



General Terms & conditions

Terms and Conditions for Registration of One Target Education's (OTE) Courses

Upon enrolment into OTE's courses, the parent/guardian of students hereby agrees to and accepts the terms and conditions stated herein:

1) Fees Payment

- All fees paid are *strictly non-refundable* and non-transferable.
- A one-time non-refundable registration fee of SGD100 is payable for each new student who joins our regular courses (**including P2HA classes and P3HA classes**);
- Fees for each term must be paid 1 month in advance before the first day of each new term;
- In the event that the course fee remains unpaid at the end of the Calendar Month in which they are due for payment, **OTE** reserves the right to disallow the Student from attending any class in the Registered Courses from the following month. The class slots may also be released to the next student in the waiting list and the deposit might be forfeited.
- If your child joins in the middle of the term, the fees will be pro-rated accordingly based on the remaining number of lessons.
- As classes will continue during School Holidays and PH listed on our time table, fees will be charged.
- All fees are subject to review and revision before a new year starts.

2) Deposit For OTE regular classes (including P2HA classes and P3HA classes):

- A refundable deposit of \$200 will be collected at the time of registration. A written notice of withdrawal must be given **at least one (1) month before a new term starts**, and the deposit shall be used to offset the course fees due for the relevant notice period, if applicable.
- If the notice period given is less than one (1) month before a new term starts, the deposit will be forfeited.

3) Payment Modes

- We accept payment by cheque, cash and internet/ATM bank transfer.
- For internet/ATM bank transfer, please WeChat/WhatsApp/ the full transaction details. A receipt will be issued upon verification of payment.
- Cheques are to be made payable to **"One Target Education Hub Pte. Ltd."** Please write your child's full name, class detail and contact number on the reverse side of the cheque.
- We **do not** accept ATM card/credit card payment.

4) Withdrawal Policy

- If a student wants to withdraw from any class, he/she will need to give us at least one (1) month's notice before a new term starts. The deposit will be forfeited if the notice period is less than one (1) month.
- A withdrawal form is to be completed and submitted to the Centre Counter.
- No refunds will be given for unused portions of the class fees.

5) Replacement Lessons

Personal reasons

- Each student is entitled to Three (3) days of leave of absence (LOA) per subject for each term, i.e. replacement classes can be scheduled under the regular circle, if applicable. If the regular lessons circle are missed, we can only provide the worksheet which may be submitted to the teacher for marking at the next lesson.
- Each LOA is to be informed at least three days in advance and subject to regular class available.



Medical reasons or school event

- If your child is unable to attend a class and is able to produce a valid medical certificate or an official letter from the school (school events), a replacement class can be scheduled during the regular circle if applicable.
- Replacement classes are subjected to availability of classes, especially on weekends.
- Payment for a full term remains applicable even if your child misses any class.
- The centre reserves the right to reschedule or cancel a class at any point of time during the term due to unforeseen circumstances.

6) Lessons During School Holidays & Public Holiday

- During the school holidays and PH, lessons will continue as per our timetable listed and fees remain payable.
- No classes are conducted on Chinese New Year holiday and no fees will be payable.

7) Trial lesson policy (Only apply for special period)

- Students may register for a one (1) trial lesson (free of charge) for course during special promotion period.
- If the student continues classes after the trial lesson, the registration fee and the lesson fees for the balance of the term will be payable.

8) OTE's Personal Data Protection Policy

OTE is committed to respecting your privacy and we aim to maintain a high level of trust with all by adhering to the principles of applicable data protection and privacy laws in Singapore.

➤ **Type of Information collected and used**

Personal data of Students and Parents/Guardian/family members, which may include names, identification particulars, contact details, preferences, health information, family background, educational information, demographic data, payment details and transaction history;

Information and data generated in the course of any continual relationship with OTE, for example, instructions given by you to arrange class enrolments, transfers, replacements, withdrawals, and other information and records you choose to provide by various modes of communication including mail, telephone, SMS, fax, email, internet and market research;

OTE may also collect video footage, still images, or audio recordings of you recorded in the course of any classes, programmes or lessons conducted, or other services rendered by an OTE Entity, its staff or contractors. The Audio Visual Material form part of the personal information collected by OTE.

➤ **Purposes for which Information is Collected, Used and Disclosed**

The personal data that we collect is used by us for the following purposes

- To verify your identity;
- To maintain accurate your information and manage OTE's relationship with you in order to provide you better service;
- To provide product-related services and support, including OTE's value-added workshops, seminars or new courses;
- To respond to, process and handle your queries, requests, transfers, feedback and suggestions;
- For use in promotional and marketing material distributed by OTE whether online or offline, including but not limited to posts on social media, print or electronic copies of newsletters and brochures, promotional video advertisements and print advertisements;
- To perform internal management, to operate management information systems, to carry out and enable internal and external audits;



- To enforce or defend the rights of **OTE**, its employees, officers and directors;
- For safety, legal and regulatory compliance; and
- Any other incidental business purpose related to or in connection with the above listed.

These purposes may also apply even if you do not have any contractual or ongoing relationship with us.

➤ **To whom your personal data may be disclosed**

- To professional advisors, third party service providers, agents or contractors engaged to perform any of the above listed purposes for **OTE** or any **OTE** Entity under a duty of confidentiality;
- To **OTE** full-time and independent contract teachers for them to effectively discharge their teaching and tutoring obligation;
- To any person, court, tribunal, regulator, or other authority to whom disclosure is required under applicable laws or regulations;

➤ **To transfer information**

Personal information may be transmitted by **OTE** or an **OTE** Entity to data storage facilities or third party service providers. We will make reasonable security arrangements to prevent unauthorised access, collection, use, disclosure, copying, modification, disposal or similar risks to your personal information. Please note, however, that we cannot be held responsible for unauthorised or unintended use, access or disclosure that is beyond our control.

➤ **Accuracy of Personal Data**

It is your obligation to ensure that all personal data submitted to us and retained by us are accurate, not misleading, updated and complete in all respects. Failure on your part to do so may result in our inability to provide you with the products and services you have requested. We should not be responsible for any inaccurate, misleading, incomplete or not updated personal data submitted by you to us.

➤ **Retention of Personal Data**

OTE will retain personal information in accordance with legal, regulatory, business and operational obligations.

➤ **Access and Correction of Personal Data**

You have the right to request a copy of your personal information held by us and to request for any inaccurate personal information to be rectified. A request can be submitted in writing, by mail or email ;
Please note that we may be prevented by law from complying with any request that you may make. We may also decline any request that you may make if the law permits us to do so.

➤ **Privacy Policy Consent**

This Policy applies to all personal data that you may provide to us included relating to a third party (e.g. family members/Guardian) and the personal data we hold about you. By providing us with your and third party's personal data or any of its services, functions or contents (including transmitting, caching or storing of any such personal data), you shall be deemed to that you have obtained the consent of the third party to provide us with their personal data for the respective purposes and have agreed to each and all the terms, conditions, and notices in this Policy. You may submit a request to withdraw your consent at any time by contacting us in writing, via mail or email. Do note, in many circumstances, we need to use your personal data in order for us to provide you with products or services which you require or have requested. If you do not provide us with the required personal data, or if you do not accept this Policy (or any amendments thereto) or withdraw your consent to our use and/or disclosure of your personal data for these purposes, it may not be possible for us to continue to serve you or provide you with the products and services that you require or have requested.



➤ **Privacy Policy Amendment**

OTE reserves the right to amend and vary the terms of this Privacy Policy at any time. The use or continued use of any of OTE's services shall be deemed as your agreement and consent to be bound by our Privacy Policy.

➤ **Use Personal Data for other purposes**

If OTE needs to use your personal data for any other purposes not listed on this policy, we will notify you and obtain your consent beforehand. You will be given the opportunity to withhold or withdraw your consent for the use of your personal data for these other purposes.

- The Parent/Guardian hereby consents and agree to the collection, use and disclosure of the personal data of the student and his/her personal data in accordance with the purposes specified in the **OTE Personal Data Protection Policy**.
- The Parent/Guardian hereby consents and agree to receive from the **OTE** information about the **OTE's** and/or selected third parties' products and services via email, text message and/or phone call.

8) Other Conditions & Student Behaviour Policy

➤ **Supervision During Class**

OTE will assume the responsibility of supervision of the student while the class is in session. We assume no responsibility of the supervision of the student at times outside of the class sessions *or if the student chooses to leave OTE's premises during the lesson for any reason.*

➤ **Damage / Injury / Loss**

All costs incurred as a result of any damage, injury, loss, expense or liability that may be caused to public and/or private property by the student will be borne by his/her parents/guardians.

➤ **Copyright**

OTE owns the copyright to all worksheets and materials provided for its courses. No reproducing, distributing, copying, publishing, or sharing is allowed for any purpose without OTE's written consent.

➤ **Class Arrangement Changes**

OTE reserves the right and the sole discretion to transfer, combine or dissolve a class and change teachers of a class without prior notice.

➤ **Events Beyond Control**

OTE shall not be liable for any default or closure of classes due to any act of God, war, strike, lockout, industrial action, fire, flood, drought, tempest or other event beyond our reasonable control.

➤ **Student Health**

It is the Parent/Guardian's responsibility to monitor the health of their children before they come to the **OTE's** place for lessons. If the Student is not feeling well, **OTE** reserves the right to put the student in the administration area or send him home. The fees in respect of the lesson for that day will not be refunded. Any replacement classes is subject to **clauses 5**.

➤ **Student Behaviour Policy (Part of Terms & Conditions)**

At **OTE**, we are committed to providing a safe, respectful, and supportive learning environment for all students and staff.

Students are expected to:

- Follow teachers' instructions and classroom rules.
- Behave respectfully towards teachers, staff, and other students.
- Remain seated and avoid disruptive or unsafe behaviour during lessons.



Unacceptable behaviour includes (but is not limited to):

- Repeated disruption of lessons.
- Refusal to follow reasonable instructions.
- Behaviour that poses a safety risk to oneself or others.
- Throwing objects, aggressive actions, or inappropriate conduct.

Behaviour management approach:

- Teachers will manage behaviour through verbal guidance only.
- Persistent or serious behavioural issues will be referred to the centre's administration.
- The centre may contact the Parent/Guardian where necessary and may implement measures such as:
 - i. class reassignment,
 - ii. temporary suspension, and/or
 - iii. review of enrolment suitability.

Important notes:

- Teachers will not use physical discipline, physical punishment, or physical restraint.
- OTE reserves the right to suspend or terminate enrolment if the Student's behaviour continues despite intervention or poses safety concerns.

Final General Clause

- OTE reserves the right to amend the above terms and conditions without prior notice.
- The general terms and conditions contain the whole agreement between the Parent, Student and OTE and supersedes any prior written or oral agreement amongst them relating to the Student's enrolment in the registered course(s) and the parties confirm that they have not entered into this agreement on the basis of any representations that are not expressly incorporated in the general terms.

➤ **Contact Information**

For any queries on this Policy, you may email us at onetargetedu@gmail.com