

Terms and Conditions

By enrolling in any course offered by iGNICA, the student and/or his/her parents acknowledge and agree to our Terms and Conditions as specified below. We reserve the right to update and change the Terms and Conditions at any time.

* Class refers to holiday camps, weekly workshops, one-time workshops.

Enrolment

- The student's enrollment is only confirmed when registration on our online system and payment are complete.
- iGNICA reserves the right to change instructors, course fee, course duration and curriculum content as deemed appropriate or necessary.
- The minimum number of student's required for a class to be confirmed is 3. iGNICA reserves the right to cancel a class 7 days before the class commences if the number of students is below the minimum requirements, in which case the course fee will be refunded in full. iGNICA will notify the Parents/Guardians either by phone call or in writing.

REFUND POLICY

- All camps are fully prepaid prior to the camp commencement date.
- Once you have confirmed your holiday camp by making payment, no cancellations or refunds will be allowed including for late arrival or early departure of camp.
- You are allowed to change your holiday camp to another date or activity if 7 days' notice is give but subject to availability. Please see below for more clarification on changing your holiday camp.

CHANGING YOUR BOOKING

- You may make changes to your campdate or activity that you wish to attend.
- Changes can be made by emailing us with your change request at info@ignica.com up to 7 days prior to the holiday camp commencement date. This change is free of charge but subject to availability.
- In the event that you wish to change the activity you will undertake during the holiday camp to another activity, additional fees may apply if the cost of the activity you wish to change to is more than the cost of the activity you are currently confirmed to undertake.

Discipline and Safety

- If a student causes damage to iGNICA's property, Parents/Guardians will be charged based on the market value of the damaged item.
- Parents/guardians are solely responsible for the safety of the student before and after class. Students are welcome to arrive 15-min prior to the start of the class to settle-in, and should be picked up no later than 15-min after the class ends.

- It is the responsibility of Parents/Guardians to inform iGNICA if the student has any medical conditions that may require special attention.
- In the event of a serious accident that may require immediate medical attention iGNICA might bring your child to the nearest clinic/hospital. By enrolling in Saturday Kids you have given us consent and Parents/Guardians will be notified immediately.

Photograph and Film Materials

- iGNICA may take photographs/video recordings of student's and or Parent/Guardian taken during class for educational, training and promotional purposes.
- If you wish for you or your child(ren) to not be featured in any educational, training, promotional material, please send us an email at info@ignica.com

CHILD PROTECTION

- iGNICA is an equal opportunities employer and also welcomes all children regardless of their gender, ability, race or religion. Each child attending camp is of equal value and is entitled to equal access of opportunity.
- We operate a zero-tolerance policy to discrimination or bullying of any kind. iGNICA has legal obligations in relation to Child Protection. As a caring organisation, any suggestion of child abuse or neglect will be investigated and reported to an official agency.

CHILD EXCLUSION

- On rare occasions, a child proves incompatible with the general well-being of camp e.g. bullying, disruptive or aggressive behaviour, special needs not previously known by management, not potty trained.
- We reserve the right to exclude such children. No refund will be made for any remaining days booked, and any costs associated with the exclusion, will be the parent's responsibility.

PARENT FEEDBACK

- We aim to provide the best possible care for all children, at all times. Please tell other parents if you are happy with your experience!
- If you have concerns or suggestions, please tell us. We value your feedback and use it to develop and improve our services. Concerns should be raised initially with your child's Teacher or the iGNICA Manager who will attempt to resolve the issue to your satisfaction.