

Terms and Conditions

The student and parents agree not to reproduce or show to any other person, in whole or in part, any of the test review or counselling materials distributed by iStudy Learning Center without the prior written consent of iStudy Learning Center. The foregoing prohibition includes without limitation the disclosure of any information, written or oral, obtained from iStudy Learning Center instructors or personnel.

School Admissions

- iStudy Learning Center reserves the right to refuse the admission of any student who, in its opinion, is detrimental to the general welfare of the school.
- iStudy Learning Center reserves the right to discontinue a student's enrolment at any time for poor attendance, non-payment or underpayment of tuition, disruptive behavior, or any behavior that is disrupting of the school operations or other students' learning.
- iStudy Learning Center operates a "first-come first-serve" and confirmation-by-payment policy in allocating teaching schedules and reserves the right to release any reserved lessons that have only been verbally confirmed or have passed confirmation deadline. Full payment must be received prior to the indicated deadline.
- The lessons at the given times, there will be no additional re-scheduling or refund for the lessons.
- At iStudy Learning Center, we believe that students work and learn best in small group. It is our policy that each class is limited to a maximum of eight students in order to maintain an intimate classroom environment.

Class Reservations

- To ensure your enrolment and schedule confirmation for any courses or lessons, please settle your payment 48-hour prior to the start date or confirmation deadline.
- Students MUST pay for all lessons before attending class. Should a student come to a lesson before payment, iStudy Learning Center reserves the right to preclude the student from attending the class. To avoid such situations, please ensure payment prior to attending the lessons.
- iStudy Learning Center reserves the right to change the class teachers for courses / individual lessons / private group as seen appropriate without prior notice and to cancel any lesson as deemed necessary.

Cancellation Policy

- All cancellations must be made by the authorized person who has an account with iStudy Learning Center 48-hour prior to the class date. In the case of children taking lessons, it is the parent or guardian who is the client. Students aged below 18 cannot cancel lessons. A signed request from the authorized person is needed before the cancellation can be confirmed.
- No refunds or make-up classes will be offered if a student misses the classes due to personal affairs with the exception of illness with medical certificate as a proof. Parents and students should ensure that the schedule is satisfactory before confirming and paying.
- Please inform us as soon as you know you cannot attend a lesson/course due to illness. If you can provide a medical certificate, your payment for the lesson will be refunded or a make-up class will be scheduled.

Adverse Weather Conditions

If the local storm warning signal No. 8 or above, the notice of extreme conditions after super typhoons, or the black rainstorm warning signal is/will be* in force at or after the following times, classes will be suspended as follows:

At or before 11:59am	All lessons before 2:00pm will change to Zoom lessons	If student is not able to join Zoom lesson, such lesson can be re-scheduled at a later time.
Between 12nn and 2pm	All lessons between 12:00nn and 5:00pm will change to Zoom lessons	
Between 2pm and 5pm	All lessons between 3:00pm and 7:30pm will change to Zoom lessons	

* As advised by the Hong Kong Observatory and the Government respectively.

* Even if the local storm warning signal No. 8 or above, the notice of extreme conditions, or the black rainstorm warning signal has been cancelled before the class commencement times.