

## Tuition Cancellation Policy

All cancellations must be made by the authorised 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. Thus a lesson scheduled for a Thursday afternoon must be cancelled before 6pm on the previous Tuesday, at the absolute latest. All properly cancelled lessons will not be charged.

### 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 ongoing clients will not be charged and block-booking clients will be refunded. Please let us know as soon as you know you cannot attend due to illness. The medical certificate can be provided afterwards.

### Bad weather:

- Typhoon signal number 8 or above:  
Black rainstorm warning:  
Students should not come in for lessons. If the signal is raised during lesson times, then we will close at the end of that lesson period and send students home. Parents should make arrangements to collect younger students.
- Typhoon signal number 3:  
Red rainstorm warning:  
Primary students are entitled to cancel if they consider travel conditions to be dangerous. We will remain open for all primary students who wish to attend. All secondary students should attend. Students starting their journeys from designated high-risk areas in the New Territories should make a sensible decision on whether it is safe to travel and inform us immediately if they are unable to attend.

We are open to all students during other minor weather warnings. The HKSAR government may also issue specific guidelines for particular weather events. We will keep parents informed of any changes to the usual guidelines. Closure by government directive will mean that ITS will, in the first instance, try to offer an alternative date and time, and in the event that no mutually agreeable time can be allocated, ongoing clients will not be charged and block-booking clients will be refunded.

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.

**NOTE: 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 20<sup>th</sup> October 2009 and supersedes any previous cancellation policy documents issued by ITS.**