Lesson and Package Policies
For Students

Lesson Terms & Conditions:

1. Lessons may be rescheduled without charge subject to a minimum notice period of 2 hours prior to the scheduled lesson start time.

   ❖ Lesson Cancellation less than 2 hours - 100% of the lesson duration will be charged
   ❖ Lesson Rescheduling less than 2 hours - 50% lesson duration will be charged (Available dates and times for rescheduled lesson should be provided at time of reschedule request.)
   ❖ Lesson No show - 100% of the lesson duration will be charged
   Note: The above penalties are charged to compensate the tutor.

2. Balance credits are transferable to siblings only.

   ❖ Calculation of the value of the credits will always be at the 10-hour package rate
   ❖ Once credits are transferred they cannot be transferred back.
   ❖ Excludes all bonus or free hours provided.
   ❖ Once confirmation is received from all parties, the credit transfer will be done within one day.

   Credit transfer form link : https://form.jotform.com/211992666851063

3. Refunds will incur 10% service charge after excluding free trial lessons, bonus hours and deducting fees for all booked lessons subject to the above rescheduling and cancellation policy. Other terms and conditions mentioned on the form.

   Refund form link : https://form.jotform.com/211992537919065

4. Our package pricing is based on students' Curriculum, Grade and the tier of tutor. Our standard rates may differ based on special requirements. (Language tutors, Experience level , Base country of tutor)

5. Rates may be changed or revised as per the discretion of the management.

6. Package Validity period - 1 Year from date of purchase.

7. Lesson recordings will be available for students to review for ongoing packages. Students with no balance hours will not be able to access lesson recordings.

8. Missing Lesson recordings - 25% of the lesson will be refunded on case to case basis

| **Package Renewal and Payment Policies** |
| **For Students** |

1. Parents can pay the fees by clicking on the link mentioned in the emailed invoice through PayNow, bank transfer or online via debit/ credit card. The receipt will be emailed shortly after.

2. Parents can also pay online without any hassle via Tutopiya platform under 'billing' tab or through low credit emails, the receipt for which will also be emailed. Promo codes are available on the platform. *PDF guides are available with us if required.* Under this method, student's credits will be auto added and the support team can book lessons instantly.

3. On entering the payment details online, the card provider may require information such as postal code/region etc. Parents should provide their own postal codes/ regions as these are requested for security measures.

4. For international bank transfers, parents are liable to pay any bank fees that may incur.

5. All bank transfers should include student's name/ invoice number as reference so that payment can be reconciled.

6. Our PayNow and Bank details as follows;

    Payment by bank transfer/PayNow to:
    Tutopiya Pte. Ltd
    PayNow Proxy (UEN): 201813208R
    Bank: DBS
    Account Number/IBAN: 0749031468
    Swift Code: DBSSSGSG
    Bank Code: 7171
    Branch Code: 074
    Branch Address: 3 Temasek Boulevard, #02-709/710/711 Suntec City Mall, Singapore 038983

7. Our lessons need to be paid in advance.

8. For retrials with the same tutor parents must pay and choose the duration they prefer.

9. A second sibling can only have a free trial once the first sibling pays for their lessons.

10. Additional subject trials can only be booked after paying for a package.

11. Referral credits will be added to a student for each successful referral based on the referral promo

12. If a referral requests a refund within 1 month of joining, the free referral credits will be reversed.

Tutor Changes
For Students

Tutor Changes

1. Parents or Students may request for a tutor change at any time if they are not happy with the current tutor. (Maximum 1 free tutor change trial per subject)

2. If a tutor resigns, a new tutor will be assigned provided a free trial first.