



# St. Catherine's Int'l Kindergarten Terms and Conditions updated March 8<sup>th</sup> 2021

## TERMS & CONDITIONS (ST. CATHERINE'S INTERNATIONAL KINDERGARTEN)

- Applicants should complete the registration form and return it to your child's St Catherine's International Kindergarten (St Catherine's) class teacher with a cheque made payable to **Faust International Ltd.**
- Post-dated cheques will not be accepted.
- Places are limited. Should the number of applications (with cheques) exceed the number of places a lucky draw will be held.
- 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 will be placed on the 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.

## CANCELLATIONS

- In the case we are unable to place your child then your payment will be returned immediately.
- 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 before the start of term should be made in writing. For our workshops at St Catherine's International Kindergarten, notice is to be given 14 days in advance of the first day of the programme and will be subject to a HK\$400 administration fee. In all cases, the outstanding balance will be transferred to your bank account within 5 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.
- In the event of unforeseen circumstances out of our control that pose threats to health and safety such as a pandemic or disruption to workshops by civil unrest, Faust reserves the right to provide online workshops and/or other alternative programmes. If this situation arises, we will keep in regular contact with you by email. The term or programme will continue for the full length that it was previously advertised but in this new format. There will be no refunds, credit notes or transfer of fees in this situation.
- Should the government inform us that we are unable to run workshops due to an outbreak of COVID-19, then all workshops will go online and carry on for the full length that it was previously advertised but in this new format. Parents and members are obliged to try the online workshop for at least 3 sessions before determining if they wish to proceed. After having tried 3 online sessions, students may continue for the rest of the term or apply for a credit towards a future Faust programme over the following 12 months. Should face to face workshops resume before the end of the term, students should return to these workshops and credit will only be offered for the in-person workshops that did not take place, and where not attended online after the initial 3 obligatory online sessions.

## **WORKSHOPS**

- Please arrive no more than 5 minutes before the start of the group. Parents/children arriving before this will be asked to wait outside or elsewhere. All students must be under adult supervision whilst waiting for workshops to start.
- Children should be accompanied to and from the workshops. Parents/guardians should not stay during the workshops. Workshops will finish on time. Please ensure you pick up your child promptly at the end of class.
- Children should wear loose fitting clothing and trainers or shoes that do not mark floors. All new members will be given a Faust t-shirt. We kindly ask children to wear their Faust t-shirt at workshops.
- Children are welcome to bring water bottles.

## **WEATHER**

- Under the guidelines given by St. Catherine's International Kindergarten, all workshops will be cancelled in the event of Typhoon Signal 3 or higher, or red rain warning or higher.
- No refund, make up classes or credit notes will be made in this case.

## **PHOTOGRAPHS & 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, 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.

## **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](mailto:Info@FaustWorld.com).

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

Updated: 8 March 2021