

# Terms & Conditions



## 1. Official Communication Channels

**1.1** Our official communication channel is the WeChat group. All important announcements, including online course materials and codes, will be posted in the WeChat group. Please make sure to check for updates.

**1.2** Parents can also check our latest course schedules via our official WeChat public account, Instagram, or website.

## 2. Tuition Fees & Payment

**2.1** Tuition fee discounts: Please refer to the school's current promotions.

**2.2** A **\$20 registration fee** applies to new students. If the new student has a sibling who was enrolled in a GM course in the previous year, the registration fee will be waived.

**2.3** The total amount shown in the Payment Advise is the net amount after discounts. All fees include a 9% GST.

**2.4 Tuition fees must be paid before the first lesson.** If payment is made after the second lesson of the term, a late fee of \$50 will be charged. If payment is not received before the third week of lessons, we reserve the right to deny the student access to classes.

**2.5** A one-time trial lesson is available, priced the same as regular lessons or at the current promotional rate. Please make arrangements with our admins before attending the trial.

### **2.6 Payment methods:**

#### **(a) PayNow**

PayNow UEN: Please use the payment link in the fee notification email or log in to the student portal to complete the PayNow payment. The invoice will be sent to your email automatically.

Account Name: Greatminds School Pte Ltd

#### **(b) Bank Transfer**

Account Name: Greatminds School Pte Ltd

Account Number: 162-900113-1 (DBS Current Account)

(Please include the student's full name for identification and email the payment screenshot to us.)

**(c) Nets** – Payment must be made at the school in person.

### **3. Referral Program**

When a new student registers and lists a GM existing student as a referrer while enrolling in a course for at least one term (10 or more lessons):

- (a) The referrer will receive a \$50 (inclusive of GST) deduction in their next billing cycle. This referral discount is non-exchangeable for cash and is valid for one year.
- (b) The new student's \$20 registration fee will be waived.

### **4. Make-up Class Policy**

**4.1** If a student cannot attend a scheduled lesson, they may attend another session within the same academic week (**Wednesday to the following Tuesday**). Please contact our admin via phone (6659 1339 (CL) / 6908 1389 (CS)) or WeChat during working hours to arrange.

**4.2** Arrangements made via WeChat are only confirmed upon receiving an acknowledgment reply from the school admin.

**4.3** If no suitable make-up session is available (i.e., only one lesson is scheduled in the same academic week, or the last lesson of the academic week has been missed), students may request a playback of the lesson. Playback recordings are strictly for students who missed the class. Requests from students who have already attended the class will not be accepted.

**4.4 Each student may request up to three make-up sessions or playback recordings per term.**

**4.5 No refunds** will be provided for missed lessons. **For holiday courses, once materials (physical or digital) have been issued, withdrawals will not be accepted.**

### **5. Course Withdrawal Policy**

If a student wishes to withdraw from a course mid-term, a written notice must be submitted at least **two weeks in advance**.

## **6. Online Class Requirements**

**6.1** The online class code will be arranged in advance and posted in the WeChat group notice board.

**6.2** Students must use their registered full name, keep their camera on, and have their face visible for identification. Teachers reserve the right to move students who do not meet these requirements to the waiting room without prior notice.

## **7. Course Materials & Intellectual Property**

**7.1** All materials provided by Greatminds are strictly for registered students and authorized teachers. Under no circumstances should these materials be disclosed to any third party. GM reserves the right to distribute course materials to its registered students via official channels, and materials will be shared **only once** in a format determined by GM based on each course's requirements.

**7.2** Courses must be attended by the registered student only. Video recording of lessons is strictly prohibited. Course codes must not be shared with anyone who is not registered. GM reserves the right to take action against any violations.

## **8. Reservation of Rights**

Greatminds reserves the right to adjust course schedules and tuition fees at its discretion. GM also retains the right of final interpretation of these Terms & Conditions.

**Greatminds School**  
Updated: March 2025