

REVIEW TERMS AND CONDITIONS

1. **REGISTRATION** – Upon full payment of the registration fee, the Reviewee is required to fill up registration forms. The Center may utilize the data provided by the reviewee to disseminate any information it may deem relevant to the service that the student has availed of such as announcements and updates.
2. **CHANGE OF SECTION** – Changing of sections is NOT allowed, unless deemed necessary by the Center
3. **ABSENCES** – Schedules are published in advance to avoid absences. However, Reviewees who incur absences are REQUIRED to attend make-up classes either by joining other sections – if there are available slots – or by arranging for one-on-one sessions. Make-up classes should be done in coordination with the Center. The sit-in fee is Five Hundred Pesos (P500.00) per session while one-on-one sessions are One Thousand Pesos (P1,000.00) per hour. In cases of natural disasters such as tropical cyclones, earthquakes, and/or volcanic eruptions, with deference to any advisory from the local government unit, the Center may reschedule a review session to a later date. The make-up session will be free of charge. The Center shall notify the Reviewee of rescheduling the session via mobile or email.
4. **TARDINESS** – The center discourages tardiness in all its programs. Tardiness constitutes coming to class ten (10) minutes or more after the session has started. If the Reviewee is tardy for 50% of the time, he may be expelled from the program.
5. **STUDENT BEHAVIOR AND DISCIPLINE** – The Center shall expel any Reviewee who exhibits disruptive behavior. Harassment of the tutor/lecturer or classmate, center personnel, coming to class under the influence of drugs or alcohol, carrying of deadly weapons, theft or misuse of property, disregarding instructions, and uncontrollable behavior are examples of conduct that will lead to expulsion. No REFUND shall be given to any Reviewee who is expelled.
6. **STUDENT OBLIGATIONS** – The Reviewee is expected to be prompt and conscientious in attending review sessions and to do the required work. The Reviewee is likewise expected to pay attention to the lessons and be active in class discussions.
7. **PERFORMANCE IN ACTUAL EXAM** – AHEAD stands by the quality of its tutorial and review services. In no way, however, should this commitment to excellence and full customer satisfaction be construed as a guarantee that the client will pass. Nor does it guarantee higher grades in school. The Reviewee is expected to exert the necessary efforts and take the appropriate responsibility in achieving his/her academic goals.
8. **REFUND:**
 - a. For refund of any fee paid to AHEAD due to cancellation of enrollment, the refundable amount shall be converted to an AHEAD program or service of the same or lesser value.
 - b. In case of a request for refund due to downgrading of enrollment, the refundable amount shall be subjected to applicable policies as deemed appropriate by the management.
 - c. Reservation fees, when applicable, are NON-REFUNDABLE.
9. **CLASS DISSOLUTION** – The Center reserves the right to discontinue or dissolve a class if the minimum required number of Reviewees is not met fifteen (15) calendar days before the start of the program. In such case, Reviewees in the affected class shall be given the option to transfer to another section, depending on the availability of slots, or to refund their payment. In case of a voluntary refund, the full amount paid shall be returned to the client.
10. **CARE OF MATERIALS** – Reviewees shall be given review materials as part of their review package. Though most of these review materials may be taken home, there are some that may only be used in the Center. No markings shall be made on these materials. Reviewees found to be tampering with these materials shall be charged with their corresponding replacement cost.
11. **LOST MATERIALS** – In case of lost materials, the Center must be advised by the Reviewee within fifteen (15) calendar days of the incident by submitting an affidavit of loss. Failure to do so shall mean a penalty of Fifty Thousand Pesos (Php50,000.00). Replacement fees for lost review kits with accompanying affidavit of loss shall be Two Thousand Pesos (Php2,000.00).
12. **PARENTS' INVOLVEMENT** – To further support the progress of the Reviewees, parents are required to attend the free Parents seminar, details of which shall be made available upon confirmation of enrollment.
13. **BUSINESS TRANSACTIONS** – All business transactions may only be conducted through the Center. Any change in schedule and/or transfers must be done in coordination with the Center Manager through a letter of request addressed to the same and may be sent via email. Seeking or accepting any tutorial service directly from any of the Center's tutors or lecturers without the expressed consent of the Center is deemed unethical and is not allowed even after the duration of this agreement. Violation of these provisions may result in expulsion of the Reviewee, dismissal of the tutor or lecturer, and in the filing of a civil action in court.
14. **COPYRIGHT** – All review materials are properties of AHEAD Tutorial and Review Center. Reviewees are to hold with utmost confidentiality everything contained in the AHEAD Review Kit. Reviewees may not reproduce any part of the document nor lend it to other parties. If caught, Reviewees shall be liable for any breach of this undertaking and must pay a penalty of Fifty Thousand Pesos (Php50,000.00). NO part of the review materials may be used and/or reproduced in any form without the expressed written consent of AHEAD.