

Hong Kong Speed Skating Academy Limited

香港速度滑冰學院有限公司

Sale and Refund Policy

銷售及退款政策

ENGLISH (英文)

1. All participants of a class held by the Hong Kong Speed Skating Academy Limited (hereinafter referred to as the Academy) must purchase the class through www.hkspeedskating.org or through communication with an Academy administrator. Unless explicitly stated, classes cannot be purchased through our ice rink partners or other parties. Currently, the following payment methods are accepted: 1) credit/debit cards (Visa, Mastercard, American Express, UnionPay, Discover), 2) Alipay, 3) Apple Pay. For training camps, equipment purchase, special services, or other events at the Academy's discretion PayMe and FPS may be accepted.
2. Classes must be purchased on www.hkspeedskating.org
 - a. Purchase of a class or class package is not interchangeable with other class packages at other locations or other programs other than what is explicitly purchased. For example, if a participant purchases a class package for Learn to Speed Skate @ DB Ice Rink, he/she may not exchange the class package or take classes at Learn to Speed Skate @ MegaIce using the same class package.
 - b. After purchasing a class package with an accepted payment method, you will be prompted to register student information in a Google Form. Without completion of the student registration form, student registration is incomplete.
 - c. After purchasing a class package, you will be added to a WhatsApp group according to the info provided on the student registration form, where you may communicate with the coaching team your anticipated attendance for a session and any equipment rental requirements.
3. One class purchase can serve for the registration of only one participant. One purchase cannot provide participation for two or more skaters. If you wish to register more than one participant, you will need to revisit the main page to make a separate purchase.
4. Purchase of a class package is refundable only if the skater has not attended a class in that package yet. If a skater has already attended a class after purchasing a package, all sales are final and non-refundable (regardless of reason). Full refunds and partial refunds must be requested through email to info@hkspeedskating.org. **A 5% service fee deduction is applied to all refunds.**
 - a. If the participant is tardy to the class, once checked-in, the participant is not entitled to any refund, full or partial.
 - b. If, during the duration of the class, the participant fails to abide by the Participant Code of Conduct (located on www.hkspeedskating.org, About Us > Our Policies), the participant is not entitled to any refund, full or partial.
5. In case of class cancellation, enrolled students will be notified no later than 2 hours before the start of class. Students are expected to participate in the next scheduled class if the class they intended to participate in is cancelled. Refer to www.hkspeedskating.org for the final, updated class schedule.
 - a. In case of a typhoon signal 8 or above, red rainstorm or black rainstorm two hours before the start of each class, classes will be cancelled. Enrolled students will be notified via email about class cancellation; a notice shall also be posted on the website and on the Academy's social media.

CHINESE (中文)

1. 報名香港速度滑冰學院有限公司的任何課程（以下簡稱本學院）必須通過 www.hkspeedskating.org 線上付款或與本學院管理員安排付款。除非本學院有明確說明，不可以通過本學院溜冰場合作夥伴或其他機構報名。目前接受以下支付方式：1) 信用卡/銀行卡 (Visa、Mastercard、American Express、銀聯)、2) 支付寶、3) 蘋果支付 (Apple Pay)。訓練營、器材銷售、特殊服務或其他本學院指定的特殊活動可以使用 PayMe 或者 FPS 付款方式。
2. 學員必須在本學院網站線上支付及報名：www.hkspeedskating.org。
 - a. 不能與其他溜冰場的課程或不一樣的課程套餐互換，除非有明確說明。例如，參加者報上短道速度滑冰初級培訓班@愉景灣冰場，不允許在任何情況下與短道速度滑冰初級培訓班@MegaIce 的課程套餐互換。



- b. 成功為某一個課程套餐支付後，您將會看到學員註冊的提示 Google Form（谷歌表格）。如未能按時提交學員註冊信息，學員報名流程並未完成。
 - c. 購買課程套餐之後，根據學員註冊表格信息，您會被加到一個 WhatsApp 群組，方便與教練溝通是租裝備的要求（如有）及預期出席的課。
- 3. 購買一項課程套餐只限一位學員報名。一次報名不能多過一名參加者參與。如果想要註冊多位學員，請到本學院網站再次單獨購買。
- 4. 成功購買課程套餐後，只能在學員還未在課程套餐包含的班出席情況下允許申請退款。如學員已經在課程套餐裡包含的班出席過，不允許學員在任何理由下申請退款。如需要申請全額或半額退款，請發送電子郵件到 info@hkspeedskating.org。所有退款均須扣 5% 的手續費。
 - a. 如果學員上課遲到並已報到，學員無權獲得任何退款。
 - b. 如參加者上課時不遵守行為守則（可在本學院政策網頁查詢），參加者無權獲得任何退款。
- 5. 如果本學院決定取消某一堂課，在那一堂課的前兩小時之前，學院會以發電子郵件方式通知所有註冊的學員。如學員打算參加的課已被取消，學員可以參加下一堂預定的課程。請在 www.hkspeedskating.org 查詢最終更新課程及活動時間。
 - a. 如上課前兩小時出現 8 號或更強的颱風警告信號、紅色暴雨或黑色暴雨警告，課程將被取消。已註冊的學生會通過電子郵件收到關於取消課程的通知；通知也應發佈在網站及學院的社交媒體上。

