

## Golden Key Education

### **Terms & Conditions**

#### **Fees and Payment**

- The billing process will be under the control of Golden Key Education, who shall send an invoice as soon as the student or parent has agreed on an initial tuition session, unless alternative arrangements have been mutually agreed upon in writing.
- The fees will be calculated at a rate agreed in advance between Golden Key Education and the student or parent on a per hour basis.
- Golden Key Education will provide email confirmation once the payment has been received.
- Golden Key Education reserves the right to claim back any outstanding payments.
- **Up on our agreement, Golden Key Education may offer a 40 minutes one on one trial lesson each subject. We charge a flat rate of \$30 per trial session; We may also offer a free audit lesson (in a small group) and a free entrance test each subject.**
- The full amount of payment must be paid before the due date.

#### **Cancellation policy**

##### **(1) One on one or group classes (postpaid)**

- If a student needs to cancel or change a lesson temporarily (less than 24 hours before the lesson starts) **one hour's full tuition fee** will be charged.
- Students should remember their class schedules and arrive on time. Golden Key Education has no responsibility to remind those students who have enrolled in our weekly group class. If a student is unable to attend please notify Golden Key staff at least 24 hours in advance. Otherwise, one hour's full tuition fee will be charged.
- If the Golden Key Education needs to make a change to the class timetable temporarily, our staff will notify students at least 24 hours in advance.
- If a student needs to apply for an one-on-one lesson please contact Golden Key administrator or Mr. Pan **at least three days in advance** to confirm their session time.

##### **一对一或小组课（按小时支付）**

- 对于所有临时取消或更改课程的情况(课前 24 小时内), 校方均收相应一小时的费用。
- 对于每周固定参加小组课的学生, 校方不做提醒或确认。请学生记好时间并须准时参加。如需请假请提前 24 小时通知校方。否则校方均收相应一小时的费用。
- 如校方需调整或更改上课时间, 校方会提前 24 小时通知学生。
- 对于所有申请一对一课程的学生需至少提前三天与金钥匙管理员或潘校长确认上课时间。

##### **(2) Group classes (prepaid 8 lessons)**

- A student is allowed to cancel a lesson once only per term, but either student or parent is required to notify the Golden Key staff at least 24 hours in advance. If we are unable to

reschedule the lesson, the fee for that particular lesson will be refunded fully. However, if a student cancels the course more than once, only the first cancellation may be refunded.

- If a student needs to cancel or change a lesson temporarily, which means notifying Golden Key staff less than 24 hours before the lesson starts, no refund will be given.
- Any advance payments may be refunded **before the start of the second session**, otherwise no refund will be given.

### 小组课（按每 8 次课支付）

- 学生每学期准许一次课程取消或更改, 但学生或学生家长需至少提前 24 小时通知校方。如校方无法为学生重新安排课程, 则退还一节课的费用。当学生取消或更改课程多于一次时, 不予退款。
- 如学生临时取消或更改课程, 即开课前 24 小时内通知校方, 不予退款。
- 所有预付款在第二次开课前可申请退余款, 否则将不予退款。

### General Issues

- Students are recommended to download the 'WeChat' App from the student's mobile, so that we can set up a Golden Key Group Chat between teachers and students. Students may ask questions, upload and download homework etc. **Parents may also be invited in the group chat when it is necessary. However, students and parents are not allowed to contact with our teachers privately in any way.**
- All students are required to complete the required homework after each lesson. Subject teachers will check students' homework on a weekly basis. The first 15 minutes (per week) of one-piece assignment checking or answering questions is free. An extra lesson may be arranged during the weekdays if a student has more questions on their study or needs extra helps on their school assignments etc.
- Students are recommended to arrive at Golden Key at least five minutes before the class starts.
- If a student arrives late to his/her class and the teacher is unable to reschedule or extend the lesson will end at the original scheduled time and the class fee will not change.
- If a teacher is sick or unable to come for any reasons, we may arrange a relief teacher for the class. However, if the student or parent is dissatisfied with the class and rearrangement, please contact Mr. Pan within 24 hours after class.
- Sometimes a lesson may need to extend around 10 minutes due to some unexpected circumstances, please wait patiently for class to finish.
- Parents are required to wait outside the classroom to ensure there are no unnecessary disruptions to class.
- Students and parents are required to ensure that students sign in at the front desk each time when they arrive and leave. Registered times are the actual arrival and departure time (not the beginning and end times of class).

## 其它事项

- 金钥匙的管理团队会为每一位学生建立与老师间的微信群，以便问题得到及时的解答。并且老师和学生可通过微信群方便的进行上传和下载作业及教学资料。需要时，家长也会被邀请加入微信群。但学生或家长不可与金钥匙老师进行私信或加其为微信好友或以除电子邮件外的任何形式进行私下联系。学生以及被邀请的家长可用微信群和邮件与金钥匙老师进行学术相关交流。需要时，金钥匙管理团队可为家长预约与老师会面的时间。
- 所有学生需按时按量完成每周作业。金钥匙老师有义务为学生检查作业并反馈。但如学生问题较多（超过 15 分钟的解答时间），老师会建议学生安排一次一对一的辅导课。
- 建议学生至少在课前五分钟到达学校。
- 如果学生迟到，且老师无法进行重新安排或延时，课程会按照预定时间结束，且当节课费用维持不变。
- 如老师生病或因任何原因临时请假，我们可能会安排金钥匙其他任课老师代课。但如果学生或家长不满意校方安排，请在课后 24 小时内联系潘校长。
- 课程可能会有 10 分钟左右的课时延长，请之后上课的学生耐心等待。
- 为保证学生上课的质量，请家长在教室外进行等待。
- 家长需确保学生在学校等待期间不外出；如学生自行外出，本校将不承担任何后果。
- 学生和家长需确保学生每次到达和离开时在前台进行登记，登记时间为实际到达和离开的时间（而非上课或下课时间）。

Golden Key Education reserves the right to alter these terms and conditions.