



## Terms and Conditions for LevUp Education Tuition Programmes

Upon enrolment into LevUp Education tuition programmes, the student/parent/guardian hereby agrees to and accepts the terms and conditions stated herein:

### Fees Payment

- All fees paid are strictly non-refundable and non-transferable.
- Fees must be paid by the second week of the month.
- By default, monthly payment is inclusive of 4 lessons. Months with 5 weeks may be subjected to additional fees accordingly for the 5th lesson.
- By default, term payment is inclusive of 13 lessons, attached with a term discount.
- A \$50 late fee will be payable if payment is received after the second week of the month.
- Students who join in the middle of the month will have the fees prorated accordingly based on the remaining number of lessons for the corresponding month.
- All fees are subject to review and revision.

### Trial Lesson Policy

- A free trial lesson is available to students who register interest. Fees for the first lesson will be waived if the student does **not** continue with the tuition programme. Should the student decide to continue with the tuition programme, he/she **will have to pay the fees for the trial lesson**.
- On the first lesson, students are encouraged to bring along their last graded examination papers for our teachers' analysis, and writing materials.
- Free trial lessons cannot be used in conjunction with other promotions/discounts [*i.e. discount off first months' fees for attending crash course(s), dual-subject promotions, etc.*].

### Payment Modes

- We accept payment by Cash, Cheque and PayNow.
- For cheque payment, please write your child's full name, academic level, subject and contact number on the reverse side of the cheque.

- For PayNow, kindly transfer the payment of fees to Andre Lim at **9771 5180**, and send a screenshot of payment to his WhatsApp/Telegram after payment has been made.

### **Withdrawal Policy**

- If a student wants to withdraw from any class, he/she will need to give at least one (1) month's notice before the last lesson.
- No refunds will be given for unused portions of the fees.

### **Replacement Lessons**

- If a student is unable to attend class and is able to produce a valid reason, a replacement class can be scheduled.
- Replacement classes have to be completed within the same month, otherwise it will be forfeited.
- Replacement classes may come in the form of video recordings, consultations or an alternative class session, subject to the discretion of the tutor.
- Replacement classes are subjected to availability, especially on weekends.
- Payment for a full month remains applicable even if the student misses any class.
- LevUp Education reserves the right to reschedule or to cancel a class at any point of time during the term due to unforeseen circumstances.

### **Other Terms and Conditions**

- While the tutors at LevUp Education will put in their utmost effort to coach and guide our students so that they will improve, LevUp Education does not guarantee and is not responsible for the grades of each student. Should the final grade be of an undesirable outcome, there will be no refund of any amount as all services have been rendered.
- All notes provided by LevUp Education are copyrighted and are not to be reproduced or published.
- Notes requested in advance will only be provided if the student has been with LevUp Education for more than 3 months.
- LevUp Education owns the copyrights to our students' work completed throughout the duration of the programme. LevUp Education has the right to reproduce or publish our students' works for advertising or other purposes.
- Upon enrollment in any of LevUp's tuition programs, the student grants consent for the capture and utilization of their images exclusively for promotional and publicity purposes.
- Other promotions and discounts offered by LevUp Education are subject to change, cancellation based on the sole discretion of the LevUp Education team.
- LevUp Education reserves the right to replace or change class teachers without prior notice.
- LevUp Education reserves the right to amend the above terms and conditions without prior notice.