

公司政策

西營盤校舍

地址：西營盤第二街 4 號 / Address: 4 Second Street, Sai Ying Pun
Tel 電話：21867976 / Whatsapp: 53882539

太古校舍

地址：康怡廣場辦公大樓 六樓 609室 / Address: 609 Kornhill Plaza, Quarry Bay
Tel 電話：28850082 / Whatsapp: 51892028

付款詳情

- 本校只接受現金，EPS 或支票作為繳交學費的方法。如用支票繳交學費時：
請付 “Meadow Learning Center Ltd” 給太古康怡校舍； “Meadow English Learning Center Ltd” 給西營盤校舍。
- 本校所列出的學費是以一個月為準則，而學費請於上一個月底之前繳交。
- 除了學校或課程停辦外，所有已付繳的學費將不會退還，敬請原諒。
- 如要退學，請於退學前兩個星期通知本校，否則本校有權追討該月之學費。
- 所有留位必須繳交留位費，餘款必須 7 天內繳交。逾期不付，當自動放棄論，本校有權取消訂位及扣除訂金，而不作另行通知或退還款項。

上課事宜

- 不得在本校範圍內喧嘩、嬉戲或影響課堂秩序，本中心有權終止其上課權利，一切學費恕不退還。
- 如導師因病請假或事假，本校均會以電話或即場通知，有課堂將由代課老師代課，一切以不影響課程進度為前提。
- 本校有權更改原定之課程導師或內容，但不作另行通知。
- 學童不可以在本中心內進食，但本中心可能會於課堂間安排小食物或零食，如學童會對食物過敏請提早通知職員。
- 若學童遇上意外急需醫理，若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。

有關假期、天氣及補堂事宜

- 本校於所有公眾假期休息。為確保整體學員之學習進度，家長請提早聯絡職員安排補課。
- 請留意以下惡劣天氣的上課安排，本校將遵照教育局指示：

 一號風球	 三號風球	 黃色暴雨警告	 紅色暴雨警告	所有課堂照常
 八號風球	 黑色暴雨警告	所有課堂暫停 (不設補堂)		

- 病假-必須於上堂前不少於 2 小時前通知本校，並需要提供醫生證明，否則本校將不會作出補堂之安排。
- 事假-為免影響整體學員之學習進度，每月最多只可請事假 1 堂。事假必須於上堂前不少於 7 日通知本校，並提供有關證明作安排補堂之用。
- 若學生未能按上述要求提交請假申請，將不會獲安排補課或退回費用。
- 已安排之補堂不能更改時間，如未能出席者，一概以缺席放棄論。補堂需於 2 個月內安排，逾期將視作放棄論。
- 本校會安排合適該學生的課程作補堂而不確保可提供與學生缺席課進度相同。學生缺席補堂的費用將不予發還或用作往後的學費之用。
- 所有暑期課程之補堂必須於 8 月 31 日前完成，逾期將視作放棄論。
- 節日特備課程必須於該節日課程期內補課，而不能順延學費。
- 行政費- 如課程開班後，由於私人理由而作出任何之改動，本校將保留收取行政費之權利。

學校退款政策及程序

退款政策:

1. 本校如在課程開課前關閉，便會立即向學生全數退回課程費用。
2. 倘若課程未能按照學費收據所載安排開辦，而學生又拒絕接受新安排，本校會在學生要求退回課程費用的一個月內，向學生全數或按比例退回所收取的課程費用。
3. 倘若課程未能按照課程單張所列日期或時間開辦，而學生又拒絕接受新安排，本校會在學生要求退回課程費用的一個月內，向學生全數或按比例退回所收取的課程費用。
4. 倘若課程在開課後停辦，本校會在課程停辦後的一個月內向學生按比例退回所收取的課程費用。
5. 倘若需要退款，本校會收取餘額之 50% 作為行政手續費。

退款程序:

1. 本校會主動致電或以書面通知學生有關退款安排。十八歲以下的學生可由家長或監護人代辦退款手續。
2. 本校會按照上述政策向學生退款。
3. 處理退款時，本校不會取去學費收據的正本。學生或家長收到退款時，須要簽收確認。
4. 退款只可以支票支付。

影像聲明

- Meadow English 在不影響課堂的情況下拍攝一些學生或老師的照片或錄像。這些照片或影像會出現在公共場所及網絡。如果您拒絕這些照片或影像出現在公共場所及網絡，請以郵件的方式告知我們 meadowenglish@gmail.com 郵件內容包括：
 - 1) 您和您孩子的姓名
 - 2) 您的聯繫電話
 - 3) 您所在的分校名稱

免責聲明

- 所有已報名參與 Meadow English 活動，須承擔一切風險。對於任何遺失、損壞或學童、以及其家庭成員第三方所受的糾紛或傷害，本中心一概不會負上任何責任。
- 公司政策會定期作更新，恕不另行通知，家長可於中心網站 www.meadowenglish.com 參考最新版本。
- 如有任何爭議，Meadow English 將保留最終決定權，包括隨時暫停、更改或終止活動及其條款及細則，而毋須另行通知。

Company Polices

Payment of Fees







- Tuition fees are payable by cheques, EPS or cash only.
Please make cheques payable to “**Meadow Learning Center Ltd**” for Kornhill Center or “**Meadow English Learning Center Ltd.**” for Sai Ying Pun Center.
- Tuition fees are charged on a monthly basis and are payable before the first day of each month.
- We regret that we cannot give refunds for classes already paid for except in case of closure and cessation of the course
- Two weeks’ notice must be given if students wish to stop continuing any courses at our center or our school shall reserve the right to charge tuition fees for the entire month.
- Deposits or reservation fees will not be refunded and the reservation will be cancelled if the total amount is not paid within 7 days after the first payment.

Inside the Classrooms

- Students are not allowed to disturb other students or classes at our school; our school reserved the right to stop or cancel classes for any misbehaved students with no refund on tuition fee.
- A substitute teacher will be arranged for teachers’ leave or absent; parents will be notified by phone or before the class at our school.
- We reserve the right to re-arrange the content or choice of tutor in any given course without further notice.
- Participants or their caregivers are not allowed to eat inside the classrooms. Please advise us any food allergies your children may have as our staff may occasionally prepare drinks or snacks in the programmes.
- In case of serious accidents where immediate medical care is required but parents cannot be contacted for immediate instruction, we will call the ambulance and send the student concerned to hospital.

Holidays, Weather and Make-up classes

- We are closed on all public holidays.
- Please pay attention to the below typhoon and rainstorm arrangements. The final decision shall follow the Education Bureau’s announcement.

 Typhoon 1	 Typhoon3	 Yellow	 Red	Classes continue	
 Typhoon8				 Black	No make-up or refund

- Sick leave – sick leave is allowed though it is required that parents notify our front desk staff no less than 2 hours before the class starts in order to arrange a makeup session, and submit a doctor note accordingly.
- Leave – we strongly believe continuous learning is the key to success for our students. Students are allowed to have no more than 1 day off monthly for any event that conflicts with arranged classes. Please submit a notice to our front desk staff at least 7 days in advance in order to be able to arrange a makeup session.
- No makeup class or refund to be arranged if there is not a notice received in advance as mentioned above.
- Makeup session – a makeup session is to be scheduled within 2 months. It is considered forfeit if a student cannot arrange a makeup session within 2 months’ time. It is also expected that the makeup class may not fit in student’s progress.
- All Summer Program classes must makeup before the end of the summer of that year.
- All festival Program classes cannot be postponed or made up with other regular classes.
- Admin fee – an administration fee will occur under the condition that a student is unable to attend a class which has already started for his or her own personal reasons.

School Refund Polices and Procedures

Refund Policies

1. In case of school closure prior to the commencement of a course, our school will refund in full the course fees collected to pupils immediately.
2. If a course cannot be operated according to the arrangements specified in the school fees receipt and pupils decline the revised arrangements, our school will refund in full or on a pro-rata basis the course fees collected to pupils within one month after the pupils have requested for course fees refund.
3. If a course cannot be operated on the date or at the time specified in the course leaflet and pupils decline the revised arrangements, our school will refund in full or on a pro-rata basis the course fees collected to pupils within one month after the pupils have requested for course fees refund.
4. In case of cessation of a course after its commencement, our school will refund pupils the course fees collected on a pro-rata basis within one month after the cessation of the course.
5. In case of any refund, our school will charge a 50% of the remaining balance amount as an administrative charge.

Refund Procedures

1. Our school will inform pupils of the refund arrangement either over the telephone or in writing. For pupils aged below 18, their parents or guardians can proceed with the refund procedures on pupils’ behalf.
2. Our school will refund pupils in accordance with the policies stated above.
3. When processing the refund, our school will not take away the school fees receipt originals. Upon receipt of the refund, pupils or parents should sign to acknowledge the receipt.
4. The refund will only be paid in cheque.

Statement on Photography and Videography

Meadow English will occasionally take photographs and videos of students and employees with as little disturbance to the class or center environment as possible. Such photographs and videos may be published, and viewed by the general public, in hard copy, via electronic media or on the website. If you object to your or your child’s photograph being published or wish to restrict its use, please notify us at meadowenglish@gmail.com containing the following information:

- 1)Your or your child’s name 2)Your contact number 3)Which center you or your child attends

Disclaimer

- All participants enrolled in activities at Meadow English do so at their own risk and the company is not responsible for any loss, damage, or injury to students, their family members, and third parties as a result of participating in these activities.
- We update our Privacy Statement from time to time without prior notice. We encourage you to check our Website at www.meadowenglish.com occasionally to ensure that you are aware of the most recent terms.
- In case of disputes, Meadow English reserves the rights of final decision, including suspending, terminating or changing details of The Activity and its terms and conditions without prior notice.