



# Hong Kong Pro Language School

## 香港專業語言學校

### School Terms and Conditions

#### 1. For payment:

- 1) All students are requested to make full payment of tuition rates 3 working days at least before the class starts.
- 2) All payments are NON-REFUNDABLE. NO REFUNDS will be offered in any case of non-attendance.

#### 2. For weather arrangement:

Classes will be cancelled once Typhoon Signal No.8 or Black Rainstorm Warning is hoisted two hours before classes are due to start. Neither make-up lessons, nor refund will be provided as suspension is enforced by the government. All classes will be resumed within 2 hours if the warning signals are lowered.

#### 3. For Regular Course:

- 1) Normal group class size is from 3-6 people with 20 hours (1-week full-day course; 2-week half day course or 5-week evening course) for each level, if there are less than 3 people in a group, the number of hours of class will be different:
  - i) 15 hours (0.75-week full-day course; 1.5-week half day course or 3.75-week evening course) for 2 people class for each level;
  - ii) 10 hours (0.5-week full-day course; 1-week half-day course or 2.5-week evening course) for 1 people class for each level.
- 2) The time and place for regular classes have been set by the school, students cannot easily change the class time and place or cancel class for all regular courses
- 3) Neither make-up lessons, nor refunds will be available for student who is absent from lessons of regular course.
- 4) Classes are not transferable (except advance requirement).
- 5) The students with the same language level will be arranged in the same class after assessment by our professional teacher, the other students in the same class should not have any objection.
- 6) A substitute teacher will be arranged with notification when teacher is on sick leave, annual leave or personal leave.

#### 4. For Private Course:

- 1) If one of students in a small group for private course is absent from a lesson for any reasons, neither make-up lesson, nor a refund of the lesson will be available for him/her.
- 2) Classes are not transferable (except advance requirement).



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- 3) Every private course has a deadline. Usually every 10 hours is valid for 3 months, similarly, 20 hours of private course will be valid for 6 months, 30 hours for 9 months...60 hours for 18 months. 1-4 hour course is valid for 1.5 months; 5-9 hour course are counted as 10 hours and valid for 3 months.
- 4) All lessons must be finished within the validity period, courses not completed after the expiry date are not allowed to continue.
- 5) **Sick leave:** If a student can't attend the class because of illness, he/she has to give the notification 4 hours before the class starts and provide the day's doctor's certificate for sick leave, if less than 4 hours notification, the cancelled lesson will be charged.
- 6) **Personal leave:** If a student can't attend the class because of personal leave, he/she has to give the notification 24 hours before the class starts, if less than 24 hours notification, the cancelled lesson will be charged.
- 7) **Teacher's leave of absence:** Normally, for private tutoring, a substitute teacher won't be arranged when a teacher is on sick leave, annual leave or casual leave, unless the student asks for a substitute teacher.

### 5. For Corporate Training Course:

- 1) Neither make-up lessons, nor refunds will be available for student who is absent from lessons.
- 2) All lessons must be finished according to the established timetable confirmed by HKPLS and the trained company.
- 3) Classes are not transferable (except advance requirement).
- 4) If the trained company finds the performance of the designated teacher unsatisfactory, the Coordinator from the trained company will notify the designated teacher and Hong Kong Pro Language School by written via email to [info@hkpls.com.hk](mailto:info@hkpls.com.hk) for the concerns and problem areas. If no significant improvement can be observed within two lessons, the trained company can request for a replacement while lesson will be suspended till the replacement is identified.
- 5) Teacher's leave of absence: Normally, a substitute teacher will be arranged with notification when teacher is on sick leave, annual leave or personal leave.
- 6) Any other issues arising from situations not specified above should be settled through timely discussion based on the mutual benefits and interests of the trained company and Hong Kong Pro Language School.

HKPLS reserves all rights to modify above terms without any notice periodically.