

THE ELITE – Student/Parent Terms & Conditions By submitting this form, I agree to the following Terms & Conditions:

1. I confirm that all information provided by me is true and accurate.
2. Submitting a tutor requirement does not guarantee immediate tutor allocation. Tutor allocation is subject to availability.
3. If I am satisfied with the demo class and wish to continue, I will pay the monthly tuition fee within 3 days of confirmation.
4. If I am not satisfied with the assigned tutor, I may request a replacement by informing The Elite.
5. If the tutor has taught 10 teaching days or less, a replacement tutor will be arranged (subject to availability).
6. If the tutor has taught more than 10 teaching days, the charges for the classes already conducted will be deducted, and the remaining eligible balance, if any, will be refunded within 15 working days.
7. If the assigned tutor remains absent for more than 5 teaching days without a valid reason or without arranging make-up classes, The Elite will make reasonable efforts to provide a replacement tutor.
8. If classes are cancelled or not attended due to the parent's or student's personal reasons (such as vacations, travel, family functions, examinations, or other commitments), those days will be treated as teaching days and counted in the monthly schedule. No refund, fee deduction, or extra classes will be provided for such missed classes.
9. If tutoring is conducted at the student's residence, the parent/guardian is responsible for supervising and monitoring the tutoring sessions. The Elite acts only as a tutor-matching platform and is not responsible for on-site supervision.
10. Parents/guardians are responsible for providing a safe and respectful environment for the tutor during home tuition.
11. Monthly tuition fees are payable in advance and are non-refundable except as stated in these Terms & Conditions.
12. The Elite reserves the right to modify, suspend, or terminate tutor services in case of policy violations, misconduct, abusive behaviour, or non-payment of fees.
13. By submitting this form, I confirm that I have read, understood, and agreed to these Terms & Conditions.