



GABBY'S CLASSROOM

EDUCATIONAL SERVICES

PROGRAM POLICIES

2024/25

SICKNESS POLICY

- If your child is experiencing cold or flu symptoms or is displaying similar symptoms, they are not to attend class.
- If your child requires medication to control their symptoms or fever, they are not to attend class.
- If your child has a positive test result for Covid-19 or any coronavirus types, they are not to attend class until after a negative test result.
- If you need to be called to pick up your child during class due to illness, there will be no refund or make-up class.
- Your child may resume classes 24 hours after their last dose of medications or when they are well enough to participate fully.

PAYMENT POLICY

- Programs are subject to 5% GST.
- All class fees are due at the beginning of each semester. If your current package does not have enough credit for the term, you will be sent an invoice to top-up your on file credit.
- Payments can be received by cash, e-transfer to info@gabbysclassroom.com, or online by credit card.
- If payment is not received by the due date, we reserve the right to suspend your child's lessons until payment is made.

CANCELLATION POLICY

All cancellations must be made in writing via WhatsApp, WeChat or email to info@gabbysclassroom.com.

- Individual Classes:
 - Cancellation with 1 weeks notice - 100% refund
 - Cancellation due to sickness with 24 hrs notice - Make-up class in the same or subsequent term
 - No notice - No refund or reschedule
- Group Classes:
 - Cancellation with 1 weeks notice - Make-up class in the same term
 - Cancellation due to sickness with 24 hrs notice - Make-up class in the same term
- Camp Days:
 - Cancellations with over 6 weeks notice: 100% refund
 - Cancellations with 6 weeks notice: 75% refund
 - Cancellations with 4 weeks notice: 50% refund
 - Cancellations with 2 weeks notice: No refund

ATTENDANCE & TIMELINESS POLICY

- Individual Classes:
 - Students must be in class within 15 minutes of the program's start time. Late arrivals will result in cancellation of the class without a refund.
 - Class time will not be extended for late arrivals, as we have students scheduled immediately after each other,
- Group Classes:
 - Students must arrive on time and be collected promptly to avoid disrupting the class and affecting the learning experience for others.
 - A \$15 charge will apply for every 15 minutes that a student is collected late, as staff are compensated for the additional time spent supervising late collections.

TEACHER COVERAGE POLICY

If your child's regular teacher is unavailable, a suitable substitute will ensure learning continuity. While consistency is our aim, a specific teacher cannot be guaranteed. No refunds/rescheduling will be issued when a substitute is available.