

**Roots.Sg Abacus Policies (effective 1<sup>st</sup> Jan 2021)**

1. You can reach us via **Our email: roots.sg.pte.ltd@gmail.com**, WhatsApp number **9836 9997 / 9833 0241** or visit our website at [www.rootsabacus.com](http://www.rootsabacus.com).
2. Please note: **We are available to respond to Parents' questions and inquiries from Monday to Friday between 12-3pm**. Instructors will be teaching after 3pm, so, we may not be able to respond.
3. Please understand **We are unable to respond phone calls on weekends**. We will get back to you on the next working day.
4. **APP: Kindly download our Roots Abacus App. It is available in both Android and Apple phone and is useful for:**
  - Checking fees status and collection of invoices,
  - To check attended lesson dates of your child.
  - To view Centre schedule & time for makeup lesson.
  - Notification for class cancellation, fees reminder etc are also send on App.
  - Login ID is your email address. Password, you can check with the instructor.
5. **Fee Payment: 1<sup>st</sup> - 7<sup>th</sup> of the months**. (Kindly mention Students' name in the transactions). **Either you choose Monthly (4 lessons) or Quarterly (12 lessons)**.
6. **Fees will remain same in the year 2021 only change is now we will be accepting 3 months fee (12 lessons) in advance total amount is \$375. In case you still want to pay it monthly, fees will be \$135.**

<b>Roots.Sg Fee Structure – Physical Lesson</b>	
<b>Registration Fee</b> (Inclusive of Teaching kit, Bag, Abacus)	<b>\$ 45</b>
<b>Refundable Deposit</b> (One time)	<b>\$ 100</b>
<b>3 Months Fee</b> (12 lessons) (includes books & certification cost).	<b>\$ 375</b>
<b>Monthly Fee</b> (4 lessons) (includes books & certification cost).	<b>\$ 135</b>
<b>Additional Late Fee</b> (After 7 <sup>th</sup> of every month)	<b>\$ 10</b>

**7. Bank Details and Payment method**

<b>Payment Mode</b>	<b>Bank Transfer</b>	<b>Cheque @</b>	<b>Pay Now</b>	<b>UEN</b>
Account No.	<b>DBS 0279068973</b>	Roots.Sg Pte Ltd	QR Code Check website	<b>201607590G000</b>

8. Kindly note from Jan 2021, **there will be 4 lessons each month if the Public Holiday comes within the 4th week, it will be a working day.** If a month happen to have 5 lessons, 5<sup>th</sup> lesson will be off day. Please refer our 2021 calendar for the schedule.
9. **Summer and Winter Break: 2 weeks in Summer & Winter you have option to take break or pay prorated fees** if your child is missing the lessons. Rest of the 11 months fees will have to be deposit on time.
10. **Replacement classes** can be provided under the following conditions:
- a. **Parents must inform minimum 1 day in advance, if child is not attending the lesson,** & make-up lesson will be provided. Validity of make-up lesson is up to 3 months.  
Reason for Makeup lessons can be any (party, busy, car break down, rainy day, medical or any). You are still entitled of makeup lesson.
  - b. **Same day cancellation of class would be charged irrespective of any reason** (party, busy, car break down, rainy day). In case of medical emergency please submit MC & make up will be provided.
  - c. **Makeup lessons are STRICTLY not adjustable against the monthly fees.**
11. You can check the schedule for the makeup lessons on our website and select a day & time check with the instructor if the selected slot is available. Web Link for the schedule <http://rootsabacus.com/roots-abacus-schedule/> or you can check in our App.
12. **Late Pick up:** If you are late to pick up your child, kindly inform the instructor.

13. Our syllabus is carefully designed which is fully aligned with international and local schools. Our syllabus also benefits the kids in overall brain development. It will also facilitate kids to develop IQ & EQ level to excel in life in various field. In case our student needs extra practice, we will take care and provide practice worksheets.

As this is an individualized programme, the duration of the lesson and the learning process will depend on the child’s interest, concentration, mood, and responsiveness.

**For online lessons, the class strength would be 4 to 6 students class duration will be same 90 minutes.**

**If the class strength is 1 to 3 students class duration will be 60 minutes.**

<b>Roots.Sg Fee structure – Online Lessons</b>	
<b>Registration Fee</b> (Inclusive of Teaching kit, Bag, Abacus)	<b>\$ 45</b>
<b>Refundable Deposit</b> (One time)	<b>\$ 100</b>
<b>3 Month fee</b> (12 lessons) (includes books and certification cost).	<b>\$ 450</b>
<b>Monthly fee</b> (4 lessons) (includes books and certification cost).	<b>\$ 160</b>
<b>Additional Late Fee</b> (After 7 <sup>th</sup> of every month)	<b>\$ 10</b>

1. For students doing online lessons, if you wanted to attend any lesson in physical class, please speak to the instructor.
2. All the teaching material for online students will be either pick up from our office in person or we can send you via courier service (Courier cost is additional).

Warm Regards,  
 Roots.Sg Pte Ltd  
*Roopali Bansal*  
 Managing Director

Parent’s Signature

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Date:

**Roots.Sg Centre Schedule**

<p>Katong Shopping Centre, #05-30, Mountbatten Road 437844</p>	<p><b>Thursday</b> @ 4.00 pm – 5.30 pm @ 5.30 pm – 7.00 pm</p> <p><b>Saturday</b> @10.00 am – 11.30 am @11.30 am – 1.00 pm</p>
<p>East Point Mall #06-08 near Simei MRT</p>	<p><b>Sunday</b> @ 2.00 pm – 3.30 pm @ 3.30 pm – 5.00 pm</p> <p><b>Monday</b> @ 4.00 pm – 5.30 pm @ 5.30 pm – 7.00 pm</p> <p><b>Tuesday</b> @ 4.00 pm – 5.30 pm @ 5.30 pm – 7.00 pm</p>
<p>Bedok, Aquarius by the Park I.Q. E.Q Center-478934</p>	<p><b>Tuesday</b> @ 4.30 pm – 6.00 pm @ 6.00 pm – 7.30 pm</p> <p><b>Saturday</b> @ 4.30 pm – 6.00 pm</p>
<p>Bayshore, Hokkien Huay Kuan Sennett Road 466781</p>	<p><b>Wednesday</b> @ 4.00 pm – 5.30 pm @ 5.30 pm – 7.00 pm</p> <p><b>Friday</b> @ 5.30 pm – 7.00 pm</p>
<p>Singapore Swimming Club 45, Tanjong Rhu Rd- 436899</p>	<p><b>Saturday</b> @11.00 am – 12.30 pm @12.30 pm – 2.00 pm</p>
<p>Sunhaven Upper Changi Rd East, 486069</p>	<p><b>Thursday</b> @ 5.00 pm – 6.30 pm</p> <p><b>Saturday</b> @11.00 am –12.30 pm</p>
<p>Simei, Melville Park Auxiliary Center -529948 [Temporarily Suspended]</p>	<p><b>Monday</b> @ 4.00 pm – 5.30 pm @ 5.30 pm – 7.00 pm</p> <p><b>Saturday</b> @ 2.00 pm – 3.30 pm @ 4.00 pm – 5.30 pm</p>
<p>Costa Rhu, 1 - 9 Rhu Cross 15, 437434 [Temporarily Suspended]</p>	<p><b>Thursday</b> @ 5.30 pm – 7.00 pm</p> <p><b>Sunday</b> @11.00 am – 12.30 pm</p>
<p>Parbury Hill Condominium, 467303</p>	<p><b>Wednesday</b> @ 5.00 pm – 6.30 pm</p>