



Cayman
Learning
Centre

Knowledge for academic success, confidence for life.

POLICIES AND PROCEDURES

Please read the below policies and procedures carefully!

I General Policies

1. The Centre is open for during business weekdays (during school commencement) from 12:00pm to 9:00pm.
2. The Centre will be closed for business during all Public Holidays.
3. No food or drink is allowed in the educational areas of the centre except for water in a sealable container. Snacks may be consumed in the Centre's reception area prior to the commencement of any learning session.
4. Students will be asked to wait quietly before and after their learning sessions in the Centre's reception area. As respect to the students currently in learning sessions, the noise level in the waiting room must be kept to a minimum.
5. We are not responsible for students leaving the Centre's premises at own will.
6. The Parent or Guardian is responsible for promptly notifying the Centre of any change in contact numbers, addresses, or person pick-up information.

II Billing, Learning Session Booking and Collection Policies

1. Booking for learning sessions is made monthly in advance, on a first-come first-served basis.
2. The Centre will issue monthly invoices on the 15th of each month, for learning sessions to take effect in the following month.
3. Learning session bookings will take effect upon the payment of our monthly invoice. To ensure session continuity from one month to the next, the monthly payment must be received by the Centre on or prior the due date listed on the invoice.
4. The payment can be made by cash or cheque payable to Cayman Learning Centre.

III Cancellation, Refund, and Missed Class Policies

1. All requests to cancel or change the pre-agreed timing of any learning session(s) must be made in writing. Such requests must be received by the Centre seven (7) days prior to the affected learning session(s). There are no make-up sessions if 24 hour notice has not been received.
2. The fees paid relating to any missed learning session(s) will not be refunded or carried over to the next learning session(s) unless appropriate notice is received by the Centre as outlined above.
3. The fees paid relating to any learning session(s) cancelled by the Centre due to inclement weather will not be refunded or carried forward to the next learning session(s).
4. No refunds or change of pre-agreed timing of any learning session will take effect in the event of tardiness.
5. The Centre reserves the right to cancel and terminate this Agreement at any time and without any further notice for failure on behalf of the Parent or Guardian and/or Student to abide by any of the terms and conditions outlined herein.
6. The Parent or Guardian may at any time terminate this Agreement provided that a formal notice is received by the Centre at least seven (7) days in advance of such termination. The Parent or Guardian agrees that he/she is responsible for any outstanding fees owed to the Centre as of the effective date of such termination.

IV Weather Conditions Policies

1. Learning programs are held even if the weather does not look agreeable. If it is necessary to cancel a class due to inclement weather, we will advise you in advance.
2. The Learning Centre will be closed if tropical storm warnings are issued by the Cayman Islands Government for the Grand Cayman area. The centre will be reopened for business as soon as such warnings are discontinued.

V Pick-up and Drop-off Policies

1. All learning sessions commence promptly at their pre-agreed timing.
2. All students must be present for their learning session at least 10 minutes prior to the commencement of the session.
3. Students will be dismissed 10 minutes to the hour and will wait for pick-up in the Centre's reception area.
4. Students will be dismissed only to Parent or Guardian or persons identified on the New Student Registration Form, unless a written notice bearing the signature of one of the Parent or Guardian is received by the Centre. Such notice must identify the name of the pick up person in question.

VI Personal Possession Policy

1. Please ensure that the child's name is written in all front cover of their school books and texts brought into the Centre.
2. The centre is not responsible for any lost personal property, items left unattended during the course of the session, or any items left on the premises at the conclusion of any given session.

VII Health Policy

1. Any students displaying sick symptoms will be asked to stay home.
2. The Centre reserves the right to dismiss any student displaying such symptoms at no cost to the Centre.
3. The Parent or Guardian are responsible for notifying Cayman Learning Centre Ltd. of any medication the student may be taking and of any change in their medical condition.

VIII The Centre's Code of Conduct

1. Students must respect all of the Centre's staff members and follow all directions issued by our staff.
2. Students must respect one another.
3. Students must respect and maintain the level of cleanliness of the Centre.
4. Students will not deface any property belonging to the Centre. If such incident occurs, intentionally or not, the Parent or Guardian will be held responsible and billed accordingly for the replacement or restoration value of the damage caused by the student to the property in question.
5. The Centre will promptly contact and inform you of any violations of the above.

The Centre reserves the right to issue updates and amend any of the above Terms and Conditions as it is deemed necessary by the Centre.