

Terms & Conditions

A. Enrolment

- Enrolment is on a first-come, first-served basis, is subject to availability, and allocation is based on receipt of payment.
- For Annual Programme, a minimum of 4 students is required to commence a class and the teacher-student ratio is 1:8 for PN to K3 and 1:10 for P1 to P6 levels.
- For Short-Term Programmes, a minimum of 4 students is required to commence a programme and the teacher-student ratio is 1:8 for K1 to K3 and 1:10 for P1 to P6 levels.
- Placement confirmation is sent via email, unless otherwise stated.
- Outing details and confirmation will be sent via email to parents/guardians at a later time upon enrolment
- Enrolment deadline is 14 days before commencement of programme.
- JEMS Character Academy reserves the right to discontinue a student's enrolment at any time due to non-payment of tuition in part or in full.

B. Payment

- Payment must be settled within 3 business days of receiving the invoice.
- All course fees must be paid before the student commences classes with JEMS Character Academy.
- All course fees are non-refundable once the student's enrolment has been confirmed. Exceptions to this policy are under JEMS discretion.
- JEMS Character Academy reserves the right to alter tuition fees, discounts, or promotional offers at any time without prior notice. No refund or credit will be offered for any discounts or promotional offers missed or forgone.
- Promotional offers cannot be used in conjunction with one another.

C. Course Cancellation & Withdrawals

- JEMS Character Academy reserves the right to cancel a course if student enrolment does not meet the minimum number of students required to start a class, or for any reason we see appropriate. In such cases, a full refund for the course or any remaining classes will be issued.
- JEMS Character Academy reserves the right to change the instructor for any courses and make-up sessions as deemed appropriate or necessary. JEMS is not required to provide prior notice for such arrangements.
- In the event of dispute, JEMS Character Academy reserves the right of final say in matters of refund, rescheduling, and cancellation.

D. Attendance & Make-up Session Arrangements

- Available make-up class options within the same week will be provided to the parent or student only upon prior request for Annual Programmes only. JEMS Character Academy will not accommodate a make-up session request for notifications given on the day or after the scheduled class. JEMS Character Academy does not guarantee that the proposed time slots will suit the student's schedule. All make-up classes will only be offered at the discretion of JEMS Character Academy. Make-up classes are non-transferrable between students or classes.
- For Annual Programmes only, in the unfortunate event of a child missing class due to an illness, upon submission of a recognized medical note by a medical doctor, JEMS will be able to offer credit for the class missed, limited to credit up to 2 classes per term per student (Term 1: Sep-Dec, Term 2: Jan-Mar, & Term 3: Apr-Jun). Credit will be held and is valid for up to 1 year from the date of the missed class. Credit is not transferrable and cannot be redeemed for cash.
- We regret to inform that no refunds, credit, postponements, or make-up classes will be provided for Short-term Programmes or Online Classes missed by the student.
- In the event of dispute, JEMS Character Academy reserves the right to exercise final discretion.

E. Premise Guidelines (In-person & Online)

- Both students and parents are required to wear non-slip socks before entering. In the event that students do not have socks, socks are available for purchase at JEMS.
- Students are not permitted to bring food for consumption outside of class times.
- Students are expected to have devices ready and prepared for JEMS classes to be held on Zoom.
- An adult or guardian is also expected to be present and readily available throughout the lessons for safety reasons as well as for the assistance of learning for younger children.
- JEMS Character Academy is not responsible for any technical or internet connection-related difficulties of third party devices.
- In the event of dispute, JEMS Character Academy reserves the right to exercise final discretion.

F. Arrangement for Inclement Weather Conditions

- For all students, programmes will be cancelled when Typhoon Signal 8 or above or Black Rainstorm Signal is in force two hours before the scheduled start time of the class.
- In cases when such weather signals are lowered two or more hours before the scheduled start time of the class, students are expected to attend class as usual.
- No refunds or make-up classes will be provided for enforced closures due to inclement weather conditions.

G. Privacy

- Unless notified in writing by the parent or legal guardian, we reserve the right to use the work, photos, sound recordings and videos of our students for JEMS materials including newsletters, website, Facebook, Instagram, brochures and flyers.

- JEMS Character Academy is committed to ensuring the privacy and security of the personal data it holds. We aim to meet this commitment by implementing the principles and requirements of the Personal Data (Privacy) Ordinance of the HKSAR. By voluntarily choosing to provide your personal information through our enrolment form, you are permitting JEMS Character Academy to store, maintain, process and use this information in accordance with this statement, for purposes such as sending information in regards to our products and services, events, promotions and other activities which may be of interest to you. It is entirely voluntary for you to provide your personal information. However, failure to do so may result in our inability to process your requests fully and to provide facilities and services. Personal data supplied to JEMS Character Academy will be kept confidential and are accessible only to teachers and staff providing services to you. We will also take all reasonably practicable steps to erase your personal data that are no longer required for the purposes for which the data were originally collected. You are entitled to request access to and correction of your personal information, and to review the privacy policy of JEMS Character Academy by contacting us.

H. Parental Consent

- Upon enrolment and by agreeing to the Terms & Conditions, parents/legal guardians give consent for their child to undertake activities with JEMS Character Academy during this course, including participation of outdoor learning activities and field trips organised by JEMS Character Academy during or outside class time.
- Parents and legal guardians are responsible for arranging appropriate transportation or pick-up for students to and from JEMS Character Academy or third party premises for outing purposes.
- Parents and legal guardians are solely responsible for the safety of the students before and after class.
- In case of serious accidents when immediate medical care is required, children will be sent to the nearest hospital. By accepting JEMS Character Academy's terms and conditions, you have given us your consent for us to do so.

I. Liability

- JEMS Character Academy shall not be liable for any loss, expense, damage, delay, costs, or compensation, whether direct, indirect or consequential, which may be suffered or incurred by the student arising from or in any way connected with JEMS Character Academy.
- JEMS Character Academy shall not be held responsible for personal injuries, accidents, losses and damages incurred by the student while at JEMS Character Academy premises or any other place where the said company courses are being held.
- JEMS Character Academy will not be liable in cases where JEMS Character Academy is unable to fulfil any services to which they are contractually bound because of fire, natural disaster, act of government, failure of suppliers or subcontractors, labour disputes or other reasons that are beyond JEMS Character Academy's control.

J. Rights

- All JEMS Character Academy's materials are strictly limited to use by our current and past students and must not be reproduced, republished, distributed or otherwise exploited in any manner without prior written consent.
- JEMS Character Academy's name, logo and all related trademarks are the property of JEMS Education (HK) Limited and cannot be used without written consent.