

ENROLMENT, PAYMENT AND CANCELLATION POLICY

A. ENROLMENT POLICY & PROCEDURE

1. It is compulsory for all Reception to Year 10 students enrolling in regular Maths and/or English small group classes to take a free initial assessment prior to enrolment. No initial assessments are required for Year 11 or Year 12 or for individual tuition classes.

2. Parents and caregivers must complete the **Enrolment Process** by completing the online enrolment form and updating all the required fields on the **Tutors SA Spark* Online Portal** and each of their student's Spark accounts.

3. CONDITIONS OF ENROLMENT

Parents and caregivers agree that students are enrolled at Tutors SA according to the following terms and conditions:

3.1 For regular tuition and extension courses, the enrolment is for a full calendar year, and the annual enrolment will rollover from one calendar year to the next, apart from students enrolling for year 12 subjects or unless parents inform Tutors SA in advance about the cancellation, by following the **Section B. ENROLMENT CANCELLATION POLICY**.

3.2. The enrolment fee for students new to Tutors SA is applied during the enrolment offer stage, and is charged and payable during the submission of the **Enrolment Form**. The enrolment form must be completed before proceeding with any lessons.

3.3. Once the offer of enrolment is made, it is required to accept the offer within 3 business days by completing and submitting the Enrolment Form to confirm the allocation.

3.4. A place reserved for a student may be offered to another student if the enrolment procedure and fee payments are not observed.

3.5. It is compulsory for all Reception to Year 10 regular group class students to sit for the End of Term Tests each term to measure their ongoing performance and progress.

3.6. Unsatisfactory discipline and/or attendance of students may result in termination of enrolment and Tutors SA has the full right to do so. No refunds will be provided for such terminations.

B. ENROLMENT CANCELLATION POLICY

1. The minimum enrolment period is one calendar year as per the **Tutors SA calendar**. Once a student is enrolled for a given year, there are strictly no cancellations allowed during the term they are in. Fees for that term are non-refundable and cannot be held in credit. Please refer to Appendix 1 for the conditions of enrolment for individual tuition and Appendix 2 for conditions of enrolment for ACER®, Ignite & STEM Scholarship courses and ACER® Primary Scholarship courses, and Appendix 3 for special cancellation terms for students pay for the full year by following the **Exclusive Loyalty Program – Save 10% of 2025 Annual Tuition Fees**.

2. Enrolment will rollover from one calendar year to the next, apart from students enrolling for year 12 subjects. Within a calendar year, enrolment will automatically rollover from one term to the next, unless the cancellation of enrolment for the new term is notified to us by completing the **Request to Cancel Form** at least 4 weeks prior to the first day of the new term. Please refer to the table below for the cancellation notification deadline set out for each term. *Please refer to Appendix 1 for notice period of cancellation for individual tuition.

TERM	Deadline to submit the Request to Cancel Form
TERM 1	Friday 26th December 2025
TERM 2	Friday 27th March 2026
TERM 3	Friday 19th June 2026
TERM 4	Friday 11th September 2026

3. Failure to provide notification by the deadlines indicated in the table above may incur a \$55 class cancellation fee.

C. PAYMENT POLICY

1. All payments must be paid in advance by the due date stated in the invoice or before commencing classes, which ever comes first.



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2. Tuition fees are charged by **Direct Debit/Auto Charge** via Visa or Mastercard. Our Centres are cashless to ensure the safest environment for our students. Payment details are accepted at the point of enrolment during the enrolment process. Tutors SA accept credit or debit cards with MasterCard/Visa function.

3. This Direct Debit/Auto Charge payment method will apply to all ongoing enrolments, including automatic debiting of tuition fees during term rollovers, in accordance with the student's continued enrolment at Tutors SA.

4. Tutors SA do not accept any direct bank transfers of fees and take no responsibility to track and reconcile any fees directly paid towards any of the Tutors SA bank accounts via a direct bank transfer.

5. Parents and caregivers agree to pay all tuition fees and any other fees promptly.

6. For regular group and extension classes, fees are payable in full-year in advance, full-term in advance or instalments payment only.

7. There is a 2.5% discount as part of our early bird offer, applicable for full-term payments of regular tuition made by the due date specified by Tutors SA as per our Schedule of Fees & Charges.

8. There is a 2.5% premium applicable for all instalment payments of regular tuition made by the due date specified by Tutors SA as per our Schedule of Fees & Charges. This offer is not applicable for parents enrolling for the first time, and available only for subsequent terms.

9. A separate payment schedule is applicable for the individual tuition and all special courses including ACER®, Ignite & STEM Scholarship course, ACER® Primary Scholarship course as detailed in their specific information package.

10. Mid-term enrolments: Any student commencing classes once a term has started will pay the fees for the remaining number of sessions in that term. No discounts are applicable.

11. Overdue payments: If fees for a student who has attended classes are unpaid for more than 14 days after the invoice due date, an administration charge of \$30 per week may accrue on the account until the outstanding debt is paid in full.

12. Parents and caregivers agree that if they do not comply with the payment policies:

12.1. Tutors SA has the full right to terminate the enrolment without notice.

12.2. Tutors SA can take steps to recover monies owed, including professional debt collection action, and parents and caregivers agree to pay the costs or expenses incurred in the collection of overdue amounts.

13. A student cannot commence a new term whilst fees and charges from the previous term remain unpaid.

14. Parents and caregivers agree to be bound by Tutors SA's Schedule of Fees & Charges, which are subject to change from time to time, including Terms and Conditions of Payment. Please refer to our Schedule of Fees & Charges for further information on the fees, payment deadlines, payment method and options.

15. Parents and caregivers agree to provide proof of payment of any fees upon request by Tutors SA to verify payments. If proof of payment cannot be provided, Tutors SA is not liable for the missing funds and has the right to request payment of that invoice.

D. ATTENDANCE POLICY FOR REGULAR TUITION GROUP CLASSES

1. Students are required to attend all classes during the scheduled time and day in which they are enrolled

Requests for permanent change of enrolled classes during a term:

2. These are based on class availability and initial assessment results. If we are unable to accommodate the request, students are required to continue their enrolled classes until the end of the Term. **As per B.1** there will be no refunds or credits if parents and caregivers decide to cancel classes during the term.

Replacement class policy due to absence (see Appendices for individual tuition and special courses):

3. If a student were to miss a lesson, students are required to replace the class in the same week of absence from their original scheduled class, so that

students can catch up on the same content for the missed lesson.

3.1 In Terms 1, 3 and 4, Tutors SA commences each new teaching week from Saturday, as the first day of these terms falls on a Saturday.

3.2 Term 1 – Week 13 Adjustment: During this week, the academic week will operate on a Tuesday to Sunday cycle. Any replacement classes required during this period must be scheduled within the same Tuesday–Sunday week to ensure students receive the correct sequence of lesson content.

3.3 Term 2 Adjustment: For Term 2, the academic week will operate on a Sunday to Saturday cycle. Replacement classes must be scheduled within the same Sunday–Saturday week.

3.4 For all other weeks across Terms 1 (Weeks 1–12), 3 and 4, replacement classes must follow the standard Saturday to Friday academic week.

3.5 Parents and caregivers are encouraged to refer to the Full Class Timetable for their child's year level when arranging replacement classes. This ensures that the replacement class aligns with the correct lesson content for that academic week.

4. To increase your chances of securing a replacement class, parents and caregivers should notify Tutors SA of any absences by emailing info@TutorsSA.com.au at least 7 days prior to the original scheduled class.

5. If not informed on time, the option of a replacement class may not be available.

6. If available there is a maximum of two (2) replacement classes per subject, per term which cannot be rolled over to the next term.

7. If two (2) replacement classes are utilised, no further replacement classes will be offered, and the class material and/or lesson outline will be provided for the missed session.

8. If a class is cancelled by Tutors SA at any time, Tutors SA will provide:

8.1. A replacement class with the date and time set by Tutors SA, where students can join face-to-face or online using the Hybrid Tuition Model at Tutors SA.

8.2. For students who cannot attend the replacement class set by Tutors SA, a credit will

be issued to the value of the class missed for the following term.

8.3. If the student is not continuing with Tutors

SA the following term, a refund to the same value will be provided at the end of the term.

In the event of a situation where we cannot utilise our centre facilities for example due to a lockdown, we will provide our classes in an online format, and parent agree to accept this as the only solution.

E. OTHER TERMS AND CONDITIONS

1. AMENDMENT

Tutors SA reserves the right to amend our Terms and Conditions at any time without notice.

2. SUPERVISION

2.1. Tutors SA will endeavour to provide reasonable care of the student while the student is under the care or supervision of Tutors SA during the student's enrolled class times.

2.2. Tutors SA is not liable for supervision of students outside of their enrolled class times.

3. LIABILITY

3.1. The parents and caregiver agrees that, in the event of illness or injury to the student necessitating urgent hospital and/or medical treatment, including injections, blood transfusions, surgery and the like, and if the parent and/or caregiver is not readily available to authorise such treatment, Tutors SA will give the necessary authority for such treatment without the organisation or any persons associated with Tutors SA incurring any legal liability to the parent and/or caregiver or student in so doing. Parents agree to bear all costs associated with the treatment of such emergencies, ambulance services and other associated costs related to the medical treatment.

3.2. The parents and caregivers acknowledges and agrees that all costs incurred as a result of any damage, injury, loss, expense or liability that may be caused to public and/ or private property by the student will be completely paid to Tutors SA.

3.3 The parents and caregivers acknowledges and agrees that Tutors SA is not liable for any damage, accidents, injury, loss, expense or liability that may occur to any person including students attending the premises.



4. DROP OFFS AND PICK-UPS

4.1. Parents are required to drop their student(s) off at most 10 minutes before the class starts and pickup immediately after the class ends. Any drop offs earlier or pick up later than the specified time frame is not acceptable. Tutors SA does not provide supervision outside of class attendance and therefore does not take responsibility for any consequences due to early drop-offs or late pick-ups.

4.2. Parents are required to pick up their student(s) as soon as their class session has finished. For students attending the last class of the day, if a late pick-up prevents our reception team from closing the centre on time, a late pick-up fee of \$25 for every 5 minutes will be invoiced within 7 days and payable by the due date.

4.3. We strongly advise parents and caregivers to walk your student into the centre during drop offs (especially younger students) and walk into the centre to pick up your student for safety and security reasons.

5. INDEMNITY

5.1 The parents and caregivers of the student agree to release, indemnify and defend Tutors SA, with respect to all claims, liabilities, losses, suits or expenses (including costs and reasonable legal fees), made or brought by anyone, including a co-participant, third party, the student, parents and caregivers of the student, or any member of the student's family, arising out of any injury, damage, or other loss in any way connected with the student's enrolment or participation in Tutors SA activities or use of Tutors SA services, equipment, tuition, facilities or materials, however caused.

6. COMMUNICATION

6.1 Parents and caregivers give consent to receive any form of communication from Tutors SA related to important updates, events, and promotions from time to time to the contact details provided upon submission of the enrolment form.

6.2 The regulations, policies and procedures set out in this document are satisfactorily observed in all respects.

APPENDIX 1

ADDITIONAL POLICY NOTES FOR INDIVIDUAL TUITION

1. The minimum enrolment period is one term per subject upon the agreed enrolment start date (*The weekly session condition does not apply to Research Project tuition).
2. Full payment in advance before the start of the class is required to secure the enrolment.
3. Payments are to be made by Direct Debit/Auto Charge via Visa or Mastercard. Our Centres are cashless to ensure the safest environment for our students. Payment details are accepted at the point of enrolment during the enrolment process. Tutors SA accept credit or debit cards with MasterCard/Visa function.
4. Tutors SA do not accept any direct bank transfers of fees and take no responsibility to track and reconcile any fees directly paid towards any of the Tutors SA bank accounts via a direct bank transfer.
5. No discounts are applicable for individual tuition.
6. Enrolment automatically rollover from one term to the next, unless the cancellation of enrolment for the new term is notified to us by completing the **Request to Cancel Form at least 4 weeks prior** to the first day of the new term. Please refer to the table below for the cancellation notification deadline set out for each term.

TERM Cancelling From	Deadline to submit the Request to Cancel Form
TERM 1	Friday 26th December 2025
TERM 2	Friday 27th March 2026
TERM 3	Friday 19th June 2026
TERM 4	Friday 11th September 2026

LATE CANCELLATION FEE

7. Cancellation deadlines will be strictly enforced, and clients are responsible for ensuring cancellations are submitted on time to avoid delays, late fees, or refund processing complications.

8. If a cancellation request is submitted after the stated deadlines and the client has already been charged for the upcoming term, the \$55 late cancellation fee will apply.

9. If the client changes their mind after being charged, the \$55 fee will be deducted from any applicable refund.

Cancellation or Rescheduling Requests of Individual Tuition Sessions by Parents

10. Tutors SA has to be informed of absences at least 48 hours prior to the scheduled class in writing to info@TutorsSA.com.au. The class missed will be rescheduled to the next date or offered online subject to tutor and student availability.

11. No fees will be refunded or credited for any sessions cancelled by parents and caregivers with less than four (4) hours notice to a scheduled lesson, or any reason, including medical reasons.

12. Parents and caregivers are entitled to one (1) free replacement class per term for Individual Tuition, provided that proper notification is given in accordance with Tutors SA's notification requirements.

13. Additional replacement or rescheduling requests may incur an administrative fee of \$50.

14. If a student cannot attend a class and chooses not to reschedule under this policy, the session will still be charged.

Cancellation or Rescheduling Requests of Individual Tuition Sessions by Tutors SA

15. If Tutors SA had to cancel a scheduled lessons due to an unavoidable reason, the class missed will be rescheduled to the next date or offered online subject to tutor and student availability. While Tutors SA endeavour to reschedule a missed lesson within one(1) week, Tutors SA may not be able to do so in all cases.

16. For absences or cancellations within 48 hours of the session, an online class may be offered at the scheduled time. Requests to reschedule may not be possible. If the absence or cancellation is due to medical emergencies, we require a medical certificate to be emailed to info@TutorsSA.com.au before attempting to reschedule.

17. All face-to-face classes are held at the Tutors SA designated centres.

18. If a session must be cancelled or rescheduled due to Tutor SA-related reasons (e.g., tutor absence, centre closure), the replacement will be provided at no cost.

Requests to change the day and/or time of enrolled classes during a term:

10. These are assessed on an individual basis. If we are unable to accommodate the request, students are required to continue their enrolled classes until the end of the Term. As per B.1 there will be no refunds or credits if parents/caregivers decide to cancel.

11. Requests to transition from individual tuition to group classes can only occur at the start of a new term subject to the requested class being suitable and available.

12. This request must be notified to us by completing the Request to Cancel Form at least 4 weeks prior to the first day of the new term.

APPENDIX 2

ADDITIONAL POLICY NOTES FOR ACER®, IGNITE & STEM SCHOLARSHIP COURSES, and ACER® PRIMARY SCHOLARSHIP COURSES

1. Conditions of Enrolment: These are special courses with highly limited spaces, and enrolments are offered based on an initial selection and grouping test outcome. **Once a student is enrolled, no cancellations are allowed, and it is compulsory to attend all the scheduled sessions in these special courses.**

2. Attendance: It is compulsory for all students to attend both the Maths and English components, which are conducted during each scheduled session. These two components together constitute one complete session.

3. If a student was to miss a lesson, the student is required to replace the class in the same week of absence from their original scheduled class, so that student can catch up on the same content for the missed lesson.

3.1 It is recommended that parents to be aware of the classes available for the respective course of your student based on respective special course timetable in order to be able to plan for the replacement class accordingly.

3.2 To increase your chances of securing a replacement class, parents and caregivers

should notify Tutors SA of any absences by emailing info@TutorsSA.com.au at least 7 days prior to the original scheduled class.

3.3. If not informed on time, the option of a replacement class may not be available.

4. If a student fails to attend classes during the scheduled period, neither credits nor refunds will be provided.

5. More information about this course and fee payments is provided in respective information packages.

APPENDIX 3

ADDITIONAL POLICY NOTES FOR THE EXCLUSIVE LOYALTY PROGRAM – SAVE 10% OF ANNUAL TUITION FEES

1. This loyalty program is offered exclusively for students currently enrolled in term 4 2025, and valid only for the end of year enrolment rollover process.

2. The offer is valid only till 13 February 2026.

3. If a parent decides to cancel the enrolment after paying the full year tuition fees with 10% discount, the applicable adjusted discounts for the terms completed is changed as per the table below.

TERM Cancelling From	Deadline to submit the Request to Cancel Form	Applicable adjusted discount for the terms completed
TERM 2	Friday 26th March 2026	2.5% for Term 1
TERM 3	Friday 19th June 2026	5% for Terms 1 and 2
TERM 4	Friday 11th September 2026	7.5% for Terms 1, 2 and 3

GLOSSARY OF TERMS

Regular tuition group classes – refers to the Reception – Year 10 Maths, English, and General Science subjects; SACE subjects; Extension Classes.

- END -