

FORM 12
PRIVATE EDUCATION ACT (No. 21 of
2009)

PRIVATE EDUCATION REGULATIONS

ADVISORY NOTE TO STUDENTS

This note is for a prospective student.

You are strongly encouraged to thoroughly research on the private education institution (PEI) conducting the course before signing up for any course. You should consider, for example, the reputation of the PEI, the teacher-student ratio of its classes, the qualifications of the teaching staff, and the course materials provided by the PEI.

By signing and returning the Student Contract (the "Contract"), you agree to the terms and conditions which will bind you and the PEI, if you accept the PEI's offer of a place in a course of study offered or provided by the PEI.

You should ask the PEI to allow you to read a copy of the Contract (with all blanks filled in and options selected) in both English and the official language of your home country, if necessary. For your own protection, you should review all the PEI's policies, and check carefully that you agree to all the terms of the Contract, including the details relating to each of the following sections, before signing the Contract:

- a. The duration of the course, including holidays and examination schedules, and contact hours by days and week;
- b. The total fees payable, including course fees and other related costs;
- c. Dates when respective payments are due;
- d. The refund policy in the event of voluntary withdrawal (by you) or enforced dismissal from the course or programme (by PEI);
- e. The Fee Protection Scheme you are subscribed to and its coverage;
- f. The dispute resolution methods available; and
- g. Information about the PEI's policies on academic and disciplinary matters.
- h. The degree or diploma or qualification which will be awarded to you upon successful completion of the course.

If you have any doubt about the contents of the Contract, or if the terms are different from what the agent or the PEI have informed you previously, or advertised, you should always seek advice and/or clarifications before signing the Contract.

I confirm that I have read and understood this advisory note before signing the offer of EHL Campus (Singapore) Pte. Ltd. and accepting the terms and conditions of the following contract.

STUDENT CONTRACT - CONTINUING EDUCATION COURSES

By accepting and signing the offer of EHL Campus (Singapore) Pte. Ltd., I (hereafter “the Student”) accepts the following terms and conditions of the Student Contract – Continuing Education Course.

This Contract binds both the EHL Campus (Singapore) Pte. Ltd. and the Student once both parties sign the offer made by EHL Campus (Singapore) Pte. Ltd.

The parties acknowledge and agree to the terms stated in this Contract.

This Contract is made between:

(1) **EHL Campus (Singapore) Pte. Ltd.**
3, Lady Hill Rd
Singapore 258672
UEN: 201731189N

(2) **The Student**

1. COURSE INFORMATION AND FEES

- 1.1 EHL Campus (Singapore) Pte. Ltd. will deliver the Short Continuing Education Course (hereafter “the Course”) as set out in Schedule A to the Student, towards conferment of the stated qualification upon successful Course completion.
- 1.2 EHL Campus (Singapore) Pte. Ltd. confirms that no amendments will be made to the structure of the Course as set out in Schedule A.
- 1.3 The Course Fees payable are set out in Schedule B and the optional Miscellaneous Fees in Schedule C.
- 1.4 EHL Campus (Singapore) Pte. Ltd. considers payment made 1 day after the scheduled due date(s) in Schedule B as late. EHL Campus (Singapore) Pte. Ltd. will explain to the Student its policy for late payment of Course Fees, including any late payment fee charged in Schedule C (if applicable) and any impact on Course/module completion.

2. REFUND POLICY

2.1 Refund for Withdrawal Due to Non-Delivery of Course:

EHL Campus (Singapore) Pte. Ltd. will notify the Student within three (3) working days upon knowledge of any of the following:

It does not commence the Course on the Course Commencement Date;

It terminates the Course before the Course Commencement Date;

It does not complete the Course by the Course Completion Date;

It terminates the Course before the Course Completion Date;

It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or

The Student’s Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the Student decide to withdraw, within seven (7) working days of the above notice.



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2.2 Refund for Withdrawal Due to Other Reasons:

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1, EHL Campus (Singapore) Pte. Ltd. will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the table in Schedule D.

2.3 Refund During Cooling-Off Period:

EHL Campus (Singapore) Pte. Ltd. will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The Student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to EHL Campus (Singapore) Pte. Ltd. within the cooling-off period, regardless of whether the Student has started the course or not.

3. ADDITIONAL INFORMATION

- 3.1 The laws of Singapore will apply to how this Contract will be read and to the rights the parties have under this Contract.
- 3.2 If any part of this Contract is not valid for any reason under the law of Singapore, this will not affect any other part of this Contract.
- 3.3 If the Student and EHL Campus (Singapore) Pte. Ltd. cannot settle a dispute using the way arranged by EHL Campus (Singapore) Pte. Ltd., the Student and EHL Campus (Singapore) Pte Ltd may refer the dispute to the CPE Mediation-Arbitration Scheme (www.cpe.gov.sg).
- 3.4 All information given by the Student to EHL Campus (Singapore) Pte. Ltd. will not be given by EHL Campus (Singapore) Pte. Ltd. to anyone else, unless the Student signs in writing that he agrees or unless EHL Campus (Singapore) Pte. Ltd. is allowed to give the information by law.
- 3.5 If there is any other agreement between EHL Campus (Singapore) Pte. Ltd. and the Student that is different from the terms in this Contract, then the terms in this Contract will apply.
- 3.6 If the Student or EHL Campus (Singapore) Pte. Ltd. does not exercise or delay exercising any right granted by this Contract, the Student and EHL Campus (Singapore) Pte. Ltd. will still be able to exercise the same type of right under this Contract during the rest of the time the Contract continues.
- 3.7 If this Contract is also signed or translated in any language other than English and there is a difference from the English language copy of this Contract, the English language copy will apply.
Student is responsible for having a correct visa / right to study in Singapore.

4. DATA PRIVACY

The Student acknowledges that he has read and understood the Privacy Policy (available at: <https://www.ehl.edu/en/privacy>). As an applicant, willing to study at EHL Campus (Singapore) Pte. Ltd., the Student understands that the personal data he/she has provided will be transferred to EHL Campus (Singapore) Pte. Ltd., in order to ensure his/her student registration and studies there. The personal data he/she has provided may be used by EHL Group entities or third parties. These EHL Group entities or third parties are or may be located outside of Singapore to carry out some of the processing, administrative and educational functions for EHL Campus (Singapore) Pte. Ltd. If the standards of protection of Personal Data is not equivalent in Switzerland, European Union (as far as European Union personal Data regulations are applicable) and Singapore, the highest standards amongst the three should apply.

The Student consents to allow EHL Campus (Singapore) Pte. Ltd to disclose and process his/her personal data to E.H.L Holding SA and all entities part of the EHL Group or third-party service providers, which are or may be sited outside of Singapore, to carry out some of the processing, administrative and educational functions for EHL Campus (Singapore) Pte. Ltd.

SCHEDULE A
COURSE DETAILS

1) Course Title	Luxury Brand Management
2) Course Duration	1 week
3) Full-time or Part-time Course	Full-time
4) Course Commencement Date	01 February 2021
5) Course Completion Date	05 February 2021
6) Qualification <i>(Name of award to be conferred on the Student upon successful Course completion)</i>	<i>Certificate of Achievement in Luxury Brand Management</i>
7) Organisation which develops the Course	Ecole hôtelière de Lausanne
8) Organisation which awards/ confers the qualification	Ecole hôtelière de Lausanne
9) Course entry requirement(s)	General requirements • Bachelor's degree or more than 5 years experience in a hospitality management position. • A good understanding of marketing fundamentals based on prior work experience and/or studies • Advanced English level (C1), for non-native speakers.

10) Course schedule with modules and/or subjects:

Day	Time	Activity	Topic
01 February - Morning	9.00am - 9.30am	Prof. presentation	Introduction to the course
	9.30am - 10.00am	Prof. presentation	What is luxury?
	10.00am - 10.30am	Workshop	Hospitality luxury framework
	10.30am - 11.00am	Break	
	11.00am - 11.30am	Students presentations and discussion	Hospitality luxury framework
	11.30am - 12.00pm	Prof. presentation	Facets and challenges of luxury brands (Part 1)
	12.00pm - 1.30pm	Lunch break	
01 February - Afternoon	1.30pm - 2.00pm	Prof. presentation	Facets and challenges of luxury
	2.00pm - 2.30pm	Workshop	Art and luxury
	2.30pm - 3.00pm	Break	
	3.00pm - 3.30pm	Students presentations and discussion	Art and luxury
	3.30pm - 4.30pm	Coaching session	Group project
			Homework (read case and answer questions)
02 February - Morning	9.00am - 10.00am	Case discussion	Luxury brand growth strategy
	10.00am - 10.30am	Break	
	10.30am - 11.30am	Prof. presentation	Luxury market and luxury Millennials and Chinese luxury customers
	11.30am - 12.00pm	Workshop	
	12.00pm - 1.30pm	Lunch break	
02 February - Afternoon	1.30pm - 2.30pm	Guest speaker presentation	Luxury customer experience
	2.30pm - 3.00pm	Break	
	3.00pm - 4.30pm	Workshop with guest speaker	Enhancing luxury customer experience
		Homework (read case and answer questions)	Hospitality luxury branding
03 February - Morning	9.00am - 10.00am	Case discussion	
	10.00am - 10.30am	Break	
	10.30am - 11.30am	Prof. presentation	Developing luxury brand equity
	11.30am - 12.00pm	Workshop	Defining brand identity
	12.00pm - 1.30pm	Lunch break	
03 February - Afternoon	1.30pm - 2.30pm	Students presentations	Brand identity prism
	2.30pm - 4.30pm	Coaching Session	Group project
04 February - Morning	9.00am - 10.30am	Guest speaker	
	10.30am - 11.00am	Break	
	11.00am - 12.00pm	Workshop with guest speaker	
	12.00pm - 1.30pm	Lunch break	
04 February - Afternoon	1.30pm - 2.30pm	Prof. presentation	Communication in luxury
	2.30pm - 4.30pm	Coaching session	Group project
05 February - Morning	9.00am - 10am	Prof. presentation	Brand authenticity and new trends in luxury hospitality
	10.00am - 10.30am	Break	
	10.30am - 12pm		Brand Authenticity Workshop
	12.00pm - 1.30pm	Lunch Break	
05 February - Afternoon	1.30pm - 2.30pm	Group final presentation	Hospitality luxury concept
	2.30pm - 3.00pm	Break	
	3.00pm - 4.00pm	Group final presentations	Hospitality luxury concept
	4.00pm - 4.30pm	Prof. presentation	Wrap-up and course evaluation
	4.30pm - 5.30pm	Get together	

11) Scheduled holidays (public and school) and/or semester/term break for course

N/A

12) Examination and/or other assessment period

 6th of February 2021 – 16th of February 2021

13) Expected examination results release date

 26th of February 2021

14) Expected award conferment date

 19th of March 2021



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SCHEDULE B
COURSE FEES

Fees Breakdown	Total Payable (S\$) (with GST, if any)
Tuition fees	2'400
Total Course Fees Payable:	2'400
<i>Launch discount for Singaporeans and Singapore residents (18.75%)*</i>	450
<i>Discount for Alumni and Preferred Partners</i>	<i>As stated in the offer</i>
<i>No of Instalments:</i>	1

* Applicable upon presentation of proof of Singapore citizenship (NRIC or passport) or valid residency in Singapore (Permanent Residence, Employment Pass, S-Pass, Work Permit, EntrePass, Dependent Pass)

INSTALMENT SCHEDULE

Instalment¹ Schedule	Amount (S\$) (with GST, if any)	Date Due²
1 st instalment without discount	2'400	29 th of January 2021
Total Course Fees Payable without discount:	2'400	
1 st instalment with discount for Singaporeans and Singapore residents	1'950	29 th of January 2021
Total Course Fees Payable with discount for Singaporeans and Singapore residents:	1'950	
1 st instalment with discount for Alumni and Preferred Partners	<i>As stated in the offer</i>	29 th of January 2021
Total Course Fees Payable with discount for Alumni and Preferred Partner	<i>As stated in the offer</i>	

1. Each instalment amount shall not exceed 12 months' worth of fees for EduTrust certified PEIs;
2. Each instalment after the first shall be collected within one week before the next payment scheduled.

SCHEDULE C
MISCELLANEOUS FEES³

Purpose of Fee	Amount (with GST, if any) (S\$)
N/A	N/A

3. Miscellaneous Fees refer to any non-compulsory fees which the students pay only when applicable. Such fees are normally collected by EHL Campus (Singapore) Pte. Ltd. when the need arises.
4. Students enrolled at EHL Campus (Singapore) Pte. Ltd. must have a valid health insurance throughout their studies.



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SCHEDULE D

REFUND TABLE

% of the [aggregate amount of the fees paid under Course Fees and Miscellaneous Fees as defined under Schedules B and C of Standard PEI-Student Contract]	If Student's written notice of withdrawal is received
[100%]	More than [30] days before the Course Commencement Date
[50%]	Between [30] days and [15] days before the Course Commencement Date
[0%]	[14] days or less before the Course Commencement Date