

# ISA : GENERAL TERMS & CONDITIONS OF BUSINESS

## ➤ Term Structure (for billing purposes)

ISA revised its term structure and naming effective January 1st, 2014. Terms now run in line with the calendar year starting January and ending December.

There are **five** terms in the year.

Term 1 and Term 2 each run for 12 weeks;

Term 3 runs for 6 weeks;

Term 4 runs for 10 weeks;

Term 5 runs for 8 weeks.

## ➤ Refund Policy

ISA operates a "**no-refunds**" policy which is standard in our industry; if a paid-for lesson is missed for a legitimate reason (see below) a make-up class is offered within the same term.

## ➤ Fee Settlement: Due Dates

All invoices issued are to be settled upon receipt; ISA does not offer trade credit

Training term fees are payable in full latest by the end of the 1st week of each term

League fees are payable in full upon receipt of invoice.

Tournament fees are due latest one prior to departure (overseas) or tournament start date (domestic)

## ➤ Overdue Payment of Fees

Training fees- ISA reserves the right to refuse the player to attend training.

League fees- ISA reserves the right to bench the player until the overdue fee is settled.

Tournament fees- ISA reserves the right to cancel participation of the player as from one week before departure / start date (see above) and invite a substitute as replacement.

Delinquency fees- ISA reserves the right to levy late payment fees at the prevailing market rate suitable for its business type; the customer commits to accept and settle such when charged.

## ➤ Attendance

### Missed Training

Sickness Doctor' note to be provided to the ISA office Admin staff.

Overseas travel Provided ISA Administration is notified in advance of the commencement of travel.

Standard Resolution A make-up class is offered & available during the same term; **no carryovers to next term are permitted.**

Exceptions ISA recognises that exceptional circumstances can occur and resolution is at sole discretion of the Academy Manager: admin@isa.com.sg

## ➤ **Payment Methods**

ISA offers a wide range of payment methods:

Payment Cards Visa, MasterCard, JCB and American Express cards are readily accepted.

Cheque Full details to be written on the reverse; details required are : - child' name, age group and what is being paid for.

E-banking ISA' bank account details are shown below; you must clearly reference your e-funds transfer in the banks' online "REMARKS" box.

**BANK:** OCBC

**PAYEE:** INTERNATIONAL SOCCER ACADEMY PTE LTD

**ACCOUNT NUMBER:** 647-710029-001

**BRANCH CODE:** 647

**BANK CODE:**7339

**SWIFT CODE:** OCBCSGSG

Cash payments are accepted only in the following exceptional circumstances:

New member registrations where the new member only has cash: \$80

replacement training kit for existing members where the player only has cash and must have a new kit immediately: \$40 /set

Basically, we prefer NOT to take cash wherever possible.

## ➤ **Issuing of Receipts**

Whenever a customer requires, a receipt will be issued.

As a control policy, ISA must issue a receipt for all cash sales; a hand-written on-the-spot receipt will be issued for all such cash sales; please note that it is our policy to minimize cash-based sales wherever possible.

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For both safety and development purposes, ISA tracks attendance of players as and when they train; to facilitate this tracking, all players may be required to "check-in" each time they turn out to train.

### **Weather Policy:**

Please note that sessions will be held even when it rains. We will only stop where there is lightning and heavy rain.