

## REGISTRATION INFORMATION

### REGISTERING FOR A PROGRAM

When you register for a program that is conducted at our centre, we will require you to register an account with us. As part of the registration process, we require personal information such as student's name, date of birth, identification number, parent/ guardian's name, contact details and address. The information will be stored in a secured system to take note of our students' needs, resource management as well as ease of communication.

By making payment to enrol your child in our workshops and/ or programs, you are giving permission for your child to participate, under the supervision of the workshop and/ or holiday camp trainers and facilitators, in all individual and team activities while your child remains a participant at our sessions.

Places are allocated strictly on a first-come-first-served basis and will be allocated upon receipt of the full payment of the program fee and submission of the registration form.

### PROTECTING YOUR DATA

Inventive Kids is required by law to manage any personal data given to us securely and only for the purposes we have specified.

These are to:

- maintain integral records on our students
- keep accurate financial records
- cater for any special needs our students may have
- protect the safety and well-being of the individual
- provide records to students' guardians, where applicable
- contact students to make them aware of our services or events
- inform our students about Inventive Kids' events and activities
- comply with any legal or regulatory requirements

A full copy of our data protection policy is available on request.

### PAYMENT

We accept payment in cash, NETS, inter-bank transfer.

Payment should be completed minimally 3 days before workshop and course commencement.

### ACCURACY OF INFORMATION

If any of your contact details change, you may update the information on our student portal or inform us via telephone, email at [edu@inventivekids.asia](mailto:edu@inventivekids.asia), or directly to our staff at our centre.

Should we need to contact you urgently we will do so by phone, email, sms or electronic messaging. By signing the registration form, you automatically agree to Inventive Kids Pte Ltd contacting you through these methods.

## YOUR FEEDBACK

We always welcome your feedback. If you would like to give a suggestion or have a compliment, please send your feedback to us using the online enquiry form on our website: [www.inventivekids.asia](http://www.inventivekids.asia) or email to us at [edu@inventivekids.asia](mailto:edu@inventivekids.asia). We will get back to you within three working days.

We ask for formal feedback from students through our feedback forms. If you have a concern about a specific aspect, normally the first person to talk to is our educator/trainer. If you prefer to talk to a management member, please let one of our staff know or write to us at [edu@inventivekids.asia](mailto:edu@inventivekids.asia). Some problems are very quick to resolve while others take a little longer, but we will reach a final decision within 21 working days.

## PROGRAMS & WORKSHOPS

### WITHDRAWAL AND REFUND POLICY

All requests for refunds must be submitted in writing, together with the required documentation, where applicable.

Fee refunds will be considered in the following circumstances:

	Conditions	Refund Amount
<b>Withdrawal due to non-delivery</b>	On the condition that Inventive Kids Pte Ltd:  1. Does not commence the course on the course commencement date 2. Terminates the course before the course commencement date	100% refund of fees
<b>Period before the commencement</b>	Request is made at least 14 days before the commencement of the program	100% refund of fees
	Request is made between 8 and 13 days before the commencement of the program	80% refund of fees
	Request is made 7 or less days before the commencement of the program	20% refund of fees

<b>After commencement date of regular classes</b>	No refunds will be given for cancellations received after the commencement of the programme.	No refund
<b>After commencement date of school holiday program</b>	No refunds will be given for cancellations received after the commencement of the programme.	No refund
	Exception: the student is sick (supported by medical certificate).	Refund based on the unattended portion of the workshop/ program

The refund approval process will take no more than seven working days (Monday to Friday), if we have received all required documentation and information. Once approved, the refund will be made in cash. The cash refund must be collected in person and an acknowledgement of receipt to be signed.

Inventive Kids Pte Ltd reserves the right to cancel a workshop due to insufficient members. Parents will be notified at least 3 days prior to the commencement of the workshop and a full refund of the workshop fee will be provided.

We make all efforts to ensure that there are no changes in terms of location, times or facilitators. But in case of unanticipated conflicts, and a suitable replacement option is not available, a full refund will be made. We will inform you by email or by phone of the change as soon as possible.

### **NON-ATTENDANCE AND CLASS MAKE-UP POLICY**

Inventive Kids Pte Ltd will provide only one make-up lesson for the duration of the regular program for reasons other than the student being sick (supported with medical certificate). The make-up lesson will be arranged at a timing and at the discretion and prerogative of Inventive Kids Pte Ltd.

All make-up lessons' duration is 1 hour 30 minutes while Kinder STEM is 1 hour.

In the case when the date and timing of the make-up lesson have been confirmed and the child does not turn up, the lesson is considered completed and without refund of that lesson.

### **STUDENT PROTECTION POLICY**

Inventive Kids Pte Ltd aims to provide a safe and conducive environment and ensure the quality of learning experience for our students.

The following articles are agreed upon registering your child for our programs:

1. Adherence to Inventive Kids Pte Ltd's positive behaviour policy

2. Issues of racial discrimination, bullying or other issues deemed inappropriate by the management will be dealt with by centre management and their decision is final
3. An understanding that children under the age of 8 should not come to or leave Inventive Kids Pte Ltd's premises without supervision from a designated, responsible person 14 years or above in age. Parent's consent in writing is required if the arrangement is for the child who is under age of 8 to leave our premise by himself or herself.
4. An understanding that Inventive Kids Pte Ltd is not responsible for the safety or well-being of children who leave the premises without appropriate supervision.
5. Inventive Kids Pte Ltd reserves the right to call parents to provide information in instances where we have concerns about a child's welfare e.g. medical issues, behavioural issues and emotional issues
6. Inventive Kids Pte Ltd reserves the right to remove students from classes where we have concerns about the child's welfare, medical issue, behavioural issues and/or emotional issues where the child demonstrates behaviour that is detrimental to the welfare or safety of classmates. This includes the use of the trainers' discretion to remove participants who exhibit disruptive or unsafe behaviour from ongoing workshops.
7. An understanding that tablets, computers and other technology provided by Inventive Kids Pte Ltd will be used for educational purposes and that social media, gaming and other inappropriate uses of IT are deemed unacceptable.

## **VOLUNTARY MEDICAL / LEARNING NEEDS DISCLOSURE**

Inventive Kids Pte Ltd is an inclusive organisation that attempts to offer our programs to students of all backgrounds. For the welfare of your child, we encourage you to share and provide us information on your child's medical conditions or learning abilities, if any. This important information will help us to determine if we are appropriately trained to help develop your child with us and to ensure that your child benefit from the program. The information will only be shared with staff who will be working directly with your child. This disclosure may be made together with the registration form.

However, at times it is impossible to effectively support some students with specific needs. Sometimes it is not possible to offer the student a place because they do not meet the minimum requirements e.g. language ability or level of comprehension of verbal instructions that are needed for the program. In these instances, we are unable to offer our programs to them. This conclusion is not formed lightly and final decisions rest with the management of Inventive Kids Pte Ltd.

## **LIABILITY**

Inventive Kids Pte Ltd's educators/ trainers and their staff will take every reasonable precaution to ensure the safety of the students. By registering your child to attend the programs at our centre, you indemnify the bona-fide representative(s) of Inventive Kids Pte Ltd against all claims by you, or any third parties, arising from any cause or action whatsoever, and will not hold Inventive Kids Pte Ltd or its

representative(s) liable for any injury or loss or damages consequent thereto, sustained while your child is in our care.

## **PRIVACY, PERSONAL DATA PROTECTION POLICY AND FAIR COLLECTION NOTICE**

Inventive Kids Pte Ltd is committed to preserving the confidentiality of students' personal information and undertakes not to divulge any of the students' personal information to any third party without the prior consent of the student. Our privacy policy can be found on our website.

The following statements outline Inventive Kids Pte Ltd's compliance with Singapore's Personal Data Protection Act 2012 (PDPA) and the Do Not Call (DNC) provisions under the PDPA.

### **Your Personal Data**

We will safeguard the privacy of your personal data, whether you interact with us personally, by telephone, mail, over the Internet or via other electronic media. We hold personal data in secure computer storage facilities as well as paper-based files and other records and take steps to protect the personal data we hold from misuse, loss, unauthorised access, modification or disclosure. Where we hold personal data or have particulars or information which may identify individuals we will destroy that information when no longer required. We are required by law to manage any personal data securely and only for specified purposes.

### **DNC Provisions**

The DNC Provisions covers the way in which we may send you promotional and marketing messages and call you via your Singapore telephone number(s). Marketing messages are those sent to individuals with the intention of advertising, promoting or offering to provide goods or services. These changes will not affect sending other types of messages via your Singapore telephone number(s), such as informational and service related messages, messages that are for business to business marketing, market survey or research or which promote charitable or religious causes, and personal messages sent by individuals.

### **Contacting you**

Inventive Kids Pte Ltd aims to comply with the requirements of the PDPA and respects your choices.

- If you have registered your telephone number with the Do Not Call (DNC) Registry, we will not send you promotional and marketing messages. However, if you have previously given consent allowing us to send you such messages via your telephone number, we will continue to do so until you withdraw your consent.
- Also, if you currently have an existing, ongoing relationship with us, depending on the nature of that relationship, we may continue to send you

promotional or marketing messages via SMS, electronic messaging or email about products and services which are related to that ongoing relationship notwithstanding your registration with the DNC Registry, unless you opt-out of receiving these messages.

- Inventive Kids Pte Ltd will use the information that you are providing for the administration of yours or your children's participation in our programs. We may want to use your information to send you details of our activities, services and events (including social events) which you might find of interest. If you do not wish us to contact you regarding these services Please write to us at [edu@inventivekids.asia](mailto:edu@inventivekids.asia) or speak our staff at our centre.

### Consent for Photography and Videography

Photos and videos may be taken during the workshop sessions for the purpose of sharing with parents, on our social media platforms and marketing materials. Please inform the trainer in advance if you do not wish your child's photos to be used for such purposes.

### Inventive Kids Pte Ltd Management

- Inventive Kids Pte Ltd reserves the right to assign any educator/ trainer to any class.
- Inventive Kids Pte Ltd reserves the right to change the terms and conditions of this charter, as it deems necessary, without advance notification.