

Elite Linguistic Academy

Group 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 the minority 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 in one session.
3. Make-up sessions are to be arranged directly with the trainer. Usually trainers will split it to 30 mins 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 trainers to do the make-up).
4. Within these 3 hours it's **FREE** make-up. However, suppose 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), subject 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 in the classroom only.

Refund Policy:

1. **Cancellation by ELA**
If a class is unable to commence due to insufficient enrolment or cancellation by ELA, students will be entitled to a full refund of the course fees paid.
2. **Withdrawal by Student**
If a student withdraws from the course for any reason after payment has been made, the following refund policy shall apply:
 - **More than 7 calendar days before the scheduled course commencement:** Full refund, less a S\$50 administrative fee.
 - **3 to 7 calendar days before the scheduled course commencement:** 50% refund, less a S\$50 administrative fee.
 - **Less than 3 calendar days before the scheduled course commencement, or after the course has commenced:** No refund.

For the purpose of this policy, "course commencement" refers to the scheduled start date and time of the first lesson of the course.

3. **Refund Method**
All approved refunds will be made to the original payer's bank account or original payment source, where applicable. Refunds will not be made to a third party.
4. **Company-Sponsored Enrolment**
Where payment is made by a company or organisation, any applicable refund will only be made to the company or organisation that made the original payment.
5. **Transaction Fees**
Any payment processing or transaction fees already incurred, including applicable credit/debit card transaction fees, are non-refundable.
6. **Course Deferment / Transfer**

Where no refund is applicable under this policy, the student may request to:

- defer the enrolment and attend the same or an equivalent course within **6 months** from the original course commencement date; or
- transfer the enrolment to another person.

Such deferment or transfer is subject to **course availability** and ELA's approval and may be exercised **once only**. Any difference in course fees, where applicable, shall be payable by the student.

7. **Refund Processing**
Approved refunds will be processed within **14 working days** after confirmation of the refund by ELA.