



ITS Educational Services Ltd Enrolment Form

When completed, please return to

Fax: 3753-5696

Email: es@tuition.com.hk

Student Enrolling is: NOT responsible for payment
 Personally responsible for payment (skip PART 2 only)

PART 1 STUDENT PARTICULARS (Please use BLOCK LETTERS)

Name in English Surname Given Name

Gender (M/F) Date of Birth (DD/MM/YYYY) HKID Card #

Or Passport Nationality

Postal Address

Residential Address

Email Address

Contact No: Mobile Home

Preferred Campus No Preference Central Mong Kok

PART 2 PARENT/GUARDIAN if Student above is under age 18 (Please use BLOCK LETTERS)

Salutation Mr. / Mrs. / Ms / Miss / Dr (delete as appropriate)

Name in English Surname Given Name

Contact No: Mobile Home Work

Fax No: Home Work

Email Address

Postal Address

PART 3 INFORMATIONAL PARTICULARS

How did you find out about ITS and our services?

- Print Materials
- Search Engine/ Online
- Referrals
- Other

FOR OFFICIAL USE
 Subject/Service:
 Form Received
 __/__/__
 DD MM YY

PART 4 BOOKING SELECTION

Name in English

Earliest Start Date (DD/MM/YYYY) **Block Bookings?** NO YES → End Date

Ongoing Bookings? NO YES

Preferred Time(s) 9am-1pm 1pm-4pm 4pm-8pm

Preferred Day(s) Mon Tue Wed Thur Fri Sat Sun

PART 5 TUITION REQUEST for full list of subject and services, please refer to our website

SUBJECT / SERVICE	EXAM DATE (MM/YYYY) (if applicable)	Lesson Type
		<input type="checkbox"/> One-to-One <input type="checkbox"/> Small Group <input type="checkbox"/> Classes
		<input type="checkbox"/> One-to-One <input type="checkbox"/> Small Group <input type="checkbox"/> Classes
		<input type="checkbox"/> One-to-One <input type="checkbox"/> Small Group <input type="checkbox"/> Classes
		<input type="checkbox"/> One-to-One <input type="checkbox"/> Small Group <input type="checkbox"/> Classes

PART 7 FURTHER INFORMATION please indicate other information that is relevant for your course
information like past work and exam can be submitted as well

NOTE: Booking lessons with ITS Educational Services Ltd means you concur with the terms and conditions set out in this document. Signing it constitutes a legally binding agreement. Please be sure you have read and understood it clearly. Please ask for clarification of any points about which you are unsure. This document is issued on 1st December 2010 and supersedes any previous terms and conditions documents issued by ITS.

I have read, understood and accept the terms & conditions set out below (Pages 4 to 6).

Signature: _____

Print name: _____

Position/Relationship: _____

Date (DD/MM/YY): ____ / ____ / ____

Company chop (if applicable):

Please return:

By hand or post to:
ITS Educational Services Ltd
11/F Sun House, Room A
181 Des Voeux Road Central

By fax to: 3753-5696

Or scan and email to es@tuition.com.hk

For the purposes of this document the terms "ITS Educational Services Ltd" and "ITS " are deemed to be interchangeable.

Please read the Terms & Conditions. Sign and Return pages 1,2 & 3 after completion to begin booking

Effective 1st December 2010

Booking lessons with ITS means you concur with the terms and conditions set out in this document. Signing it constitutes a legally binding agreement. Please be sure you have read and understood it clearly. Please ask for clarification of any points about which you are unsure.

General

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 clients outside of ITS so please do not ask for their phone numbers or email addresses. Tutors have absolutely no involvement with billing, payments, bookings or cancellations. Please do not try to engage tutors with these tasks.

Booking

All bookings must be made by the authorized person/company who has an account with ITS. **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.**

Holidays

ITS **does not** follow a traditional academic calendar. We follow a normal business calendar which allows us to provide education for most of the year. We are generally closed on gazetted public holidays but some tutors may elect to work and clients 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. **Clients should assume there is no lesson on a public holiday unless otherwise informed.**

Fees:

ITS Educational Services Ltd reserves the right to adjust fees from time to time as it sees fit. Fee changes will be notified on the website www.tuition.com.hk and on the client invoices for the month preceding the fee change.

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.

The following general arrangements will apply and appropriate public announcements will be made:

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 clients 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 clients 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. Clients 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 clients. No lessons take place that day.

Course Types and Conditions

1. Tuition

Ongoing clients – definition

An ongoing client is someone who makes a commitment to attend weekly classes for an indefinite period or a company who needs other relevant services. In this case, a client should request a particular day and time that would be convenient for them 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 below).

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. ITS reserves the right to charge interest on fees that are left overdue. In the extreme event that fees are left unpaid for 90 days, the case will be passed to a credit management agency for recovery and a service charge of 40% of the unpaid invoices will be levied.

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. In this case, the client 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 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. ITS reserves the right to cancel classes if payment is not made by the first lesson.

Cancellations for Block-booking clients

All cancellations must be made by the authorized person/company who has an account with ITS. At least 24-hours notice by client prior to the scheduled session time must be given to avoid incurring a default charge of (1) hour. 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) and professional clients 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 of required cancellations as soon as they know of them. For sudden cancellations you must 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. Properly cancelled lessons will have their fees waived at the management's discretion. Fees will not be waived where it is clear that reasonable notice could have been given and was not.

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. **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.**

Rescheduling Sessions for Professional Business Students– Options:

If the agreed upon session(times or days) schedules become a burden to the client due to time constraints – rescheduling to fewer meetings per week, changing the session time, postponing until a later time or future date are available options. However, you must inform us two working days before the scheduled lesson. This must be done in writing, by letter, fax or e-mail. Final acceptance and approval of the options are at the discretion of ITS.

Extended leave for Ongoing and Block-booking:

Students who wish to take a break of three consecutive weeks or more should note that ITS reserves the right to re-allocate these slots should another student book them. Alternatives will be offered as close to the original booking as possible.

Sickness:

If you are able to provide a medical certificate then fees may be waived for lessons missed as a result of sickness at the management's discretion. 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. Certificates must be from a medical practitioner. Certificates will not be accepted for non-medical reasons such as psychological counseling. Certificates will not be accepted from family members.

Attendance:

All ongoing clients are expected to maintain a minimum of an 80% attendance record for their booking. Average attendance will be calculated over 3 months on a rolling basis e.g. Jan-Mar followed by Feb-Apr etc. Clients failing to maintain an 80% record will be billed for the balance between what they have attended and what they should have attended. However, lessons cancelled more than a month in advance will not be included in the calculation. Please note that ITS never double books slots so a persistent failure to attend booked classes is incredibly unfair to other clients who are waiting for times. The attendance calculation is inclusive of all absences regardless of reason, including sickness.