

JETRO Global Acceleration Hub
Terms of Service

If there is any contradiction between what the English language version of the Terms says and Japanese language version says, then the Japanese language version shall take precedence.

1. Service Users and the Scope of Use

(1) Japanese startups that meet the following requirements:

- A company or an entrepreneur that (a) aims to bring new value to society using innovative technologies and products and services, (b) has specific products or business model plans, and (c) aims to scale up its business in a short period of time through funding, etc.
- The company or entrepreneur must have a base of operations in Japan.
- The service user must be in a position that has authority over the company's decision-making, such as the person in charge of overseas expansion.
- If the mentor is an English speaker, the company or entrepreneur must be able to take consultations in English.

Available services: the services described in 2. (1) to (6)

(2) Japanese companies/institutions other than those in (1)

- A company registered in Japan, or a local government or industry association.
- The purpose of business trips is to establish a local base in the country, to search for joint research or development partners or investment destinations, or to attract companies to Japan.

Available services: 2. (1) (briefing only)

(3) Conditions applicable to both (1) and (2) above

- After using the services, the applicant must participate in a questionnaire/interview conducted by JETRO.
- Applications by a proxy, and using the services for the purpose of providing information to third parties, are not allowed.
- Applications from companies whose primary business is acting as sales agents for startup products or services, or from businesses that aim to resell such products or services, are not eligible.
- The services will not be allowed to be used if it is determined that the application is related to non-business purposes, such as sightseeing.

- Applicants may not be engaged in lawsuits or legal compliance issues.
- The applicant and the officer(s) of the company/institution must not belong to anti-social forces such as gangsters, have no relationship with such forces, and have not received from such forces any funding, including investments.
- Applicants must not be related to any business that offends public order and morals.
- Applicants must not have any relation to a business for which the use of public funds is considered inappropriate by social standards (amusement businesses, etc. provided in Article 2 of the Act on Control and Improvement of Amusement Business, etc. [Act No. 122 of 1948]).

2. The Terms of the Services

* If there is discrepancy between the terms of the services and the support service details for each city, the latter will prevail.

(1) Local briefing services

- In principle, this service can be used only once per organization per city.

(2) Individual consultations on business strategy planning [mentoring]

- The maximum hours for consultation for an organization per city are ten hours. However, if JETRO determines that the service user has a high likelihood of achieving concrete outcomes such as concluding a business agreement, the maximum number of consultation hours may be increased up to thirty hours.
- In addition to on-site interviews, interviews via video calls, etc. are also available. In some cases, consultations may be required to be conducted via video call rather than in person at the request of the partner accelerators, mentors, or other related parties.
- In principle, the submission of pitch materials (mainly in English) is required for a mentoring.
- During the mentoring process, the service may be interrupted at the discretion of the local JETRO representative or the partner accelerator, regardless of the maximum usage limit.

(3) Introducing local partner candidates and investors including venture capital companies

- After providing the mentoring described in (2), the partner accelerators, etc. will conduct the introduction to the extent that is possible for them.
- A maximum of three partner candidates/investors can be introduced to each organization per city. However, if it is determined that the service user has a high likelihood of achieving concrete outcomes such as concluding a business agreement, the maximum number may be increased to up to nine.

- After the mentoring has been conducted, this service shall be provided, to the extent possible by the partner accelerators or other relevant parties, to companies that are deemed to be adequately prepared for meetings with investors or other relevant parties, and does not guarantee that any introductions will be made.
- The service may be interrupted at the discretion of the local JETRO representative or the partner accelerator, regardless of the maximum usage limit.

(4) Introduction of accelerators/government agencies, etc.

- After the mentoring described in (2), this service shall be provided, to the extent possible by partner accelerators or other relevant parties, to companies that are deemed to be adequately prepared for meetings with accelerators, government agencies, or similar organizations.

(5) Arranging the participation of Japanese startups in local meet-ups

- After providing the mentoring described in (2), the partner accelerators, etc. will arrange these occasions to the extent that is possible.

(6) Use of co-working desk spaces (Available at Selected Locations Only)

- In order to conduct mentoring and introductions to investors and other relevant parties more effectively, long-term stays at the local site are strongly recommended. Co-working desk spaces will be provided to companies that undertake such long-term stays.
- The availability of co-working desk spaces and the period of use shall be determined by JETRO based on the number of spaces available, the status of applications, local regulations, and other relevant conditions.
- In principle, the maximum period of use shall be up to a cumulative total of three months per organization per city.
- Organizations that have reached the cumulative three month usage limit at the same location in the previous fiscal year or earlier shall not be eligible to apply for the use of that location again in the new fiscal year. Even if the period of use spans multiple fiscal years, the total period of use shall be calculated on a cumulative basis, and the usage limit shall not be reset.
- In cases of breakages, damages, losses, etc. caused by the user to any equipment or items in those facilities, the entire costs to repair or resolve matters must be borne by the user.

3. Application acceptance periods

(1) Briefing and mentoring

The period from four weeks to five business days before the desired start date of the service

(2) Co-working desk spaces

The period from two weeks to five business days before the desired start date of the service

* These may vary depending on the city.

4. Regarding provision of information to external contractors

- As it is necessary for the provision of services, the information you fill out when applying and the pitch materials you attach will be provided to the accelerators and organizations similar organizations.

5. Disclaimer

- (1) JETRO and the Japan-Taiwan Exchange Association will endeavor to provide as accurate information as possible, but the final decision on the use of such information will be at the risk of, and on the judgment of, the user.
- (2) JETRO and the Japan-Taiwan Exchange Association will not be liable for any disadvantages caused by the use of such information provided to the user.

6. Confidentiality

- (1) JETRO and the Japan-Taiwan Exchange Association will properly handle any business secrets of the user obtained in the course of the performance of the services, without disclosing them to a third party or using them for any purposes other than performing the services.

However, this does not apply to cases falling under any of the following items:

- (a) JETRO and the Japan-Taiwan Exchange Association already owns the information before performing the services;
- (b) The information has already become public knowledge before the services are delivered;
- (c) After the services are provided, the information becomes publicly known due to reasons not attributable to JETRO and the Japan-Taiwan Exchange Association;
- (d) The information is obtained without obligation of confidentiality from a third party with legitimate authority;
- (e) JETRO and the Japan-Taiwan Exchange Association is required to disclose the information by laws and regulations.
- (f) When deemed necessary for the implementation of this service and consent for disclosure has been obtained.

- (2) The personal information regarding the services will be properly managed and used for performing the services and providing information on related services. Such information will be treated appropriately based on the [Protection of Personal Information \(Privacy Policy\)](#) provided by JETRO.

7. Special note on export control and other regulations related to the Foreign Exchange and Foreign Trade Law

The applicant for this service shall comply with the following special instructions regarding export control and other regulations related to the Foreign Exchange and Foreign Trade Law (hereinafter referred to as “Special Instructions”).

1. The Applicant shall comply with the Foreign Exchange and Foreign Trade Act (Act No. 228 of 1949) and applicable laws and regulations such as the Export Trade Control Order and the Foreign Exchange Order based thereon (hereinafter referred to as the “Foreign Exchange Act, etc.”).
2. The Applicant agrees not to exhibit any goods at the Business Conferences, etc., and not to accept JETRO's services such as provision of information, advice, matching, etc., if there is a possibility of violation of the Foreign Exchange Law or other regulations (including, but not limited to, investment regulations).
3. If JETRO determines that the applicant's export of goods or provision of technology overseas violates or is likely to violate regulations related to the Foreign Exchange and Foreign Trade Control Law, JETRO may suspend or cancel the applicant's access to JETRO's services or related exhibits, suspend or terminate JETRO's services, cancel the applicant's registration or qualification to receive services and related exhibits, and/or terminate the contract for JETRO's services and related exhibits without notice.
4. Even if the Applicant incurs any disadvantage, expense or other loss or damage as a result of the occurrence of any of the matters set forth in the preceding paragraph, JETRO shall not be liable for any loss or damage, regardless of whether such loss or damage is intentional or negligent.
5. The applicant acknowledges that JETRO may claim against the applicant for any disadvantage, expense, or other loss or damage incurred by JETRO as a result of the applicant's export of goods or provision of technology violating or threatening to violate regulations related to the Foreign Exchange and Foreign Trade Law.
6. In the event that any provision of these Special Terms and Conditions is inconsistent or in

conflict with any other contract or agreement between JETRO and the Applicant, the provisions of these Special Terms and Conditions shall prevail.

7. The Applicant represents and warrants to JETRO that it will have a representative of the Applicant, or a person who has the authority to agree to the contents of this clause by having the authority to do so or by being delegated to do so by the Company, and who has followed the necessary internal procedures, take charge of the procedures for agreeing to the contents of this clause.

Note 1: The Foreign Exchange and Foreign Trade Law and other applicable laws and regulations include all laws and regulations that regulate or prohibit exports, imports, etc. in the countries concerned. Applicants are required to check the applicable laws and regulations, the websites of the relevant authorities, and the website of JETRO, and to confirm or consult with the relevant authorities as necessary. The following items are excerpts from the systems that applicants are required to comply with from the viewpoint of export trade control for informational purposes.

- List Regulations

Applicants themselves must determine whether or not the goods subject to consultation in this service fall under the List Regulations, and if so, they must obtain permission from the Minister of Economy, Trade and Industry before exporting or providing technology, regardless of the country to which the goods are exported or with which the applicant has business negotiations. For details, please refer to the METI website below.

Ministry of Economy, Trade and Industry website:

[Security Trade Control and List Regulations](#)

- Catch-all Regulations

Even if the goods, etc. subject to consultation in this service do not fall under the List Regulations, the applicant must confirm whether they fall under the Supplementary Export Controls (Catch-All Regulations), and if so, must obtain permission from the Minister of Economy, Trade and Industry prior to exporting or providing technology.

Catch-all regulations are a system whereby permission is required when (1) information on consumers such as foreign companies (consumer requirements) and their intended use (use requirements) are verified, and either (1) concerns specified by law are recognized or (2) the

Minister of Economy, Trade and Industry is notified in writing that an application for permission should be filed (inform requirements). The subject items are all goods and technologies other than those restricted by the list, excluding food, timber, etc., and the subject regions are those other than those specified in Appended Table 3 of the Export Order. For details, please refer to the METI website below.

Ministry of Economy, Trade and Industry Website:

[Security Trade Control and Complementary Export Controls \(Catch-all Regulations\)](#)

- Export Administration Regulations

The U.S. Export Administration Regulations require permission under U.S. law when re-exporting from Japan or other countries to a third country (extraterritorial application) the following: (1) items originating in the U.S.; (2) items that contain U.S.-regulated items above a certain percentage (embedded items); and (3) items that use specific U.S.-regulated technologies (direct products). Therefore, please be careful when processing U.S.-made parts in Japan and then exporting them to a third country (regulations in China and other countries may be treated substantially the same as in the U.S.). For more information, please refer to the JETRO website for each country and the laws and regulations of the foreign countries listed below.

JETRO website:

[Geopolitical risks and economic security](#)

[Trade control system: United States](#)

[Outline of China's export control law](#)