

Bitstream Academy, LLC

Terms and Conditions

By enrolling in any course offered by Bitstream Academy, LLC, the student and/or his/her parents/guardians acknowledge and agree to our Terms and Conditions as specified below.

These terms of service ("Terms", "Agreement") are an agreement between Bitstream Academy, LLC ("Centre", "us", "we" or "our") and you ("User", "you" or "your"). This Agreement sets forth the general terms and conditions of your use of any of our products or services ("Services").

Bitstream Academy, LLC reserves the right to update and change the Terms and Conditions at any time.

1. Course Enrolment:

- a. Course enrolment for student is only confirmed when the registration is completed and registration fee is paid.
- b. Bitstream Academy, LLC reserves the right to update curriculum content as deemed appropriate or necessary.
- c. Promotional codes cannot be used together with other existing or ongoing promotions.
- d. All courses purchased are non-refundable.
- e. No refund will be processed for any missed classes.
- f. All payments must be settled promptly within seven (7) days from date of invoice. Where any amount due to Bitstream Academy, LLC or part thereof remains unpaid after the due date, the School reserves the right to charge interest on the overdue amount at the rate of 2% per month from the due date.
- g. A minimum of 1 calendar month withdrawal notice in writing is required.

2. Lessons and Fees:

- a. The class fee is payable before the 7th of each month.
- b. The fee is based on 4 classes a month. The following schedule changes are in effect:
 - There will be no classes on 31 October to give children the opportunity to Trick-and-Treat. This class will not be rescheduled since there are already 4 classes in October.
 - There will be no class on 26 December. The class will be moved to January, when there will be 5 classes.
 - There will be 5 classes in April to make up for any missed classes.

2) Lesson Cancellation:

- a. The minimum number of students required for a class to be confirmed is 4. In the event the minimum number of students is not met, Bitstream Academy, LLC will notify parent/guardians 3 days prior to the class starting. We reserve the right to cancel the class if the minimum number of students is not met, in which case the course fee and registration that was paid will be refunded in full.
- b. If a class needs to be canceled due to unforeseen circumstances (for example inclement weather), an alternative class will be scheduled.

3. Covid-19 Policy

- a. Should national COVID-19 regulations prohibit in-person classes, all physical classes will be shifted online by default, except for courses where course-specific learning outcomes may not be delivered in an online format.
- b. Credit notes with 1 year's validity will be issued for courses that cannot be shifted online. Refunds will not be issued or processed.

4. Safety of Students

- a. It is the responsibility of parents/guardians to inform Bitstream Academy, LLC if the student has any medical conditions that may require special attention.
- b. In the event of a serious accident that may require immediate medical attention, Bitstream Academy, LLC might bring your child to the nearest clinic/hospital. By enrolling in Bitstream Academy, LLC, you have given us consent to do so and parents/guardians will be notified immediately.
- c. In the event where a student causes damage to any Bitstream Academy, LLC's property, the parents/guardians will be notified and are responsible to pay for the associated costs and damages (based on the market value) arising from the incident.
- d. Trainers will ensure students are protected from harm and discrimination during lessons.
- e. Parents/guardians must make sure of the class times and ensure that they pick children up on time at the venue.

5. Photograph and Film Materials

- a. Bitstream Academy, LLC may take photographs/video recordings of the class and its students and/or parents/guardians for educational, training and promotional purposes.
- b. Patents may decline for photographs taken to be published in the consent questionnaire.