

Bean Sprouts Learning Centre

Frequently Asked Questions

Payment of Fees, Refund and Make-up Class Policies

- Q: *How can I pay for my child's classes?*
A: Payment in cash, bank-in deposit or cheque is accepted. Bank-in deposits and cheques are payable to "**Bean Sprouts Education Limited**" subject to bank's confirmation and honoured cheques. Bank-in deposits can be made at any HSBC branch (A/C No. **400-532222-838**). Cash and EPS payments can be made at our Centre.
- Q: *Can I enroll my child in the middle of a month or a term?*
A: Yes. Fees will be charged on a pro-rata basis according to the number of classes left in a month or a term. *Incredible Star™ Programs* are charged on a monthly basis and tuitions are due on or before the first class of each month. No places are confirmed until full payment has been received.
- Q: *Can I obtain a refund on tuition fees paid if my child cannot attend some of the classes?*
A: Payments for all classes are non-refundable once the month or term enrolled has commenced. Places can be cancelled with a minimum of 2 weeks (14 days) notice to our Centre; however, Bean Sprouts will only issue credit note to be used for future classes.
- Q: *How many make-up classes are allowed?*
A: There are no make-up classes for *Incredible Star™ Program* and any holiday or special programs. For individual playgroups, parents must call our Centre 24 hours in advance if any classes will be missed. A maximum of 2 make-up classes are allowed per 8 classes enrolled.

Class Policies

- Q: *My child is under 3 years of age. Can I leave her at the class unaccompanied?*
A: In accordance with guidelines of Social Welfare Department in Hong Kong, all children under 3 years old attending classes at BSLC must remain on the premises at all times.
- Q: *How many adults can accompany my child to class?*
A: For parent participation classes (children under 3 years old), only ONE of the parents or a designated guardian is permitted to accompany the enrolled child in class.
- Q: *What are the other class policies for classes I attend with my child?*
A: All adults are required to wear socks for hygiene reasons and new socks are available for sale at our reception. Also, please turn off your mobile phones so that your child has 100% of your attention during the class.
- Q: *Can I bring a younger child into the class of the child that's enrolled in the class?*
A: Siblings are not permitted in class and only the enrolled child may participate.
- Q: *Can I feed my child during the class?*
A: Food and drinks are not permitted inside class (except during playgroup snack time sessions). If

your child needs a drink, please go outside the classroom.

Photos and Other Media

- Q: *Can I take photos of my child in the class?*
A: Photos and videos are prohibited in our Centre unless permissions are requested in advance. Parents are reminded that photo and video taking are simply for personal memories and to focus on your child only.
- Q: *I see sometimes Bean Sprouts staff takes some pictures in the class. What are they used for?*
A: Photos, videos and/or sound recordings of children and their work are used for teacher training, curriculum and/or promotional purposes. If you do not wish your child's photo to be used, please informed our Centre in writing.

Enforced Closure Due to Bad Weather

- Q: *What happens when there is Black rainstorm or Typhoon No. 8?*
A: All classes will be cancelled when BLACK rainstorm or Typhoon No. 8 is hoisted. No make-up classes will be scheduled for cancelled classes due to enforced closure.
- Q: *When will classes resume after Black rainstorm or Typhoon No. 8 signals are lowered?*
A: In the event that black rainstorm or Typhoon No. 8 is lowered during the day, the Centre will only open under the following conditions:

Signals lowered...

Before 8:00am – BSLC will open at 9:00am
Before 12 noon – BSLC will open at 2:00pm for afternoon sessions
After 12 noon – BSLC will remain closed.

Children Sickness

- Q: *Should I bring my child to the class if she's sick?*
A: To be considerate, please do not bring your child to our Centre when the child is sick or in any sign of illness. Please call to let us know as soon as you know your child is unwell to schedule a make-up class.

Disclaimers

- Parents and designated guardians are advised to take good care of their belongings in our Centre. Bean Sprouts assumes no responsibility for any theft, loss or damage to properties left on our premises.
- Bean Sprouts staff are authorized to handle any emergency or non-emergency medical situation as they see fit. All participants enrolled in activities at our Centre assume their own responsibility and agree not to hold the company responsible or liable for any loss, damage to student's properties or injury to students or their guests as a result of participating in these activities.
- Bean Sprouts reserves the right to make all final decisions. Time schedules, fees and policies are subject to change without prior notice.