

Elite Linguistic Network Private Class Important Policies

Admin & Cancellation Policy:

1. Payment Term: Full payment to be made from the confirmation of the package and before the commencement of the lessons. (** For corporate clients, as long as we are informed that an official arrangement has been made & approved, you can kick start the course first while processing the payment*).
2. Learners are to sign or mark their attendance after each lesson conducted and a package balance hour will be recorded at the end of each lesson. (**Applicable to Face-to-Face lessons. Zoom lessons trainer will sign the **Online Attendance** and share with student accordingly*).
3. Learners are to keep trainer & the school management posted anytime should they have a sudden change of schedule and need to reschedule/cancel a class.
4. Rescheduling is allowed with **at least 1 day's advance notice**.
5. For **any last minute cancellation** on the day of the scheduled lesson with less than 3 Hours' notice, **1-Hour lesson** time will be deducted.
6. For **last minute NO SHOW** on the day of the lesson after trainer already arrived at the venue, the **planned lesson duration hours** will be deducted.
7. Trainers have to give students at least 1 day's advance notice too for rescheduling.
8. If the trainer cancels the class on the day of scheduled lesson with less than 3 Hours' notice, she/he has to credit a 1-Hour free lesson hour to student's learning package.
9. Learners are to complete the package before expiry date (Refer to official E-Invoice). No claim shall be made against Elite Linguistic Network after the expiry date for any unutilized lesson hours.
10. Learners can report to the school management on any of the trainer's unsatisfactory conducts, such as frequent late arrival, rescheduling & cancellation of classes, unprofessional behavior during class, inadequate knowledge to handle student's questions all the time. The management team will investigate accordingly and arrange for replacement trainer upon verification. However, learners cannot abuse the reporting system nor keep requesting for change of trainer.