



7EDU Student Class policy

Seven Education (7EDU) shall be used interchangeably in this policy. In order to provide the best service to our students, we require both the student and parent to understand and follow Seven Education's class rules and regulations. Based on our interaction with thousands of online and onsite students, we have created a standard policy with the intention to provide the best learning experience for you.

This document does not apply to students who signed the Full Support Program Agreement.

These guidelines apply to both onsite and online students.

Required Items for Each Class

1. A stable internet connection
2. A fully-charged laptop or computer with a working camera, speaker & microphone is recommended for the class
3. A study place free of noise and distractions
4. An established Zoom account installed on your devices.
5. Students are recommended to have a working Gmail address

Class Rules & Regulations

1. Show up on time for every class
2. If the student is late, the class will still end at the scheduled time
3. Students must turn on their camera so that our teachers can ensure that they are involved in the class without any distractions. Please contact us in advance if this cannot be done due to health, personal or technical problems and concerns.
4. Students are required to pay full attention during the class without any distraction.
5. If the teacher is late, the teacher will ensure that the scheduled amount of time for the class will be honored.

Communication with 7EDU

1. 7EDU's customer support team will respond to any inquiries and requests within one business day

Rescheduling Policy (One-on-One Classes ONLY)

Students have the right to reschedule any One-on-One class as long as it is requested at least 24 hours in advance, subject to our teacher's availabilities. Accommodation may not be made if a request is submitted in less than 24 hours before the scheduled start time. All scheduling and rescheduling should be arranged solely through our operations team. Once a schedule is finalized, the student is required to attend the scheduled classes.

Reference the "Rescheduling Fee Chart" below for the cost of rescheduling each class.

Rescheduling Fee Chart

Type of request	Fee for rescheduling each class
After the first time (More than 24 hours <u>before</u> the class start time)	USD 5
Last minute rescheduling (<u>Within</u> 24 hours of the class start time, excluding 3 hours before the class start time*)	USD 35

*Note: The class will be automatically canceled (No refund or reschedule) if the student informs us that they can't make it to the class within 3 hours of the class start time or does not show up for their class within 20 minutes after the scheduled class start time.

Cancellation Policy

1. One-on-One classes canceled within 24 hours of the start time or student not showing up for class will not be refunded. It is essential to note: last-minute cancellations or absences for reasons other than illness or emergencies deprive other students the opportunity to schedule their lesson.
2. When a refund is processed, access to unpaid class materials and class recordings will be revoked.

Absences due to Technical Problems

If both the student and the teacher are ready for a One-on-One class, but either party experiences technical problems preventing participation in the class, the class will be rescheduled at no cost.

Absence for Group Classes

Students who are registered for group classes are expected to attend. If a student misses a group class session, they will have access to the class recording. No class fee adjustments will be processed for sessions the student does not attend.

Class Credit Request Grace Period

Any class credit with us should be claimed within 6 months after the purchased last session ends. Class credits that are not claimed within the 6 month period will not be refunded and cannot be used for other services.

Class Materials and Recordings

Access duration to class recording (Group class)

1. Absence from a session: One week
2. Class recording purchase: Three months
3. Once the initial access period expires (one week or three months), students are only allowed to renew their request to access the recordings once

Access duration to class materials (Group class)

1. Competition Preparation and Foundation Building: One month after the class ends
2. SAT, ACT, Advanced Placement (AP), SAT Subject Test, TOEFL: On the class' targeted test date

Any student who has completed the enrollment process and participates in any of our classes agrees to be recorded for evaluation purposes and for the benefit of absent students. Student who has attended a group class will not be granted access to the class recording. Only students who are absent will have access to the class recording. Class recordings that are accessible by students will not be refundable. Access to class materials and class recordings is limited to those classes for which the student has officially registered and sharing said material with anyone not currently enrolled in that specific class is strictly prohibited. Legal action may be taken if it is determined that a registered student has shared class materials and class recordings with unauthorized individuals.

Refund Policy: One-on-One Classes

Once the purchased classes has been scheduled, no refund will be given if the student decides to cancel all of the classes but the course fee can be kept as credit

Refund Policy: Group Classes

A 100% refund will be issued if you terminate your registration at least 24 hours before the start time of your first paid session for the registered course. No registration termination and no refund will be processed within 24 hours of the scheduled start time of a group class and the student will be expected to attend the first session of the group class. If you are not satisfied with our services after the first session, the remaining fee will be kept as class credit. A cost of \$80 will be charged upon cancellation for any class where physical materials were given. A cost

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of \$50 for each mock test will be charged upon cancellation for any classes where mock test (digital or physical) were given.

Access to 7EDU's class documents, materials, and information will be terminated upon cancellation of service.

By completing the enrollment process, the student acknowledges the receipt of the 7EDU Class Policy and agrees to abide by the terms and conditions included therein as defined by 7EDU.