



Winter Programme 2024 ("**Programme**") – Terms and Conditions
8th – 24th January 2024

Application process, Payment and Fee

1. The application will not be considered if all information and supporting evidence requested during the registration is not provided.
2. The Programme fee ("**Fee**") of **RM6,000.00** is inclusive of all teaching and classroom support, daily meal (lunch) and snacks, and a welcome pack. Should the pupil be unable or unwilling to take part in any of the Programme activities which are included in the fee, no refunds or discounts will be possible.
3. Payment of the Fee is to be made via credit card or direct transfer/internet banking to :-

Bank Account Name: Tropicana SJII Education Management Sdn Bhd
Bank Name: OCBC Bank Berhad
Account No. : 7071281859
Swift Code: OCBCMYKL

Please quote the pupil's name in full for our verification and email a copy of the bank-in slip or transfer confirmation to tony.lai@sjii-international.edu.my.

4. SJIIIM is not responsible for any bank charges incurred in the transfer of the Fee. All bank charges, including those incurred overseas, are the responsibility of the person making the payment.
5. Upon full payment of the Fee, you enter into a contract with Tropicana SJII Education Management Sdn Bhd ("**SJII**"). You are therefore subject to the terms and conditions of the Programme, as set out herein.

Cancellations and Refunds

1. The pupil will not be permitted to participate in the Programme if payment is not made in full within seven days from the registration date. Late payments entitle us to cancel all relevant registrations.
2. Cancellation is not allowed after payment of the Fee.
3. Request for a refund will be only considered if:-
 - The pupil can demonstrate extenuating personal circumstances which prohibit them from coming to Malaysia or joining the Programme (for example illness or bereavement). Please note that supporting evidence will be required.
 - A visa application refusal for reasons beyond the pupil's control. Please note that this does not include unwarranted late visa applications. Supporting evidence will also be required.
4. Please note that we will require written confirmation of any request for a refund of the Fee.



Programme Cancellation

1. We may cancel the Programme if we fail to recruit our minimum level of enrolments or if circumstances beyond our reasonable control prevent us from delivering it. In this event, we will refund the full Fee paid by you.
2. Though SJII makes every attempt to avoid any changes to the Programme, we strongly suggest that the pupil is covered by their own personal comprehensive travel insurance policy to cover costs in the event of such a cancellation.

Refund Process

1. In the event that a refund is successfully requested, you will be reimbursed by the same means of payment that was used to make the payment to us, unless you have expressly agreed otherwise. In any event, you will not incur any fees as a result of the reimbursement.

Insurance

1. SJII cannot accept liability for any loss or damage to personal property. It is advised that personal property is insured against such risks.
2. Except for the Personal Accident insurance coverage, SJII does not provide additional insurance for pupils. It is recommended that the pupil seeks comprehensive insurance that covers personal possessions, medical and repatriation expenses (if the pupil is not covered in Malaysia) and cancellation to cover any fees and travel costs.

Code of Conduct

The pupil will be required to comply with SJIIM's Behaviour for Learning Policy. This policy sets out expectations for pupil behaviour and also the procedures used by SJIIM in order to resolve matters when a pupil's behaviour is unacceptable. If a pupil breaches any of the terms set, then they may be withdrawn from the Programme. No refunds or discounts will be entertained.

Your Data

SJIIM may use any information which is provided during the registration process to compile statistics that may be published or passed to a governmental or regulatory body.