



# Kspace International Winter School 2019-2020

## Parental Acceptance of Terms and Conditions

Parents and Students are bound by the Terms & Conditions below. Please read through all pages thoroughly and then sign and date the authorisations on both the Parent and Kspace copies.

### Authorisations:

- I understand any failure by my child/children to follow the Code of Conduct may result in his/her/their participation at the School being terminated, without refund. Kspace reserves the right to withdraw any student at any time.
- Kspace is sensitive to those with allergies/special diets. However, I understand they cannot guarantee 100% safety within or without the School premises.
- Kspace reserves the right to make amendments or additions to any policies, emergency procedures, timetable/scheduling and curriculum content, and I will stay informed via the School Members' Web, or mail sent directly to me.
- There may be times when my child is taken outdoors onto the school rooftop for play. I give my permission for this and ensure that that I will provide adequate clothing.
- I authorize Kspace to act appropriately in a medical or natural emergency, including taking my child to hospital or seeking further medical aid if necessary.
- I understand that Kspace does not offer refunds/services in lieu or allow carry-overs, make-ups or transfers at all in Winter School.
- I authorize the Kspace team to take photos and video of my child and for the images to be used for updates, information and occasional media purposes (with respect for the rights of my child).

Signature of Parent or Legal Guardian:

Date:

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Kspace Representative:

Date:

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# Kspace International Winter School 2019-2020

## Terms & Conditions

### 1. Supply of Services

1.1. Kspace International School shall provide the Services to the Student subject to these Conditions below. By booking and paying fees you agree on behalf of yourself and the Student to be bound by these Conditions.

1.2. Bookings for all seasonal programmes are accepted at the discretion of Kspace International School for the named student and are not transferable to any other child, service or period.

1.3 The School welcomes all admissions applications but reserves the right to deny acceptance, and may decline to offer a reason.

1.4 Kspace reserves the right to request that new visit the school and take a paid trial, for observation and admittance purposes.

1.5 Visits and paid trials should be held before the official Winter (or any Seasonal School) dates. In the event that a parent requests a single day trial inside the official Seasonal School dates, this will be considered a regular booking and Kspace reserves the right to request the regular seasonal Membership Fee and Materials' Fee.

### 2. Payment of Fees

2.1 Parents/sponsors are required to pay Kspace International School Limited the fees and any additional sums for the provision of services prior to Student attendance.

2.2 We are unable to fully secure student places with deposits, part-payments or verbal/written requests for attendance or only the completion of our online booking form.

2.3 Failure to pay in full may result in the booking being cancelled by Kspace, or (if the period is in session) withdrawal of services for the Student.

2.4 Payment can be made by bank transfer or cash remittance. Unfortunately Kspace cannot accept credit card payments. See bank details at the bottom of this page:

<http://www.kspacetokyo.org/main/international/fees.php>

### 3. Cancellation

3.1 If you wish to cancel a Winter School booking for any reason you must do so in writing or by email to: Principal Juliet Rogove, Kspace International School. We do not accept notices via. phone, text or LINE for cancellations.

Note: Make-up days may be offered (within the Winter School period) if 2 days notice of absence is given in writing. Closure dates for Christmas Day and New Year's Day are not counted as office days and will not be counted as 1 day's notice in writing.

3.2 Fees are only refundable if cancelled by November 8th 2019. In this case there is still a 'Cancellation Charge' per booked student.

Note: Cash refunds will not be offered for any reason. If Kspace offers a refund the Parent will receive it to their bank (or sponsor). Any incurred bank/processing fees will be covered by the parent and deducted from the agreed refund amount.

## Winter School Authorisations

3.3 After November 8th 2019 all bookings and payments are non-refundable, regardless of the booked attendance dates or reason for cancelling. No services in lieu or credit will be offered. Monies are non-transferable.

Please refer to the dates below

Date of Cancellation	Charge
On or before November 8th 2019	20,000yen minimum charge
After November 8th 2019	*100% of Payment Retained by School

**\*Note:** If the retained monies include a Kspace or Saturday School Membership Fee, the family is entitled to use services as a Kspace member in the future for the named student.

## 4. Unused Attendance Periods & Make-Ups

4.1 Kspace does not send notification regarding your attendance dates to remind you when to bring your child. Parents are responsible for ensuring their child attends on booked and paid dates.

4.2 Failure to attend (with or without notifying the school) will result in loss of the booked day/days without refund, make-up or services in lieu.

4.3 If a student doesn't attend their full booked period and has unattended days at the end of the Seasonal Programme period, unfortunately the unused days/fee will be lost, without any notification from Kspace.

4.4 There are no refunds, part-payments, discounts etc. for late arrivals or instances when children might need to be collected early.

## 5. School Meal Cancellation (Summer & Spring School only)

5.1 Monday – Friday: Cancellation of prepaid catered meals (Monday to Friday) must be made directly to Kiwi Kitchen Caterers, who have their own policies regarding refunds.

5.2 Saturday – Kspace Saturday Catered Meal fees will be refunded if the Student is not present at the School and the School received cancellation of the attendance date at least 48 hours before.

## 6. Allergies

6.1 Children with any sensitivities/allergies/dietary restrictions must wear a special 'Kokomo Alert' T-shirt or sweat-shirt at all times, in their class colour.

6.2 Kspace is sensitive to the needs of families whose child/children have an allergy/allergies but (despite our best efforts) cannot guarantee the exclusion of all allergens from the School.

6.3 Neither meals provided by our caterer nor packed lunches sent in by parents in our community can be checked for allergens via spot checks or on a daily basis. In Winter School we only accept packed lunches and do our very best to warn parents of the Food Policies etc., but we do not check meals.

6.4 (Summer/Spring) Any special diet meal that is ordered from our caterer will arrive and be passed to the student with its contents unchecked. If the meal contains ingredients that parents do not wish their child to consume, Kspace cannot be held responsible.

6.5 Unfortunately, although we do our very best to instill safety measures and also keep classrooms allergen-free, it is not possible to ensure complete risk-free safety for children with allergies.

6.6 In Seasonal School periods we may be unable to plan cooking activities with special dietary needs in mind.

## 7. Outdoor and Rooftop Play

7.1 It's unlikely that your child will be taken off of the School premises for outdoor play or trips, especially if they under age 5 years. However, you are still required to complete the authorization on Page 1.

7.2 Children across all age groups will be taken on the roof to play when the weather and their schedule allow it. The roof is on the 4th floor of our building. It has a play area, an awning, fake-turf, sports and games equipment.

7.3 Children must have the required mobility to climb and descend the staircase without 1-1 adult guidance, but our youngest children will be assisted on a 1-2 or 1-3 teacher to student ratio, and the stairs have a child handrail.

## 8. Sickness Health Policy

8.1 Whilst your child is with us it is mandatory that you keep your mobile phone on and respond to any call from us.

8.2 If your child becomes sick or has a fever we cannot accept them at the school. Please call us immediately so that we may alert parents to possible contagion.

8.3 In the case of contagious sickness or disease we follow the guidelines laid down by the Tokyo Metropolitan Government. You may not bring your child back to us until a 5-day elapse period has passed. Calculations are complex so please contact us for more info.

8.4 If your child becomes sick whilst they are at Kspace you will be contacted and must return to collect them immediately please. They will be isolated from other students as much as possible whilst they are waiting, but unfortunately we do not have a dedicated sick room.

8.5 In the event of sickness or accident at school that requires basic first aid our first aid trained staff will act appropriately. In the event that we cannot, if it is an emergency we must be allowed to seek medical assistance, transport a child to hospital if necessary and act according to the circumstances of the incident.

## 9. Conduct & Behaviour

Teachers will use appropriate techniques for student guidance and behaviour management in our classroom.

9.1 All Students are expected to follow the school code of behaviour that is appropriate for their age group, including (but not limited to):

- Acting politely and respecting one another
- No biting, pushing, shoving, scratching etc.
- Cooperating with teacher requests
- Following the flow of activities
- Age-appropriate levels of independence re. tasks and self-management (including feeding and toilet times for older students)
- Understanding safety guidance

9.2 Kspace has the right to request that a student leave, at any time. In seasonal programme time this may be without any further attendance, shadowing, or meetings/consultation with parents.

9.3 Kspace does not have provision in seasonal camp times to care for children with special needs or who exhibit behaviour that requires attention outside the scope of the allotted teacher : student ratio.

9.4 We ask parents in our community to act respectfully and kindly to one another. Any family involved in disharmonious behaviour of any nature may be asked to leave.

9.5 Parents must send children to school with short nails that are well filed down please. We cannot accept children with sharp/long nails as they represent a safety and hygiene hazard and we cannot cut nails.

9.6 Parents are kindly asked not to take photos for video of a class or students other than their own without requesting permission beforehand.

## 10. Media Authorisation

10.1 I understand that Kspace occasionally records video footage for the purpose of mini-video creation and that staff members (or the photographer) takes photos of enrolled students for the purpose of communication to enrolled parents.

10.2 I understand that during seasonal programme periods there is no guarantee that videos will be created and edited, or regarding the frequency that photos will be released. It is an additional and welcome feature of the programme, and the School does its best to capture images, which must be done according to staff availability and without distraction to the main flow of the day.

10.3 Video and photo footage is not checked or screened in seasonal programmes to check that all enrolled children are featured, or the frequency that they might be featured.

10.4 Media may be distributed to members of the Kspace community but also used occasionally for school promotional purposes and on social media, for the purpose of increasing awareness of the school to a wider parent community.

10.5 I am aware that all photo files are available on the Kokomo Club Members' Web and I can save them (and the video links) whilst the seasonal programme is running. Once the seasonal password expires (in January 2020) I may not have access and the data will probably be wiped from the members' web to make way for new term information.

## 11. Toilet Policy

11.1 Kspace is an equal opportunities employer and we distribute tasks throughout the school to both male and female staff members, based on suitability, qualification and experience, as per Japanese Labour Law.

11.2 We have a strict set of rules and guidelines to make parents feel more at ease for children that require full assistance and monitoring regarding their toilet time. This involves extremely sensitive handling, an in-house training programme for teachers, plus two separate toilet policies (based on age and competence of the student)

11.3 The in-house code ensures each child's needs and rights are met, and the policy is available for parents upon request.

## Liability

Please do not send your child in with any personal items e.g. toys, comforters/blankies, pacifiers/dummies, beloved things etc. We do not accept these items.

Personal items need to be properly labeled and children must wear play wear or old clothing that is suitable to get messy and worn.

Kspace does not accept responsibility for loss or damage of items.

## School Closure/Force Majeure

In the event of a natural disaster (earthquake, typhoon etc) Kspace will follow recommendations by the Tokyo Metropolitan Government and other sources. If the School closes we will do our best to reopen and provide regular services as quickly as possible, however we are unable to offer refund or compensation for attendance periods that are lost.

## Emergencies

Every parent must be contactable whilst their child is with us at school. This is a mandatory requirement. Our emergency details are in your Starter Pack. Please ensure that each parent/guardian has the emergency contact details, evacuation area map, emergency SNS and all emergency related information stored. We also recommend that you print out a hard copy and keep it somewhere that you can access it, in case of a power-down/no communications situation.