



# THUNDER ROCK SCHOOL

## Terms & Conditions

### General Information

- Course fee, Registration fee & Deposit are to be made prior to commencement of the first lesson.
- All fees are quoted in Singapore Dollars (SGD).
- We accept: Cash, NETS, Credit Card, Bank Transfer, Paynow, Cheque (payable to Thunder Rock School Pte Ltd).
- We have a strict no refund policy. Any exceptions will be reviewed on a case by case basis by our management.
- Please contact the school directly for any administrative matters.

### Fees Structure & Information

- Deposit:
  - is mandatory for all students.
  - is a standalone and does not work in conjunction with any discounts or promotions.
  - is valid for 2-lessons and may be refunded provided proper notice of termination is given.
  - can also serve as a final 2-lessons or part of a final package should you require more lessons prior to termination.
- All course fees will be due on the **last lesson** of the current package. We offer 4/12/24 lesson packages.
- An invoice will be sent to the student/parent/guardian via whatsapp or email for payments made via bank transfers or paynow. The physical invoice will be given on the next lesson.
- A late fee charge of **\$20.00** will be incurred if payment is made on the first lesson of a new package.

### Lessons / Cancellation Policy

- All students are expected to complete a minimum of 4 lessons in a month. In the event where 4 lessons cannot be fulfilled in a month, make-up lessons will be required.
- We do not allow our students to cancel lessons without valid reasons.
- Notifications of cancellations must be made at least 24 hours in advance. Failure to do so will result in the lesson being forfeited.
- There is strictly no cancellations of make-up lessons. Any cancelled make-up lesson will be forfeited.
- In the event of illness, the student will need to inform the school at least 2 hours in advance. A medical certificate must be provided to the school in order to schedule a make-up lesson. Failure to do so will result in the lesson being forfeited.
- The school reserves the right to send the student home should they turn up for lessons ill. The student will then be required to procure a medical certificate for the day. Failure to do so will result in the lesson being forfeited. This is to prevent illnesses from spreading to our staff and other students.
- Emergency cancellations will be reviewed on a case by case basis by our management.
- Lessons are non-transferable unless approved by management.
- Students with circumstantial reasons such as hospitalization, bereavement, reservists or major examinations (PSLE, 'O' Levels, 'A' Levels) will not be required to do make-up lessons for a maximum of 2 weeks.
- In the event your instructor is unavailable for lessons due to illness or other official leave. A relief teacher can be assigned to cover the lesson.



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- There will not be any time extensions if you are late for your lesson.
- There will be a course fee top-up (prorated) should a weekday student request to reschedule their lesson(s) to a weekend.
- There will be no course fee adjustments should a weekend student request to reschedule their lesson(s) to a weekday.
- In the event the school requests a weekday student to reschedule lesson(s) to a weekend, no top-up will be required.
- In the event the school requests a weekend student to reschedule lesson(s) to a weekday, the lesson(s) will be prorated and the appropriate amount will be offset in your next fee payment.

## Termination

- Notification of course termination has to be informed at least one month in advance and in written form. Your deposit will be forfeited if proper notice is not given.
- Any temporary stoppage of lessons will be deemed as a withdrawal from the school.
- We reserve the right to terminate the enrolment of a student immediately with no refund in the event that:
  - i) the student or parent/guardian does not contact the school after missing lessons for 2 consecutive weeks.
  - ii) the student or parent/guardian is found to be unruly towards any of our staff members. We do not condone bullying.

## Privacy Policy

By enrolling as a student, you agree that Thunder Rock School Pte Ltd may collect, use and disclose your personal data, as provided in this application form, or (if applicable) obtained by our organisation as a result of your enrolment, for the following purposes in accordance with the Personal Data Protection Act 2012 and our data protection policy:

- The processing of enrolment as a student to Thunder Rock School Pte Ltd.
- To contact you or your emergency contact regarding lessons, news, updates and others via information provided.
- Your information will be provided to Music Examination Boards, Music Performance Platforms/Venues or other organisations when required. You will be notified when your information is needed by any aforementioned.

You reserve the right to remove your information upon notice of course termination. Otherwise, your information will be retained and you may receive further news and updates regarding the school.

Thunder Rock School Pte Ltd owns and is allowed to use any photos/videos taken at our school/school events of registered student on any platform.

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Thunder Rock School Pte Ltd reserves the right to change our terms & conditions at anytime without prior notice.

I acknowledge that I have read, understood and accepted the Terms & Conditions of Thunder Rock School Pte Ltd.