

TUITION TERMS & CONDITIONS

Math Learning Groups (MLGs) / Heuristics Mind

By enrolling your child, you acknowledge and agree to the following terms.

1. Enrolment

- Enrolment is subject to class availability and confirmation.
- A place is confirmed after the required registration and payment are completed.
- We may recommend a different class or programme where this is more suitable for the student.

2. Fees & Payment

- Tuition fees must be paid by the stated due date.
- Group tuition is generally charged monthly.
- Private lessons, workshops and masterclasses may be charged per lesson or programme.
- Fees already paid are generally non-refundable once lessons have commenced.
- Fees may be revised from time to time, with parents informed before changes take effect.

3. Monthly Group Tuition

- Monthly fees reserve the student's regular place in the class.
- Fees are not calculated according to individual attendance.
- The number of lessons may vary from month to month due to the calendar, public holidays or scheduled breaks.

4. Attendance & Absence

- Please inform us as early as possible if your child will be absent.
- No refund or reduction of fees is given for lessons missed by the student.
- Where available, lesson recordings or materials may be provided for catch-up.

5. Make-Up Lessons

- Make-up lessons are subject to class availability and cannot be guaranteed.
- Make-ups may be arranged in another suitable class, online or through an alternative learning arrangement.
- Unused make-up lessons are not exchangeable for cash or fee credits.

6. Lesson Changes & Cancellations

- Lessons may occasionally be rescheduled, combined, moved online or cancelled due to unforeseen circumstances.
- Where we cancel a lesson and no suitable replacement is provided, an appropriate replacement, credit or alternative arrangement may be offered.
- Parents will be informed as early as reasonably possible.

7. Withdrawal

- At least one month's written notice is required for withdrawal from regular tuition.
- Notice may be given through WhatsApp, email or another accepted communication channel.

8. Trial Lessons

- Trial lessons are subject to availability.
- Participation in a trial lesson does not guarantee a permanent place in the class.
- **For group tuition, if the student does not continue after the trial lesson, no fee will be charged for the trial lesson.**
- **Free trial lessons do not apply to private coaching; private trial lessons are chargeable.**

9. Teaching Materials & Recordings

- Worksheets, notes, videos and lesson recordings are for the registered student's personal learning use.
- They should not be sold, redistributed, publicly uploaded or used for commercial purposes.
- Some lessons may be recorded for revision, catch-up and teaching purposes.
- Lesson recordings should not be shared with unauthorised persons.

10. Photos, Videos & Marketing

- Photographs, videos, lesson activities, testimonials and samples of students' work may be used to showcase our teaching and programmes.
- These may appear on our websites, social media platforms, YouTube channel and other promotional materials.
- By enrolling your child, you acknowledge that such materials may be used for these purposes.

11. Parent Communication

- Parents may receive updates regarding lessons, attendance, student progress, assignments, payments and programme announcements.
- Communication may be through WhatsApp, telephone, email or our online systems.
- Parents should keep their contact information up to date.

12. Personal Data & Privacy

- We may collect information needed to manage enrolment, lessons, payments, attendance and student learning.
- Personal information will be used for relevant tuition, communication and administrative purposes.
- Reasonable care will be taken in handling student and parent information.

13. AI-Supported Learning

- AI and digital tools may be used to support lesson preparation, learning analysis, student feedback, resource development, parent communication and administration.
- **AI is used to support, not replace, teacher judgement and instruction.**
- We will seek to minimise unnecessary sharing of identifiable student information with external technology systems.

14. Student & Parent Responsibilities

- Students are expected to attend regularly, participate appropriately, complete assigned work and behave respectfully.
- Parents are encouraged to support punctuality, attendance and completion of learning tasks.
- Serious or repeated disruptive behaviour may result in discontinuation of enrolment.

15. Learning Outcomes

- We will provide teaching, guidance and learning resources to the best of our ability.
- Academic improvement depends on factors such as attendance, effort, practice and individual ability.
- Specific examination results, grades or scores cannot be guaranteed.

16. Online Lessons

- Students attending online lessons should have a suitable device, internet connection and learning environment.
- We cannot be responsible for disruptions caused by the student's device, internet connection or other circumstances outside our reasonable control.

17. Programme & Operational Changes

- We may update lesson formats, teaching resources, technology, class arrangements or programme structures where reasonably necessary.
- Where significant changes affect an enrolled student, parents will be informed.

18. Exceptional Circumstances

- In situations beyond our reasonable control, lessons may be rescheduled, moved online or replaced with recordings, materials or other suitable arrangements.

19. Updates to These Terms

- These terms may be updated from time to time as our programmes, operations or technology develop.
- Parents will be informed where significant changes affect existing students.

20. Parent Acknowledgement

- By registering your child, you confirm that you are the student's parent or authorised guardian; you have read and understood these terms; you understand the fees, attendance, make-up and withdrawal arrangements; and you agree to the collection and use of information reasonably required to provide and administer the tuition service.

Parent / Guardian Acceptance

Parent / Guardian Name

Student Name

Programme / Class

Mobile Number

Signature / Digital Acceptance

Date