

FAUST INTERNATIONAL YOUTH THEATRE TERMS AND CONDITIONS PEAK SCHOOL PROGRAMMES

REGISTRATION

- To register for a Faust programme you can:
 - Complete a paper registration form (available from the Faust Office or online at www.FaustWorld.com) and return it by hand or post to the Faust Office (5th Floor, Nan Dao Commercial Building, 359 & 361 Queen's Road Central, Sheung Wan).
 - Complete a registration form, scan and email to Info@FaustWorld.com.
 - Complete our online registration form at www.FaustWorld.com.
- Applicants will be taken on a first-come-first-served basis and will only be given on receipt of payment.
- Payment can be made by:
 - Cash (in person) or cheque (made payable to **Faust International Ltd**). Post dated cheques will not be accepted.
 - Bank transfer (with a copy of the transfer receipt).
 - Paypal (we can email you the link).
 - Credit card (Visa or Mastercard) in the office.
- For term-time workshops, existing members receive priority on applications submitted on or before the priority registration deadline. Additional places are then allocated on a first-come-first-served basis.
- Children who have not paid will not be allowed to attend our workshops.
- All of our workshops are divided according to age. Children need to be the required age or turning that age in one calendar month from the first workshop.
- For all programmes confirmation of acceptance will be sent by email within 14 days of receipt of the registration form.
- If no places are available, you will be informed and placed on a waiting list.
- If you do not receive an email confirmation or hear from us within 14 days of sending your application, please contact us on 2547 9114.
- Receipts are available upon request and will be sent by email.
- Our preferred method of communication is by email and all workshop communication is done this way. You can opt out of receiving any additional marketing material by emailing Info@FaustWorld.com.

CANCELLATIONS

- In the case we are unable to place your child then your payment will be returned within 14 days (via bank transfer).
- We make all effort to ensure there are no changes in terms of location, times or leaders but in case of unanticipated conflicts, a suitable replacement option will be offered. No refunds will be made in such cases. We will inform you by email or by phone of the change as soon as possible.
- In the unlikely event we are unable to run a class we will give you as much notice as possible, and the option to transfer to another group or a full refund will be offered.
- If we consider a student to be unsuitably placed, we reserve the right to withdraw the student and issue a full refund.
- Requests to withdraw your child should be made in writing and will be subject to an administration fee. For term time workshops, notice is to be given 14 days in advance of the first day of workshops with a HK\$600 administration fee.
- Refunds, make up classes or credit notes cannot be made in any event once workshops have started.
- Due to the nature of our workshops it is not possible to offer make-up classes.
- Refunds, make-up classes or credit notes due to extreme weather and other unforeseen circumstances are not possible.

WEATHER

- All workshops will be cancelled in the event of Typhoon Signal 8 or higher, or red or black rain warning if hoisted at 6am.
- At times a typhoon increases in intensity or a rainstorm signal is raised while the children are at school. In the case of a Typhoon 8, Red or Black rain storm warning is raised before the workshops have commenced workshops will be cancelled. In both cases we follow the school's policy that children will remain in school until conditions are safe for them to return home. This means students will not be released until the warning has been removed and buses are authorised for safe travel.
- For groups that run within school premises we are obliged to follow their specific policies and will update you as needed by email.
- No refunds, make up classes or credit notes will be made in in the case of cancelled workshops due to weather.

WORKSHOPS

- Children are to meet at a collection point before the workshop and will be escorted to the workshop space.
- After the workshop, children are dismissed and are responsible for getting to their classrooms.
- If a child is unwell or unable to attend for any reason, please call 2547 9114 or email Info@FaustWorld.com.
- All participants registered in Faust programmes and workshops do so at their own risk and the company is not responsible for any loss, damage, or injury to students, their family members, and guests as a result of participating in these activities. In the case of a medical emergency, your child will be transferred to the nearest government hospital using the Hong Kong Emergency Medical Unit.

PHOTOGRAPHY & MULTIMEDIA

- Completion of the registration form implies consent to the use of photographs, video and sound recordings of your child in workshops for quality control purposes. If you do not consent, please call 2547 9114 before completing the form.

DATA PRIVACY

- Faust International Limited takes data privacy very seriously and we handle all our customer data in accordance with Hong Kong laws and ordinances. If you would like to opt-out of additional marketing information please contact us on Info@FaustWorld.com

We reserve the right to amend our terms and conditions without prior written notice.

Updated: 31 August 2018