

Skyrock Projects Terms of Service

SEMESTER-BASED ENROLLMENT 學期制報名方案

Skyrock will now operate on a semester-based enrollment model. Each semester is 15 weeks in length, but parents only pay for 14. This means that you can miss up to one class and make it up later in the semester free of charge during the extra weeks. If you attend all 14 classes, you can still attend the additional class, meaning you get a free class as a reward for your consistent attendance.

Skyrock 即日起將採取學期報名制度，每一學期課程共有 15 週，但您只需支付 14 週的費用喔！但爸爸媽媽們只需支付 14 週的學費，意思是您最多可缺席 1 堂課，並在學期最後幾週免費補足缺席的課堂；若您 14 堂皆全勤出席，仍可參加最後的課程，代表您可獲得 1 堂免費的課程作為全勤的獎勵唷！

LEAVE POLICY 請假政策

In the event that a student needs to miss more than one class for any reason per above policy, refunds or make up classes are not available. However, in special circumstances, where documentation can be provided (e.g. illness), credit may be offered which can be used against Skyrock products.

若有任何因素導致學生需缺席超過一堂課程（呈上述政策），恕不提供退款或補課。然而，在特殊情況下，若能提供文件證明（如：病假），我們將折換成點數供兌換 Skyrock 產品或課程時使用。

CALENDAR INFORMATION 行事曆資訊

In order to preserve the high quality of our classes, we are unable to run our regular weekly classes during camp times (Christmas, CNY, and Summer). We will also be closed during Taiwanese public holidays. Please refer to our calendar for a full breakdown of our class schedule for the year.

*Subject to change



為保障我們的課程品質，我們暫無法在營隊期間（含聖誕、新年及暑期營隊）同時舉辦每週一次的常態性課程，在台灣國定假日期間我們也不營業。請您查看年曆了解完整的年度課程時間表。 *視情況而定

CAMP CANCELLATION POLICY 營隊取消政策

If a parent wishes to cancel or postpone a camp booking for their own personal reasons, they can do so up to two weeks in advance of the start date of the camp and receive 100% of their balance in Skyrock Credit. Summer Camp changes can be made up to one week in advance of the camp start date, subject to availability, at no extra charge.

- Cancel before 30 days and receive a 100 % refund.
- Cancel within 15-29 days and receive a 70% refund.
- Cancel within 3-14 days and receive a 50% refund.
- Cancel within 3 days and unfortunately we will not be able to provide a refund.

若家長因個人因素需要取消或延後營隊課程，請於營隊開始日兩週前告知，我們將以 Skyrock 點數的方式全額退還。夏令營課程如需變更，請於營隊開始日一週前通知並視剩餘名額而定，不加收額外費用做安排。報名繳費我們的營隊後，如果您需要取消，退費方式如下：



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- 營隊開始的30天(含)以上取消，我們將100%退款
- 營隊開始的15-29天內取消，我們將退款70%
- 營隊開始的3-14天內取消，我們將退款50%
- 營隊開始前3天內(含)取消，我們將恕不退款



DROP OFF/PICK UP 學童接送時間

Since we have multiple classes running throughout the day, we appreciate your punctuality in dropping off and picking up your kids. Drop off and pick up time windows are up to 15 mins prior and after the scheduled class time. Student care outside of these time windows will result in an equivalent time deduction from purchased hours.

To ensure a quality class experience and safety for all students, parents and guardians are only allowed to stay on Skyrock premises during this drop-off/pick up window and will kindly be asked to leave when the class has started.

由於我們全天皆有許多課程進行，我們誠摯地感謝您能準時接送孩子。接送時間為課程開始前以及結束後 15 分鐘，超過這段時間的兒童照護服務將從購入時數中扣除等值的時數。

為確保學生的上課品質及安全，家長及監護人僅允許在接送學生上下課的時段停留在 Skyrock 校區，當課堂開始後，懇請離校。

STUDENT BEHAVIOR 學生行為

At Skyrock Projects we believe all students and staff are entitled to learn and work in a happy and safe space. To promote this we would like all students and parents to acknowledge the following:

No phones or communication devices, including smartwatches and stealth listening walkie talkies to be used in the class. They must be kept in their bags at all times.

Zero tolerance for aggressive, abusive or violent behavior.

Low-level disruptive behavior will be dealt with by two verbal warnings. On the third warning, the student will be asked to continue their work in isolation from the class. A fourth incident will result in a phone call home at the end of class. Students who regularly disrupt class or show aggressive or abusive behavior will be expelled from Skyrock class with a refund of unused hours as per our refund policy.

我們深信Skyrock的全體學生和員工都應在一個快樂又安全的空間學習和工作，為達此目標，我們希望所有學生和家長都能同意以下幾點：

上課期間禁止使用手機或任何聊天裝置，包含智慧型手錶和對講機。相關設備請放置於包包內並於課程結束後使用。

對於挑釁、毀謗或暴力行為絕無容忍，並將立即告知家長接回。



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老師將給予輕度搗蛋行為兩次口頭警告；當第三次警告發生時，搗蛋的學生仍可繼續進行課堂作業但將被處以隔離處罰；第四次警告發生時，在課程結束後，我們將親自致電給家長。對於經常性搗蛋的學生或表現出攻擊性或辱罵性行為的學生，我們將請您離開 Skyrock，並根據我們的退款政策將尚未使用的時數退款給您。

TEACHER LEAVE 老師請假政策

In the event that your teacher is on personal leave (such as vacation, illness, maternity leave, etc.), Skyrock will find a suitable and qualified teacher to substitute the previous teacher during this temporary leave. Both student and parent will be notified if a change is made prior to the class when possible.

Skyrock holds the right to permanently switch your child's teacher at any time during the term. In the rare event that this will take place, a formal class handover and teacher introduction will be made to the class, and both student and parent will be notified of the switch prior to the first class with the new teacher. All Skyrock teachers have gone through extensive training and preparation to be qualified to teach their assigned technology and class.

如果您的老師請假（例如：休假、病假、產假…等等），Skyrock 會協助學童安排另一位適合人選在此期間暫代課，我們將會盡可能在課前通知學生與家長。

在學期間，Skyrock 有權調整您孩子的上課教師，雖然這種情況不常發生，但若必要時，老師會有正式的課堂交接以及新老師的介紹，在新老師上任的第一堂課以前，我們將會通知所有學生和家長。在 Skyrock 的全體老師都已受過完整的培訓和準備，並具備專業的科技課程教學資格。

NATURAL DISASTERS POLICY 天災政策

In the event that the government suspends classes due to natural disasters, the hours will be refunded as credit which can be used against Skyrock products.

若政府因應天災發布停課通知，您的上課時數將會以點數的方式退還，可於兌換 Skyrock 產品或課程時使用。

COVID-19 RESPONSE 新冠肺炎應對措施

In response to the special circumstance of COVID-19, Skyrock is doing the following:

- 1) Following social distancing guidelines, we have reduced our class size to six students and kept the pricing the same.
 - 2) In line with government and CDC advice, we have implemented a comprehensive COVID-19 policy which can be viewed on our website. Temperature checks, Travel and Health Declarations for students and staff, and regular cleaning and disinfecting of classroom spaces and equipment are just some of the measures included.
 - 3) If any of the following circumstances occur, we will provide a full refund on the tuition affected:
 - Camp cancellation due to an outbreak of COVID-19
 - Government announcement that institutions such as Skyrock need to be shut down
 - Changes in government regulation which results in students having to self-isolate*
 - A student or someone in the household is tested positive for COVID-19*
- *Documentation will be required



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A processing/admin fee of NT\$3,000 (NT\$1,500 for half-day bookings) will be deducted before refunding. Please note, this charge only applies to refunds. Customers who transfer their balance into Skyrock Credit will not be charged a processing/admin fee.

因應新冠肺炎，Skyrock的措施如下：

- 1) 為遵守社交距離的準則，我們將課程班級縮減至每班 6 位學生且價格維持不變。
- 2) 為遵照政府及衛生局的指示，我們採取非常完善的新冠肺炎防範手段，您可至我們的官方網站查看詳細資訊。體溫量測、學生及員工皆須簽署的旅遊與健康聲明書、教室空間和設備定期清潔與消毒的規定…等等皆為防範手段的其中幾項。
- 3) 若下方任何一種狀況發生時，我們將會針對受到影響的課程部分提供全額退費：
 - 因新冠肺炎疫情大爆發而取消的營隊活動
 - 政府宣布任何機構（如：Skyrock）需關閉
 - 政府政策的變動導致學生須進行自主隔離*
 - 學生本人或任何家庭成員經採檢為新冠肺炎陽性*
 - *將需要家長提供相關證明文件

退款前，我們將扣除處理 / 行政費用 \$3000 元（若報名半天活動，將扣除 \$1500 元）。請注意：本條款僅適用於退費；若顧客希望將餘額轉換成 Skyrock 點數，我們將不額外扣取任何處理 / 行政費用。

PHOTOGRAPHY 影像使用

Skyrock students may be photographed and/or videotaped by representatives of Skyrock Project, that may then be used in our print, online material, or social media pages. We will be happy to remove any pictures at your request.

我同意我的孩子接受 Skyrock Projects 工作人員拍照及攝影並使用在紙本和線上的資料與社群媒體專頁上。如您希望我們移除任何照片，我們將樂意配合。

If you would like to opt your child out of this please check this box.

如果您不同意您的孩子接受以上的請求，請您勾選此框格。

I accept the terms of service outlined above.

我接受以上詳列的各項服務條款。



Skyrock 2020-2021 SCHOOL YEAR CALENDAR TAIPEI

September 2020

Su	Mo	Tu	We	Th	Fr	Sa
1		2	3	4	5	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

1 Start of 1st Semester of Tech Clubs
26 Make up day

October 2020

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

1-4 Moon Festival
9-11 National Day

November 2020

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

1 Start of 1st Semester of Tech Clubs
26 Make up day

December 2020

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

25 Christmas Day

January 2021

Su	Mo	Tu	We	Th	Fr	Sa
1	2					
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

1 New Year's Day
10 End of 1st Semester of Tech Clubs
12-15 Teacher Training
16 Start of 2nd Semester of Tech Clubs
30-31 Chinese New Year Holiday

February 2021

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

6-7, 11-15 Chinese New Year Holiday
20 Make up day
27-28 February 28 Incident

March 2021

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

Skyrock Closed

*Closed on Mondays

Skyrock Camp

*No class on weekends

*No weekly classes

TES Holiday

DIS Holiday

TAS Holiday

Taiwan School Holiday

*Last modified on 8/05



Skyrock 2020-2021 SCHOOL YEAR CALENDAR TAIPEI

April 2021

Su	Mo	Tu	We	Th	Fr	Sa
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

2-5 Tomb Sweeping Festival &
● Children's Day
30 Labor Day

May 2021

Su	Mo	Tu	We	Th	Fr	Sa
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

June 2021

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	*14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

1-3 Teacher Training
Yellow star: 5 End of 2nd Semester of Tech Clubs
* 14 Dragon Boat Festival
(Open for Summer Camp)

July 2021

Su	Mo	Tu	We	Th	Fr	Sa
		1	2			3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

August 2021

Su	Mo	Tu	We	Th	Fr	Sa
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Skyrock Closed

*Closed on Mondays

Skyrock Camp

*No class on weekends

*No weekly classes

TES Holiday

DIS Holiday

TAS Holiday

Taiwan School Holiday

*Last modified on 8/06



Skyrock 2020-2021 台北學年度行事曆

2020 年九月

日	一	二	三	四	五	六
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

1 科技俱樂部開課日
26 補班補課日

2020 年十月

日	一	二	三	四	五	六
		1	2	3		
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

1-4 中秋節連假
9-11 國慶日連假

2020 年十一月

日	一	二	三	四	五	六
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

2020 年十二月

日	一	二	三	四	五	六
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

25 聖誕節

2021 年一月

日	一	二	三	四	五	六
		1	2			
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

1 元旦
10 科技俱樂部結束日
12-15 教師培訓日
16 科技俱樂部開課日
30-31 農曆春節假期

2021 年二月

日	一	二	三	四	五	六
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28						

6-7, 11-15 農曆春節假期
20 補班補課日
27-28 二二八連假

2021 年三月

日	一	二	三	四	五	六
1	2	3	4	5	6	
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

1 Skyrock 休館日

*每周一休館

2 Skyrock 營隊活動

*周末課程暫停

*每周常態課程暫停

3 台北歐洲學校 放假

4 道明國際學校 放假

5 台北美國學校 放假

6 台灣公私立學校 放假

*最後修改日期：8/06



Skyrock 2020-2021 台北學年度行事曆

2021 年四月

日	一	二	三	四	五	六
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

- 2-5 清明節&兒童節連假
- 30 勞動節假期

2021 年五月

日	一	二	三	四	五	六
					1	
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

2021 年六月

日	一	二	三	四	五	六
	1	2	3	4	5	
6	7	8	9	10	11	12
13	*14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30			

- 1-3 教師培訓日
- 5 科技俱樂部結束日
- *14 端午節 (夏令營照常營運)

2021 年七月

日	一	二	三	四	五	六
	1	2	3			
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

2021 年八月

日	一	二	三	四	五	六
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

● Skyrock 休館日

*每周一休館

● Skyrock 營隊活動

*周末課程暫停

*每周常態課程暫停

● 台北歐洲學校 放假

● 道明國際學校 放假

● 台北美國學校 放假

● 台灣公私立學校 放假

*最後修改日期：8/06

