

Frequently Asked Questions

| Category | Questions | Answer |
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| Registration | Are there any membership plans available to individuals? | [Premium / Regular] These two membership plans are available for companies only. Individuals should choose from other available options. [Associate / Mail] These two membership plans are available for individuals only. Companies and organizations should choose from other available options. |
| | Is membership open to medical or educational institutions, as well as general companies? | [Premium / Regular] Yes. [Associate / Mail] These two membership plans are suited for individuals. Medical and educational institutions should choose from other available options. |
| | Are there any shorter membership options available, such as a six month contract for half the price? | All our membership plans are on an annual basis only. |
| | Is it possible to cancel a membership before the annual term ends? If so, is the membership fee refunded? | Memberships may be ended at any time following the cancellation procedure, however the membership fee is non-refundable. |
| | Can I get a receipt for the membership fee? | [Premium / Regular] Yes. Please contact us when registering. [Associate] Yes. Please contact us at info@shonan-ipark.com |
| Holding and participating in events | Do I have to become a member for my company to host a seminar at Shonan iPark? | Yes, hosting of events (including seminars) at Shonan iPark is a membership benefit as described below. [Premium] Both on-site and online events may be hosted at Shonan iPark, including those selling products or services. [Regular] Hosting events at Shonan iPark limited to online and only those that do not include the selling of products or services. [Associate / Mail] Enables participating in events without hosting. |
| | [Premium / Regular] Is there any limit to the number of seminars or events my company can hold? | No. |
| | We'd like to hold an internal seminar at Shonan iPark after becoming a member. How should we do this? | Upon becoming a member you will receive a list of contact points for each available service. Please then connect with the person in charge to arrange your request. |
| | Is it possible to make announcements at Shonan iPark regarding seminars or events our company will be holding at a venue outside of Shonan iPark? | [Premium / Regular] Yes. Please submit an application to Shonan iPark for your announcement to be publicised in the form of posters or leaflets at a designated location. |
| | Is it necessary to purchase new IC cards for any additional staff visiting Shonan iPark to attend seminars or events? | [Premium] As a general rule, participation for seminars and events at Shonan iPark is limited to IC card holders. Additional staff may join if essential to event operation but should apply for a visitor pass. [Other plans] Event hosting and participation limited to online only. |

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| Facility Use (Premium members only) | What is the seating capacity for the free address open office? Are reservations accepted on a first-come, first-served basis? | There are around 20 seats available at the open office with plans to expand this in the future. Reservation is not required. If the space becomes full, please use an alternative communication area such as Nomad. |
| | Are the animal and RI rooms available to members and included in the membership fee? | Premium members may use the open office, conference rooms, and communal facilities, but not the experiment facilities. Separate usage fees are applied for conference rooms. |
| | If my company only needs one IC card, are we eligible for a discount? | Each card may be used by one person only. No discounts are available. |
| | Is it necessary for the registered IC card holder to be a representative of our company? | Yes, anyone affiliated with your company may register. Once received the card is non-transferable and should not be shared with others. |
| | Is it possible to change the registered IC card holder during the membership term? | As a general rule, IC cards are non-transferable. In the event of unavoidable circumstances, such as the transfer or retirement of a registered holder, please consult with Shonan iPark |
| | How long will a new IC card be valid for if issued for an additional fee during the term? | IC card validity will match with the previously applied for membership plan. |
| Interaction with Other Residents and Members | If I become a member, would you be able to introduce me to Shonan iPark tenant companies and member companies? | <p>[Premium] Yes. We encourage members to use the collaboration platform to directly connect with other members. Meetings with other companies may be arranged upon request to the iPark office.</p> <p>[Regular] Members are encouraged to use the collaboration platform to directly connect with other companies. The iPark office will arrange a meeting with up to five requested companies only in cases where there are no Japanese speakers at your company.</p> <p>[Associate] The collaboration platform may be used to directly connect with other companies, subject to a separate usage fee.</p> <p>[Mail] As a general rule, we are unable to provide introductions to other companies.</p> |
| | Can you provide contact information, such as email addresses of other Shonan iPark members? | We do not share such information due to personal information protection. |
| Activities and Services | Are there any restrictions placed on commercial activities? | <p>Commercial activities permitted at Shonan iPark are limited to business and services that support the research and business activities of our tenants.</p> <p>As a general rule, soliciting others and distributing leaflets is not permitted. However, if authorized by Shonan iPark beforehand, promotional and marketing activities may be carried out in the form of displaying promotional materials in the designated area, introductions in the Shonan iPark portal, and exchanging information at Shonan iPark events. Please refer to the commercial activities policy included in the materials provided to new members for further clarification.</p> <p>*Events selling products or services may only be hosted by premium members.</p> |
| | Are there any services available to non-members? | <p>Shonan iPark is a members-only facility. Mail membership is free of charge and still enables participation in certain events and access to online information shared by email.</p> <p>You can also access information and stay informed of upcoming events by following us on social media at Facebook, Twitter, LinkedIn.</p> |