

# Refund/Withdrawal Policy

Kuei Luck Enrichment Center is dedicated in providing the best possible service to all that is involved. Therefore, please keep in mind that we hire our staff, purchase our supplies and books, and sign rental agreements all well in advance. We have given our commitment to our vendors and staff members and we want to honor it. With that in mind, we have created a balanced refund policy that takes both the needs of our families and the needs of Kuei Luck into consideration.

It is Kuei Luck's policy that no tuition is refunded after any program has started unless otherwise specified below. There is no refund or reduction of fees for the discontinuation of any program due to, but not limited to, acts of God, natural disasters, acts of war, terrorism, fire, pandemic or epidemics. There is also no refund or reductions of fees for any child who is removed from a program due to poor behavior or has been deemed unsafe. Any students requiring a refund due to illness or injury must provide proof.

## Afterschool

1. Prior to the start of the program – Full tuition is refundable less \$20 processing fee.
2. **In between months – No refunds.**
3. Unused deposit is refundable only if a **2-week notice** in writing is provided for withdrawal and under circumstances below :
  - a) Monthly - If using deposit to pay for final month, no administrative fee is collected. Otherwise the deposit paid, less \$20 administrative fee, will be refunded.
  - b) Bi-yearly – Used months tuition using full monthly rate plus \$20 administrative fee will be deducted from amount paid.
  - c) Yearly – Used months tuition using full monthly rate plus \$20 administrative fee will be deducted from amount paid.
4. Without the 2 weeks' notice in writing, deduct 2 weeks tuition from the deposit.
5. Afterschool cancelled due to weather will be reimbursed, only if there is no makeup day, at a rate of \$10 per cancelled day.

## Chinese School

1. Prior to the start of the program – Full tuition is refundable less \$20 processing fee (registration fee, textbook and insurance fee are not refundable).
2. After program starts – 80% of pro-rated tuition of remaining class (registration fee, textbook and insurance fee are not refundable).

## Statewide Test Prep

1. Up to two weeks prior to the start of the program – Full tuition is refundable less \$50 processing fee.
2. Once registered, the Trip Fee is non refundable and cannot be pro-rated.

## Enrichment / Test Prep / Mock & Review

1. Prior to the start of the program – Full tuition is refundable less \$100 processing fee.
2. After program starts – 50% of prorated tuition less \$100 processing fee \*  
\* Processing fee will be waived if refund is applied to other programs. All credits expire one year from issue date.

## Summer Camp / SHSAT Test Prep

1. Prior to 4/30 – 80% of Tuition
2. Prior to 5/31 – 70% of Tuition
3. Prior to 6/15 – 50% of Tuition
4. Students who are mandated by NYC DOE to go to summer school – 80% of Tuition (must provide proof)
5. No refunds after 6/15 and programs start

*\* A \$500 non-refundable deposit is required otherwise, your child's application will not be processed.*

*\* Full payment must be made prior to the end of early bird discount, otherwise discounts will be reversed.\* Insurance, books and registration fees are all non-refundable. (material fee is non-refundable after summer camp starts)*

*\* Missed days of camp otherwise not pre-arranged are not refundable and cannot be transferred.*

*\* Only one activity change will be honored PRIOR to the start of camp; a \$30 fee will be assessed for all changes thereafter.*

*\* No activity change AFTER camp starts.*

### **ALL REFUND CHECKS WILL TAKE 2-4 WEEKS TO PROCESS**

In the event of any claim, controversy or dispute arising out of or relating to this Refund Policy or the breach thereof, Kuei Luck Enrichment Center, Inc. shall be entitled to recover its reasonable attorneys' fees and costs if it prevails on all of the claims, or most of the claims asserted.

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# 还款/退费规则

快乐教育中心一直致力於良好教育与服务品质, 以获得最高荣誉。因此, 在退费时有些固定费用, 恕不能退还 (如教材费, 纸张、保险.....等等.), 不便之处敬请见谅! 由於以上原因, 我们将退费细节, 以合理并考虑各家庭须求, 制定退费规则。

快乐教育中心将遵循下列各服务课程退款条例退款。如自然灾害、战争、恐怖活动、火灾、流行病.....等不可抗拒原因, 或因学生行为不良, 对其他学生造成人身安全, 或影响其他学生学习而被勒令退学者, 恕不退款。如因受伤或疾病退学, 需提供证明。

## 课後辅导班:

1. 开学前 - 扣除 20 元手续费外, 餘额全部退还。
2. 开学後 - 当月费用概不退还。
3. 退学者必须於二个星期前以书面提出申请, 押金退还如下:
  - a) 月付 - 如使用押金来支付最后一个月学费, 不收行政费用, 否则, 扣除 20 元行政费後, 退还餘额学费。
  - b) 半年付 - 以原价学费, 扣除已用服务月份和 20 元行政费後, 退回餘额学费。
  - c) 全年付 - 以原价学费, 扣除已用服务月份和 20 元行政费後, 退回餘额学费。
4. 少於二星期, 以书面提出申请退学者, 须扣除**两星期学费**。
5. 如公立学校因天气停课或补课, 我校将依据教育局决定一致执行。如学校没有安排补课, 将每次退费 10 元。

## 中文学校:

1. 开学前 - 扣除 20 元手续费後, 学费全部退还 (保险费、教材费、报名费概不退还)。
2. 开学後 - 未完成的课堂费, 按 80%比例退还 (保险费、教材费、报名费概不退还)。

## 州考试冲刺班:

1. 开课两周前 - 扣除手续费 50 元後, 餘额全部退还。
2. 报名後所有课後活动费用, 恕不退费。

## 周末加强班/各项考试准备班

1. 开课前 - 扣除手续费 100 元後全部退还。
2. 开课後 - 未完成的课堂费, 按 50%比例退还, 再扣除手续费 100 元\*。  
\* 如退款用於其他课程, 可免扣手续费。退款转存账户, 一年内有效。

## 夏令营特殊高中冲刺班:

1. 4/30 以前, 学费按 80%比例退还。
2. 5/31 以前, 学费按 70%比例退还。
3. 6/15 以前, 学费按 50%比例退还。
4. 纽约市 教育局指定参加学校 暑期班的学生 - 学费按 80%比例退还 (需提供证明)。
5. 6/15 後和开学後, 所有学费恕不退还。  
\* 报名时需支付\$500 押金, 否则不受理报名申请。该押金不可返还, 将抵作部分学费。  
\* 优惠截至日前须支付全部费用, 否则取消相关价格优惠。  
\* 所有保险费、教材费、报名费, 概不退还。(下午活动费用, 开学後恕不退還)  
\* 任何缺课日费用, 不会退还及转为其它用途。  
\* 夏令营任何活动开学前可更换一次, 第二次或以上更换将每次收费 30 元。  
\* 夏令营开课後任何活动不可以更换。

## 所有退款支票 将于 2 - 4 星期 处理

因本退款政策或其违反而引起任何与本退款政策有关的索赔、争议或纠纷时, 如果 Kuei Luck Enrichment Center, Inc. 就整体或大部分的索赔要求均胜诉, Kuei Luck Enrichment Center, Inc. 有权要求对方赔偿其支出的合理的律师费和其他费用。

Name: \_\_\_\_\_ Signature: \_\_\_\_\_ Date: \_\_\_\_\_