Welcome to Scholars Hall

A good start to learning together

Before your first lesson | Two pages · One signature

Thank you for choosing us. Here is what you can expect from our team, how lessons work, and a few shared expectations. Please read both pages and sign the agreement on page 2. If anything is unclear, please do ask us.

§ 01 What you can expect from us

- **A carefully selected mentor.** Trained in the Scholars Hall method, with the required checks completed and our Mentor Code of Conduct signed before a new student is assigned.
- **Lessons with direction.** Regular written updates on what was covered, what is going well and what we are working on next.
- **A team behind you.** We answer routine messages within one business day. If your mentor is unavailable for an extended period, we arrange a suitable replacement and handover at no extra cost.

§ 02 A comfortable place to learn

Everyone deserves to feel safe and respected during a lesson. These expectations apply to students, families and mentors alike.

At home, use a shared or visible space with the door open, not a bedroom. Another responsible adult aged 18 or above needs to remain at home and available. If that is not possible, we will agree a safe alternative before continuing. For online lessons, use our session link; parents of under-18s are welcome to join.

Keep us in the loop. Scheduling goes through the parent or team. Learning-related direct messages use approved channels that retain messages; parents of under-18s are informed first. No personal social media or routine messages after 10 pm. Mentors do not arrange personal meetings, transport or private tuition outside Scholars Hall.

§ 03 Your package and weekly slot

GOOD TO KNOW	HOW IT WORKS
Payment	Follow your agreed quotation and invoice. Payment is due at least 24 hours before lessons begin.
Changing a lesson	Give at least 24 hours' notice. We will find another slot in the same or following week, subject to availability.
Late cancellation or no-show	With less than 24 hours' notice, the lesson is charged. Tell us about unexpected emergencies; exceptions are considered case by case.
If your mentor cancels	We reschedule at no cost. If notice is under 24 hours and no make-up is available within two weeks, the lesson is credited back.
Running late	A student's late arrival does not extend the lesson. If your mentor is late, the missed time will be made up at the end of that lesson or during the next lesson.
Package arrangements	Lessons are valid for 12 months from purchase. Packages cannot be transferred or refunded unless we approve an exception, subject to your legal rights.

For group lessons: the booked group rate still applies if someone is absent; there is no individual refund, credit, make-up or switch to a solo lesson. For illness, request a whole-group reschedule before the lesson; availability applies and proof may be requested.

§ 04 Lesson recording and your privacy

With your permission, online lessons may be recorded and home lessons audio recorded for progress notes, lesson review and mentor coaching—not marketing. Recordings are stored securely and accessed only by authorised staff. Relevant material may be shared for safeguarding or where lawfully permitted.

We normally delete recordings within 12 months, unless an open concern or legal need requires longer retention. You can withdraw consent with reasonable notice or ask about access, correction or deletion; we will explain any lawful limits. Choosing not to record does not affect lessons: your mentor writes progress notes instead.

☐ I agree to lesson recording. ☐ I prefer lessons without recording.

If neither box is selected, we will check with you before recording and obtain any other consent needed.

§ 05 If you need us

Not every worry is a complaint. Tell us early if something feels off. Mentors listen and pass safety concerns to the Safeguarding Lead; they cannot promise secrecy. We involve family where safe and appropriate and help find specialist support where needed. A disclosure of abuse elsewhere does not automatically stop safe lessons.

Scholars Hall team: +65 8091 7278.

Safeguarding Lead: Cedric Chew.
Co-Deputy Safeguarding Leads: Edmen Tam; Cherry Goh.

For safeguarding concerns, ask Admin for the Lead's or an uninvolved Deputy's contact details. Other enquiries go to the appropriate team member.

Immediate danger: Police **999** · Medical emergency: **995** · Abuse or neglect: NAVH **1800-777-0000**. Urgent help need not wait for us.

06 · YOUR AGREEMENT

I have read and agree to this Welcome Agreement, including my recording choice, and the Terms & Conditions of Service supplied for my package. I will help maintain the agreed lesson setting and let the team know if things change. The Learning Together guide is for reference and needs no separate signature.

Full terms: scholarshall.sg/terms-conditions-of-service. Please read them before signing and ask us about anything unclear. Your legal rights are unaffected.

PARENT / GUARDIAN OR ADULT STUDENT'S NAME

STUDENT'S NAME

SIGNATURE

DATE

Learning Together

FOR REFERENCE

A simple guide for students and mentors. It adds no fees or penalties.

Be respectful. Questions, mistakes and disagreements are welcome. Bullying, discrimination, sexual remarks and threats are not.

Keep messages appropriate. Use agreed channels for learning and appropriate conversation, within reasonable hours. Scheduling stays with the parent or team.

Speak up. You can pause a lesson and tell us if you feel uncomfortable. You do not have to confront anyone, and an honest concern will not get you into trouble.

Respect boundaries. Give each other personal space. Do not touch without consent or keep asking for personal details or attention after someone says no.

Follow the lesson arrangements. Use the agreed space and safeguards. Do not take or share photos or recordings without permission; mentors follow their stricter Code rules.

Work through problems together. We listen and consider age and support needs. Usually, a reminder helps; serious or repeated problems may need changed arrangements or management review.