

Booking Form (6 pages)

Contact details

Please provide the following details and return this form to fax number (852) 2116-1675 (Central) or (852) 2116-9105 (Mong Kok) or scan and email to **info@tuition.com.hk**

Student:

Given name:			
Family name:			
Sex:		HKID/Passport No	
Date of Birth (DD/MM/YY):			
Current school:			
Current Year/Grade:			
Student mobile number:			
Student e-mail:			

Parent/Guardian

Title:	Mr. Mrs. Ms. Dr. Other:
Given name:	
Family name:	
Home address:	
Telephone:	home
	office
	mobile
Fax:	home
	office
e-mail:	

IB Revision Class¹

Student name: _____

Please select the Subjects, Level, Options (if applicable) and location of the course that you wish to participate

Subject	Level	Options	Central	Mongkok	
English	<input type="checkbox"/> A2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/> A1 SL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/> A1 HL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Mathematics	<input type="checkbox"/> Studies	<input type="checkbox"/>		<input type="checkbox"/>	
	<input type="checkbox"/> SL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/> HL	<input type="checkbox"/> Further Stats & Probabilities	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/> Sets, Relations & Groups	<input type="checkbox"/>		
		<input type="checkbox"/> Series & Differential Equation	<input type="checkbox"/>		
		<input type="checkbox"/> Discrete Mathematics	<input type="checkbox"/>		
Physics	<input type="checkbox"/> HL	<input type="checkbox"/>		<input type="checkbox"/>	
Chemistry	<input type="checkbox"/> HL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Biology	<input type="checkbox"/> SL	<input type="checkbox"/>	<input type="checkbox"/>		
	<input type="checkbox"/> HL	<input type="checkbox"/>	<input type="checkbox"/>		
Business	<input type="checkbox"/> HL	<input type="checkbox"/>		<input type="checkbox"/>	
Economics	<input type="checkbox"/> SL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/> HL	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Geography	<input type="checkbox"/> SL	<input type="checkbox"/> Arid Environment	<input type="checkbox"/>	<input type="checkbox"/>	
	<input type="checkbox"/> HL	<input type="checkbox"/> Drainage Basin	<input type="checkbox"/>	<input type="checkbox"/>	
		<input type="checkbox"/> Coasts	<input type="checkbox"/>		
		<input type="checkbox"/> Lithospheric Processes	<input type="checkbox"/>		
		<input type="checkbox"/> Ecosystems	<input type="checkbox"/>		
		<input type="checkbox"/> Climate Hazards	<input type="checkbox"/>		
		<input type="checkbox"/> Urbanization	<input type="checkbox"/>		
		<input type="checkbox"/> Geographical Regions	<input type="checkbox"/>		
		<input type="checkbox"/> Industrial Change	<input type="checkbox"/>		
		<input type="checkbox"/> Globalization	<input type="checkbox"/>		
		<input type="checkbox"/> Topographic Mapping	<input type="checkbox"/>		
	Psychology	<input type="checkbox"/> SL	<input type="checkbox"/> Comparative Psychology	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/> HL	<input type="checkbox"/> Cultural Psychology	<input type="checkbox"/>	<input type="checkbox"/>
		<input type="checkbox"/> Psych of Dysfunction Behavior	<input type="checkbox"/>		
		<input type="checkbox"/> Health Psychology	<input type="checkbox"/>		
		<input type="checkbox"/> Lifespan Psychology	<input type="checkbox"/>		
		<input type="checkbox"/> Psychodynamic Psychology	<input type="checkbox"/>		
		<input type="checkbox"/> Social Psychology	<input type="checkbox"/>		

1. All Revision classes are classified as Block-booking enrollments

Tuition Terms and Conditions

Communication

Generally, all communication will take place with the administrative staff and managers. Please note that any communication that may impact on billing must be made in writing i.e. bookings and cancellations. Tutors are forbidden to have contact with students outside of ITS so please do not ask for their phone numbers or email addresses. Parents are welcome to discuss their child's tuition with the tutors at the ITS premises – please make an appointment or come along at the beginning of a lesson or 5 minutes from the end. Alternatively, written communication to tutors may be provided via the ITS email address info@tuition.com.hk. Tutors have absolutely no involvement with billing, payments, bookings or cancellations. Please do not try to engage tutors with these tasks. If your child is carrying an instruction or communication/payment from you, please tell them very clearly to approach the reception desk.

Booking

All bookings must be made by the authorized person/company who has an account with ITS. In the case of children taking lessons, it is the parent or guardian, or the company to which billing is made, who is the client. **Children cannot book tuition.** Older children (15-18 years old) are welcome to request lessons as they are clearly capable of doing so, but this must be followed by a written request from the authorized person before the booking can be confirmed and the lessons take place. **Please remember that a confirmed booking is a legal contract and the client is liable for all billing that comes from it. Please read all the terms and conditions carefully, especially the cancellation requirements, before confirming tuition.**

Ongoing clients – definition

An ongoing client is someone who makes a commitment to attend weekly for an indefinite period of time. For example, a student at school in Hong Kong may want help for one hour a week on their Mathematics because they are struggling, but they don't know how long it will be before their problem is solved. In this case, the parent should request a particular day and time that would be convenient for their child to attend. ITS will try to allocate it, if it is available, or may offer an alternative. Once a day and time slot has been agreed with a client it is considered to be a permanent weekly booking until the client permanently cancels it in writing (please refer to cancellation policy).

Ongoing clients are billed at the end of the month for the services used that month. Bills are due immediately. ITS does not provide credit terms.

Block-booking Clients – definition

A block-booking client is someone who has a definite idea of a time period they wish to attend ITS and how many lessons they want. Usually, they will be a student on school holidays or on study leave prior to examinations. In this case, the parent should request a particular number of lessons per subject required, and indicate the first and last available dates the student can attend. ITS will construct a proposed timetable for parental approval, up to one month in advance of the start date. Once approved, a bill will be issued for the services provided. This must be paid in advance to finally confirm the lessons. Block-booked lessons that are not pre-paid by 7 days before the first lesson is due may be offered to other students.



Cancellations

All cancellations must be made by the authorized person/company who has an account with ITS. In the case of children taking lessons, it is the parent or guardian, or the company to which billing is made, who is the client. **Children cannot cancel tuition.** Older children (15-18 years old) are welcome to inform us of upcoming cancellations, as they are clearly capable of doing so, **but this must be followed by a written request from the authorized person before the cancellation can be confirmed and the fees waived.**

Ongoing clients

Ongoing clients should inform us **two working days** before the scheduled lesson if it is to be cancelled. This must be done in writing, by letter, fax or e-mail. The administrative office operates from **10 am to 6pm, Monday to Saturday**. Thus a lesson scheduled for a Thursday afternoon must be cancelled before 6pm on the previous Tuesday, at the absolute latest. Note that Monday lessons must be cancelled on Saturday. All properly cancelled lessons will not be charged.

Permanent cancellations must also be made in writing at least two days before any scheduled lessons are to take place. A permanent cancellation received the day before a scheduled lesson will only apply from the following week. Please do not assume that ITS knows when you wish to finish tuition. The taking of examinations does not automatically mean that tuition will finish. Many students continue tuition after examinations have taken place. **You must cancel lessons in writing under all circumstances. Without written notice, the lesson remains scheduled and non-attendance will incur charges. The only way to have lesson fees waived is to cancel in writing at least two days beforehand.**

Sickness:

If you are able to provide a medical certificate then you will not be charged for lessons missed as a result of sickness. Please let us know as soon as you know you cannot attend due to illness. The medical certificate can be provided afterwards but must be received **before the last day of the calendar month in which the sickness occurred**. If no certificate is provided within the relevant billing month, the missed lessons will be charged and must be paid for.

Block-booking Clients

Block-booking clients cannot be refunded lessons that have been finally confirmed (i.e. paid for). Please ensure you are happy with the schedule before confirming and paying. ITS will turn away other applicants on the basis of your booking which is why no cancellation can be accepted.

Sickness:

If you are able to provide a medical certificate, then you will be refunded for prepaid lessons missed due to sickness. Please let us know as soon as you know you cannot attend due to illness. The medical certificate can be provided afterwards.

Holidays

ITS **does not** follow a traditional academic calendar. We follow a normal business calendar which allows us to provide education for more of the year. We are generally closed on gazetted public holidays but some tutors may elect to work and students will be given the option to attend if they wish. There is no obligation to attend a lesson whose schedule falls on a gazette public holiday. **Students should assume there is no lesson on a public holiday unless otherwise informed.**

Mainstream school holidays have no effect on ITS lessons. Just because a school is closed for Christmas, does not mean ITS is closed. ITS is open on all normal business days, Monday to Saturday. **Students who do not wish to attend ITS during a mainstream school holiday must cancel in writing in the usual manner.**

Bad weather

Tropical Cyclones: ITS follows government regulations concerning weather conditions and the rules that schools must follow. The following table is taken directly from the EDB.

Weather condition	Action to be taken
When Tropical Cyclone Warning Signal No. 1 is issued	<input type="checkbox"/> All schools, including kindergartens, are to operate as usual.
When Tropical Cyclone Warning Signal No. 3 is issued*	<input type="checkbox"/> All kindergartens, schools for physically handicapped children and schools for mentally handicapped children are to close. <input type="checkbox"/> Other schools are to operate as usual unless advised otherwise.
When Tropical Cyclone Warning Signal Pre-No. 8 / No. 8 or above is issued*	<input type="checkbox"/> All schools are to close.
When Tropical Cyclone Warning Signal No. 8 or above is replaced by Signal No. 3	<input type="checkbox"/> All kindergartens, schools for physically handicapped children and schools for mentally handicapped children are to remain closed. <input type="checkbox"/> Other schools are to resume with the next session unless road or other conditions remain adverse.
When Tropical Cyclone Warning Signal No. 3 is replaced by Signal No.1 or when all signals are cancelled	<input type="checkbox"/> All schools are to resume with the next session.

For ITS the lowering of signals will have the following effect:

- Lowered before 1pm – all classes scheduled from 3pm onwards will take place**
- Lowered between 1pm and 3pm – all classes scheduled from 5pm onwards will take place**
- Lowered after 3pm – ITS remains closed. No lessons take place that day.**

Heavy Rain

If rainstorm warnings go up during lessons then the lessons will be completed. Parents should make appropriate arrangements for children to get home, including sending an adult to collect younger children.

Amber warning signal

ITS remains open and all students should attend as scheduled.

Red warning signal

ITS will close for primary students. Primary students need not attend. In the first instance we will try to rearrange the lesson. Otherwise it will be cancelled without charge. Primary students already travelling may come to school if it is a safer option than going home. All other students should attend. The lowering of signals will have the following effect:

- Lowered before 1pm – all primary classes scheduled from 3pm onwards will take place**
- Lowered between 1pm and 3pm – all primary classes scheduled from 5pm onwards will take place**
- Lowered after 3pm – ITS remains closed to primary students. No primary lessons take place that day.**

Black warning signal

ITS will close. Students already travelling may come to school if it is a safer option than going home and we will assist in making arrangements for them to return home safely. The lowering of signals will have the following effect:

- Lowered before 1pm – all classes scheduled from 3pm onwards will take place**
- Lowered between 1pm and 3pm – all classes scheduled from 5pm onwards will take place**
- Lowered after 3pm – ITS remains closed to students. No lessons take place that day.**



ITS reserves the right to cancel lessons at any time. We will of course do our utmost to give as much warning as we can and no charges will be made in such circumstances.

Booking lessons with ITS means agreement with the terms and conditions set out in this document. Please be sure you have read and understood it clearly. This document is issued on 12th December 2009 and supersedes any previous cancellation policy documents issued by ITS.

I have read, understood and accept the charges and terms and conditions.

Signature (Parent/Guardian): _____

Print name: _____

Date (DD/MM/YY): / /

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