

## Terms and Conditions

### Initial Payment

1. The initial payment is for 8 lessons/credits. In the case of 5 lessons in the first month, the initial payment is for 9 lessons/credits.
2. This initial payment is non-refundable (please refer to section on Withdrawal).
3. Payment must be made prior to/on the first session.
4. We accept both cash/cheque payment.
5. All cheques are to be made payable to **Aspen Learning Centre**.

### Registration Fee

1. The registration fee is a one-time payment of SGD 25.00. This initial payment is non-refundable under any condition.

### Regular Course Fee

1. After the initial payment, regular course fee is to be paid on the first week of the month. This payment mode will commence in the month following that of the initial payment.
2. If there are 5 weeks in a month, the fees will be pro-rated accordingly.
3. All payment of fees has to be settled by the 14<sup>th</sup> of every month.
4. There will be an additional 1% late payment charge for payments made after the 14<sup>th</sup> of every month.

### Absenteeism Policy

#### During school term

1. If a student is absent for his/her scheduled lesson, he/she will be able to join a make-up class on another day within the same week, subject to approval from the centre.
2. If a student is unable to attend the make-up lesson within that same week, he/she is able to join make-up lessons during the school holidays.
3. Each student is allowed a maximum of 2 make-up lessons for every school term.
4. All make-up lessons have to be cleared before the start of every new school term.
5. Any unutilized make-up lessons will be forfeited at the start of every new school term.

#### During school holidays

1. Aspen will conduct classes as usual during the March, June and September school holidays and these classes are chargeable.
2. If a student is absent for his/her scheduled lesson, he/she will be given a lesson credit which can be used to attend a make-up lesson during any school holidays within the same calendar year.
3. All lesson credits from school holidays must be used by the end of each calendar year.
4. Any unutilized lesson credits will be forfeited at the start of every new calendar year.

### Make-up Classes

Students can do make-ups for subjects other than the ones that they signed up for, giving student considerable flexibility. All make-up classes are standalone, with Q&A included. Even so, there are certain limitations which should be noted:

1. Make-up classes may differ in form, location and duration compared to the regular classes. Class size may also be bigger.
2. Certain classes may be too small to warrant the arrangement of make-ups. Students are advised to sign up for a different class of the same level. This applies especially so to IP classes, which are usually smaller in size.

3. Places for make-up classes are limited. Reservation is on a first-come, first-serve basis.
4. Topics for make-up classes are chosen by the directors based on feedback from the tutors. They may not coincide with the exact ones that the student missed in their regular classes.
5. We discourage the accumulation of make-up credits. Students should try their best to utilize them as soon as possible. Aspen is not obliged to ensure that all make-up credits are eventually utilized.
6. We highly encourage our students to plan their time appropriately to attend all their classes. Make-ups should be treated as a last resort, not as an equal alternative.

	School term make-up credits	Holiday make-up credits
Max no. allowed	2/school term (10 weeks)	Unlimited
Can be brought forward to the next holiday period	No	Yes
Can be used to pay for holiday classes	No	No

**Withdrawal Policy**

1. Please note that the effective date of withdrawal is the date when the withdrawal form is submitted to Aspen Learning Centre. This can also be done by fax or email (scanned copy).
2. The withdrawal form should be submitted to Aspen Learning Centre by the 15<sup>th</sup> of the calendar month.
3. 4 credits of the initial payment will be utilized as payment for the course fees during the withdrawal month. The student will stop attending lessons once all the credits have been used up.
4. No refund will be entertained.
5. Upon withdrawal, all make-up lessons and school holiday lesson credits will be forfeited. No refund or make-up arrangements will be entertained.
6. For any special arrangement agreed upon mutually by relevant parties and Aspen that involves any refund, Aspen reserves the right to impose an administrative charge of SGD\$25.00.

**Gazetted Public Holidays**

1. Classes which fall on gazetted public holidays will be cancelled. Students will not be charged for these lessons.

Student's Name: \_\_\_\_\_ NRIC: S\_\_\_\_\_

Parent's/  
Guardian's Name &  
Signature: \_\_\_\_\_ Date: \_\_\_\_\_

## Terms and Conditions

### Initial Payment

1. The initial payment is for 8 lessons/credits. In the case of 5 lessons in the first month, the initial payment is for 9 lessons/credits.
2. This initial payment is non-refundable (please refer to section on Withdrawal).
3. Payment must be made prior to/on the first session.
4. We accept both cash/cheque payment.
5. All cheques are to be made payable to **Aspen Learning Centre**.

### Registration Fee

1. The registration fee is a one-time payment of SGD 25.00. This initial payment is non-refundable under any condition.

### Regular Course Fee

1. After the initial payment, regular course fee is to be paid on the first week of the month. This payment mode will commence in the month following that of the initial payment.
2. If there are 5 weeks in a month, the fees will be pro-rated accordingly.
3. All payment of fees has to be settled by the 14<sup>th</sup> of every month.
4. There will be an additional 1% late payment charge for payments made after the 14<sup>th</sup> of every month.

### Absenteeism Policy

#### During school term

1. If a student is absent for his/her scheduled lesson, he/she will be able to join a make-up class on another day within the same week, subject to approval from the centre.
2. If a student is unable to attend the make-up lesson within that same week, he/she is able to join make-up lessons during the school holidays.
3. Each student is allowed a maximum of 2 make-up lessons for every school term.
4. All make-up lessons have to be cleared before the start of every new school term.
5. Any unutilized make-up lessons will be forfeited at the start of every new school term.

#### During school holidays

1. Aspen will conduct classes as usual during the March, June and September school holidays and these classes are chargeable.
2. If a student is absent for his/her scheduled lesson, he/she will be given a lesson credit which can be used to attend a make-up lesson during any school holidays within the same calendar year.
3. All lesson credits from school holidays must be used by the end of each calendar year.
4. Any unutilized lesson credits will be forfeited at the start of every new calendar year.

### Make-up Classes

Students can do make-ups for subjects other than the ones that they signed up for, giving student considerable flexibility. All make-up classes are standalone, with Q&A included. Even so, there are certain limitations which should be noted:

## PARENT'S COPY

1. Make-up classes may differ in form, location and duration compared to the regular classes. Class size may also be bigger.
2. Certain classes may be too small to warrant the arrangement of make-ups. Students are advised to sign up for a different class of the same level. This applies especially so to IP classes, which are usually smaller in size.
3. Places for make-up classes are limited. Reservation is on a first-come, first-serve basis.
4. Topics for make-up classes are chosen by the directors based on feedback from the tutors. They may not coincide with the exact ones that the student missed in their regular classes.
5. We discourage the accumulation of make-up credits. Students should try their best to utilize them as soon as possible. Aspen is not obliged to ensure that all make-up credits are eventually utilized.
6. We highly encourage our students to plan their time appropriately to attend all their classes. Make-ups should be treated as a last resort, not as an equal alternative.

	School term make-up credits	Holiday make-up credits
Max no. allowed	2/school term (10 weeks)	Unlimited
Can be brought forward to the next holiday period	No	Yes
Can be used to pay for holiday classes	No	No

### Withdrawal Policy

- 1 Please note that the effective date of withdrawal is the date when the withdrawal form is submitted to Aspen Learning Centre. This can also be done by fax or email (scanned copy).
- 2 The withdrawal form should be submitted to Aspen Learning Centre by the 15<sup>th</sup> of the calendar month.
- 3 4 credits of the initial payment will be utilized as payment for the course fees during the withdrawal month. The student will stop attending lessons once all the credits have been used up.
- 4 No refund will be entertained.
- 5 Upon withdrawal, all make-up lessons and school holiday lesson credits will be forfeited. No refund or make-up arrangements will be entertained.
- 6 For any special arrangement agreed upon mutually by relevant parties and Aspen that involves any refund, Aspen reserves the right to impose an administrative charge of SGD\$25.00.

### Gazetted Public Holidays

Classes which fall on gazetted public holidays will be cancelled. Students will not be charged for these lessons.

