



Email: minervatuition@gmail.com

www.minervatuition.com

Terms and conditions

These terms and conditions form the contract between the Client and **MINERVA TUITION** Pte Ltd registered in Singapore with UEN number 202401658W whose place of registration is 278 Bukit Batok East Avenue 3 #01-351 Singapore 650278 ('Minerva SG').

It is understood that by accepting this document the Client confirms that she or he understands and agrees to these terms and conditions. These terms and conditions may be varied by Minerva SG from time to time by giving notice in writing.

IT IS AGREED AS FOLLOWS:

1. Interpretation

'Client'	means the tutees and parents/guardians who engage Minerva SG to provide Tutorial Services and/or related services
'Student'	the individual receiving the tuition
'Tutorial Services'	means tuition services and other associated services such as schools advice provided to the Clients of Minerva SG
'Tutors'	means those tutors engaged by Minerva SG to provide Tutorial Services

1. Services to be provided by Minerva SG

- 1.1 Minerva SG agrees to provide Tutorial Services to the Client, these Tutorial Services to comprise 1- to-1 tuition, unless otherwise agreed in prior discussion with Minerva SG. Tutorial Services will be provided by those Tutors engaged by Minerva SG.
- 1.2 Tutorial Services will be carried out by electronic means (typically by Skype, Zoom or similar but in all cases such means to permit visual communication).
- 1.3 Tutorial Services will typically be provided in batches of sessions of 1 hour each, the precise number of sessions in each batch to be agreed between the Client and Minerva SG prior to the commencement of the Tutorial Services. Minerva SG will provide the Client with a review at the end of the batch of sessions.
- 1.4 The dates of the sessions will be agreed in advance by the Tutor and the Client. If the Tutor is unable to provide Tutorial Services to the Client on a prior agreed date and time due to illness or injury or other reasonable cause, the Tutor shall advise the Client and the session shall be re-arranged at a mutually agreed time.
- 1.5 In the event that a Client expresses dissatisfaction with the Tutor or the Tutorial Services being provided by the Tutor, Minerva SG will seek to rectify such a situation with the Tutor and the Client. Minerva SG reserves the right to offer the Client the Tutorial Services provided by another Tutor. However, there is no guarantee that Minerva SG will be able to so rectify such a situation.
- 1.6 For the Client's awareness, tutors are not employees of Minerva SG; they have self-employed status.

2. Scheduling and Absences

- 2.1 The Client is responsible for ensuring that the Student is aware of lesson dates and times agreed with the Tutor.
- 2.2 Students should be ready to start promptly at the agreed start-time and with all materials required for the session. In the case of skype sessions, the Client should have ready any and all materials sent in advance by the Tutor. Where applicable, homework should have been sent to the Tutor for marking 24 hours prior to the session unless otherwise previously agreed with the Tutor. The Client will at all times provide a safe environment where uninterrupted and peaceful learning can take place for the Student.

- 2.3 In the event of sudden illness, there will be no charge for the session but evidence such as a doctor's note, may be required, particularly if this becomes a regular occurrence.
- 2.4 Where a session is cancelled by the Client with less than 24 hours' notice, or where the Client fails to attend a session, the session will be billed to the Client at the usual fee (unless good cause can be proven by the Client). Where good cause is proven by the Client to Minerva SG, the session will be rearranged at a time mutually agreed between the Client, Minerva SG and the Tutor..
- 2.5 Frequent cancellations by the Client, and which Minerva SG perceives to be unreasonable and without good cause, will be considered for termination of the contract with the Client. In such event the Client will not be entitled to a refund in whole or in part of the fee.
- 2.6 If the Client is late for a session without good cause, the Tutor is only required to provide the Tutorial Services until the prior agreed end time, and this will be considered to be a full session for the purposes of the provision of said Tutorial Services. The Tutor, at their discretion, may extend the session to the full hour.
- 2.7 In the event that there is an interruption to the Tutorial Services due to technical or power issues which prevent the use of electronic transmission, the Tutor will agree a rescheduling of the session with the Client. In such event, no cause will be attributed to either the Tutor or the Client.

3. Fees

- 3.1 Fees are payable in advance of the agreed sessions for which an invoice will be issued.
- 3.2 Fees will be agreed prior to arrangement of each batch of sessions, and payment should be made before the start of each batch. Where payment has not been received before the first session, then at the discretion of Minerva SG, this may result in the cancellation of Tutorial Services to the Client.
- 3.3 Payment should be made either by electronic transfer or electronic payment.
- 3.4 Invoices will be sent electronically from 'management@minervatuition.com'. Please ensure that computer settings are such that the emails from that address do not get sent to spam.

4. Notice period

- 4.1 Two weeks' notice is required by email should the Client wish to terminate the agreed Tutorial Services. Provided the requisite notice is given, fees for Tutorial Services not provided will be refunded. Minerva SG reserves the right to terminate the agreed Tutorial Services, as appropriate, upon the requisite notice (two weeks) given to the Client.

5. Insurance and liability

- 5.1 Minerva SG will not be held accountable or responsible to the Client for the academic success or lack thereof demonstrated by any of its Clients. Although Minerva SG will do everything in its power to help academic levels and skills improve, it will offer no guarantee thereto to its Clients.
- 5.2 Minerva SG is not liable for any loss, damage or injury caused while providing Tutorial Services to a Client.

6. Confidentiality

- 6.1 Minerva SG agrees to hold confidential information about any Client as securely as possible, and will not sell, rent or distribute such Clients' personal information, or any information relating to children, to any third parties.
- 6.2 Minerva SG will hold and maintain all data on the Client and the Tutorial Services in accordance with the data protection rules and regulations of Singapore.
- 6.3 From time to time Minerva SG will send out to all its clients circulars and updates of its activities by email; Clients may choose to opt out of receiving such emails by notifying Minerva SG accordingly.

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