

Applications

1. Places are allocated on a first-come first- served basis.
2. Your application will be accepted once payment is received.

If you do not hear from our office, assume that the enrolment is successful and prepare for your child to attend the first class.

3. You are asked to inform the office in writing should you wish to make any changes after the application is processed.
4. Please check time, date and venue carefully and make note of any statutory holidays as outlined on the schedule and confirmation letter. No further reminder will be made.
5. If TLC Global Holding Limited considers a student to be unsuitably placed, we reserve the right to ask for the child to be withdrawn and to offer a full refund.
6. Do not send post-dated cheques.

Withdrawal, absences and school closure

7. Students who successfully enrol in a course and withdraw from it before the course commences will receive a credit voucher for the course fee less a \$200 processing fee. The request for cancellation must be made in writing.
8. No refund or credits will be provided for students withdrawing after a course commences.
9. No refund will be made for students missing a lesson for any reason except an extended period of sickness. To receive a credit for such as absence, you must submit a written request supported by a medical certificate. Requests and documentation must be submitted within 7 days of the absence.
10. In the case of government enforced school closure, no refund will be offered. Credits or make-up classes may be offered.

Weather Policy

11. During times of severe weather (i.e. rainstorms and typhoons), courses may be cancelled. Credits or make-up classes may be offered for weather-related cancellations.

Venues

12. In case of unanticipated site conflicts, a suitable replacement venue will be offered. No refunds will be made in such instances.

Parent and guardian responsibilities

13. All students must be under adult supervision while waiting for classes to begin.
14. Parents and guardians are asked to wait outside the venue while the class is in progress. Teachers have the right to ask any person to leave the premises.
15. Lessons will finish on time. Please ensure you pick up your child promptly at the end of the lesson.

Safety

16. TLC Global Holding Limited is not responsible for any injury to participants, or damages or loss of property as a result of participation in our courses.
17. In case of a medical emergency, your child will be transferred to the nearest government hospital using the Hong Kong Government Emergency Medical Unit.
18. Our risk assessment and policy document provides the framework for the management of business and operational risk in the performance of TLC Kids activities. It has been created for TLC Kids staff to ensure the health and safety of all parties at all times in the running of TLC Kids. Full document available for review on request.

Information Policy

19. Information provided to TLC Global Holding Limited will be used for the purposes of (a) processing your application for admission and (b) administration after admission.
20. The data collected by TLC Global Holding Limited will be kept confidential. You have the right to obtain access to and request correction of any information concerning you and your child held by TLC Global Holding Limited. Requests for such access should be made in writing.
21. Images taken in class may be used in online media for informational/promotional purposes.

Child Safeguarding Policy

22. The protection of our students is of the utmost importance to us. All teachers and staff have a responsibility to understand our policy and participate actively in implementing the policy and procedures. Teachers and staff are responsible for identifying children who are in need of help and protection and to attend to their needs whenever appropriate. Teachers and staff speak up when they have reasonable cause to believe that a child has suffered, or is at the risk of suffering abuse or neglect. Teachers and staff attend on-going professional development on best practices in child safeguarding. Our full child safeguarding policy and procedures are available for review on request.