

## Lesson and Package Policies

### For Students

#### Lesson Terms & Conditions:

1. Lessons are to be scheduled at least 24 hours in advance.
2. Lessons may be rescheduled without a charge, provided that a minimum notice period of 2 hours (prior to the scheduled lesson start time) is given.
3. The below penalties will apply if the relevant notice period is not given
  - **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 is charged to compensate the tutor.

Lessons under the Weekly plans need to be rescheduled within the same week.

4. Balance credits are transferable to siblings only.
  - Calculation of the value of credits will 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 **two working** days.

Credit transfer form: <https://form.jotform.com/211992666851063>

5. Refunds are not allowed once you have completed the first month. Please also note refunds will be subject to terms and conditions mentioned on the refund form.

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

6. Our package pricing is based on the students Curriculum, Grade and the tier of the tutor. Our standard rates may differ based on special requirements. (Language tutors, Experience level, Base country of tutor)
7. Rates may be changed or revised as per the discretion of the management.
8. The below validity periods will apply as per the package purchased.
  - Weekly Plans – Weekly committed hours, will expire within the same week.
  - Flexible Plans – Valid up to 1 year, from the date of purchase.
9. 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.
10. Missing Lesson recordings - 25% of the lesson will be refunded on a case by case basis.

## Package Renewal and Payment Policies

### For Students

1. Parents can 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. You may refer to the support articles <https://tutopiya.atlassian.net/servicedesk/customer/portal/6/article/1150418945?src=1185537392>. Under this method, student's credits will be auto added and the support team will be able to book lessons instantly. **Weekly Plans can only be purchased via the Tutopiya "billing" tab.**
2. Parents can also 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. Please note that this method is not applicable for **weekly plans**.
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 the student's name/ invoice number as reference so that payment can be reconciled easily.
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. All lessons are conducted on a paid basis only.
8. You will need to make a payment if you wish to take a retrial with the same tutor. Parents are also required to choose the duration they prefer.
9. A second sibling can only have a free trial, once the first sibling has paid for their lessons.

10. Additional subject trials can be booked only after purchasing 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, 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 after providing a free trial first.