



Junior Group Programme

TERM POLICIES

Content | As of 2023, Term 4

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A. Registration Fee (One-time)

There is a one-time non-refundable **registration fee of \$25** for new students.

B. Withdrawal Policy/Deposit

- In addition, upon registering with SITA, a **refundable \$60 deposit** is required to be made.
- If you decide to withdraw your child from the academy, this deposit will be refunded when a **two (2) week's notice** is provided in writing (via email to info@sitatennis.com).
- If you wish to withdraw your child in the **middle of an ongoing term**:
 - a. Kindly inform the Administrator accordingly.
 - b. Please note there is NO refund for the remaining classes that have not been taken for that term.

C. Terms 1 to 4

Junior Group Trainings are run & invoiced on a quarterly basis

- Term 1: January, February, March
- Term 2: April, May, June
- Term 3: July, August, September
- Term 4: October, November, 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).



D. 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 via this interest [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.

E. School Holiday (SH) Policy *

- School Holidays (SH) are defined as pre-arranged holiday dates.
- We allow for two (2) weeks 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-prorated fees.

F. 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.



G. Credit Policy *

Eligibility for Credits	Notes
Weather (Rain/Haze)	<ul style="list-style-type: none">- Based on SITA's discretion- 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.- If it rained part-way through the lesson before the halfway mark, please refer to the table under the weather policy section.- 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 automatically credited in the next term's invoice.- For those who will not be continuing SITA in the next term, you will be refunded for these classes together with your withdrawal deposit.
Suspension of Classes	<ul style="list-style-type: none">- In the event the government imposes restrictions again that affect our group programmes, affected classes will automatically be credited to the next term.
Medical Reasons (Credit Appeal Form must be submitted)	<ul style="list-style-type: none">- A medical certificate (MC) or picture of a positive ART/PCR test must be provided strictly within 48 hours 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.
Others (Credit Appeal Form must be submitted)	<ul style="list-style-type: none">- Other official supporting documents to show reason for absence. It must be provided strictly within 48hrs of being absent (case-by-case basis subject to management's approval).

* MCs and Vaccination certificates are to be submitted via this link: [Credit Appeal Form](#)



H. 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 below for reference:

Duration Played	Charge
0 - 15 mins	No charge
15 - 30 mins	30 mins billed
30 mins - 1 hrs	1 hr billed
1 - 1.5 hrs	1.5 hrs billed



info@sitatennis.com • www.sitatennis.com
(+65) 8129 5381

130E Harding Road, Singapore 249543

 facebook.com/sitatennisacademy
 instagram.com/sita_tennis/