

## ■ REGISTRATION FEE

There is a one-time non-refundable registration fee of **\$27.25** (inc. gst) for new students.

## ■ TERM INVOICING

**Junior Group Trainings are run & invoiced on a quarterly basis:**

TERM 1	TERM 2	TERM 3	TERM 4
JANUARY	APRIL	JULY	OCTOBER
FEBRUARY	MAY	AUGUST	NOVEMBER
MARCH	JUNE	SEPTEMBER	DECEMBER

### **Please note:**

- \* Each new term will **commence on the first Monday** of Jan., Apr., July & Oct. respectively.
- \* Invoice amount per term may vary depending on the number of lessons within that period.
- \* There will be no group classes on Public Holidays (PH).

## ■ PAYMENT POLICY & ENROLLMENT IN EACH TERM

### **For those already enrolled in the current term:**

- a. The "next term continuation" confirmation link is to be completed within 3 days notice.
- b. Invoice for the next term will be sent upon submission of the above mentioned form.
- c. Upon confirmation, you will be sent an invoice and payment is due seven days from the invoice date. Please pay before the due date to secure your slot for next term or it will be opened up to those on our waitlist.
- d. SITA's Administrators will send out a maximum of two (2) payment reminders to all parents. If you have already made payment, you may ignore these reminders.
- e. Failure to make payment by the stipulated deadline will automatically open a vacant spot to the next person on the waiting list.

### **For new students wanting to enroll in the next term:**

- a. Parents may register your child's interest for the next term by signing our continuation form.
- b. If there are no vacancies: You will be put on the waiting list & you will get updated if a spot opens up before or during the term.

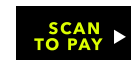
### **For students who join part-way through the term:**

- a. This can only be done if there are vacancies, otherwise, your child will be put on the waiting list.
- b. In the event you do join part-way, you will only be invoiced for the remaining classes in the term.

## ■ FOR BANK TRANSFERS:

Swift Code: OCBCSGSG  
 A/C Name: SITA Pte Ltd  
 A/C Number: 626-006324-001

Paylah/Pay Now/Pay Anyone  
 UEN Number: 201117268M  
 SITA PTE LTD



## ■ REMOVAL OF MAKE-UP (MU) POLICY

- SITA's Management has made a decision to **remove the previous MU policy** as it has caused too many backend admin complications. We seek your kind understanding in this aspect.
- For classes that are eligible for credits, you may contact the office to arrange a make-up lesson, subject to availability.
- Please refer to the Credit Policy section for more on make-ups, credits and refunds.

## ■ SCHOOL HOLIDAY (SH) POLICY

- School Holidays (SH) are defined as pre-arranged holiday dates.
- We allow one (1) week of SH deductions from the invoice per term for these dates.
- The SH dates to be deducted must be confirmed before the commencement of the new term in order to be eligible to enroll in the next term with SH pro-rated fees.

## ■ CREDIT POLICY

Eligibility for Credits	Notes
<b>Weather</b> (Rain/Haze)	<ul style="list-style-type: none"> <li>- Based on SITA's discretion.</li> <li>- If more than half the lesson is over, it will count as a full lesson and no make-ups or credits will be provided in such cases.</li> <li>- If it rained part-way through the lesson before the halfway mark, please refer to the table under the weather policy section.</li> <li>- For classes cancelled due to the weather, you may contact the office to check if there is any availability to do a make-up lesson. If you don't or if we are unable to slot you in for a make-up lesson, you will be <b>automatically credited</b> in the next term's invoice.</li> <li>- For those who will not be continuing SITA in the next term, you will be <b>refunded</b> for these classes together with your withdrawal deposit.</li> </ul>
<b>Suspension of Classes</b>	- In the event the government imposes restrictions again that affect our group programmes, affected classes will automatically be credited to the next term.
<b>Medical Reasons</b> (Credit Appeal Form must be submitted)	- A <b>medical certificate (MC)</b> or picture of a positive ART/PCR test must be provided <b>strictly within 48 hours</b> of being absent from the class which covers the date of the missed class, otherwise it will be considered a no-show (NS) with no credits allowed.

## ■ CREDIT POLICY

**Others** - Other official supporting documents to show reason for absence.  
 (Credit Appeal Form must be submitted) It must be provided **strictly within 48 hours** of being absent (case-by-case basis subject to management's approval).

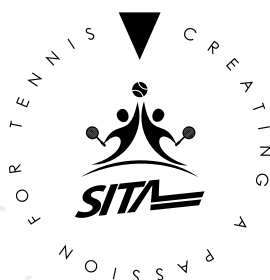
\* Medical certificates (MCs) are to submitted via the **Credit Appeal Form**.

## ■ WEATHER POLICY

- Please understand that cancellation of classes due to weather is based on SITA's discretion.
- WhatsApp notifications will be sent out in the event of any delays/cancellations due to the weather. If there is no update on your class group chat, **the default is that lessons are ON.**
- For classes cancelled due to the weather, please refer to the weather section in our **credit policy** for information on make-ups, credits and refunds.
- If you have been notified that classes are ongoing but decide not to come, this will be taken as a no-show (NS) and no credits or make-ups will be arranged.
- If more than half of the lesson is complete: The lesson will be charged in full. Anything less than half complete, the lesson will be pro-rated according to the duration played.

- Please see the chart on the right for reference:

DURATION PLAYED	CHARGE
0 - 15 minutes	No Charge
15 - 30 minutes	30 minutes billed
30 minutes - 1 hour	1 hour billed
1 - 1.5 hours	1.5 hours billed
1.5 - 2 hours	2 hours billed



# SITA TENNIS ACADEMY

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[@ instagram.com/sita\\_tennis](https://www.instagram.com/sita_tennis)

► SITA reserves the right to amend any of the terms and conditions herein at any time.