

# Terms & Conditions

## Enrollment Confirmation & Payment of fees

- Imperial Academy operates a “first-come-first-served” and confirmation by payment policy.
- Students are required to settle payment 7 days prior to the start date to ensure enrolment and schedule confirmation for any lessons.
- Payment is based on four, eight or twelve classes per month.
- Imperial Academy reserves the right to change tutors or cancel any class as deemed necessary without prior notice.

## Withdrawal Policy

- No refund will be given to students  
If a class is missed due to sickness, a medical certificate must be submitted through our Application within 1 day or the missed lesson will be eligible for the make-up policy.

## Make-up Classes

- Imperial Academy can arrange make-up classes only for children who miss their regular class either through their sickness or school activities or school interviews. Imperial Academy cannot arrange make-ups for other reasons.
- Imperial Academy must be informed at least one day in advance and in writing of classes to be missed so that Imperial Academy can schedule the make-up classes and inform our teachers. Classes missed without proper notice will not be made-up later.
- A maximum of 25% lessons may be rearranged per month, regardless of the reason for the rearrangements. Make-up classes must be taken within the month and cannot be carried over to the next month.
- If our available dates for make-up lessons do not match your child’s availability, Imperial Academy cannot guarantee a replacement class. Space available is on a first come, first served basis.
- Imperial Academy cannot reschedule a missed or pre-arranged make-up class.
- Make-up classes cannot be accumulated to offset the tuition fees for the following month.

## Photos and Other Media

- Due to the proprietary nature of our courses, photos and videos may only be taken with the written permission of Imperial Academy.
- Imperial Academy reserve the right to use photos, videos, and/or sound recordings of children and their work for teacher training, curriculum, and/or promotional purposes, unless otherwise informed by you in writing.

## Withdrawal from Imperial Academy

- Imperial Academy assume that your child will continue with classes from month to month unless you notify us otherwise in writing.
- Imperial Academy require 20 days’ written notice prior to the date your child is leaving, or fees and any kind of deposit will be charged as usual.

## Disclaimer

- Imperial Academy takes all reasonable steps to provide continuity of services. Imperial Academy feel sure you will understand, however, that Imperial Academy cannot be held responsible for any interruptions caused by circumstances beyond our control. If our services are disrupted, cancelled or delayed, every effort will be made to resume normal service as soon as possible.

**Remarks: These terms and conditions are subject to change at any time without prior written notice from Imperial Academy.**