

# TERMS AND CONDITIONS

At Hanan Tutoring Centre, the excellence of our students is our top priority, hence we place strong emphasis on the conduct and behaviour of our students. The following are non-negotiable rules and strict compliance is expected from our students.

1. Students are to complete all assigned homework independently and bring the homework the next lesson to be checked.
2. Students come prepared for the weekly quiz and class discussions.
3. Students must work quietly and let others learn undisturbed. Any intentional misbehaving or disturbing of the class will result in being removed from the class. **No refund will be given for that class.** In general, any student who breaches the centre's rules three times in one term may face suspension of the enrolment (**NO REFUND will be issued**).
4. Electronic devices (such as mobile phones, video cameras, sound recorders, etc.) must be switched off during lesson times. Recording is NOT permitted.
5. Students are advised to leave any valuable items at home. No responsibility will be taken by Hanan Tutoring Centre for any lost property.
6. Additional fees may be charged for moving classes, makeup lessons, catch-up lessons, or other lessons outside the scheduled lesson times.
7. Hanan Tutoring Centre reserves the right to take and publish photographs of students at the centre for day-to-day administration and/or promotional purposes.
8. Hanan Tutoring Centre reserves the right to communicate directly (through writing or verbally) with the student regarding their enrolment at the Centre without prior notice to parents and/or guardians (including matters of unsettled accounts).

*Last updated 01 July 2023.*

# PAYMENT POLICY

Students and parents acknowledge they have read, understood, and agree to the terms set out in the Payment Policy. This consent is deemed to be received when payment for the student is processed, whether in person or online.

1. Full payment should be made for at least one term in advance.
2. Hanan Tutoring Centre offers students a 2-lesson trial period when enrolling for the FIRST time (for the first term enrolled in the centre). After attending the first two lessons, students can request for a refund of the **unused** term fees, if they decide not to continue with their enrolment.
3. No trial period is offered to students making multi-term enrolments, or for any other term after the first term of enrolment in the centre. No refund, credit or

replacement is available for multi-term enrolments, or after the first term of enrolment.

4. Hanan Tutoring Centre reserves the right to change the curriculum, teaching order of the topics, class time/date, lesson duration and class teacher without prior notice. Hanan Tutoring Centre issues no guarantee that the content of the lessons delivered will match (in terms of speed, topic order, difficulty etc.) with the content students are studying at their school.
5. **After the trial period, there is no refund, replacement, or credit due to absence, early termination, change of teacher, change of lesson time/date, change of lesson duration, change of curriculum, your status, or any other circumstances.**
6. Early bird discounts (if available) are only applicable to full term payments made before the specified deadline. Communication about the early bird discount (if applicable) will be sent via a text message, email, or any other communication method.
7. In certain cases, the term payment may be put on a plan by dividing the term payment into monthly instalments. The monthly instalments are to be paid **before the specified deadline**. Any delay of payment after the specified deadline will result in **cancelling the plan** and a full payment of the rest of the term will be requested.
8. **For the monthly instalments, there is no trial classes, no early bird discount, no refund, replacement, or credit due to absence, early termination, change of teacher, change of lesson time/date, change of lesson duration, change of curriculum, your status, or any other circumstances.**
9. Additional fees may be charged for moving classes, makeup lessons, catch-up lessons, or any other lessons arranged outside the scheduled lesson times.
10. As part of our services, students may be provided with Learning Materials including, but are not limited to, lecture notes, homework booklets, quiz papers and exams. Learning Materials may be provided physically, electronically or in any other format. Learning Materials are provided exclusively for the private and personal use of students enrolled at Hanan Tutoring Centre in their undertaking of education services provided by us. Learning Materials are copyright and confidential information. **Learning materials must not be reproduced, on-sold, published, gifted, copied, or otherwise used for any other purpose.**
11. Student performance will be continuously monitored and reviewed. Hanan Tutoring Centre reserves the right to restrict a student from attending a class based on such reviews.
12. Hanan Tutoring Centre may amend the terms and conditions from time to time. Students will be notified of any amendments and will be able to decline within 14 days of the amendments being made available online.
13. Hanan Tutoring Centre reserves the right to interpret the terms and conditions.

*Last updated 01 July 2023.*