, tape to seal gaps around windows to prevent ash from entering indoor spaces, brooms, dustpans, shovels, and bags for collecting ash.

Inquiries: Bousai Anzen Ka, Bousai Kiki Kanri Kakari ☎ Ext. 217.

防災の日と防災週間

## DISASTER PREVENTION DAY AND DISASTER PREVENTION WEEK

**Disaster Prevention Day: September 1st (Mon)**

**Disaster Prevention Week : August 30th (Sat) ~ September 5th (Fri)**

According to the Tokyo Fire Department's recent earthquake damage survey, 30 to 50% of injuries were caused by falling or moving furniture indoors. Furniture falling over due to earthquakes not only causes injuries, but also poses many other dangers such as fire and obstacles to evacuation.

Take the opportunity of Disaster Prevention Week to learn about the necessity and methods of furniture tipping over, and implement measures to protect you and your loved ones!

Inquiries: Fire Prevention Inspection Division, Prevention Section, Fussa Fire Department ☎042-552-0119.



全国一斉強化週間こどもの人権相談

### < Children's Human Rights Protection Campaign Week >

If you need professional help for troubled cases concerning children's human rights such as Child Abuse, bullying or any other act of human rights violation, please do not hesitate to give us a call!

Consultation Date & Time: August 27th (Wed) ~ September 2nd (Tue) (exclude Saturday and Sunday)

8:30AM~7PM / (Sat and Sun) 10AM~5PM.

Toll Free Dial for Phone Consultation: ☎0120-007-110.

◇ **Human rights counseling via SNS (LINE)**

※ Except the week for strengthening human rights, the counseling is available 8:30AM~5:15PM (exclude Saturday, Sunday and Holidays).

Persons in charge of consultation: Human Rights Protection Commissioners and Legal Affairs Bureau staff.

Inquiries: Tokyo Legal Affairs Bureau, Human Rights Protection Department, 2nd Section ☎0570-011-000.

こそだて 掲示板

**CHILDREN AND PARENTS Board of Directors**



**FOR PARENTS**

9 月から第一子の保育料が無償に！

**<Childcare fees for first children will be free starting in September!>**

Until now, childcare fees for children attending childcare facilities (licensed nurseries, certified childcare centers, and family-type childcare providers) within the city were free for second children and subsequent children. But starting in September, fees for first children will also be free.

Those who are currently enrolled and eligible will receive notification of childcare fees change in early September.

※ Regular childcare services for children not yet enrolled in childcare facilities are also eligible for the first-child free childcare program.

Inquiries: Kosodate Shien Ka, Hoiku. Youchien Kakari ☎Ext. 232.

お子さんの発達に関する相談

**<Consultation for child's development>**

(1) General Consultation Service for Child Development

Date: Monday through Friday (except holidays)

Eligibility: Under 18 years old

(2) Consultation on language

Date: September 3rd (Wed) and 19th (Fri).

Location: Hoken Center

Inquiries: Kodomo Katei Center, Boshi Hoken. Sodan Kakari (in Hoken Center) ☎Ext. 694.

児童館の開館時間を変更します

**<Changes to Children's Center Opening Hours>**

Due to disinfection (pest control) work at the Children's Center, the opening hours will be changed as follows.

[Date Facility Name Opening Hours]

Date	Facility Name	Opening Hours
September 7th (Sun)	East Children Center	9AM~3PM
September 14th (Sun)	Central Children Center	
September 21st (Sun)	West Children Center	

Inquiries: Kosodate Shien Ka, Gakudou Club, Jidou Kan Kakari ☎Ext. 263.

ゆとりぎ 3 階の保育室を 親子プレイルームとして解放しています

**<The nursery room on the Yutoriagi 3F is open as a parent-child playroom.>**

Please use it as a place for parents and children to play and relax.





You can also use the picture books and toys in the room.

Hours: 9AM ~ 5PM

※The room may not be available on certain days due to general use.

Eligibility: Preschool-aged children and their guardians.

Capacity: 20 (on the day of use, the 1st floor of Yutrogi in registration order).

Inquiries: Primo Hall Yutrogi ☎042-579-0707.

## **FOR CHILDREN**

<b>Central Children Center (closed Friday)</b>	<b>☎042-554-4552</b>
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### **< Daytime Moon Observation. Stargaze Event >** 屋間の月観測会、天体観測会

Date: September 3rd (Wed)

Time: ○ Daytime Moon Observation: 4PM ~

○ Stargaze Event: 7PM ~

※ If it rains, an explanation of starry sky will be held in planetarium.

※ It is not allowed to participate for late.

Eligibility: Preschoolers ~ 18 years old

Capacity: First 46 (including guardian)



### **<Handmade Toy Workshop>** 手作りおもちゃ教室

Participants can make their favorite toys from [Forehead Windmill], [Kuru Kuru Flyer], etc.

Date and Time: September 13th (Sat) ① 10AM~Noon, ② 1PM~3PM

Eligibility: Elementary school students and younger (Preschoolers need to be accompanied by an adult).

Capacity: First 20 (for each session).

### **[Same Day events]**

▶ Pitching machine game

▶ Toy Hospital

You may consult to repair broken toys.

Supportor: Toy Hospital Nejimawashi

<b>West Children Center (closed Tuesday)</b>	<b>☎042-554-7578</b>
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工作ひろば 「パタパタ変身キューブを作ろう」

### **<Handcraft Square "Let's Make a Flip-Flop Transformation Cube!">**

Combine boxes and stick pictures to make a flip-flop transformation cube.

Date & Time: August 30th (Sat) 10AM~11:30AM

Eligibility: Elementary School Students ~ 18 years old residing in Hamura City.

Capacity: 12 (in application order)

Things to bring: Indoor shoes, Beverage (water or tea), Hand towel, and Bag to bring back home.

Application: August 16th (Sat) ~ 29th (Fri) 9AM~5PM, please call or in person to West Children Center.

**PRIMO LIBRARY (closed Monday)** ☎ 042-554-2280

### **< STORY TELLING EVENTS >**

図書館おはなし会

▶ at Ozakudai Library Branch



- Picture story show >> August 20th (Wed) 3:30PM ~  
▶ at the Main Library  
Picture story show >> August 22nd (Fri), 4PM~

**PRIMO HALL YUTOROGI (closed Monday)**

☎ 042-570-0707

**<Movie for Children>** ゆとろぎ 子ども映画会

Date & Time: September 6th (Sun) 10:30AM~11:30AM

Location: Small Hall Capacity: First 252

Feature Movie: schedule 3 titles of children movies.

■ご注意ください！あなたも遭うかも？こんなトラブル

～インターネットやSNS広告からの商品購入～

**<Beware of problems! You may encounter this kind of trouble.**

**～Purchasing products from Internet and social media advertisements～ >**

Inquiries: Hamura City Consumer Affairs Center ☎ Ext. 641



寄せられた相談事例から

**[From a consultation case we received]**

I ordered a hair removal cream advertised on social media that said, “Try it for JPY1,800, you may cancel anytime”, but it turned out to be a subscription service requiring four purchases was billed JPY14,300. When I called to cancel, I was told I had to pay a cancellation fee JPY11,100. I want to cancel and return the product, but what should I do?

消費生活センターの対応

**[Response from the Consumer Affairs Center]**

Upon confirmation with the business operator, it was found that after placing the order, the customer had selected the "special offer plan", which changed the subscription from one that could be canceled at any time to one that required four deliveries.

The customer tapped on the "special offer plan" pop-up, but did not realize that this would result in a subscription requiring four deliveries.

The Consumer Affairs Center communicated the unclear wording and negotiated with the business operator, resulting in a response that if the second product was received and payment made, the cancellation fee would not be charged and the subscription would be canceled. The contract was subsequently terminated.

トラブル防止のアドバイス

**[Advice for avoiding trouble]**

- Be careful when emphasizing "trial" or "low price"!  
Even if the initial price is low, there may be cases where the regular purchase price is high after the second purchase.
- Be careful with "discount coupons" that appear after completing your order!  
Selecting a bonus displayed after placing your order may change your order to a subscription with a minimum purchase requirement.
- Be sure to check the contract details and save them before applying!  
Carefully check the contract details and take a screenshot of the final confirmation screen to save it. Even if it says "you can cancel anytime", it may not be easy to cancel.

If you encounter consumer trouble or feel uneasy, please contact the Consumer Affairs Center as soon as possible.