

## 2018 Terms and Conditions

### REGISTRATION AND DEPOSIT

I There will be no administrative fee charged for enrolment. However, re-enrolment incurs administrative cost and is chargeable at a one-time payment of \$15.

II A \$100 **non-refundable** deposit will be collected upon registration. The client's following enrolment is **automatic** to minimize administrative costs and inconveniences to you. Client who wishes to discontinue from any course must fill up the withdrawal form and give **2-lesson (per subject) advance notice**. The notice period begins from the next lesson following the date written on the withdrawal form. In this case, the deposit is used to offset the balance (full/part) of the client's course fee. There will be **no refund of deposit for premature termination without the advance notice**.

### FEE PAYMENT

III Course fee must be paid in full by the **10<sup>th</sup> day** of every month. Delay in payment affect cash flows and will add to the administration costs. As such, a **late payment of \$10** will be imposed on outstanding fees after the 15<sup>th</sup> day. The Centre reserves the right to **terminate** class attendance in event of unpaid fee by the 20<sup>th</sup> of the tuition month. The deposit shall be forfeited.

IV The monthly fee paid covers 4 lessons in 1 month. On 5<sup>th</sup> week of any particular month, the 5<sup>th</sup> lesson will continue, unless pre-notified, and the fee for that month will be prorated accordingly to the monthly fee paid. The Centre **Calendar** can be viewed on [www.genohouse.com](http://www.genohouse.com) (Timetable → Calendar). The Centre reserves the right to make changes to the Calendar if it deems fit. In such case, the Centre will be responsible to notify the parents and/or the students prior to the change.

V **Classes from October to November of the same year will be collected together in a single payment. Classes from December to January of the following year will be collected together in a single payment. Other sessions will be collected on a monthly basis, based on clause IV.**

VI Payment can be made by Cash, NETS or Cheque to 'GENO HOUSE TUITION AND ENRICHMENT CENTRE LLP'. To arrange for Bank Transfer, please submit your request to the Centre. In all cases, please ensure that the payment receipt is collected. Any discrepancy is solely based on the receipts issued.

VII There is **strictly no pro-rating or compensation of course fee if the student is absent from class**, except if official Medical Certification (MC) <sup>\*refer to clause VIII</sup> is produced. We seek your understanding that the cost per class is fixed regardless of the client's attendance. In event of missed classes, our client will be issued Lesson Credit that can be used to (1) opt for alternative slot available, (2) attend another class conducted by the same tutor, (3) collect lesson materials from the tutor or (4) replace with another lesson of any regular

## 2018 Terms and Conditions

tuition class at the Centre. For private consultation **outside** tuition hours, an **additional cost** ranging from \$20 to \$40 per hour applies.

VIII For pro-rating upon submission of Medical Certification, there is a **maximum deduction of S\$50 per half-yearly**. The deduction will only be done in June and December of each year. For withdrawal case, the deductible amount will be tabulated in the final bill.

IX The Centre reserves the right to terminate class attendance at any time if it assesses in its discretion that the client's continual attendance would be unsuitable. In such cases, course fee is only chargeable to the part of the month and the balance will be refunded.

X The Centre reserves the right to change the terms and conditions upon notification.

### CLASSES

XI Lessons are conducted from January to December each year, including the March, June and December School Holidays. Exceptions are during the (1) public holidays, (2) centre term breaks and (3) for the graduating classes (Primary 6, Secondary 4), after their National Examinations.

XII Additional classes may be conducted during any particular month when the Centre sees fit. In such case, the parents will be notified and the additional lesson(s) will be prorated accordingly to the monthly fee paid.

### CLOSURE POLICY

XIII For specific term dates, please refer to our website at [www.genohouse.com](http://www.genohouse.com). The Centre reserves the right to make changes to the school term. A written notice/letter will be issued accordingly.

XIV No classes will be held on Public Holidays. On consensus of all parties, regular class may continue during public holiday. In such case, the Centre will notify the client. Once such class has been confirmed and agreed by the client, the client is obliged to pay for the full lesson fee regardless of student's attendance.

XV The Centre reserves the right to cancel classes, **with prior notice**, if it deems that there will be a compromise to the safety of our client for the continuation of lessons (e.g. dangerous haze level or renovation). It is at the Centre discretion to either prorate the fee or schedule for replacement class at a time slot that fits the *majority* of our clients in the class. Client who is unable to attend the lesson may follow the manner listed under clause VII.

## 2018 Terms and Conditions

### ABSENCE

XVI Client who is absent from any class for **any reason** is still liable for the course fee. The client may follow the manner listed under clause VII.

XVII If a tutor is absent for his or her respective class, the centre reserves the right to arrange for a relief tutor without prior notice, or to re-schedule the lesson upon notification. Once the replacement class is confirmed, the client is obliged to pay for the full lesson fee regardless of attendance.

XVIII If a tutor is absent for his or her respective class and no tutor has been arranged to relief the class, the centre reserves the right to reschedule the lesson at the time slot that fits the *majority* of our clients involved.

### PUBLICITY

XIX Upon signing on the Personal Data Protection section on the enrolment forms, Genohouse reserves the right to use our client's image, written work, academic results and voice in brochures, magazines and other promotional materials.

XX **PERSONAL DATA PROTECTION ACT (2012)**. The Do Not Call Registry<sup>1</sup> (DNC) has taken effect on 2 January 2014. By agreeing to this section of the form, you, the **\*parent/ guardian/ student**, agree that Genohouse Tuition and Enrichment Centre LLP may send you information on lesson updates, tutors' feedbacks, holiday programmes, promotions, and new programme and services via the channels of communication you have selected below.

### INDEMNITY

XXI The Centre and its staffs will exercise the utmost care and precautions to ensure the safety of every student during classes or within premises, however, should incidents and mishaps occur, the Centre cannot be held legally liable for such incidents and will hold harmless or indemnify the Centre and its staffs against such liability.

### ACKNOWLEDGEMENT

XXII I have read and understood the contents written above, and have accepted to all the terms and conditions. My signature on the **Registration Form** constitutes my acceptance to all the terms and conditions above.