



ELITE

LINGUISTIC NETWORK

Elite Linguistic Network Public Class Important Policies

Make-up Class Policy:

1. For each class there is a **maximum of 3 hours' make up** lesson time **FOR THE WHOLE TERM & WHOLE CLASS**. Therefore, we seek your best cooperation to be understanding and considerate. The 3 Hours' Free make-up lesson time is to be shared and distributed fairly among all students instead of minority kept using it and used up the hours due to their high absence frequency at actual class.
2. Trainers have the right to limit the average free make-up hour for each student. They can also arrange mass make-up for more students to enjoy at one session.
3. Make-up sessions to be arranged upon requests with the trainer assigned. Usually trainers will split it to 30mins x 6 times of make-up sessions. Students can come 30 mins earlier or stay back 30 mins after class at the next lesson for the make-up (no additional travelling shall be incurred for trainer to do the make-up) should students miss lessons for a particular week.
4. Within this 3 hours it's **FREE** make-up. However, if the student needs to have longer private make-up lesson time above these 3 hours, it will be chargeable at a highly discounted rate of \$35/Hour (Regular price for 1-to-1 lesson is S\$70/Hr), but subjected to trainer's availability (students need to alert the school's management if they need to arrange private make-up lessons).
5. Make-up lessons are to be conducted at the classroom only.
6. For students who miss many classes due to change of schedule, he or she is allowed to seek management's approval and Re-attend an available upcoming new term for free (a valid reason for the high frequency of absence is needed & the school can't advise the exact date of the next available class before the arrangement).

Refund Policy:

1. If the proposed class is unable to start due to any faults from the school, full refund will be given to students who have made payment.
2. After 2 weeks into the course term, should students change their mind or unable to attend further classes due to any personal reason, 50% refund of the balanced course fee will be given to student, or student can transfer the balanced lesson hours to another person.
3. After 3 weeks into the course term, should student change their mind or unable to attend further classes due to any personal reason, **NO** refund will be given. However, student can put the unutilized lesson hours on hold and attend again in future, or they can also transfer to another person.