

Elite Linguistic Academy(ELA) Private Class Important Policies

Admin, Attendance & Rescheduling Policies

Payment Terms

Full payment is to be made upon confirmation of the package and before lessons commence. For corporate clients, once an official internal arrangement has been approved (e.g., PO issued), lessons may begin while payment is being processed.

Attendance & Tracking of Lesson Hours

ELA adopts an online e-attendance system. After each lesson, the trainer will fill in the e-attendance form and record lesson details. The link will be shared via the designated WhatsApp group, allowing learners to track remaining package hours, homework, and learning progress.

Communication of Schedule Changes

Learners must inform both the trainer and school management via the WhatsApp group as soon as possible if they need to postpone or cancel a class.

Rescheduling Notice Period

Rescheduling is allowed with at least 1 day (24 hours) notice.

Last-Minute Cancellation

For **cancellations** made on the day of the lesson **with less than 3 hours' notice, 1 hour of lesson credit will be deducted.**

No-Show Policy

If the learner does not show up after the trainer has already arrived at the venue, the full planned lesson duration will be deducted.

Trainer Rescheduling Notice

Trainers must provide at least 1 day's advance notice for rescheduling.

Trainer Last-Minute Cancellation

If the trainer cancels with less than 3 hours' notice on the day of the lesson, the trainer must credit 1 complimentary hour to the learner's package.

Package Validity

Learners must complete all lessons within the validity period stated on the official E-Invoice. Unused hours cannot be claimed after expiry.

Feedback & Conduct Reporting

Learners may report unsatisfactory conduct such as frequent lateness, unprofessional behavior, or inadequate knowledge. The school will investigate and may assign a replacement trainer. However, learners should not abuse the reporting system or request excessive trainer changes.

Additional Clarifications & Enhancements

- A 15-minute grace period may be applied at the trainer's discretion, but repeated lateness may result in lessons ending at the original time.
- Lessons falling on Singapore Public Holidays will be rescheduled.
- Lesson materials are strictly for personal learning use only and may not be shared externally without permission.
- Packages are non-transferable unless a group package has been purchased or subjected to ELA management's approval.

Refund & Withdrawal Policy

At **Elite Linguistic Academy**, we understand that plans can change. Our refund and withdrawal policy is designed to be fair, transparent, and aligned with industry practices, while ensuring a certain degree of commitment for lesson and class scheduling, as well as continuity for all our learners.

The following refund and withdrawal policies apply to our **private lesson packages**.

◆ Private Classes (Hourly Packages)

Payment: Packages of **18 / 24 / 48 hours** are paid upfront and valid for use within a defined period.

Package Type Validity Period

18 hours	2 Years from the date of official invoicing
24 hours	2.5 Years from the date of official invoicing
48 hours	3.5 Years from the date of official invoicing

Refund Policy:

Usage Status

No hours used

Partial usage

All hours used or
package expired

Refund Policy

90% refund (minus admin fee)

Refund for unused hours, **recalculated at standard hourly rate** (non-discounted), minus admin fee

No refund

⚠️ A \$100 admin fee applies to all refund requests.

◆ 3. Non-Refundable Items

- Registration and administrative fees of S\$100
- Learning materials, textbooks, and digital resources
- Discounts or promotional package extras

◆ 4. Class Cancellations or Trainer Changes by the Academy

In rare cases where Elite Linguistic Academy must cancel a class or change a teacher due to unforeseen circumstances, we will offer:

- A **full refund for any unused lessons** (for cancellations),
- A **free trial session with the newly assigned teacher**,
- If the teacher change occurs **before the first lesson**, and you decide **not to continue**, we will provide a **full refund of the course/package fee**.



How to Request a Refund

To request a refund or withdrawal, please contact us at **[course@elitelinguistic.com]** with:

- Your full name
- Course or package details
- Reason for the request
- Bank Account Details for the refund (in approved)

Refunds (if eligible) will be processed within **14 working days** via your original payment method.