



Enrolment Policy

These terms and conditions are to be agreed by parents or guardians when they accept an offer of an enrolment for a student at Askcaasi. These terms and conditions supersede any prior agreements you have entered into with us for our services.

Definitions

“Askcaasi” means Askcaasi (ABN 16 763 522 669)

“Student” means the child or children enrolled at Askcaasi

“T&C” means Enrolment Agreement

“We” means the customer/s, being the student’s parent(s) or guardian(s), as applicable

We understand, acknowledge, and agree to the following:

Fees

1. Once we accept an offer of an enrolment at Askcaasi, we are committed to one full term for every course in which a student is enrolled, and the respective fees are immediately and fully payable.
2. Unless we notify Askcaasi in writing by the end of a current term to terminate the enrolment for the following term, Askcaasi will enrol the student for the following term. Notification of intent to cancel enrolment for next term must be via email. In such circumstances the student’s enrolment for the following term is automatically confirmed and the respective fees are immediately and fully payable on the next scheduled invoice date.
3. Askcaasi may suspend or terminate the enrolment of the student whose fees are in arrears. In addition, Askcaasi may charge an additional fee where fees are paid after the due date.
4. We understand that no remission of fees, credit, or refund, either in whole or in part, will be provided if the student is absent due to any reason such as illness, leave, enrolment suspension or termination.
5. If a lesson is postponed or changes made due to an event (e.g., teacher’s illness, natural disaster, power outage, etc) the postponed lesson will be rescheduled to a later date, or a substitute teacher may

take the class. No credit or refund, either in whole or in part, will be provided in this regard.

6. If Askcaasi offered hard copy resources and we have lost or misplaced the resources, we must request for a replacement which will be at the sole discretion of Askcaasi. A fee will apply if the replacement is issued.
7. Interest on unpaid amounts due and payable to Askcaasi will apply at 10% per annum.

Payments

8. Fees are payable when the customer receives confirmation of enrolment and invoice for the enrolment fees via email.
9. 50% of fees owing must be paid within 5 days of receiving notification from Askcaasi.
10. Remaining 50% of fees are to be paid in week 4 of each enrolled term.
11. We are responsible in providing
 - i. Personal information that is correct and up to date/
 - ii. Fee payments are made on time specified on the issued invoice.
 - iii. Payments of electronic funds transfer (EFT) or credit card via Stripe.
12. Askcaasi may cancel or discontinue an enrolment if fees are not paid as required.
13. The enrolment may be suspended until the outstanding fee is paid.
14. A late fee may apply where fees are paid after the due date.

Statutory cooling off period

15. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement, where the agreement was established through unsolicited marketing or sales tactics. These include tactic such as door-to-door sales and telemarketing. A statutory cooling off period allows a consumer to withdraw from a sales agreement within 10 days of having received a sale contract without penalty.

Refund Policy

16. The Australian Consumer Law grants certain rights which cannot be excluded. These rights include a right to replacement or refund where there is what is called a major problem. A major problem could occur where Askcaasi's Services:
- i. have a problem that would have stopped the customer's buying if you had known about it
 - ii. is substantially unfit for its purposes and cannot easily be fixed with a reasonable time
 - iii. do not fit the customer's specific purpose and this cannot be fixed in a reasonable time
 - iv. are unsafe.

First Lesson Money Back Guarantee

17. We understand that Askcaasi offers a First Lesson Money Back Guarantee. If we are a new customer and aren't completely satisfied once we have tried Askcaasi's classes, Askcaasi will issue a refund for all payments made, if we have notified Askcaasi at least 48 hours before the next scheduled class.

18. We must return any materials and resources provided to Askcaasi and will have all access to online learning system ceased by Askcaasi.

Changes to terms and conditions

19. Askcaasi reserves the right to amend the conditions of the students' enrolment at any time.
20. If amendments are made that effect the student's enrolment Askcaasi will provide at least 14 days prior notice if any terms in this T&C change.

Student

21. All Askcaasi students are required to behave in a respectful manner to other students and Askcaasi staff at all times.
22. Askcaasi reserves the right to amend Askcaasi policies in its sole discretion from time to time having regard to changes developments in curriculum, the education sector, legal and regulatory amendments, and

economic conditions. We and our students agree to abide by Askcaasi Policies as amended from time to time.

23. Askcaasi reserves the right to suspend or terminate any enrolment at their sole discretion.
24. The student's personal property is not insured by Askcaasi and it does not accept any responsibility for loss.
25. We will be liable for costs incurred by our students intentionally damaging Askcaasi property.
26. Askcaasi may request and publish the student's school exam results, HSC results, ATAR results and photographs.

Missed class policy

27. Class changes can only be made once per term and is subject to class availability at the time of request.
28. Askcaasi will make reasonable efforts to accommodate availability however if there is no other class or timeslot a refund or credit will not be issued.

Copyright and confidential information

29. Askcaasi Academic Resources are copyright and Confidential Information.
30. Askcaasi Academic Resources are provided by Askcaasi exclusively for the purposes of Askcaasi providing education services to Askcaasi students. Askcaasi Academic Resources cannot be reproduced, on-sold, published, gifted, or otherwise used for any other purpose.

Use and Disclosure of Personal Information

31. Askcaasi takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1099 and Australian Privacy Principles (effective from 12th March 2014)

The personal information provided at the time of enrolment may be used by Askcaasi for a variety of purposes including but not limited to:

- a. Student administration

- b. Student surveys
- c. Promotional campaigns
- d. The provision of a safe environment for Askcaasi students and the personal information may be disclosed to a third party if:
 - i. Required by the law
 - ii. Authorised by the law
 - iii. The parents/carers have consented to disclosing of the personal information
 - iv. Deemed appropriate by Askcaasi management team for the purposes of the student's education, health, care, welfare, or development.

32. Some online classes may be recorded. I understand that my accepting enrolment we consent to any recordings. The storage of that recording and will be kept for the duration of the term only and then disposed.

Declaration

33. The information provided to Askcaasi at the time of enrolment is complete and correct to the best of our knowledge. We also understand that the purposely giving false, misleading, or incomplete information may lead to the refusal of acceptance, financial liability for damages or cancellation of enrolment.

34. By agreeing to these Terms, we promise to follow these rules

- a. Not share your password
- b. Not use any misleading or incorrect names, addresses, email addresses
- c. We'll not download and store any of the content which you are not permitted to do so under these Terms
- d. We'll not use the content provided by Askcaasi for commercial purposes without first obtaining our express written authority; and
- e. Each registered account is associated with an individual an account will not be shared amongst parties.

35. By accepting enrolment and checking the box for these Terms and Conditions, online, we agree to these Terms.