

FAQ

Is there a trial class?

The first trial class is free if your child finds that it is not suitable and would not like to continue, else it is chargeable as the first lesson.

What do I need to pay upon enrollment?

There is **no registration fee**.

P4, P5 and P6 students who enrolled for Chinese, Math or Science are **required** to purchase our guidebooks.

A **non-refundable deposit** is payable for each subject enrolled in each academic year. The amount is equivalent to one month (based on 4 lessons) of tuition fee for the subject enrolled.

What is the use of the deposit?

The non-refundable deposit paid will be used to offset the fee for the last month of each academic year or due to withdrawal.

How do I make payment for the fees?

An invoice, with an **invoice number**, stating the amount of the fees payable for the following month will be emailed at the end of each month.

Tuition fees are **prorated** according to the number of lessons to be attended in the month. Full payment of tuition fees must be made before the due date indicated on the invoice.

A penalty of \$3 will be imposed for late payment.

Dates to note for invoice

Last week of each month: Invoice for the next month will be sent out

15th of each month: Due date for payment

Modes of payment include:

- **By PayNow**

PayNow to UEN: 201319432W

Indicate the **invoice number** as the reference number.

- By Bank Transfer

Bank Details: OCBC Current Account 647-799378-001.

Indicate the **invoice number** as the reference number.

- By ATM transfer

Please send us a photo of the receipt with the **invoice number** and **student's full name** indicated via WhatsApp at **9661 4167**.

Upon payment, please keep a record of the successful transaction made for future reference if required. No official receipt will be issued.

***Note: We do not accept payment by cash or cheque.**

eduSpace reserves the right to refuse attendance when payment has not been received **after two overdue reminders have been issued**.

eduSpace reserves the right to **forfeit the deposit** for late or dishonoured payments.

eduSpace reserves the right to adjust the tuition fees by giving at least one month's notice in advance

What if my child misses a class? Is there a replacement class?

During School Term, students are required to attend all lessons (**physical/online**). Fees for unattended lessons are strictly non-refundable.

Students who miss a lesson due to valid reasons are responsible to request for a replacement class within the same week or the following week. In the event that it is not possible to arrange a replacement class due to a lack of vacancies in other classes, the class fees for the class missed shall not be refunded or pro-rated. This clause shall apply notwithstanding that the Student has valid reason(s) for missing the class. *eduSpace* will provide the Student with the Course Materials for the particular class which the Student failed to attend the following week.

What is the withdrawal procedure?

In order to withdraw from a subject enrolled, the parent must inform *eduSpace* **one (1) month in advance**. For instance, a parent informs the management in September so the **deposit would be used to offset the last 4 lessons** in October. *eduSpace* reserves the right to forfeit the deposit if due written notice of withdrawal is not given.

What are other terms I need to take note of?

Scheduling

eduSpace reserves the right to substitute or change teachers without prior notice. In the event of cancellation of class by *eduSpace*, a Replacement Lesson will be scheduled. Students are required to attend either the scheduled Replacement lesson or make-up with other regular scheduled similar classes. No further Replacement Lesson is offered when students fail to attend this Replacement Lesson. The ability of *eduSpace* to offer such Replacement lessons is subjected to operational and staffing constraints and remains at the discretion of the management. In the event that *eduSpace* is not able to schedule a Replacement Lesson, students who are not able to attend other similar regular scheduled classes will have the fee for that particular lesson as a credit note for the next payment. *eduSpace* reserves the right to reschedule any classes according to its discretion. At least one week's notice will be given to all students and parents regarding any change in class day or time.

Discipline

eduSpace reserves the right to terminate the registration of any child as a last resort if he/she is found to have severe disciplinary problems. Acts of physical violence or harassment will not be tolerated. However, counselling will be given priority. The student must actively participate in the course and duly complete all assignments set by the tutor, in order to fully benefit from the lessons. Students are advised to be punctual for every lesson.

Disclaimer

Tutors of eduSpace will take reasonable care to ensure the safety of all students during lessons or in the class .
eduSpace shall not be held responsible for any loss, injury or mishap that the child should sustain on his/her own accord, outside the Centre.
eduSpace reserves the right to change the terms and conditions as it deems fit and necessary at any point of time. Any change(s) made shall be made known to the parents/guardians/students.
eduSpace and/or any of its associated companies may use images of customers or students for advertising or promotional purposes, including internet based promotions such as Facebook.
The enrolling parent / guardian is required to notify *eduSpace* of any changes to their particulars as per the Registration form. All correspondence will be sent to the



current mailing address and *eduSpace* accepts no responsibility for undelivered correspondence.

Students and parents are obliged to follow the terms and conditions at all times as long as they are still attending classes in *eduSpace*.