

## TERMS AND CONDITIONS AND ACTIVE KIDS PRIVACY POLICY

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### A. **REGISTRATION & FEES**

- Spaces are allocated on a first-come-first-served basis, all registrations should be submitted through the **ONLINE REGISTRATION SYSTEM** and **NO WALK-IN ENROLMENT** will be accepted on-site.
- No reservation or enrollment by phone or email is accepted. Places will only be reserved when the online registration and payment is completed.
- All registration must be completed through the online registration system accurately. If you have any problem while putting in the registration, please contact the Active Kids office (Tel: 2872-1204/2872-1205 Email: [activihp@hku.hk](mailto:activihp@hku.hk)) for assistance.
  - o Office Hours: Monday – Friday at 9am – 6pm (excluding public holidays)
- Registration fees must be paid through the online registration system by using Visa/Master card. No cash or cheque payment will be accepted unless special arrangements were arranged by our Administrators.
- Email confirmation to confirm the place will be sent to participants once the registration is accepted. Please contact us at 2872-1204/2872-1205 or [activihp@hku.hk](mailto:activihp@hku.hk) if you do not receive the automatic response generated by the registration system.
- Please bring along the email confirmation to the first class of each course for verification.
- All payment is **NON-REFUNDABLE** and **NON-TRANSFERABLE**.
- Participants wishing to join a programme mid-way through, please contact our administrator in advance.
- Active Kids Sports Club shall have the final authority to reject any registration if there are any discrepancies between the child's skill level and the class selected, age limit and the course requirement, even if payment has been settled.
- Active Kids Sports Club reserves the right to change course times, venues and dates at its discretion. Parents will be notified of any changes in advance whenever possible.
- Active Kids Sports Club reserves the right to cancel courses due to insufficient enrolments. All efforts will be made to place participants in a similar course.
- By submitting this enrollment, YOU ACKNOWLEDGE THAT YOUR ELECTRONIC SUBMISSIONS CONSTITUTE YOUR AGREEMENT AND INTENT TO BE BOUND BY AND TO PAY FOR SUCH ENROLLMENTS AND TRANSACTIONS. YOUR AGREEMENT AND INTENT TO BE BOUND BY ELECTRONIC SUBMISSIONS APPLIES TO ALL RECORDS RELATING TO ALL TRANSACTIONS YOU ENTER INTO ON THIS SITE, INCLUDING NOTICES OF CANCELLATION, POLICIES, AND APPLICATIONS.

## **B. CANCELLATION AND ABSENCES FROM CLASS**

- Please be aware of the time slots of the different classes and choose the most appropriate course time and date carefully in order to avoid conflicting time schedules. Any request for course withdrawal after confirmation is issued is not allowed and **NO REFUND** can be made.
- No refund will be made, unless a class is cancelled due to insufficient numbers. No refund or credit will be given for a student who misses a session for any reason.

## **C. REFUND POLICY**

- All payment, credit voucher, in addition to unused credit balances are **NON-REFUNDABLE** and **NON-TRANSFERABLE**.
- All the unused balances of vouchers are non-transferable and cannot be returned for a cash refund (except as required by law).
- The Active Kids Sports Club is not responsible for any risk of loss of the code of credit voucher.
- In the event of bad weather situations or an increasing trend of influenza cases, the session/s may be cancelled and credit voucher will be issued.
- Participants will be offered credit vouchers for class cancellation due to bad weather and NO REFUND will be made.

## **D. WEATHER POLICY**

- In the event of bad weather situations or an increasing trend of influenza cases, the session/s may be cancelled and credit voucher will be issued. Guardians will be contacted via SMS text message at least 45 minutes prior to session commencement if cancellation is to be made.
- Participants will be offered credit vouchers for class cancellation due to bad weather and NO REFUND will be made.
- When black rainstorm signal or Typhoon Signal 8 or above is raised, all sessions will be automatically cancelled. Classes will resume **three(3)** hours after the lowering of the black rainstorm or Typhoon Number 8 warning. Credit voucher will be arranged if class cancelled due to black rainstorm signal or Typhoon Signal 8 or above.

## **E. CAR PARKING, DROP OFF AND PICK UP POLICY FOR NON-MEMBER**

### **FLORA HO SPORTS CENTRE**

- **NO PARKING** is available. Public transportation is recommended.

### **STANLEY HO SPORTS CENTRE**

#### **WEEKENDS**

- **NO PARKING** is available on Weekends. Public transportation is recommended.
- Parents or guardians who drive and need to drop off or pick up their kids **CANNOT** come inside the Sports Centre or stop at the front gate.

## WEEKDAYS

- Due to the limited number of car parking spaces, car parking spaces cannot be reserved and are available on *first come-first serve basis*. No cars are allowed to park in the Centre if the car park is FULL or the CSE staff or receptionists deem the car park to be at capacity.
- Drivers must inform the receptionist of the course which your child is attending and must leave the Centre within 15mins after the class is finished.
- Please walk over to the reception at the front entrance to pay the parking fee before going to your car to leave, in order to reduce congestion at the main gate.
- Active Kids Sports Club has the right to refuse entry to any driver found violating the regulations of the Stanley Ho Sports Centre, or under any circumstances the Active Kids Sports Club deem appropriate.
- Parents or guardians can drop off or pick up in the Centre for a maximum of 10mins. If 10mins is exceeded, you are required to pay the parking fee.

## **F. PARENT AND GUARDIAN RESPONSIBILITIES**

- Children will meet at the venue mentioned in the programme details. We recommend parents and guardians of children under the age of 8 to remain on site for the duration of the class.
- Once the session is complete, guardians will be required to pick the students up from the same designated spot.

Children and guardians shall obey the rules and regulations governing CSE facilities.

## **G. PHOTOGRAPHY AND MEDIA CONSENT**

- Active Kids Sports Club may use photos or videos taken during sports classes for use in promotional materials and on our website. These photos or videos will not be passed onto third parties. If you do not wish us to use photos or videos that include your children, please contact us.

## **H. COLLECTION OF PERSONAL DATA**

- The personal data you provide in this form will be used for your application, admission to the program, education and general marketing purposes. We will also provide you with further information about our programmes / courses. You always have the right to request us to stop using your personal data for marketing communications to inform you of our programs by sending a written unsubscribe request to Active Kids Sports Club at any time. All reasonable steps will be taken to ensure that data will be kept secure against unauthorised access, loss, disclosure or destruction in line with the Personal Data (Privacy) Ordinance (Cap. 486).

## **I. LIABILITY WAIVER**

- I hereby affirm that my child is in good physical condition to exercise. His/her participation is purely voluntary and in no way mandated by The University of Hong Kong. Also, I understand that I can stop his/her training anytime if he/she has any discomfort or even without any particular reason. In no event shall The University of Hong Kong, its officers, employees, or agents be held liable for any injury, death, or property loss which we may suffer during the activities if caused by either our own negligence, inadequacies in health and fitness or by accident.