

Guide to using the Minato City bento delivery service for Pupils' Clubs, etc. (July 19, 2024 to April 7, 2025)

1 What is the Minato City bento delivery service for Pupils' Clubs, etc.?

(1) Aims of the service

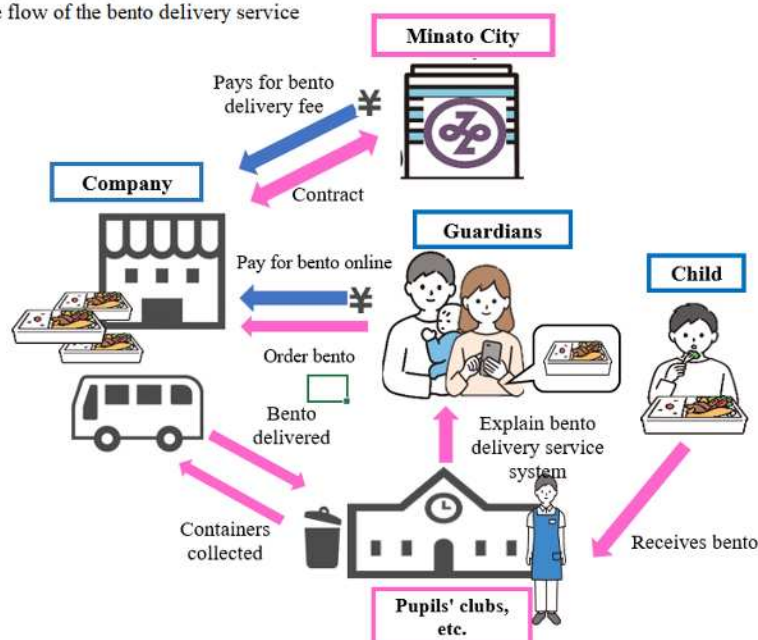
Minato City runs a service to deliver bento (boxed lunches) to Minato City Pupils' Clubs and other organizations both to lessen the burden on the guardians of children who use Children's Halls, Kids-to-Teens Halls, the Children and Senior Citizens Plaza, and Hoka GO → Clubs (collectively referred to as Pupils' Clubs, etc.) and to promote the healthy growth of children.

(2) Service details

Guardians who wish for a lunchtime bento for a child who uses Pupils' Clubs, etc., can have a bento delivered to a Pupils' Club, etc. on their desired day of use by ordering from a bento delivery company contracted by the City and paying online on their smartphone or computer.

The City covers part of the delivery cost so the bento purchased by the guardian from the bento delivery company reaches the facility, even if there's only one bento ordered.

The flow of the bento delivery service



(3) Eligible children

- ① Members of Minato City Children's Hall Pupils' Clubs
- ② Members of Minato City Kids-to-Teens Hall Pupils' Clubs
- ③ Members of Minato City Pupils' Clubs
- ④ Members of Minato City Shibaura Island Children and Senior Citizens Plaza Pupils' Club
- ⑤ Members of Minato City Hoka GO→ Pupils' Clubs

*See the list of participating facilities on page 6 for eligible Pupils' Clubs.

(4) Service periods

Long periods when Minato City elementary schools are closed, on days when there are graduation ceremonies, opening ceremonies, and closing ceremonies (excluding Sundays, public holidays, and the New Year's holiday)

[Service periods]

Summer vacation: Friday, July 19, to Monday, September 2, 2024

Winter vacation: Wednesday, December 25, 2024 to Wednesday, January 8, 2025
(excluding Monday, December 30, 2024 to Friday, January 3, 2025)

Spring vacation: Tuesday, March 25 to Monday, April 7, 2025

*This may be changed for the closing ceremony in spring vacation.

(5) About the bento

- ① Bento company Tamagoya Co., Ltd. <https://www.tamagoya.co.jp>
- ② Types of bento: One type of daily bento, allergy-free food (eight specified ingredients)
- ③ Price: 540 yen per meal (tax included)

2 How to apply

After registering on the bento ordering and payment service “Obentonet,” please complete the procedures to order and pay the fee at your home.

(1) Register to use Obentonet

- ① Find a leaflet and guide to the Minato City bento delivery service for Pupils’ Clubs, etc. The leaflet has a company code (facility code) and a QR code for Obentonet.
- ② Access the Obentonet homepage through the URL below or via the QR code on the leaflet for the Minato City bento delivery service for Pupils’ Clubs, etc.
https://www.obentonet.jp/member_regist_new.html
- ③ Enter the facility code for the facility where you wish the child to receive the bento in the company code column and register the guardian’s email address.
- ④ Open the URL in the email sent to you, and fill in the information in the registration form. For the registration name, please put **your child’s name in hiragana**.
- ⑤ Log in to the Obentonet website via the URL below.
https://www.obentonet.jp/item_list.html
- ⑥ Register your credit card information via the “credit card information” menu.

*Please register one account for each child, even if there are siblings enrolled in the Pupils’ Club. If you create multiple accounts with the same facility code, you cannot register with the same email address. Please register with another email address.

*If siblings are enrolled in different Pupils’ Clubs, please note that the facility code will be different.

*The facility code is different for the daily bento and the allergy-free food, so please register and order after checking this carefully.

For more details, please check the accompanying leaflet for the Minato City bento delivery service for Pupils’ Clubs, etc.

(2) Ordering

You can place orders from one week before the bento will be used to noon on the day before, excluding weekends and public holidays. The bento menu will appear once you select the day of use.

E.g.) The deadline for Friday, July 19 is noon on Thursday, July 18

The deadline for Monday, July 22 is noon on Friday, July 19

Please order for each child on their own account, even if siblings are using the same facility.

Please check that an order completion email has been sent.

(3) Payment

Order the bento and pay online using your registered credit card.
Please note that the facility won't handle cash.

(4) Cancellation

You can cancel on Obentonet up until the order deadline (noon on the day before, excluding weekends and public holidays). Please be aware that you will not be able to cancel or get a refund once the deadline has passed.

(5) Check your order

Please check your order completion email or your order history on Obentonet to make sure you have the correct order date and type of bento.

Please be aware that you cannot make any changes after the order deadline, even if you have incorrectly ordered a daily bento or an allergy-free meal.

3 Points to note

(1) Handling allergies

The menu table includes 28 allergens.

If your child has an allergy, it is your responsibility as a guardian to first check the allergens shown in the menu table when you place your order from Obentonet.

The allergy-free meal is free from eight specified ingredients, but may still use some seasonings that are related to the source of a food allergy (but are less likely to induce symptoms). If this is a concern, please do not place an order.

(2) Bento size and content

You can order one type of daily bento or an allergy (eight specified ingredients)-free bento.

Rice: 140 g

Accompaniments: A well-balanced, nutritious meal with seasonal ingredients, consisting of a main dish of meat or fish and side dishes of vegetables.

*The bento shown on the Tamagoya website are for adults, so the content is different to that of the bento for children. Please check the children's bento menu on the Obentonet order page.

[Image of daily bento]

[Image of allergy-free bento]



(3) Lunchtimes

If your child will not arrive on time for lunch due to a school or facility event, etc., there is a risk of them not receiving their bento because of bento delivery and collection times, so please refrain from ordering.

(4) Bento storage methods, etc.

Bento are delivered by the bento company in containers between 9 am and noon. There is no need to cook them again; they are delivered in heat-insulating containers or in containers with cold packs inside that can be stored at normal temperatures. After delivery, they are stored in a room with effective air conditioning (the storage location will differ depending on the circumstances of the facility).

(5) Receiving bento at lunchtime

The child should check that their name is on the order list, add a checkmark (☑), and carry their ordered bento to their own table. After eating, the child should return the empty container (practices might differ depending on the facility).

(6) Taking a bento home

For hygiene management reasons, and because the containers are reusable, children cannot take a bento home.

The bento company will collect the bento container and any leftovers on the day.

Children cannot take a bento home, even if they won't get there at lunchtime or are taking a sudden break. Please note that Minato City does not receive payment for the bento, and so cannot give you a refund.

(7) What to do if a child does not have a bento because you forgot to place an order

When you order a bento, please check that your order confirmation email has arrived.

If there has been a mix-up of order dates and a child does not have a bento, the facility will phone their guardian. They will discuss what to do with the guardian, including asking the guardian to deliver a bento. Please be aware that you can't make an additional bento order on the day.

(8) If a bento is no longer edible because it was spilled or otherwise

Please be aware that a refund is not possible even if the bento is no longer edible. Similarly, if a bento brought from home is no longer edible due to spillage, or if a child has forgotten their bento, the facility will contact their guardian.

(9) Registering to use Obentonet in March and April, when the fiscal year changes

① People who will continue to use the same Pupils' Club in FY2024 and FY2025

A. If there is one pupils' class in the facility

Please continue to use the same account.

B. If there are multiple pupils' classes in the facility, but the child will be in the same class as FY2024

Please continue to use the same account.

C. If there are multiple pupils' classes in the facility, and the child will be in a different class to FY2024

E.g., Pupils' Club room A in FY2024 and Pupils' Club room B in FY2025

Please create a new registration on Obentonet using the facility code from a leaflet for the Pupils' Club distributed by the facility, and order bento for April 1 onwards from the new account. (Please order from your previous account until March 31.)

In addition, please unsubscribe from the account you used in FY2024.

② If you will be using a different Pupils' Club in FY2024 and FY2025

Please create a new registration on Obentonet using the facility code from a leaflet for the Pupils' Club distributed by the facility you will be using in FY2025, and order bento for April 1 onwards from the new account. (Please order from your previous account until March 31.)

In addition, please unsubscribe from the account you used in FY2024.

③ If you withdraw from a Pupils' Club

Please unsubscribe from Obentonet.

4 Q&A

Q1: I'm uncertain if I will be ordering; can I register on Obentonet?

A1: You can register.

Q2: Can I use the service every day?

A2: You can use the service every day or just once.

Q3: Can I also apply for a sibling that does not use a Pupils' Club?

A3: You can only use this service for an elementary school student's sibling who is registered for direct general visits to a children's hall, etc. if a space can be secured to store their meal or bento at the facility. If a sibling uses the service, a different facility code should be registered on Obentonet, so please check the leaflet for general users of the facility that you wish to use.

Q4: My child is a member of a Pupils' Club, but is also registered to use a Kids-to-Teens Hall and/or a Hoka GO →. Can I use a different facility?

A4: You cannot use a different facility. You can only use the Pupils' Club where your child is a member.

Q5: Can I use the service on a substitute holiday for the school?

A5: You can't use the service on a substitute holiday for the school. Please check the service periods.

Q6: I use a delivery bento run by guardian volunteers. Do I have to switch to the City's bento delivery service?

A6: You can continue using the delivery bento, no changes required. You can also use both services, but if you do that, please make sure your child knows which bento has been requested.

Q7: Are there any price reductions or exemptions?

A7: There are no reductions or exemptions.

Q8: My child is currently enrolled in a Pupils' Club. They will be withdrawing next week—are there any procedures I need to follow?

A8: Please follow the procedures to unsubscribe from the Obentonet user menu.

Q9: My child is currently enrolled in a Pupils' Club and either brings or orders a bento. They will be withdrawing from the Pupils' Club next week, but will continue to be registered as a general user of that facility. Can I still use the bento service on days when I can't make them lunch due to personal circumstances?

A9: General users can use the service only if it is difficult for their guardian to provide lunch at home and their guardian cannot make a bento. Please tell your desired facility that you wish to use the service as a general user. After this, please re-register on Obentonet with a new facility code for general use.

Q10: I want to stop using the service. Are there any procedures I need to follow?

A10: Please follow the procedures to unsubscribe from the Obentonet user menu.

5 Contact details

Children and Youth Support Subsection, Children and Youth Support Section, Child and Family Support Department, Minato City Tel: 03-3578-2426

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Minato City bento delivery service for Pupils' Clubs, etc. List of participating facilities

Facility name	Pupils' Club	Hoka Go →	Registered for direct general visits
Takanawa Children's Hall	○	—	○
Toyooka Children's Hall	○	—	○
Shirokanedai Children's Hall	○	—	○
Daiba Children's Hall	○	—	○
Iigura Pupils' Club	○	—	○
Shimmei Kids-to-Teens Hall	○	—	○
Azabu Kids-to-Teens Hall	○	—	○
Akasaka Kids-to-Teens Hall	○	—	○
Akasaka Kids-to-Teens Hall Aoyama Hall	○	—	○
Takanawa Kids-to-Teens Hall	○	—	○
Konan Kids-to-Teens Hall	○	—	○
Shibaura Island Children and Senior Citizens Plaza	○	—	○
Higashi-Azabu Pupils' Club	○	—	—
Minami-Azabu Pupils' Club	○	—	—
Katsurazaka Pupils' Club	○	—	—
Shinno Pupils' Club	○	—	—
Yukashi-no-Mori (Shirokanedai) Pupils' Club	○	—	—
Shibaura Pupils' Club	○	—	—
Goshikibashi Pupils' Club	○	—	—
Hoka GO → Club Onarimon	○	○	—
Hoka GO → Club Shiba	○	○	—
Hoka GO → Club Akabane	○	○	—
Hoka GO → Club Azabu	○	○	—
Hoka GO → Club Nanzan	○	○	—
Hoka GO → Club Hommura	○	○	—
Hoka GO → Club Kogai	○	○	—
Hoka GO → Club Higashimachi	○	○	—
Hoka GO → Club Akasaka	○	○	—
Hoka GO → Club Aoyama	○	○	—
Hoka GO → Club Seinan	○	○	—
Hoka GO → Club Mita	○	○	—
Hoka GO → Club Takanawadai	○	○	—
Hoka GO → Club Shirokane	○	○	—
Hoka GO → Club Shirokane-no-Oka	○	○	—
Hoka GO → Club Shibaura	○	○	—
Hoka GO → Club Shibahama	○	○	—
Hoka GO → Club Konan	○	○	—
Hoka GO → Odaiba	—	○	—

*Registered for direct general visits: a system through which a child on the waiting list for a Pupils' Club, etc. registers in advance for the hall they will use by directly visiting that children's hall (including kids-to-teens halls, etc.) without going home from school, only in the case that this has been agreed between their guardian and the school.