

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 four terms in the year. Term 1 - 3 each run for 12 weeks; term 4 runs for 14 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. Advance notification given to us before the start of the term with regard to non-availability to attend a core session of that term, will not be billed.

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 the 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)

Late 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
All fees ISA reserves the right to publish names of all fee-delinquent registered players in the twice weekly e-newsletter

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

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

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 General Manager

gm@isa.com.sg

Payment Methods

ISA offers a wide range of payment methods:-

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.
Payment Cards	Visa, MasterCard, JCB and American Express cards are readily accepted Point-of-sale card payments are available at both our venues : Rainforest Sports Hub and UWC Dover
e-Commerce	All our offered services can be purchased and paid for online @ ISA' e-commerce website
Direct Debit	DD (giro) is a preferred payment method

BANK : OCBC
PAYEE : INTERNATIONAL SOCCER ACADEMY PTE LTD
ACCOUNT NUMBER: 647-710029-001
BRANCH CODE: 647
BANK CODE:7339

Cash payments are accepted only in the following exceptional circumstances :-
new member registrations where the new member only has cash : \$80 / \$60
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.

Receipts are also issued for all online payments done over the ISA e-commerce site ; these are system-generated.