



VICTORIA (CARMEL-ON-THE-HILL) PLAYGROUP TERMS AND CONDITIONS

1. Admission:

Admission to Victoria (Carmel-on-the-Hill) Playgroup (“COTH”) will only be confirmed after registration. Acceptance into COTH does not guarantee a place for Victoria Educational Organisation’s Pre-Nursery or Kindergarten.

2. Attendance:

If your child cannot attend any class, please inform the centre administration directly by phone or email before the class time. Parents should take their child’s temperature before arriving at the centre for class; if the child’s temperature runs over 37.5°C or 99.5°F, the child should stay home and not attend class. If your child feels sick or shows symptoms of any communicable disease, please keep your child at home and inform the centre. Children have to fully recover and present a doctor’s certificate before coming back to class. This is to ensure that he/she has ample time to rest, and to avoid the spread of viruses.

No make up class will be provided.

3. Calendar and Centre Hours:

The centre calendar and centre hours are provided on the centre’s website at <https://www.victoria.edu.hk/en/carmel-on-the-hill.php>.

4. Accompanied by an Adult:

Each child must be accompanied by an adult at all time to playgroup classes. Only one adult per child is permitted into centre premises. It is suggested that a child is accompanied by a parent or their usual caregiver to ensure that the child feels safe in a new environment.

5. Attire and Other:

All playgroup children must wear their centre aprons and will wear indoor shoes during classes. All personal items should be clearly labelled with your child’s name. Children should not wear necklace, bracelet, trinket or other similar ornaments as such can be potentially dangerous and the centre will not be responsible for any losses. Aprons can be purchased from the centre and the price is not included in the monthly fee. Adults accompanying children are required to wear clean socks within the centre premises.



6. Fee and deposit:

All school fee shall be paid in advance. Information will be provided upon registration.

7. Holidays:

Should any student take holidays outside the official centre holidays, parents should inform the centre officially by letter or via email at least one week before the departure. No make-up class will be provided.

8. Health and Safety at the centre:

(a) Medical Declaration and Disclosure: Parents must complete the confidential Medical Record and Authorization for Emergency Situations Form upon registration giving full details of any known medical condition, health problem or allergy affecting the child, or any concerns about the child's safety. At all times whilst the child attends the centre, parents must inform the centre immediately in writing if the child develops any known medical condition, health problem or allergy, becomes unable to take part in any activities or has been in contact with infectious diseases.

(b) Illness / Accident at the centre: In the event of illness or accident at the centre requiring medical attention, the parents will be informed immediately. If urgent medical attention is required, the student will be taken to the nearest hospital while accompanied by a caregiver. For minor bruises or scratches, our teachers are trained to administer first aid.

(c) "Learning with Food" activity: During this activity, the child will use various kitchen utensils, equipment and small appliances during this activity and the teacher will demonstrate on the demonstration table with kitchen equipment, appliances and use cooktops as well as the oven. As such, children come into contact with, and handle raw, cooked and processed food items which may contain allergens. These items include meat, nuts, dairy, gluten, and other food ingredients.

Parents should notify the centre any medical condition, health problem or allergy in accordance with clause 8(a) above and unless we have received your notification in writing prior to the snack time, "Learning with Food" activity or other cookery class, we will assume your child does not have any allergy or medical conditions.

9. Notice of Withdrawal:

To withdraw by the end of the month, written withdrawal notice must be provided in advance to the administration on or before the third (3rd) working day of that month (Sunday and Public Holiday excluded). Failure to submit the withdrawal notice within the first 3 working days will result in the notice being effective on the first day of the following month.



10. Student Badge:

Each student will be supplied with a badge. This must be worn by parent/caregiver at all times when in the centre. There will only be one adult allowed on the premises with each child.

11. Personal belongings:

Parents shall be reminded to take care of their personal belongings in the campus. The lockers at the shoe-changing area are available for use by parents. Parents using the lockers shall be reminded to properly keep the keys. In case of missing keys, Campus administration staff shall inform Campus Head, and use the spare key to open the locker in the presence of the concerned parent. All expenses incurred therefrom shall be borne by the parent.

12. Photos, Video and Audio Recordings:

Upon registration, you agree to allow the centre the right to use photographs and video/audio recordings taken by the centre for internal and external purposes, including brochures, newsletters, social media and the website: <https://www.victoria.edu.hk/>. Some of them may be used in educational research reports or for promotional purposes. If you do not want your child's photograph or videos to be used, you must inform the centre in writing. It is the policy of COTH to use such photography and video/audio recording in a responsible manner.

13. Tropical Cyclone or Heavy Rainstorm Signals:

We adhere to guidelines set by Hong Kong Education Bureau (EDB) when typhoon and rainstorm warnings are announced.

Weather Conditions and Actions:

Tropical Cyclone Warning Signal No. 1 is issued – Centre will operate as normal.

Tropical Cyclone Warning Signal No. 3 or above is issued – Centre will be closed.

Tropical Cyclone Warning Signal No. 3 is replaced by Signal No. 1 or when all signals are cancelled – For the p.m. session, the centre will resume as normal if the signal is lowered before 10 AM.

Rainstorm Warning Signals and Actions:

Amber Rainstorm Signal – Unless the EDB has made a special announcement on closure of centres, centre will operate as usual.

Red or Black Rainstorm Signal – The centre will be closed.

If Typhoon Signal No.3 or above or the Red or Black Rainstorm Warning Signal is issued during centre hours, centre will continue until the end of normal centre hours and children and parents will remain in centre until conditions are safe to depart.

No make up class will be provided if the centre is closed due to tropical cyclone or heavy rainstorm signals.



14. Security: Closed-circuit Television (CCTV) System

A CCTV system has been installed on campus with cameras at prominent locations. For the overall safety of the campus and personal safety of the children, such CCTV system will record the video footage which will be handled in compliance with the Personal Data (Privacy) Ordinance (PDPO) and any applicable laws in Hong Kong.

COTH respects personal privacy of each individual and will not disclose or transfer the video footage to any third party unless each individual recorded in such video footage gives an express consent to us or if any applicable exemptions under the PDPO apply (e.g., COTH may, in accordance with the exemptions under section 58(2) of the PDPO, disclose the information to the law enforcement agencies for the prevention or detection of crime). Any data access request must be made to the Campus Head in accordance with the PDPO. Please note that the Campus Head shall or may refuse to comply with a data access request in the circumstances specified in section 20 of the PDPO.

15. Limitation of Liability

To the maximum extent permitted by law, COTH and all our employees, directors, officers, agents, shareholders and affiliates shall not be held liable for any and all losses, injuries, claims, damages and liabilities arising from or related to the child's attendance at COTH or use of the centre's facilities, other than any liability for death or personal injury resulting from negligence by COTH or its employees, directors, officers, agents, shareholders or affiliates. Our liability to you for loss or damage of any kind (including loss or damage caused by negligence) is reduced to the extent that you cause or contributed to that loss or damage.

16. Miscellaneous:

- (a) All our materials and curriculum information are strictly limited to current students at COTH. Reproduction of our materials in any form is strictly prohibited.
- (b) We have a strictly no gifts policy in place at our centre for staff members.
- (c) Please refrain from hiring our staff to provide private tutoring for your child.
- (d) The centre reserves the right to amend these Terms and Conditions at any time and from time to time by giving one month's prior notice or, in the case of urgent situations, immediately.

This document has been translated into Chinese. If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.