



## Policy Statement – Effective June 2017

### **Payment of Fees and Deposits**

- Tuition fees are charged on a monthly basis and are **due by the 1<sup>st</sup> of each month**. Payments received after the due date will be subject to a \$150 late fee. If payment is delayed for more than 7 days, your child's place may be released to other students without further notice.
- A \$400 one-time registration fee is charged for all new students for administrative purposes.
- Material fees are charged when joining regular and/or summer term, and when materials are being replenished or changed due to course levels.
- Class times can be changed once each term without charge. Thereafter, a \$50 admin fee will be charged.
- A \$50 admin fee will be applied for any cheque returned by your bank.

### **Make-ups**

- Each student can arrange maximum **two** make-up classes each term (Sept 1st to Dec 31st; Jan 1st to March 31st, April 1st to July 15th). All absences need to be **notified before class times** to be eligible for make-up.
- Make-ups for sick leave can be arranged, but a valid doctor's note specifying the date of the class being missed needs to be presented before any arrangements can be made.
- All make-up classes need to be taken **within a month from the date of absence**. If student does not show up for the scheduled make-up, it cannot be rearranged.
- We cannot guarantee that our make-up classes fit your child's schedule, in which case the make-up will be forfeited after the one-month expiration date. So please call to schedule make ups early.
- No make-up is allowed for holiday programs unless the child is sick with a doctor's note.
- Make-ups are non-transferable, non-refundable, and need to be taken before notification of withdrawal.

### **Withdrawal and Class cancellation**

- To withdraw, a minimum of one month (4 lessons) written notice (by fax, email, withdrawal form) is appreciated. Any make up classes not taken prior to the withdrawal notice will be forfeited.
- A minimum of 3 students are required to open a class. We reserve the right to cancel class if the minimum is not met.
- Should there be any teacher absence, we will be responsible for arranging a substitute teacher and classes will be conducted as scheduled.

### **Integrity**

- Approaching our teachers for tutorial outside of miniMinds without the company's consent is strictly forbidden.
- All our materials are strictly limited to current students at miniMinds. Reproduction of our materials in any form is prohibited.

### **Public holidays and Enforced Closures**

- We are closed on public holidays and Sundays, and if required by any enforced closures by the EDB due to non-weather related reasons.
- We will be closed when black rainstorm or typhoon signal number 8 or above is hoisted. If the signal is lowered before cut-off time (Regular Term: 3:45pm (Mon to Fri) and 2:00pm (Sat), Summer Prog: 3:00pm), classes will resume 2 hours after the announcement. If signal is not lowered by the cut-off time, all classes will be cancelled. Courses that are disrupted or cancelled due to adverse weather conditions or enforced closures by the EDB due to non-weather related reasons will not be refunded or rescheduled.

### **Photos and Other Media**

- Photos and videos may be taken only with the written permission of miniMinds Limited. We reserve the right to use photos, videos and/or sound recordings of children and their work for teaching training, curriculum and/or promotional purposes, unless otherwise informed by you in writing.

### **Disclaimer**

- miniMinds' staff are authorised to handle any emergency or non-emergency medical situation as they see fit. All participants enrolled in activities at miniMinds assume their own responsibility and agree not to hold the company responsible or liable for any loss, damage to students' properties or injury to students or their guests as a result of participating in these activities.
- The company reserves the right to make the final decision in case of disputes and to make changes to policy.