

Jia Lei Confectionery & Training Centre Pte Ltd
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Skillsfuture Credit Lesson -Booking & Cancellation Policies

Book a lesson

- You can book via our counter or company website with a fully refundable deposit of the lesson fee (*terms and conditions apply) in order to keep your seat.
- Upon payment received, we will send you an acknowledge email which you can use it as supporting document to apply for your SkillsFuture Credit claims.

Holding your booking

- Once you book the lesson, we will require you within 3 DAYS to submit your SkillsFuture Credit to CONFIRM your book, or else we will release your seat to others.

Confirmation of booking

- Lesson is only confirmed upon confirmation from SkillsFuture and your deposit made.

Cancelling your booking

- Refund eligibility is determined based on the days prior to commencement date.
 - * You may cancel your booking for no penalty 14 days or more before the commencement date of the lesson. 100% of the your deposit will be refunded.
 - * Please note that we will assess a fee of 50% of your deposit if you cancel your lesson 7 days or more before the commencement date.
 - * For cancellation less than 7 days or after the commencement date, your deposit will be fully forfeited.
- Cancellations will be accepted via e-mail and phone, and must be received by the stated cancellation deadline.

Refund your deposit

- Your refunds will be credit back to your bank account or by CASH to you 7 days after you have attended the lesson.

Lesson cancellation by Jia Lei

- Jia Lei reserves the right to cancel or reschedule the lesson in an event due to low enrolment.
- If Jia Lei cancels or reschedules the class, you will be offered a full refund.

No-Shows/Sick

- Your deposit will be fully forfeited if you do not turn up for the lesson.

- If you unable to attend the lesson due sudden illness, we will need you to notice us 48 hours within your absence together with a copy of medical certificate in order to be eligible for reschedule of your lesson. Your deposit will not be refunded after you have attended the reschedule lesson.

Note:

- You shall be solely responsible for managing your booking, no reminder call or email will be given before the commencement date.