



**Registered School No. : 566985**

### **Booking Information**

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 signed request from the authorized person before the booking can be confirmed and the lessons take place.

#### **Ongoing clients**

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**

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.

**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. Please ensure you have read the ITS [cancellation policy](#).**