

EATW Bulletin



English
All The Way

November 2010

Dear parents & students,

Kindly take a minute to read this as *this is IMPORTANT.*

- 1) Anyone expected to attend a class yet **not showing up** will be automatically deemed **ABSENT**, and, regrettably is not entitled to a makeup class or refund in any manner.
- 2) PLEASE have the courtesy to inform EATW **AT LEAST ONE MONTH PRIOR** should anyone wish to withdraw / temporary suspend from a class without a confirmed return date. Please DO NOT "just disappear" as all class materials will still be kept aside for 'no-show' students. All 'disappearances' will be counted as ABSENT and all unattended classes without EATW's acknowledgement WILL BE charged accordingly.
- 3) Application for leave MUST BE submitted at least 24 hours prior within business hours (9am-6pm). We believe EATW community is fair-minded, so all parents please refrain from emailing/SMSing/faxing leave application for next day's class at some LATE HOURS and expect it to be read or acknowledged. All valid leave applications are eligible for the paid fee to be debited against next month's invoice, or a *makeup, if agreed upon, to be arranged. Absence from class without EATW's acknowledgement is unwarranted; will NOT be refunded AND ineligible for any makeup. *All makeup classes have to be had within the same month of leave.
- 4) Any application of leave / withdrawal is to be conducted between an adult (parent or guardian) and EATW, and **NOT** just passing a note through the child/maid, or to have such message verbally relayed through a child /maid.
- 5) **To avoid the least embarrassment / confusion, we would like to reiterate that 'same day notification' of any absence for any seemingly valid reasons, will not suffice for the paid class to be debited against next month's invoice. Likewise, that missed class is considered payable and is non-deductible. A makeup class of such could only be arranged subject to feasibility and availability but **NOT** obligatory.**
- 6) Absence on the same day of class due to sickness needs a valid medical certification issued by a registered doctor/ practitioner submitted to EATW in the next class within a week before the paid fee of such a class is liable for a debit against next month's invoice, or a makeup class *to be considered*.
- 7) All classes cancelled due to black rain / typhoon #8+ or severe adverse weather conditions deemed unsuitable for classes as advised by the edu are **NON-REFUNDABLE/NON-DEDUCTIBLE & INELIGIBLE FOR MAKEUP.**
- 8) Normal EATW classes in full operation even when typhoon #3 or amber / red rain warning sets in. Parents opting out at their own discretion as such will not have the unattended class refunded or made-up.
- 9) All inevitable / impromptu changes / cancellations or discrepancies subject to EATW's discretion and final decision.

We actually think little about rules and all that, but then we figure that we do need a few to safeguard and ensure a happy EATW community weaved in mutual trust, respect, harmony and cordiality. And something for us to fall back on when required.

Thank you for your attention.

Cheers,
Auntie Carol & Auntie Liza