



Below are the terms and conditions from Inventive Kids Pte Ltd's Customers' Charter which is available on our website at [www.inventivekids.asia](http://www.inventivekids.asia)

### 1) Registration and Payment

- a) By making payment to enrol your child in our lessons, you are giving permission for your child to participate, under the supervision of our educators, trainers and facilitators, in all individual and team activities while your child remains a participant at our sessions.
- b) Our fees are nett, and there are no other fees.
- c) A place is allocated strictly on a first-come-first-served basis upon receipt of full payment to confirm the student's registration.

### 2) Refund policy

- a) Refund policy is detailed in below table:

Reason(s)	Conditions	Refund Amount
Due to non-delivery by Inventive Kids	1. Does not commence the course on the commencement date 2. Terminates the course before the course commencement date	100% refund
Student cannot attend lesson(s) due to medical reason(s) or official school activities	With certified documentary proof, the lesson(s) will be replaced. Personal reasons are not accepted for refunds or make-up lesson requests.	No refund
Lesson(s) are postponed due to government advisory	Refunds will be made in credits for booking for future programs. Or, the lesson(s) will be replaced either on a weekly basis or in the next school holiday period.	No refund

- b) Inventive Kids reserves the right to cancel a program due to insufficient students. Parents will be notified minimum 2 days prior to the commencement of the lesson and a full refund of the program fee will be provided.

### 3A) Weekly Class Make-Up Policy

#### i. KinderSTEM program

- a) Maximum of 2 make-up lessons per Term, supported by medical certificate.
- b) No make-up lesson for the final lesson of each Term.
- c) Duration of make-up lessons is 1 hour.
- d) Make-up lesson(s) will be arranged at a timing at the discretion and prerogative of Inventive Kids Pte Ltd.
- e) The make-up lesson will be arranged in the following weekday, if available. In the case where the make-up lesson date and timing have been agreed and confirmed and the student does not turn up, the lesson will be forfeited.

ii. WeDo Foundation, Basic and Intermediate robotics programs

- a) Make-up lesson(s) will be provided when supported by medical certificate.
- b) Make-up lesson(s) will be arranged at a timing at the discretion and prerogative of Inventive Kids Pte Ltd.
- c) The make-up lesson has to be taken within 10 days from the date of absence. Otherwise, the student needs to restart from 1<sup>st</sup> lesson with a new payment for the Foundation and Basic program, the Intermediate program will be considered as incomplete.
- d) In the case where the make-up lesson date and timing have been agreed and confirmed and the student does not turn up, the lesson will be forfeited. Certificate will not be issued to the student who does not complete all Basic and Intermediate or Foundation lessons.

iii. WeDo Tougher Robots program

- a) No make-up lesson(s) is necessary for the first 20 lessons, so long the student completes the number of lessons according to his/ her payment. Make-up lesson will be provided for the final 10 lessons of the program.
- b) Make-up lesson(s) will be arranged at a timing at the discretion and prerogative of Inventive Kids Pte Ltd.
- c) The make-up lesson has to be taken within 10 days from the date of absence. Otherwise, the lesson will be considered forfeited.
- d) In the case where the make-up lesson date and timing have been agreed and confirmed and the student does not turn up, the lesson will be forfeited. Certificate will not be issued to the student who does not complete all Tougher Robot lessons.

iv. Mindstorms Basic Movement and Sensors robotics programs

- a) Make-up lesson(s) will be provided when supported by medical certificate.
- b) Make-up lesson(s) will be arranged at a timing at the discretion and prerogative of Inventive Kids Pte Ltd.
- c) The make-up lesson has to be taken within 10 days from the date of absence. Otherwise, the student needs to restart from 1<sup>st</sup> lesson with a new payment.
- d) In the case where the make-up lesson date and timing have been agreed and confirmed and the student does not turn up, the lesson will be forfeited. Certificate will not be issued to the student who does not complete the lessons.

v. Mindstorms Continue Missions program

- a) No make-up lesson is necessary, so long the student completes the number of lessons according to his/ her payment.
- b) The missed lesson has to be taken within 14 days from the date of absence. Otherwise, the lesson will be considered forfeited.

**3B) School Holiday Programs Make-Up Policy**

- a) If the student cannot attend the lesson due to the reason(s) stated in clause 2a), the student can choose to attend the same program on some other dates within the same school holiday period, subject to availability.
- b) In the case where the date and timing for the lesson(s) have been agreed and confirmed and the student does not turn up, the lesson(s) will be forfeited.
- c) If the student cannot complete the program within the same school holiday period, the student will have to attend the remaining lesson(s), either on a weekly basis or in the next school holiday period, subject to availability.

#### **4) Punctuality**

- a) Students are to be punctual for lessons as we will start lessons promptly.

#### **5) Liability**

- a) You accept that our educators, trainers, facilitators and our staff will take every reasonable precaution to ensure the safety of your child.
- b) You shall indemnify the bona-fide representative(s) of Inventive Kids against all claims by you, or any third parties, arising from any cause or action whatsoever, and will not hold Inventive Kids or its representative(s) liable for any injury or loss or damages consequent thereto, sustained while your child is in our care.

#### **6) Safety and Quality of the lessons**

- a) Inventive Kids will take every care to ensure the quality of the learning experience and the safety of all participants during the lessons. This includes the use of the trainers' discretion to remove participants who exhibit disruptive or unsafe behaviour from the lessons.
- b) To keep our learning environment healthy, students who are feeling unwell and/ or exhibiting symptoms like fever and runny nose, will be denied entry or requested to return home.
- c) Students who contracted highly contagious virus or diseases including Covid, HFMD and chicken pox will be required to provide doctor's letter for clearance before resuming class.

#### **7) Disclosure of Medical Conditions and Learning Needs**

- a) Although we have not been specially trained to support children with special needs, we strive to provide an inclusive learning environment as we have had students with special needs attended our lessons in the past. Nevertheless, we would like to request parents to connect with us via email or Whatsapp, with a brief background of the child's learning needs to enable us to ascertain whether we are capable to deliver the concepts of the lessons effectively to your child.

#### **8) Privacy**

- a) We will handle your personal information in accordance with our privacy policy. We may also use your personal details to send you details about our current and future products and services. You may request to be removed from our mailing list at any time by email to [edu@inventivekids.asia](mailto:edu@inventivekids.asia)
- b) By enrolling your child in our program, the parent/guardian allows us to use the photographs and videos taken of the student and his/her work during our lesson(s), for the marketing of our programs on ours and our partners' website and social media platforms.
- c) Parents who do not wish for your child's photos and videos to be used for such purposes can write to [edu@inventivekids.asia](mailto:edu@inventivekids.asia)
- d) Please refer to our Private Policy <https://www.inventivekids.asia/privacy-policy> on the data collected and the Terms of Use <https://www.inventivekids.asia/terms-of-use> of our website.

#### **9) Inventive Kids Pte Ltd Management**

- a) In case of any dispute, Inventive Kids reserves the right to exercise final discretion.
- b) Inventive Kids Pte Ltd reserves the right to assign any educator/ teacher to any class.
- c) Inventive Kids Pte Ltd reserves the right to change the terms and conditions of this charter, as it deems necessary, without advance notification.