EDUFRONT LEARNING CENTRE'S TERMS AND CONDITIONS FOR ACADEMIC YEAR 2027

Last update: October 2026

A) Trial Lesson and Enrolment Policy

1. **Eligibility:** Each student is entitled to one (1) trial lesson per subject/programme.
2. **Trial Fee:** Students may opt for a trial lesson at a fee of **$10 (before GST)** per programme. Payment is to be made prior to the lesson via PayNow (UEN: 201823706E), bank transfer, or NETS at our physical branches.
3. **Attendance & Cancellation:** The trial fee is non-refundable once the lesson has been attended. If a student is unable to attend the scheduled trial lesson, the fee may be refunded or rescheduled to another date, provided at least twenty-four (24) hours' prior written notice is given to the Centre.
4. **Transition to Regular Enrolment:** Upon completion of the trial lesson, if the student proceeds to enrol in the regular programme, standard registration procedures, deposit collection, and monthly tuition fee schedules shall apply as outlined in Section B.

B) Enrolment & Fee Structure

1. **Registration Fee:** A one-time, non-refundable registration fee of **$30 (before GST)** is payable upon enrolment for all new students.
2. **Material and LMS Fees:** A fee of **$60 per programme (before GST)** per semester is collected upon enrolment. This fee is non-refundable and will not be pro-rated. It covers physical worksheets, curated study materials, and access to Edufront's Learning Management System (LMS) portal.
    - *Intellectual Property Notice:* All learning materials and LMS digital resources remain the exclusive intellectual property of Edufront Learning Centre and are licensed strictly for the student's personal educational use. Unauthorised reproduction, distribution, sharing, or resale is strictly prohibited.
3. **Refundable Deposit (RD):** A deposit of **$50 per programme** is collected upon initial registration to secure the student's place in the registered programme and time slot.
    - This deposit will be offset against the final month's invoice upon receipt of the mandatory one (1) calendar month's written withdrawal notice.
    - If the final month's invoice has already been settled in full, the deposit balance will be refunded within fourteen (14) working days.
    - If a student withdraws without fulfilling the required one (1) calendar month's written notice, the $50 deposit will be forfeited in full.
4. **Monthly Tuition Fees:** Tuition fees are billed on a calendar monthly basis and must be paid in full within the first seven (7) days of each calendar month. Tuition fee payment extensions may be granted only on exceptional grounds, subject to management approval.
5. **Pro-rated Fees:** For students commencing classes mid-month, tuition fees will be

pro-rated based on the number of lessons remaining in that calendar month.

6. **Goods and Services Tax (GST):** Prevailing GST (currently 9%) applies to all administrative, registration, tuition, and material fees, excluding the refundable deposit.

C) Invoicing, Payment Methods & Lesson Cancellations

1. **Invoicing:** Monthly invoices are issued electronically by Edufront Learning Centre Pte. Ltd. via email (donotreply@edufront.com).
2. **Payment Modes:**
    - **PayNow:** Parents may scan or upload the dynamic QR code generated on each invoice via their mobile banking application. The dynamic QR code embeds a unique Bill Reference number specific to that invoice.
    - **Counter Payment:** NETS payments are accepted at the administrative counter across all physical branch locations.
    - **Bank Transfer/PayNow UEN:** Edufront Learning Centre Pte. Ltd. (UEN: 201823706E).
3. **Non-Refundable Regular Fees:** All standard monthly tuition fees and administrative payments are non-refundable and non-transferable once the billing cycle begins.
4. **Lesson Cancellation by Edufront:** Edufront reserves the right to cancel or reschedule classes due to tutor indisposition, venue constraints, or unforeseen circumstances. In such events, Edufront will make reasonable efforts to inform parents/guardians in advance, and fees for cancelled lessons will be either credited toward future billing cycles or refunded.

D) Discounts & Promotional Schemes

Category	Applicable Discount
2 Subjects	5% discount off total monthly tuition fees
3 Subjects	10% discount off total monthly tuition fees
4 Subjects	15% discount off total monthly tuition fees
5 or more Subjects	20% discount off total monthly tuition fees
Sibling Discount	Siblings may combine their enrolled subject count to qualify for the tiered multi-subject discounts above (e.g., 2 siblings taking 1 subject each receive 5% off each).
Half-Year Advance Payment	Additional 2% discount off total tuition fees
Annual Advance Payment	Additional 5% discount off total tuition fees

Advance Payment Withdrawal Terms: All advance tuition fee payments (including half-year and full-year upfront payments) are strictly non-refundable and non-transferable under any circumstances once the billing period has commenced. In the event of an early withdrawal, all unutilised advance tuition fees shall be forfeited in full. Only the $50 Refundable Deposit per programme will be refunded, subject to the student fulfilling the mandatory one (1) calendar month's written withdrawal notice as set out in Section H.

E) Make-up Lesson Policy

1. **Absence Notification:** Parents/guardians must notify the centre in advance of any absence via written notice or official centre communications.
2. **Make-Up Eligibility & Arrangements:**
    - Make-up lessons must be arranged and attended within one (1) week of the missed lesson date, subject to class slot availability.
    - If a suitable class is unavailable at the registered branch, parents may arrange a make-up class at an alternative physical branch, subject to slot availability.
    - Students enrolled in physical lessons may attend an alternative physical class or join a live online session.
    - Students enrolled in online lessons may attend an alternative physical class or access recorded video lesson archives.
3. **Tutor Discretion & Limitations:** Tutors are not obligated to conduct separate private 1-on-1 make-up classes or re-teach curriculum outside scheduled class hours. No tuition fee refunds or fee offsets will be provided for unutilized or unattended make-up sessions.

F) Student Welfare, Medical Emergencies & Premises

1. **Student Care:** Edufront takes reasonable care of students while they are on centre premises during operating hours. Edufront does not provide meals or refreshments; any special dietary arrangements must be requested during registration and may incur additional charges.
2. **Medical Emergencies:**
    - In the event of minor illness, parents/guardians will be notified promptly to pick up their child.
    - In urgent medical emergencies, Edufront administrative staff and tutors are authorised to take reasonable steps to administer basic first aid, escort the student to the nearest registered medical clinic, or call for an ambulance to convey the student to an emergency hospital facility if parents/guardians cannot be reached immediately.
    - All medical expenses, ambulance fees, and associated third-party charges incurred shall be borne entirely by the parent/guardian.

G) Main Point of Contact (POC)

The parent/guardian designated as the Main Contact at the point of registration shall remain the sole authorised person of record. Edufront will exclusively accept and execute instructions regarding enrolment status, subject changes, billing adjustments, and withdrawal notices from the registered Main Contact. Requests to transfer or update Main Contact status must be submitted in writing by the existing Main Contact to Centre Administration.

H) Withdrawal Policy

1. **Mandatory Written Notice:** A minimum of **one (1) full calendar month's written notice** must be submitted via email or official centre WhatsApp. Verbal notices and backdated notices will not be recognised.
   Examples:
   - Written notice received on 10 March → Final billable lesson and end of term: 9 April
   - Written notice received on 28 June → Final billable lesson and end of term: 27 July
2. **Mid-Month Notice & Fee Proration:** The 1-month notice period begins strictly on the date written notice is acknowledged. Fees for the notice month will be pro-rated up to the final scheduled lesson date, regardless of student attendance.
3. **Deposit Offset & Refund:** The $50 refundable deposit per programme will be credited against the final invoice. If the invoice has already been settled, the deposit will be refunded within fourteen (14) working days.
4. **Immediate / Premature Withdrawal:** If a student ceases attendance without fulfilling the mandatory 1-month notice period, the $50 refundable deposit will be forfeited in full, and any outstanding fees incurred up to the formal notice termination date remain legally payable.

I) Temporary Hold of Lessons

1. **Duration & Advance Application:** Parents may request to place lessons on temporary hold for a maximum of **one (1) full calendar month**. The request must be submitted in writing and confirmed before the 1st day of the requested hold month.
2. **No Mid-Month Holds:** Lesson holds must cover an entire calendar month. Partial-month or pro-rated holds are not permitted. No tuition fees will be charged for an approved full calendar month hold.
3. **Deposit & Slot Reservation:** During an approved hold period, the $50 deposit remains retained by Edufront to secure the student's slot. Deposits cannot be refunded during a hold.
4. **Status upon Expiry:** At the conclusion of the 1-month hold, parents must either:
   - Resume regular class attendance and resume fee payments, or
   - Submit an official one (1) month withdrawal notice in accordance with Section H, or
   - Continue enrolment by paying prevailing regular tuition fees to maintain slot reservation.

J) Missing In Action (MIA) Policy

A student is considered Missing In Action (MIA) when unexcused absences occur with no prior notice, no approved lesson hold, and tuition fees remain unpaid.

Centre Admins will attempt to contact Parents from the following month:

- 1st & 2nd Week: Contact parents via WhatsApp
- 3rd Week: Send reminder email
- 4th Week: Call parent
- Examples:
    - Supposedly attend classes in January but MIA → To contact in February
    - Supposedly attend classes in June but MIA → To contact in July

The deposit shall be forfeited and the student's enrolment terminated. The student's slot may then be released to another student.

K) Legal Disclaimer, Property Damage & Personal Data Protection (PDPA)

1. **Property Damage & Indemnity:** Parents/guardians are directly responsible for any financial costs arising from intentional or negligent damage, vandalism, loss, or expense caused by the student to Edufront's premises, equipment, or neighbouring property.
2. **Limitation of Liability:** Edufront will take all reasonable precautions and safety measures on premises. To the fullest extent permitted by law, Edufront, its management, and staff shall not be liable for any accidental injury, mishap, or personal property loss sustained by students on centre premises.
3. **Personal Data Protection Act (PDPA) Consent:** By enrolling, the parent/guardian consents to Edufront Learning Centre collecting, maintaining, and using personal contact data for administrative, academic progress reporting, emergency response, and billing purposes in compliance with the Singapore Personal Data Protection Act.
4. **Media & Photography Consent:** Edufront may record photographs, audio, or video footage during lessons and centre events for pedagogical evaluation, teacher training, and marketing publications (including brochures, official website, and social media). Parents wishing to opt out of marketing publications must notify Centre Administration in writing at the point of enrolment.
5. **Amendments:** Edufront reserves the right to amend these Terms and Conditions. Any amendments will be communicated in writing via email or official portals to parents/guardians at least thirty (30) days prior to taking effect.

L) Parent/Guardian Acknowledgement & Declaration

By proceeding with enrolment and fee payment, I confirm that:

☐ I have read, understood, and agreed to be bound by the Terms and Conditions outlined above.

☐ I certify that all student and contact details provided are accurate and current, and undertake to promptly inform Edufront Learning Centre of any material updates.

☐ I authorise Edufront staff to obtain emergency medical treatment for my child should the need arise and agree to bear all related costs in relation to Section F.