

FAUST INTERNATIONAL YOUTH THEATRE TERMS AND CONDITIONS HKIS SCHOOL PROGRAMMES

REGISTRATION

- To register for a Faust programme you can:
 - Complete a paper registration form (available from the Faust Office or online at www.FaustWorld.com) and return it by hand or post to the Faust Office (5th Floor, Nan Dao Commercial Building, 359 & 361 Queen's Road Central, Sheung Wan).
 - Complete a registration form, scan and email to Info@FaustWorld.com.
 - Complete our online registration form at www.FaustWorld.com.
- Applicants will be taken on a first-come-first-served basis and will only be given on receipt of payment.
- Payment can be made by:
 - Cash (in person) or cheque (made payable to **Faust International Ltd**). Post dated cheques will not be accepted.
 - Bank transfer (with a copy of the transfer receipt).
 - Paypal (we can email you the link).
 - Credit card (Visa or Mastercard) in the office.
- For term-time workshops, existing members receive priority on applications submitted on or before the priority registration deadline. Additional places are then allocated on a first-come-first-served basis.
- Children who have not paid will not be allowed to attend our workshops.
- All of our workshops are divided according to age.
- For after school and Saturday term time workshops:
 - Children need to be the required age or turning that age in one calendar month from the first workshop.
- For all programmes confirmation of acceptance will be sent by email within 14 days of receipt of the registration form.
- If no places are available, you will be informed and placed on a waiting list.
- If you do not receive an email confirmation or hear from us within 14 days of sending your application, please contact us on 2547 9114.
- Receipts are available upon request and will be sent by email.
- Our preferred method of communication is by email and all workshop communication is done this way. You can opt out of receiving any additional marketing material by emailing Info@FaustWorld.com.
- We offer specific trial workshops at the start of term 1 and term 2. Contact the registration team for more information.

CANCELLATIONS

- In the case we are unable to place your child then your payment will be returned within 14 days (via bank transfer).
- We make all effort to ensure there are no changes in terms of location, times or leaders but in case of unanticipated conflicts, a suitable replacement option will be offered. No refunds will be made in such cases. We will inform you by email or by phone of the change as soon as possible.
- In the unlikely event we are unable to run a class we will give you as much notice as possible, and the option to transfer to another group or a full refund will be offered.
- If we consider a student to be unsuitably placed, we reserve the right to withdraw the student and issue a full refund.
- Requests to withdraw your child should be made in writing and will be subject to an administration fee. For term time workshops, notice is to be given 14 days in advance of the first day of workshops with a HK\$600 administration fee. In all cases, the outstanding balance will be transferred to your bank account 4 to 6 weeks after receiving the written request.
- Cancellations after the notice period cannot be refunded except if your child has incurred an injury or illness (supported by a doctor's note) preventing them from participating in our workshops.
- Refunds, make up classes or credit notes cannot be made in any event once workshops have started.
- Due to the nature of our workshops it is not possible to offer make-up classes.

- Refunds, make-up classes or credit notes due to extreme weather and other unforeseen circumstances are not possible.

WEATHER

- All workshops will be cancelled in the event of Typhoon Signal 8 or higher, or red or black rain warning if hoisted at 6am.
- At times a typhoon increases in intensity or a rainstorm signal is raised while the children are at school. In the case of a Typhoon 8, Red or Black rain storm warning is raised before the workshops have commenced workshops will be cancelled. In both cases we follow the school's policy that children will remain in school until conditions are safe for them to return home. This means students will not be released until the warning has been removed and buses are authorised for safe travel.
- For groups that run within school premises we are obliged to follow their specific policies and will update you as needed by email
- No refunds, make up classes or credit notes will be made in in the case of cancelled workshops due to weather.

WORKSHOPS

- Children are brought to a meeting point and are escorted by either HKIS staff or Faust staff as needed before the start of the workshop.
- Children are escorted by Faust staff at the end of the workshop to the bus meeting point or directly to parents/guardian collection point at school. Children who are not collected will be brought to HKIS staff until parents/guardians arrive for pick up at the After-School Activities Office.
- If a child is unwell or unable to attend for any reason, please call 2547 9114 or email Info@FaustWorld.com.
- All participants registered in Faust programmes and workshops do so at their own risk and the company is not responsible for any loss, damage, or injury to students, their family members, and guests as a result of participating in these activities. In the case of a medical emergency, your child will be transferred to the nearest government hospital using the Hong Kong Emergency Medical Unit.

PHOTOGRAPHY & MULTIMEDIA

- Completion of the registration form implies consent to the use of photographs, video and sound recordings of your child in workshops and performances for staff training, quality assurance, parental reference, marketing and promotional purposes in print, media and online. If you do not consent, please call 2547 9114 before completing the form.
- During open sessions, festival performances or other Faust productions, parents may take photographs and videos but only focusing on their own children, and not on the other children in the class. Any media used must not cause a distraction to teachers, other children, or interrupt the workshop, and may not be used for commercial or financial gain. You must respect the proprietary nature of all the workshops taught at Faust International Limited and not infringe on copyright, registration marks, and trademarks. If you do not consent, please call 2547 9114 before completing the form.

DATA PRIVACY

- Faust International Limited takes data privacy very seriously and we handle all our customer data in accordance with Hong Kong laws and ordinances. If you would like to opt-out of additional marketing information please contact us on Info@FaustWorld.com

We reserve the right to amend our terms and conditions without prior written notice.

For school programmes please contact us, or the school for more information.

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