

## **KCC Member Policy**

### **Article 1 PURPOSE**

The purpose of this policy is to establish organizational guidelines for providing better services to members of KCC.

### **Article 2 OPERATION POLICY**

Notification regarding any changes to operations will be announced on the website. The changes, consistent with the KCC's announcement, are in effect at the time of publication.

Any and all information uploaded on the website is subject to change, correction, or deletion without prior notice at any time at the discretion of KCC management. Please note that the website does not provide the latest information at all times.

### **Article 3 TERMS OF CONDITION**

- a) The contract is formed by paying the membership dues or course fees.
- b) By submitting the membership application or class registration form, you accept and agree to our terms and conditions.
- c) KCC must disclose the KCC Agreement to members and visitors in addition to the provision of membership and services.

### **Article 4 CLASS REGISTRATION POLICY**

- a) You must have a current membership or register for specific classes you wish to take if you are a non-member
- b) You must register prior to the start of your course. Based on the start date of the course, registration will be accepted for a set period of weeks or months.
- c) If you cannot attend the entire course due to special circumstances such as business trips, school events, and family vacations, you may register for partial courses at the time of registration (Only four times a year).
- d) If you register for classes a week after the class started due to personal reasons, a course fee may be calculated differently depending on your chosen course (This rule does not apply if you are a new student)
- e) A late fee will be applied to accounts more than seven days and fifteen days overdue; 10% and 25% of the past due balance, respectfully.

- f) Classes are subject to change at any time by the KCC, at its discretion, without prior notice. All classes are subject to cancellation if enrollment is insufficient.

#### **Article 5 TRIAL CLASS POLICY**

- 1) KCC Member
  - a) There is a \$5 trial class registration fee in addition to the price of a single class.
  - b) You CANNOT take the same class again.
  - c) If you register for the class, the \$5 trial class registration fee will be applied towards the course fee.
- 2) Non-KCC Member
  - a) Limit of four trial classes per course.
  - b) No refunds or credits will be given for missed classes, regardless of the reason for the absence.
  - c) Only 1 course will be allowed to take as a non-member. KCC Membership is required if you wish to continue taking the respective classes for more than 2 courses after 4 trial sessions.
  - d) Non-KCC Member rates will apply.

#### **Article 6 REFUND, CREDIT, DISCOUNT POLICY**

- a) KCC does not refund/discount a membership fee.
- b) If an individual class session needs to be cancelled due to instructor's personal reasons, KCC will give you a credit in the amount of your payment to be used for the next class.
- c) If KCC must cancel a class for any reason, KCC will give you a full refund or credit.
- d) If you withdraw your registration 24 hours prior to the first day of classes, KCC will refund all of the course fee you have paid less the processing fee (10% of the course fee).
- e) If you withdraw from a course after the first class has begun, you will receive the appropriate refund or credit corresponding to the date of dismissal minus the processing fee (10% of the course fee) and one class fee. Please note that the processing fee is non-refundable (10% of the course fee). You can take the refund in the form of Class Credits in your KCC account; the processing fee will not apply.
- f) If you withdraw from a course after the second day of classes has begun, no refund or credit will be given whether or not the member has attended class.
- g) The Class Credits (valid for only three months) cannot be transferred or assigned to any other person.

- h) You may request a refund at least 24 hours prior to the class in the form of Class Credits if you are unable to attend any courses for which you registered due to special circumstances such as medical emergencies, business trips, and school events. Please be sure to attach any supporting documents to substantiate your request, i.e. doctor's note and flight reservation ticket (Only four times a year).
- i) If you provide notice less than 24 hours before the start of the class or do not show up and provide no notice, no refund or credit will be provided.
- j) The amount of the refund/credit depends on the contract each instructor has with KCC. The amounts vary by class.
- k) Class discount only applies when the member has at least two or more credit points and the course fee is over \$50.00 (This discount only applies to the FULL CLASS REGISTRATION and does NOT apply to the partial class registration). Please refer to the Membership Agreement for all of the information on the class discount rate.

#### **Article 7 CODE OF CONDUCT AND DUTIES OF KCC MEMBER**

- a) Arrive before class starts so as not to interfere with class progress.
- b) Be courteous and respect the teachers leading the class and other members of the class you attend.
- c) Cooperate and work together to ensure that all members, including yourself, attend classes in a highly educational environment.
- d) If the member's individual language and behavior interferes with the use of the Center
  - d-1) KCC gives the member a primary notice in writing via mail.
  - d-2) If the problem behavior of the member who received the notice is not corrected, KCC may exclude the member from the class.
  - d-3) If the same problem occurs while taking other classes, the member may be excluded from all KCC programs, and the member will be banned from using the Center and joining the membership for 6 months.
- e) If any problems occur while taking classes, consult with the KCC staff and follow the instructions.
- f) Maintain a safe and clean learning environment and do not mishandle all facilities within KCC.