

## Terms and reservations conditions

### **1. Reservation**

- 1.1. Online payment is necessary to complete a reservation.
- 1.2. Group reservation on the same day (morning and afternoon) are limited to a maximum of two people.
- 1.3. Please fill in the medical questionnaire at the time of reservation.

### **2. Prices**

- 2.1. All prices are in Japanese Yen and include 10% Japanese consumption tax. There are no other taxes.

### **3. Cancellation**

- 3.1. A change in the date of an examination is considered to be a cancellation of the entire existing reservation. Please make a new reservation. Please note that the following cancellation fee will be charged.
- 3.2. There is no cancellation fee 21 days before the date of the medical examination.
- 3.3. Cancellations from 20 to 14 days prior to the date of examination: 20% cancellation fee will be charged.
- 3.4. Cancellations from 13 to 4 day prior to the date of examination 50% cancellation fee will be charged.
- 3.5. Cancellations from 3 day prior to the date of examination or on the day of examination: 100% cancellation fee will be charged.
- 3.6. Conversion rates and fees for cancellations and refunds differ depending on the credit card company or bank in use. In case of refund, the transfer fee will be paid by the customer.
- 3.7. If customer's arrival or departure time or date changes due to delayed or cancelled flights or any other reason, customer has to cancel an examination according to cancellation's terms.
- 3.8. In the case of cancellation due to our circumstances (equipment breakdown etc.), we will refund the full amount including all transfer fees by exchange rate on the day of the refund. Please note that deposits you will receive in local currency may not be equal to the original payment due to rate fluctuations.

### **4. Examinations package**

- 4.1. The oncology screening program consists of the following examinations:
- 4.2. Full scan Positron emission tomography, Chest abdominal Computer Tomography, Small pelvis MRI scan, Thyroid ultrasound scan, blood test with tumor markers, urinalysis, fecal occult blood

feces and etc. (You can check all subjects of exam in the sample of examination result in our homepage.)

- 4.3. Please note that refunds or partial reductions are not possible even if some examinations cannot be performed due to the circumstances or physical condition of the customer.

## **5. Option**

- 5.1. Optional examination must be applied at the time with main screening program`s reservation. It is not able to order optional examination later.
- 5.2. Taxi transfer options are only for Tomamu Resort. Please note that other taxi transfers are not possible. Please arrange taxi transfer by yourself.

## **6. Preparation for the Examination**

- 6.1. Do not eat or drink anything, except water, for 6 hours before the exam. You should not have any candy, sugar, or gum.
- 6.2. We do not have a nursery room, so do not take with you children who need supervision.
- 6.3. Please refrain from intense physical exercise and sport before the examination, as this may interfere with accurate PET diagnosis.
- 6.4. Limit close contact with infants or pregnant women for 12 hours after your scan. If you're breastfeeding, stop for 12 hours after the scan.
- 6.5. We can accept a group of up to 2 persons at the same time.(2 persons at AM, and 2 persons at PM)

## **7. Contraindications**

- 7.1. It is impossible to get a medical examination, if you have the following conditions. Please note, that it will be impossible to refund, if you could not take examinations due to your physical contraindications or health condition.
- 7.2. You are getting diabetes treatment
- 7.3. There is metal in the body, such as pacemakers, implants and etc.
- 7.4. If you have a claustrophobia.
- 7.5. If you are pregnant or there is a possibility that you are pregnant.
- 7.6. しばらく動かず横になれない方 If it is difficult for you to stay still for more than 10 minutes while lying down.
- 7.7. If you have physical disability and need assistance.
- 7.8. If you under 20 years old.

## **8. About report with results of cancer screening**

- 8.1. On the day of the examination, the nuclear medicine doctor will explain the results of PET-CT. A full report with the results of the examinations will be ready in 3-4 weeks.

8.2. The results of the examination can be downloaded in PDF format after 3 weeks via the URL link, which we will provide with necessary passwords. You can download the results within 2 months after the day of the examination.

8.3. In the day of the examination, we cannot add any test according to the customer's wish, physical or medical condition.

8.4. If treatment is necessary depending on the test results, we will respond individually, so please contact our hospital later.

## **9. Parking lot**

9.1. We have a free-charge parking lot. Please contact us at the time of reservation, we will send you parking information.

## **10. Smoking area**

10.1. Tobacco use is prohibited on all areas of the campus, inside and outside. Please note that there is no smoking space.