



Policy Statement – Effective as of Nov 2022 (Page 1 of 2)

Enrolment and Tuition Payment Policy

- Tuition fees are charged on a monthly basis and **due by the 8th of each month**. Payments received after due date will be subject to a \$150 late fee.
- For all holiday programmes separated from regular terms (e.g. Christmas/Easter workshops and summer programmes), tuition payment is due upon registration.
- A \$50 fee will be applied for returning any over payment and any bounced back cheques by the bank.
- For administrative purposes, a \$400 one-time registration fee is charged for all new students.
- If tuition has not been received by the due date, miniMinds reserves the right to release your child's place without further notice.
- Material fees are charged when students join regular term/ summer programmes, when course level changes using new materials, and when materials need to be replenished.
- Class times can be changed once during each term without charge. Thereafter, a \$50 fee will be charged.
- Summer term enrolment is on a first come first served basis with priority given to students who can join full programme.
- All classes, terms, make-ups and programmes are non-transferable and non-refundable.

Make-ups (Online & Physical Classes)

- During the regular term, each child can arrange a maximum of 2 make-ups each term for casual leave (Sept 1-Dec 31; Jan 1-Mar 31, Apr 1 to end of regular term).
- All absences need to be notified at least 1 working day before class (not including Sunday or public holidays) to be entitled for make-up.
- Make-ups for sick leave can only be arranged with a valid sick leave certificate specifying the date of the class being missed which has to be presented before making any make-up arrangements and informed before the class of absence. For covid-related leave, an official government document is required to apply for make-up.
- No make-ups are allowed for holiday programmes unless the child is sick with a valid sick leave certificate.
- The make-up class cannot be rescheduled in the case of no-show (without prior notice)
- Make-ups are non-transferable, non-refundable and can only be rearranged twice.
- For online classes, make-ups may be substituted as physical make up
- Make-ups must be used within a month since the date of absence and before the last day of any regular term, holiday programmes, or withdrawal.
- miniMinds cannot guarantee that our make-up classes will fit your child's schedule, any unused make-ups will be invalid after the one-month expiration date.

Withdrawal and Class Cancellation/Changes (Online & Physical Classes)

- To withdraw, a minimum of one month (4 lessons) written notice/ withdrawal form is appreciated.
- Minimum 3 students are required to open a class. miniMinds reserves the right to cancel class if the minimum is not met.
- If a teacher is absent or unavailable due to any reason, a substitute teacher will be arranged for the class without prior notice, or students may be asked to rearrange class times.

Public Health & Safety

- For safety and to minimize disruption to your child's learning, if required by EDB or if miniMinds deems it safer to switch classes online due to COVID, any serious contagious disease and/or other safety-related issues, classes

will be conducted online at the same class time (unless miniMinds' staff informs you of any alternative arrangement).

- Any individual who contracted any infectious disease such as but not limited to: COVID, Hand-food-and mouth disease, Swine flu, etc. should not attend any miniMinds' classes until recovery. Make-up can be arranged with valid sick leave certificate or official document to prove condition. miniMinds is entitled to request any student and/or parents to produce medical reports and reasonable requirements to disclose whether any students should be refrained from attending class.

Integrity and Intellectual Property

- Unless with the written consent of miniMinds, private tutorial arrangements with miniMinds teachers (paid or not paid) outside of miniMinds' classes or events, are prohibited.
- All miniMinds materials are strictly limited to current students only. Reproduction of materials in any form is prohibited.
- miniMinds reserves all rights and interests in any intellectual property related to any lessons, curriculum and training provided.
- Any parent or guardian in violation of the above terms will indemnify miniMinds of its losses and charges.

Public Holidays and Closures (same for both physical and online classes)

- miniMinds are closed on public holidays and Sundays.
- When black rainstorm or T8 or above is hoisted, miniMinds will be closed 1 hour before hoist time. Classes with at least an hour of class time remaining will continue till the close time.
- If signal is lowered before "cut-off time" (Summer program: 3:00pm; Regular term: 3:00pm - Mon to Thur; 3:45pm on Fri; and 2:00pm on Sat), classes will resume 2 hours after the Hong Kong Observatory announcement, given there is at least one hour of remaining class time.
- If the signal is not lowered by the cut-off time, all classes including make-up will be cancelled.
- Leave of absence can only be applied before the projected hoisting time is announced by the Hong Kong Observatory.
- All classes including make-up that are cancelled or disrupted due to weather conditions will not be refunded or rescheduled.

Photos and Other Media

- Photos and videos may be taken only with the written permission of miniMinds.
- miniMinds reserves the right to use any photos, videos, sound recordings of children and their work for teaching, training, curriculum and promotional purposes (other purposes will be informed to parents and guardians through a written notice).

Disclaimer

- miniMinds' staff are authorised to handle any emergency or non-emergency medical situations as they see fit.
- In the event of any situations deemed unsuitable by miniMinds which includes but are not limited to reasons such as classes being unsuitable for student's or others' learning, tuition non-payment/adjustment, non-observance or disagreement of policy, individuals displaying disruptive behaviours or using foul language towards any staff, student or parent, miniMinds reserves the right, at our sole discretion, to not accept, discontinue, or suspend a student's enrolment at any time without prior notice.
- All participants (including but not limited to students, parents, guardians, helpers, visitors) at miniMinds will assume their own responsibility and agree not to hold miniMinds or any staff responsible or liable for any loss, damage or injury to any participants as a result of being on premise at miniMinds. In particular, any parent, guardian, and students shall not make any claims of whatsoever nature against miniMinds for whatever reason, miniMinds reserves the right to make the final decision and alteration in case of disputes.
- miniMinds reserves the right to modify, change, add or remove any terms and conditions of each of the Terms at any time at our sole discretion. The latest version of the policy statement will be the one available at <http://www.miniminds.com.hk/doc/policy-statement/>. Such modification, change, addition and removal will be effective when it is posted on the website or sent to you.
- Your child's continued enrolment with us after any changes to these terms sent or posted will be deemed acceptance of those changes.