

# WRITERS @ WORK

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## ENRICHMENT

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### TERMS & CONDITIONS (updated April 2019)

Your child's enrolment and lessons at WRITERS @ WORK is subjected to the terms and conditions as listed below. Parents are requested to sign on the Terms and Conditions in recognition of their acceptance of these terms and conditions, which will apply upon enrolment at any of WRITERS @ WORK centres.

#### Registration fee and Deposit

1. Upon registration, a deposit and registration fee amounting to \$120.00 and \$80.00 respectively are payable. We accept NETS, cheques and bank transfer.
2. In the event that a child signs up for both WRITE and ENGLISH classes, deposit and registration fee shall be waived for the enrolment of the second course.
3. Upon registration, one (1) month course fee is payable. If your child signs up for both WRITE and ENGLISH classes, one (1) month course fee is payable for each class. The course fees will be pro-rated when your child's first lesson does not fall on the 1<sup>st</sup> week of the month.

#### Refunds

4. The deposit will be refundable only when we receive from you a written notice (delivered by hand, post or email) of your expressed intention to terminate your child's attendance at The Centres. The deposit will be refunded in the form of a cheque (issued to your indicated payee) **ONE (1) month from the date of the last lesson with The Centres.**
5. The Centres reserve the right to terminate class attendance at any time if it assesses in its discretion that a student's attendance or continued attendance of the programme would be unsuitable. In such cases, the chargeable fee will be pro-rated according to the number of lessons which the student has attended and the fee balance will be refunded.
6. **Deposits will not be refunded** when one gives **less than 4 lessons' notice** of termination.
7. All deposit refund will be posted to your indicated mailing address.

#### Course Fees and Payment of Course Fees

8. **All lessons are paid for in advance. Fees are due on the 1<sup>st</sup> of every month.**
9. Course fees must be made in full by the 7th of the month regardless of the number of lessons attended. All course fees are inclusive of course materials.
10. Course fees will vary according to the number the lessons scheduled for the month. The fee stated in the registration form is for 4 lessons. Thus when there is a 5<sup>th</sup> week lesson payable, the fees will vary accordingly.
11. We accept **NETS, cheques and bank transfer**. A receipt will be emailed to you. Please retain the receipt for verification purposes.
12. The Centres reserve the right to terminate class attendance and utilize the deposit to offset the unpaid course fees in the event of unpaid fees by **15th of the month.**
13. Course fees paid are non-refundable regardless of the period or frequency of your child's attendance with the exception of points 5 and 34.

#### Absence / Replacement lessons

14. (a) A student is entitled to **TWO (2)** replacement lessons **PER COURSE PER TERM (please see point 30 for Term dates)** regardless the reason of absence.  
(b) Unutilised replacement lessons for WRITE **CANNOT** be used for ENGLISH and vice-versa.  
(c) All replacement lessons are not transferrable.  
(d) There is **strictly NO replacement lesson nor fee credit** if a student is absent for the 3<sup>rd</sup> time in a term regardless the reason of absence. In this case, the lesson notes will be distributed to the student.  
(e) The curriculum cycle runs from **Friday to Thursday every week.**  
(f) Replacement lessons will be offered on a best-effort basis subjected to The Centre's discretion and class availability. All replacement lessons must be arranged with the Centre **in advance** in order to secure a confirmed seat.  
(g) Replacement lessons **CANNOT** be accumulated and carried forward to the next term.  
(h) For replacement lessons arranged outside the regular curriculum cycle, we may not be able to conduct class activities meant for group. As such, there may be a reduction in the duration for the replacement lessons.  
(i) A student is deemed as withdrawn and his/her deposit forfeited if he/she is absent for 4 consecutive lessons from his/her last attended lesson without informing the Centres in written notice (delivered by hand, post or email).

#### Transfers

15. A transfer notice must be made to the existing centre at least **One (1) calendar month** in advance should the parent wish to transfer the child to another centre. The notice have to be completed and submitted at the existing Centre. All transfers can only be effected on the 1<sup>st</sup> week of the month.
16. Transfer to another centre is subject to the availability and on a first-come-first-serve basis.

#### Illness

17. Your child should not come for classes if they show any signs of illness (e.g. fever). This is to prevent infecting other children in the classroom. A child showing symptoms of illness will be asked by The Centres or its staff to be taken home immediately.
18. If your child has contracted any childhood diseases such as chicken pox, hand foot mouth or measles, you **must notify The Centres** and keep him or her at home until the quarantine period is over.
19. In the interests of your child's well-being whilst in The Centres' care, The Centres must be informed of any medical or other conditions affecting your child.

### Students' responsibility

20. Students should be aware that they are attending the course(s) to study and are expected to behave responsibly at all times. Activities which could cause disturbance to other students or The Centres will result in **instant dismissal** from the course. In such case, **no refund** of fees will be made.

### Recordings / Intellectual Property & Media Rights

21. Upon enrolment, you shall permit The Centres and its staff to record your child's image, work or voice for publicity, promotional, publishing or educational purposes. The Centres may copy, reproduce, display, distribute and use any photographs or videos of such recording. The Centres may publish the student's academic achievements in any form or media at any time, even after the student has withdrawn from the Centres.
22. Parents and students are **not allowed** to make photographic, video, audio and/or other recordings inside our classrooms or premises unless you have obtained prior consent from The Centres.

### Personal Data Protection Act

23. Please be informed that your personal data (including name, address and telephone number and email) that was provided to the Centres and in the course of your dealings with all WRITERS @ WORK's centres, is or has been or will be processed by WRITERS @ WORK, or on behalf of WRITERS @ WORK for the purpose of direct marketing whereby we may communicate with you via various modes of communication in order to promote offers / new courses to you.
24. Your data will also be utilized by WRITERS @ WORK for the purposes of monitoring volume and spend information and to carry out market research and/or statistical analysis, including identifying and possibly preventing fraud. Lastly, WRITERS @ WORK will use your personal data for our own benefit, such as to administer your participation in contest, reply to your enquiries and update your records.
25. The persons or categories of persons to whom your personal data is disclosed to include WRITERS @ WORK's partners, suppliers, service providers or subcontractors.
26. Except as set out in this Term & Conditions, we will not disclose your personal data without your permission unless we are legally entitled or required to do so (eg: if we are required to do so by legal process or for the purposes of prevention of fraud or other crime) or if we believe that such action is necessary to protect and/or defend our rights, property or personal safety and those of our customers or other individuals.
27. By signing this Term & Conditions, it is an indication that you agree and consent to the terms with respect to our processing and using of your personal data. You may at any time make a request in writing to access or limit the processing and use of your personal data, including to prevent usage or processing of your personal data for the purposes of direct marketing. We wish to highlight that this may result in WRITERS @ WORK being unable to provide you with our full range of services. Please email your request to [admin@writersatwork.com.sg](mailto:admin@writersatwork.com.sg). Upon the receipt of your written notice, we shall within a reasonable time period, cease to process your personal data.

### Academic Year & Closure

28. The full academic year commences on 3<sup>rd</sup> week of November.
29. The Centres' terms are as follows:  
Term 1 - November to February  
Term 2 - March to May  
Term 3 - June to August  
Term 4 - September to November
30. The Centres run an on-going curriculum during March, June, September and December school holidays. Students are required to attend the scheduled lessons as per normal during the school holidays and are liable to pay for the corresponding course fees.
31. There will be **no lessons on major national Public Holidays**. There will be no make-up lesson for lessons that fall on major national Public Holidays.
32. All existing students will be given priority, for a limited time, to be awarded a place in The Centres upon completion of the current academic year. In order to confirm a place in The Centre for your child in the **next academic year**, a payment amounting to **ONE** month course fees is required. During Term 4, The Centres will release the class schedule of the next academic year and inform you of the latest date to exercise your priority by making the fee payment. If no payment received by the informed deadline, The Centres is not liable to reserve a place for your child in the next academic year. Your child's current place will be released to the public.

### The Centre's Rights and Responsibilities

33. Course fees may be changed and the services offered may be added to or withdrawn at any time. However, course fees will not be varied during a course in progress. At least two weeks advance notice will be given by The Centres.
34. The Centres reserve the right to cancel a course if it is under-subscribed. In this case you will be given a full refund of fees paid for the unattended lessons.
35. Queries pertaining to any external materials brought in by students will only be answered or handled at the teachers' discretion and convenience.

### Indemnity

36. While The Centres and their staff will exercise the utmost care and precautions to ensure the safety of every student during classes, parents accept that mishaps and accidents may occur due to circumstances beyond The Centres' control. Therefore, all parents agree that The Centres cannot be held liable for such incidents and will hold harmless or indemnify The Centres against such liability.
37. Parents or guardians will accept full liability for any damage caused by the student to premises where programmes are conducted.
38. The Centres will not be responsible or liable for the loss of any personal property with The Centres' premises.
39. Upon the dismissal of classes, The Centres will not be responsible for the whereabouts of the students. Hence, The Centre seeks the kind cooperation of all parents and guardians. Here thereof, parents are advised to take note of their children's dismissal times and arrange for prompt pick-up.

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