



**SHICHIDA  
AUSTRALIA**

# Enrolment Form

## Student and Family Information

Name of Child	(First name)	(Last name)
Date of Birth		
Gender		
Name of Parent	(First name)	(Last name)
Suburb/Postcode		
Mobile	(Mother)	(Father)
E-Mail Address		
Home Phone	( )	

<b>OFFICIAL USE</b>
Date:
Staff init:
Phone / In Person:
Comments:
SYS -
BILL -
TT -

## Other Information

How did you hear about us?

- Internet (Google/other search engine or online directory) -> Details: \_\_\_\_\_
- Social Media (Facebook/Instagram)
- Media (TV/Newspaper/Radio) -> Details: \_\_\_\_\_
- Friends -> Name of family/parent/child: \_\_\_\_\_
- Others -> Please provide more details: \_\_\_\_\_

## Availability

Campus (please circle) **VIC:** Chadstone Doncaster Glen Waverley Highpoint **NSW:** Chatswood Parramatta

Time/Day	Mon	Tues	Wed	Thu	Fri	Sat
0930					0900	
1100					1030	
1300 (VIC) 1330 (NSW)					1200	
1430 (VIC) 1500 (NSW)						
1630						

For your reference - first payment:

- Enrolment Fee: \$80.00 (non-refundable)
- Program Fee: \_\_\_\_ x \$60.00 or \_\_\_\_ x \$77.00 (Primary School Program)
- Admin Fee \$50.00 (applicable for all alternate forms of payment)
- TOTAL: .....

## Payment

Card No.:

Name on Credit Card ..... VISA/MASTER

Exp Date ...../..... CVC..... Signature.....

## Agreement

By enrolling, I hereby:

- Confirm the above information is accurate and true
- Agree to follow and adhere to the policies, terms and conditions stipulated by Shichida Australia P/L
- Authorise the automatic processing from the above account for Shichida Australia P/L to debit amounts from this account each term in full, inclusive of additional fees and charges where applicable, when due.

Name..... Date..... Signature.....



## Shichida Australia Pty Ltd (SAPL) Policy Statement

### Terms and Conditions:

#### 1. Personal Information

SAPL will protect the personal information we collect about you and your children by maintaining physical, electronic, and procedural safeguards. We will not disclose any of the above information that we collect to affiliates or third parties without your consent.

You will notify SAPL of any changes to your information provided on the enrolment form.

You give permission to SAPL to use the email address provided to contact you regarding account issues and updates with service newsletters and information.

#### 2. Communication

SAPL recognises and has established email as an official means of communication. Information on classes and enrolments will be communicated via email with notices and reminders provided within the centres and online via the **Shichida Australia Current Families** Closed Facebook group.

Urgent communications will always be carried out via phone or written communication.

It is the responsibility of customers to ensure that contact details are up to date and to notify SAPL promptly if communications are not received. Please note that blocking or unsubscribing for email communications will affect SAPL's ability to communicate about your enrolment. If contact details are not up to date or emails are blocked, we may not be able to enrol or continue the enrolment process for your child.

#### 3. Offer of Placement

To secure a placement in class students are required to enroll in a minimum of:

- 7 classes per term for weekday classes
- Full term or 1 away date for Saturday classes
- Coupon classes to be used within 2 terms of purchase date (classes are subject to availability)

The \$80 waitlist fee will only be refunded if the student has not been offered the class requested within 12 months of payment being made. It is your responsibility to promptly contact SAPL to enrol in the offered class. The class offered will be held for only 24 hours. Failure to notify SAPL after you have been offered a class will result in you losing priority. If a class has been offered twice and you have not made contact with SAPL within 24 hours, you will be effectively removed from the waitlist. It is your responsibility to inform SAPL of any schedule change. It is your responsibility to contact SAPL to put through a request to be put on the waitlist for additional days and times. Refusing a class offer will forfeit your right to ask for a refund. Change of mind within 12 months of payment will incur a \$20 administrative fee. Once you enrol after being offered a placement, the waitlist fee will roll over to cover your enrolment fee.

#### 4. Payment

You understand the automatic payment plan with SAPL.

You understand that only informing a SAPL staff member of the intent to register without complete registration and program fee payment will not hold a student's placement. Full payment must be received at the time of registration. Commencement of classes is upon payment of classes.

You understand the SAPL fee schedule and agree to pay all fees incurred. You agree to pay any relevant additional charges including, but not limited to, late fees and price increases.

For re-enrolment each term, SAPL will send an email to notify all customers 2 weeks prior to the date of debit. Payment for the following term will be processed between week 5 and week 7 of each term. It is your responsibility to check your email about payment schedule.

It is your responsibility to make sure that there are sufficient funds in your account on the due date. Should your payment be dishonoured, the amount remains due and payable. In addition, an administrative fee of \$20.00 will be charged for the failed or late payment. If payment has failed after 3 attempts, the system will release the students' spot and it will be offered to those on the waitlist.

Subjected to approval, any exception made for any other form of payment plan - will incur a \$50.00 admin fee per term per child (includes coupon classes).

You will inform SAPL of any payment detail changes 7 days in advance prior to each deduction.

#### 5. Discounts

The current discounts are as follows:

5% Sibling Discount – If you have more than one child attending Shichida classes (must enroll for minimum of 7 classes per child)

5% Referral Discount – If you refer a friend and they enroll for full term, will be applied to your following term fees (must enroll for minimum of 7 classes per child)

5% Multi-Class Discount – If you are paying for your child to attend additional classes each week ie. one in English and one in Mandarin, you are eligible for the Multi-Class discounts (must enroll for minimum of 7 classes per child, per course)

Please note that maximum discount is 10% per child

#### 6. Parents/Guardians

Only one parent/guardian can be accommodated per child in attendance. Guardians must be aged 18 years and above. SAPL does not assume any responsibility for the well-being and safety of minors who are left unaccompanied by a parent/guardian on all Centre premises. If a parent or guardian leaves the Centre premises, they must fill out the Indemnity form.

#### 7. Equal Opportunity, Diversity and Anti-discrimination

SAPL is committed to creating an environment which is free from discrimination and where all persons are treated with dignity, courtesy and respect. Victimisation, vilification and harassment are also unlawful and will not be tolerated by SAPL. This policy applies to all parents, students and staff.

All students and staff at the SAPL have the right to learn and work in an environment free from discrimination. SAPL will strive to provide a fair and safe learning and teaching environment, where all students, parents and staff have equal opportunities.

In accordance with relevant anti-discrimination laws, it is unlawful to discriminate against students, parents and staff, on the basis of "protected attributes" such as a person's sex, race, disability, accent or age. Both direct and indirect discrimination are prohibited, as well as victimisation, disability harassment and vilification.

#### 8. Suspension of Students

SAPL reserves the right to suspend students/families for non-payment of tuition or inappropriate conduct. We expect all students, parents and teachers to treat each other with respect and consideration.

SAPL reserves the right to release a student's spot in the class if the student is absent 4 consecutive weeks without any prior arrangement/notification made with the centre. The remainder of the term fee will be refunded.

#### 9. Siblings

To ensure that SAPL offers the best educational environment for all families, siblings under 2 years of age are permitted to attend the class providing there is minimal disruption to the class. Instructors reserve the right to request parents remove siblings if a disruption occurs.

Siblings above 2-years-old or multiple siblings are not allowed to attend class.

#### 10. Cancellation of Instruction/Change of instructor

Tel: 1800 FUN N GROW URL: [www.shichida.com.au](http://www.shichida.com.au) Email: [enrol@shichida.com.au](mailto:enrol@shichida.com.au)

VIC: Level 4, Suite 4002, Westfield Doncaster, Office Tower, Doncaster, VIC 3108 VIC: Suite 4007, Level 4, Highpoint Shopping Centre, 120-200 Rosamond Road, Maribymong VIC 3032  
VIC: Level 3, Central Tower, Chadstone Shopping Centre, 1341 Dandenong Road, Chadstone, VIC 3148 VIC: Unit MM09, The Glen, 235 Springvale Road Glen Waverley, VIC 3150

NSW: Level 1, 29 Albert Avenue, Chatswood, NSW 2067 NSW: 1/7 Hassall Street, Parramatta, NSW 2150

SAPL reserves the right to withdraw any course or level of instruction, or to change an instructor for any lesson at any time without notice or liability.

For any classes in Mandarin/Japanese, in the event of absence of instructor due to illness or personal emergencies, the class may be conducted in English.

In the event of absence of instructor due to illness or personal emergencies replacement classes will be offered and no refund or credit will be offered.

#### 11. Absences

There can only be a **maximum** of 2 replacement classes per student in any one term.

All absences (for both usual classes and replacement classes) are to be reported **prior to the commencement of class**. If absence is reported late or a 3<sup>rd</sup> replacement class is to be rescheduled a medical certificate is required.

In the event that you have reported an absence and circumstances have changed and you are able to attend class, the class is subject to availability.

All replacement classes must be attended within the term and in addition to the student's regular scheduled class. Replacement classes cannot be scheduled into the regular scheduled class.

Replacement classes are subject to availability and **no refund or credit** will be given in the event that you cannot attend the times offered. Booked replacement classes may also be rescheduled by SAPL in the event that the replacement class is taken by another student permanently. Customers will be contacted in advance with alternate replacement class times.

There is **no refund or credit** given for classes missed.

Reporting of absence can be done via email (absence@shichida.com.au) or by contacting us via telephone.

There will be no rescheduling in the event that:

- You do not report your absence within the stipulated time.
- You do not attend the replacement class scheduled.
- You do not book in within the stipulated time.

You agree to inform SAPL of any absence as soon as possible.

You agree to keep your child from attending the Program should they be suffering from any infectious or contagious diseases. SAPL reserves the right to deny entry to any student arriving at the Centre with demonstrated symptoms.

Exceptional circumstances such as lessons missed following the closure of school due to an event outside Shichida Australia Pty Ltd control (e.g. Pandemic, flooding etc.) will not be made up for or refunded.

#### 12. Withdrawal from classes

The **Centre Manager** must be notified in **writing** of your intention to withdraw. Please contact your centre for the Centre Managers direct email address.

A minimum notice period of 4 weeks must be given prior to the next payment date if that payment is to be stopped. Otherwise, the next term fee will be deducted in full and a \$20 processing fee will apply. Any refunds will incur a \$20 cancellation fee.

A minimum notice period of 4 weeks must be given during the term if a refund of unused classes is requested. A \$20 processing fee will apply.

Refunds can take up to 10 business days to process.

#### 13. Price increases

A notice period of 4 weeks will be given in writing of any price increases. The new fee will not be debited by SAPL until the notice period of 4 weeks is given.

#### 14. Photos and Videos

No photos/videos can be taken during class. In the event that SAPL is made aware of this breach of conduct, SAPL reserves the right to expel the student/family. No technology is to be used in class by the parent or guardian, this includes smart watches.

#### 15. Intellectual Property

The work and materials that we provide to you in carrying out the Services contains material which is owned by or licensed to us and is protected by Australian and international laws (Materials). We own the Intellectual Property rights in the Materials including but not limited to copyright which subsists in all creative and literary works incorporated into our Materials.

You agree that, as between you and us, we own all Intellectual Property rights to our Materials, and that nothing in these Terms constitutes a transfer of any Intellectual Property rights in our Materials, except as stated in these Terms or with our written permission.

Your use of our Materials does not grant you a license, or act as a right to use any Intellectual Property in the Materials, whether registered or unregistered, except as stated in these Terms or with our written permission.

You must not breach our Intellectual Property rights by, including but not limited to:

- (a) altering or modifying any of the Materials
- (b) creating derivative works from the Materials
- (c) using our Materials for commercial purposes such as on sale to third parties.

This clause will survive the termination of these Terms.

#### 16. Changes to conditions

The above terms and conditions may be changed at the discretion of management.

<b>To be completed by SAPL:</b> Shichida Australia Pty Ltd has received \$_____ for Enrolment and/or Program Fees. Name of child: _____ Name of parent: _____ Date Received: _____ Name/Signature of authorised personnel: _____  Details of 1 <sup>st</sup> class: (Campus) Highpoint/ Chadstone / Doncaster/ Chatswood / Parramatta (Date) _____ (Day) _____ (Time) _____ (Door Code) _____	<b>Term Dates:</b> <b>VIC 2020:</b> Term 1: 28 <sup>th</sup> January to 30 <sup>th</sup> March 2020 (9 weeks/ 8 weeks for Mon classes) Term 2: 14 <sup>th</sup> April to 29 <sup>th</sup> June 2020 (Mon- 9 weeks/ Sat- 10 weeks, Tues/Wed/Thurs/Fri- 11 weeks) Term 3: 3 <sup>rd</sup> August to 10 <sup>th</sup> October 2020 (10 weeks) Term 4: 12 <sup>th</sup> October to 19 <sup>th</sup> December 2020 (10 weeks/ 9 weeks for Mon & Tue classes) <b>NSW 2020:</b> Term 1: 28 <sup>th</sup> January to 9 <sup>th</sup> April 2020 (11 weeks/ 10 weeks for Mon/Fri/Sat classes) Term 2: 28 <sup>th</sup> April to 4 <sup>th</sup> July 2020 (10 weeks / 8 weeks for Mon classes) Term 3: 20 <sup>th</sup> July to 26 <sup>th</sup> September 2020 (10 weeks) Term 4: 12 <sup>th</sup> October to 19 <sup>th</sup> December 2020 (10 weeks)
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