

TULA ONLINE TERMS AND CONDITIONS



Last Updated: April 8, 2021

1. CHANGE OF SCHEDULE

- Depending on your child's learning needs, he/she might be moved to a different schedule as deemed necessary by his/her TULA coaches.
- If a learner needs to change their class schedule because of any sudden changes in their school schedule or for any other valid reason, TULA may be able to accommodate the request ONLY IF we are informed at least 2 days before and there are slots available in another class.

2. CLASS ADMISSION & LATENESS POLICY

- We will strictly admit learners who are using only their full name (First Name Last Name) to prevent any unwanted participants inside the online classroom.
- Our standard window time for classes is **15 minutes**. Coaches will not admit learners 15 minutes after the scheduled time in compliance with our safety policy and to be able to maintain the quality of the learning experience for all learners present.
- If your child attempts to enter the class beyond 15 minutes of the scheduled time WITHOUT prior notice, he/she will not be permitted to enter and will instead receive an asynchronous packet from us.

3. ABSENCES & MAKEUP CLASSES

- If your child misses a class, they will be given supplementary materials to help them catch up.
- TULA will ONLY offer a makeup class for: (1) cases of a natural disaster or (2) emergencies and unavoidable school and/or event conflict. During an unavoidable school or event conflict, TULA will only grant the learner a makeup class if the Customer Service team is given at least 2 days notice prior to missing the original class.
- Make-up classes must be done within the same week of the absence and will be subject to the TULA coaches' availability.
- If a make-up class isn't available for unforeseen circumstances such as natural disasters, power, or service interruptions - remaining paid, unused sessions *may* be carried over as credit that you can use for the next program as long as the Customer Service team is given a heads up prior to missing the class schedule.

4. CANCELLATIONS

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- Sessions will only be canceled in cases of (1) natural disasters such as tropical storms, earthquakes, and/ or volcanic eruptions and (2) most main public holidays where the local government cancels work in government offices.
- Emergency and urgent announcements will be coursed via SMS and our TULA Online Learning Facebook Group.
- If the class cancellation is made less than 2 hours before your scheduled session by TULA, expect a notification text from the TULA Hotline.

5. REFUNDS

- You can pull out your child at any time, but you will not be entitled to a refund, as we already made a significant investment in preparing for your child.
- However, your remaining paid, unused sessions *may* be carried over as credit that you can use for the next program, depending on the circumstances and only if coordinated before the absences.

6. PERSONAL TUTORIAL CLASSES

- Review our Personal Tutorials Terms and Conditions by opening this [link](#).