

1) 報名手續

- i. 掃描封面的二維碼(QR Code)到網上平台(artmate)直接報名及繳交課程費用。唯網上平台及收費平台都會收取手續費，此手續費並非YALC收取，若課程取消或更改將不獲退回。
- ii. 或可遞交實體報名表格，請連同銀行轉帳記錄或支票(支票抬頭請填寫「耀中語藝教育中心有限公司」)，銀行轉帳記錄或支票背面需要寫上學生姓名、聯絡電話號碼及課程編號，電郵至 info@yalc.edu.hk / WhatsApp 至 9428 8265 / 親身交回或郵寄至 **九龍塘多福道 3 號一 耀中語藝教育中心註冊組收**。若資料、或文件不全，恕不辦理。報讀課程乃先到先得，或會因遞交或郵寄實體報名表格時間有所延誤而導致未能成功報讀課程。
- iii. 確認信：除個別課程設有特定的人學要求外，報名以先到先得為準。學生最遲將於開課 5 個工作天前收到確認信。如在開課前 3 天內尚未收到任何通知，請致電本中心查詢。
- iv. 本中心將以電郵或 WhatsApp 方式發送確認信或最新消息，敬請家長清晰地填寫電郵地址及已裝妥 WhatsApp 應用程式的電話號碼。

2) 退學 / 退費

- ii 除報名不獲取錄或課程取消外，所繳學費恕不退回，亦不能轉讓。
- ii 如有特別理由，本中心將考慮是否接納退款申請。申請必須於開課前以書面提出。如本中心接納其退款申請，退款安排將作如下處理：
 - 確認信發出前提出退款申請者，將從退款中扣除 HK\$200 作行政費用(以每課程計算)。
 - 確認信發出後，不論任何原因提出退款申請者將從退款中扣除 HK\$300 作行政費用(以每課程計算)以及第一堂的課程費用。
 - 課程開課當天或課程開始後才提出退款申請者，將不獲退款。
- ii 課程如因按教育局指引而取消，將不獲安排退費或補課。

3) 上課日期、時間及地點

- i. 上課之日期、時間及地點將詳列在確認信及家長須知內。
- ii. 請留意確認信及家長須知內所列之假期，如無更改，本中心將不再另行通知。
- iii. 本中心部份上課地點設有傷殘人士設施，詳情請致電查詢。

4) 颱風及暴雨警告

- i. 若天氣情況惡劣，請家長留意以下上課安排：

天氣狀況	課堂安排
八號風球或以上；或黑色或紅色暴雨警告訊號於課程開始前 2.5 小時前生效	課堂將會取消。 (若上午 6:30 懸掛，即上午 9 時之課堂將會取消)
八號風球或以上；或黑色或紅色暴雨警告訊號於課程進行中生效	已開始的課堂將如常舉行直至課堂完結。家長必須安排時間接回子女。未開始的課堂將一律取消。
八號風球或以上；或黑色或紅色暴雨警告訊號除下	2.5 小時後復課，視乎情況而定；我們會通知您。

- ii. 黃色暴雨、一號或三號風球懸掛時，課堂如常舉行。
- iii. 因受天氣影響而取消之課程，均不獲補課或退款。
- iv. 上述情況校方將不作個別通知，學生家長須留意香港天文台的報告。如天氣情況不穩定，家長須自行決定是否送子女回校上課。

5) 其他細則與規定

- i. 家長及監護人須全權負責學生於上課前和下課後的安全。
- ii. 保安理由，當同學進入校園後，家長或監護人不得於校園逗留。工作人員有權請家長立即離開。
- iii. 本中心於每學期開課第一天派發接送咭。家長接回子女時必須出示有效的接送咭。若未能出示該咭，須填寫接送放學表格方可接回該學生。自行放學的學生(只適用於中學生或家長已預先知會本中心)於離開本中心校園時，亦需出示有效的接送咭。若需要補發接送咭，需繳付\$50 行政費用。
- iv. 如家長之通訊方法(地址、電話、電郵)、學生就讀之學校及年級等有變動，請以書面通知本中心，以便更新紀錄。
- v. 本中心有權：
 - a. 於報名人數少於最低要求的情況下，取消該課程；
 - b. 更改課程之時間、日期、上課地點及授課導師；及
- vi. 本中心保留刊登課程或活動參加者之姓名、照片及錄像之權利，以作本中心宣傳之用。如不欲貴子弟上鏡，請以書面通知本中心。
- vii. 若學生遇上意外急需醫理，卻無法即時與家長聯絡取得指示，本中心將召喚救護車將之送往醫院，並會儘快通知家長。

本中心保留因情況需要而作更改的權利。課程最新資料，請瀏覽：www.yalc.edu.hk

Enrolment Information

1) Enrolment

- i. Enrol our programmes through the online enrolment platform (Art-mate) by scanning the QR code and complete the enrolment and payment directly on the platform. Please note that service fee is collected by the enrolment and payment platform, not by YALC, therefore the service fee will NOT be refunded under any circumstances.
- ii. OR you may send the application form together with bank-in slip or cheque (make payable to "Yew Chung Arts & Language Centre Ltd.", write the student's name, contact phone number and course code on the back of the bank-in slip or cheque) to us by:
 - a) email to info@yalc.edu.hk
 - b) WhatsApp to 9428 8265
 - c) post to Enrolment Section - YewChung Arts & Language Centre: 3 To Fuk Road, Kowloon Tong.
- iii. The Centre reserves the right not to process any application if the necessary items are not completed. Enrolment is on first-come-first-serve basis, application by post may lead to delay of enrolment and fail to get a place to enrol for the programme.
- iv. Enrolment is on a first-come-first-served basis unless special admission requirements are stated. Applicants will receive notification of admission (or otherwise) at least 5 working days before course commencement. If no notification is received within 3 days of course commencement, please call us to enquire.
- v. The Centre will send confirmation and latest news to parents via email or WhatsApp. Please provide your email address and WhatsApp number.

2) Withdrawals and Refund

- i. No refund will be made unless application of enrolment is not accepted, or the course applied for is cancelled.
- ii. Requests for withdrawal will be considered under special circumstances. Such requests should be made in writing before course commencement. If granted, the fee arrangement will be as follows:
 - **Before confirmation letter issued**, student request to withdraw the enrolled programme, an administration fee of HK\$200 (per each course) will be levied.
 - After the confirmation letter is issued, a refund request **regardless of any reason**, administration fee for each course of HKD300 and the first lesson fee will be deducted from the refund.
 - Refunds will not be granted for those who apply for refund on the day of the course or after the course starts.
- iii. If classes are cancelled in accordance with Education Bureau's (EDB) guideline(s) or announcement, no refund or make-up class will be arranged.

3) Class Date, Time & Venue

- i. Please check class date, time and venue as listed in the confirmation letter.
- ii. Holidays are outlined in the confirmation letter. No further reminder will be made unless there are changes.
- iii. Some of our learning centres have facilities for the disabled. Please call our office to enquire.

4) Typhoon and Rainstorm

Please note the following class arrangement when the weather condition is severe:

Weather Signal	Class Status
Typhoon Signal No. 8 or above; or Black or Red Rainstorm in force 2.5 hours before class commencement time	Classes will be cancelled. (if 6:30am in force, programme start at 9:00am will be cancelled)
Typhoon Signal No. 8 or above; or Black or Red Rainstorm is in force while classes are in progress	Classes in progress will continue until normal class finish time but parents may come to collect their child at any time as needed; classes not yet commenced will be cancelled.
Clearance of Typhoon Signal No. 8 or above; or Black or Red Rainstorm	Classes will be resumed in 2.5 hours depending on the situation; we will inform you accordingly.

- i. Classes will be held as normal when Yellow Rainstorm, Typhoon Signal No. 1 or 3 is hoisted.
- ii. For classes cancelled due to severe weather conditions, no refund or make-up classes will be arranged.
- iii. Students **will not be notified individually**. Parents are requested to pay attention to the Hong Kong Observatory weather reports and exercise their discretion in deciding whether or not to send their children to school when the weather is unstable.

5) Other Rules and Regulations

- i. Parents and guardians are solely responsible for the safety of the students before and after class.
- ii. For security reason, parents or guardians are NOT allowed to stay in the campus. Our staff have the right to ask any person to leave the premises immediately.
- iii. Pick-up card will be given on the first day of class for each week. Parents are requested to present the Card to our staff when picking up your child, if parent fail to present the card, will be requested to fill out a form. Self-dismissed students (only applicable to secondary school students or whose parents have notified the Centre in advance) also need to present the pick-up card when leaving the campus. A request for an additional issue of Pick-up Pass will be required to pay \$50 for the administration fee.
- iv. Please notify the Centre in writing if there is any change in the contact number, correspondence address, phone, fax, email and the student's school and/or year of study.
- v. The provision of courses is subject to the sole discretion of the Centre. The Centre reserves the right:
 - a) to cancel courses if the number of applications falls below the required minimum;
 - b) to change the time, date, venue, and instructor of course should this be necessary, and
- vi. The Centre may take photos and videos from time to time for the purpose of promotion to our students and parents or the public at large. The Centre retains the right and sole discretion to publish the name and likeness (photos/images, etc) of any course or activity participants. If you do not want your child to be included in the photos or videos, please notify our Centre in writing.
- vii. In case of serious accidents where immediate medical care is required, but parents cannot be contacted for immediate instruction, the Centre will call an ambulance and send the student(s) concerned to hospital.

YALC reserves the right to make changes as needed. For the most updated course information, please visit: www.yalc.edu.hk