

Post-course Services (Please tick the appropriate box)

Service Item	Fee (HK\$)	Course
Kaptest Care	\$2,800	Live Course (90-day subscription): <input type="checkbox"/> GMAT Standard Online Course (90-day extension): <input type="checkbox"/> GRE Online <input type="checkbox"/> GMAT Online
Course Retake (For Live Courses)	50% of original course fee	Completed Course(s) Code: _____ Intended Retake Course(s) Code: _____

Method of Payment (Please complete in block letters)

- CHEQUE** : Cheque No.: _____ [made payable to **KAPLAN LANGUAGE TRAINING (HK) LIMITED**]
- CASH**
- EPS**
- BANK TRANSFER/FPS**
- CREDIT CARD*** : **VISA** **MASTERCARD** **AMEX**
- *Only payment with an amount over \$1,000 can be settled by credit card.

Card Holder : _____	Expiry Date : _____
Card No.: _____ - _____ - _____ - _____	Signature : _____
ENROLLMENT WILL ONLY BE RECOGNIZED WHEN ACCOMPANIED BY FULL PAYMENT.	

- I declare that all information provided in this form and all attached documents are, to the best of my knowledge, accurate and complete.
- I have understood and hereby agree to provide relevant proof of my academic qualifications and work experience upon request from Kaplan Test Prep and Admissions at any time.
- I consent that I will abide by all the Rules, Regulations, and Code of Conduct of Kaplan Test Prep and Admissions.
- I have read, understood and hereby agree to the terms and conditions stipulated on the brochure, enrollment form and on Kaplan Test Prep and Admissions website.
- I wish to receive Kaplan information by email in the future.

For EU Citizens only:

- I hereby give my consent to Kaplan and its associate bodies for their proper uses of my personal information in relating to my studying at Kaplan.

Signature: _____

Date: _____

FOR OFFICIAL USE ONLY:

P#: _____ S#: _____ OR#: _____
 HK\$: _____ App#: _____ Date: _____
 Handler: _____

Enrollment Policy

- (1) A completed enrollment form/order must be accompanied by FULL PAYMENT.
- (2) Kaplan Test Prep and Admissions reserves the right to cancel a course due to insufficient enrollment. Under such circumstances, Kaplan will facilitate a free transfer into another Kaplan course or provide a full refund within one (1) month of course cancellation.
- (3) Kaplan reserves the right to make alterations regarding course instructors, class locations, topic sequence and time allocated to each topic if necessary.
- (4) Course Acknowledgement will be emailed to students and guardians (if applicable) approximately three (3) working days prior to course commencement.

Identification Policy

- (1) Except Online Course, all students enrolling a course must hold a permanent HKID or a study visa. Kaplan reserves the right to verify student's identity whenever students are present for a course, using or making request of our services. This involves verification of student's contact information and showing of HKID card or passport. The identification document must be current and valid.
- (2) Under all circumstances, only the enrolled and paid students can attend our lectures or use the student supporting services.
- (3) Students who have entered the Kaplan premises will be bounded by Kaplan's terms and conditions.

Attendance & Video Catch-up Policy (Not applicable for Online Course students)

- (1) As email is the primary contact between Kaplan and students and guardians (if applicable), it is students' and guardians' responsibility to check their email regularly. Only urgent notice will be communicated by phone and/or WhatsApp.
- (2) It is students' responsibility to attend the course sessions according to the course timetable. Two (2) swaps for online video catch-up are allowed per enrolled course and request must be made three (3) working days prior to the session. The swap policy is only applicable to GMAT Standard Course.
- (3) Online video catch-up will only be valid on the reserved day for 24 hours and no re-swap is allowed.
- (4) Live lessons will be audio and video recorded. Upon enrollment, students shall give permission to the recording for internal use and online video catch-up.
- (5) The online video clips are copyright protected. They are solely available for student's viewings in person. No person shall sell, resell, transfer, sub-license, lease, assign, lend, rent, or otherwise redistribute the online video clips to any third party.
- (6) Kaplan does not warrant the quality of the online video clips. They are offering on the "status quo" basis. Therefore, some occasional interruptions or signal errors may occur within the viewing period.
- (7) Attendance Certificate is only issued for students who have attained 80% or above of attendance record. Official attendance certificate may be requested for a fee of HK\$50 per copy.

Course Materials

- (1) All course materials are to be collected in person, accompanied by an official receipt. Distributed materials (e.g. books, CDs, online accounts) are non-refundable.
- (2) Students are responsible to bring course materials and corresponding equipment to course sessions and practice tests. No materials or equipment are available for borrowing.
- (3) Distributed materials (e.g. books, CDs, online accounts) are non-refundable.

Online Course

- (1) Online Courses are non-transferrable and non-refundable, and not eligible for cancellation and alteration of subscription start date, regardless of time spent on the course and whether you have accessed to the course.
- (2) Online Courses will be using Kaplan online resources.
- (3) Activation of online account (Online resources) takes three (3) working days. Do not choose a start date that falls on weekend or Hong Kong's public holiday. Inappropriate start date chosen will be postponed to the earliest start date available without notice.
- (4) Course materials will be in digital copy. Copy-righted, downloadable for once only and non-printable.

Online Assets Account (OAA)

- (1) The online assets account (OAA) only applies to GMAT Standard Course, GMAT Online Course and GRE Online Course.
- (2) The OAA lasts for six (6) months from the date of issue. All contents and information will not be able to be retrieved once the account expires.
- (3) The OAA links to one (1) primary email address. No change of primary email address is allowed once the OAA is issued.
- (4) For students who retake the course, the OAA will not be re-issued or extended.
- (5) The OAA will be activated within three (3) working days after course commencement.

Course Retake (For Live Courses only)

- (1) Course Retake Services are non-transferrable and non-refundable.
- (2) Course retake is not inclusive within the Combo Package. Students enrolled with the Combo Package must purchase the course retake for each of the course within the Combo Package.
- (3) Course Retake can only be redeemed once per purchase within one (1) year.
- (4) Course Retake Services can only be purchased within one (1) month from the completion date of original enrolled course.
- (5) Course Retake will NOT include course materials. Students may purchase the materials at applicable fee.
- (6) Enrollment policy applies to Course Retake Services.
- (7) Course Retake is subject to the approval from Kaplan Test Prep and Admissions and dependent on seat availability.

Kaptest Care

- (1) Kaptest Care is non-transferrable and non-refundable, and not eligible for cancellation and alteration of subscription start date, regardless of time spent on the service and whether you have accessed to the service.
- (2) Kaptest Care can only be purchased within one (1) month from the completion date of original enrolled course.
- (3) For Live Courses:
 - a) Kaptest Care provides 90-day subscription of online catch-up video via Kaplan e-Learning platform. Activation of subscription takes three (3) working days.

- b) The online video clips are copyright protected. They are solely available for student's viewings in person. No person shall sell, resell, transfer, sub-license, lease, assign, lend, rent, or otherwise redistribute the online video clips to any third party.

(4) For Online Courses:

- a) Kaptest Care provides 90-day access extension. Request must be submitted to Kaplan three (3) working days before the completion date of the enrolled online course.
- b) The online video clips are copyright protected. They are solely available for student's viewings in person. No person shall sell, resell, transfer, sub-license, lease, assign, lend, rent, or otherwise redistribute the online video clips to any third party.

Transferral, Withdrawal and Refund Policy

- (1) All transferral, withdrawal and refund requests must be submitted to Kaplan at least 14 working days before the paid course commencement date.
- (2) All requests are subject to an administration fee of HK\$300 per request.
- (3) No refund nor withdrawal requests are permitted for GMAT Exam Drill and GMAT Combo Package.

Score Guarantee Scheme

If students cannot obtain an official GMAT score of 655 upon completion of the GMAT Combo Packages courses with a 100% attendance in real-time, students can apply to access online catch-up videos for 180 days.

Personal Data Protection

- (1) Your personal data is collected and used by us for processing your application of admission, and for registration, administrative, verification, research, statistical and direct marketing purpose. We may also collect personal information to satisfy legal, government and statutory obligations. Provision of personal data is necessary, and without your personal data, we may not be able to provide you with services you require. We may share and transfer your personal data with other members of the Kaplan group and/ or authorized third parties providing services to us in relation to the above purposes and/ or other prescribed purposes as allowed by law from time to time. In all such circumstances, data will be treated in strict confidence.
- (2) Under the provisions of the Personal Data (Privacy) Ordinance, applicants have right to request access to, and to request correction of, his or her personal data. Applicants wishing to amend his or her data should fill out the prescribed form and submit it to Kaplan. Applicants may opt-out from receiving our direct marketing materials at any time.
- (3) This clause has been translated into Chinese. If there is any inconsistency or ambiguity between the English version and the Chinese version, the English version shall prevail.

Notes to Visa Holder Applicants

Holders of valid visas which indicate your eligibility of studying in Hong Kong are welcomed to consult Kaplan for admissions to live class. If the existing visa does not indicate your eligibility for staying and / or studying in Hong Kong, please further consult the Immigration Department of the HKSAR Government. (website: <http://www.immd.gov.hk>; telephone: (852) 2824 6111). The Immigration Department is fully empowered for the processing of visa application and the approval for the applicants' eligibility for staying and / or studying in Hong Kong. Kaplan's acceptance of your application for the live class does not warrant for successful visa approval from the Immigration Office. Visa holder applicants and students should be careful of their full compliance with the relevant immigration laws and ordinances during their staying and studying in Hong Kong. Any failure to obtain a valid visa may result to unsuccessful enrollment of course.

*The above terms and conditions are subject to change without notice. All matters and disputes are subject to the final decision of Kaplan.



Operated by: Kaplan Language Centre (Wanchai)

Room 302-305, 3/F, E-Tech Centre, Nos 402-406 Hennessy Road, Wanchai, Hong Kong

Opening Hours: 11:00 am - 8:00 pm (Tue - Fri) 9:00 am - 6:00 pm (Sat). Closed on Sundays, Mondays, and Public Holidays

T: 2526-3686 F: 2501-0589
Whatsapp: 5490 5172
HKEnglish@kaplan.com
www.kaplan.com.hk/ktpa

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