

Terms & Conditions of Enrolment

Global Leaders Academy · GL Education Group Sdn Bhd (202401016011)

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1. Introduction and Scope

These Terms and Conditions of Enrolment (the “Terms”) constitute a legally binding agreement between GL Education Group Sdn Bhd, operating under the trade name Global Leaders Academy (the “School”, “Academy”, “we”, “us” or “our”), and the individual student and/or their parent, guardian or authorised representative (collectively the “Student”, “Enrollee” or “you”) upon enrolment into any programme or course offered by the School.

These Terms apply to all programmes and courses offered by Global Leaders Academy, including but not limited to: the Intensive English Programme (IEP); Junior Intensive English Programme (JIEP); Summer and Winter Camp Programmes; IELTS and TOEFL iBT Examination Preparation; Business English Programme; IGCSE and A-Level Academic Support; the Academic Development Programme (ADP); the Daily Conversational Class; and VIP Classes and Private Tuition Sessions.

By submitting an enrolment application, paying any fee, attending any class, or otherwise enrolling in any programme offered by the School, the Student acknowledges having read, understood and accepted these Terms in their entirety. If the Student is a minor (below eighteen (18) years of age), the parent or legal guardian is deemed to have accepted these Terms on the Student's behalf and assumes full legal responsibility for all obligations arising therefrom.

2. Definitions

Academic Calendar Month

A period of four (4) consecutive calendar weeks of scheduled instruction, commencing from the Student's enrolment commencement date.

Base Fee

The standard per-School-Day rate of Ringgit Malaysia Two Hundred (RM200.00) applied for the purpose of calculating charges upon refund or withdrawal.

Commencement Date

The date on which the Student's enrolled programme is scheduled to commence, as specified in the Letter of Offer or Enrolment Confirmation.

Management

The directors, principals or authorised officers of GL Education Group Sdn Bhd.

Programme Fee

The total course tuition fee payable for the enrolled programme, exclusive of any Additional Fees unless otherwise specified in writing.

Additional Fees

Fees for services ancillary to tuition, including Registration Fee, Admission Fee, Visa Processing Fee, Resource Fee, Transportation Fee and Accommodation Fee.

School Day

Any day on which the School is open and instruction is scheduled, excluding public holidays and School-declared closures.

Written Notice

Formal written communication delivered by hand, by registered post to the School's registered address, by email to an address designated by the School, or by any other method expressly approved in writing by the Management.

3. Enrolment and Admission

3.1 Application and Acceptance

Enrolment is subject to availability of places and the School's assessment of eligibility, including English proficiency level, academic background and age requirements. Submission of an application form and payment of any fee does not guarantee enrolment. The School may decline any application at its discretion.

3.2 Placement Assessment

The School may require any applicant to undertake a placement assessment or interview to determine the appropriate level or class placement. The School may reassign a Student to a different class level during the programme based on academic performance or assessment outcomes.

3.3 Enrolment Confirmation

Enrolment is confirmed only upon the School's receipt of the applicable deposit or full payment as stipulated in Section 4, together with all required documentation, and the issuance of a written Enrolment Confirmation or Letter of Offer by the School.

4. Fees and Payment

4.1 Programme Fee Payment Terms

(a) IEP, JIEP, Summer/Winter Camp — duration less than three (3) months: Full payment of the Programme Fee is required prior to the Commencement Date. No Student may commence instruction until full payment has been received and cleared.

(b) IEP, JIEP, Summer/Winter Camp — duration three (3) months or more: A non-refundable deposit of Ringgit Malaysia One Thousand (RM1,000.00) is payable upon confirmation of enrolment. The remaining balance is payable in full no later than three (3) calendar days prior to the Commencement Date. Failure to settle the balance within this period entitles the School to cancel the enrolment without refund of the deposit.

(c) Tuition Classes (IGCSE, A-Level, Academic Development Programmes): Full payment for the enrolled subject(s) is required prior to the commencement of classes for each respective month; thereafter fees are payable monthly in advance. The School may refuse entry to class if the monthly fee remains outstanding.

(d) VIP Classes, Private Tuition and Session-Based Programmes: Full payment is required prior to the commencement of each session or package. No session is scheduled or reserved until payment has been received.

4.2 Instalment and Special Payment Arrangements

Any instalment plan or alternative arrangement other than those in Clause 4.1 is valid only if approved in writing by the Management prior to enrolment. Verbal representations by staff are not binding unless confirmed in writing by the Management.

4.3 Additional Fees

Additional Fees (including Registration, Admission, Visa Processing, Resource, Transportation and Accommodation Fees) are separate from and in addition to the Programme Fee, payable as specified by the School, and are non-refundable except where a refund is required by applicable law.

4.4 Sales and Service Tax (SST)

The School is a registered taxable person under the Service Tax Act 2018 (SST Registration No.: W10-2606-32100019). Service Tax at the prevailing rate prescribed by the Royal Malaysian Customs Department (JKDM) is charged on all applicable taxable services. The Student is responsible for all applicable taxes in addition to the Programme Fee and Additional Fees. The School may adjust fees to reflect changes in the applicable rate of Service Tax imposed by law.

4.5 Fee Revisions

The School may revise its fees from time to time. Students already enrolled in a current programme are not subject to fee revisions mid-programme unless required by law. New or renewed enrolments are subject to the prevailing fee schedule at the time of enrolment.

5. Refund and Cancellation Policy

5.1 General Principle

All refund requests are evaluated in accordance with this Section 5 and with your statutory rights under applicable Malaysian law (see Section 13). No refund is processed except in compliance with these Terms.

5.2 Non-Refundable Fees

The following are non-refundable, save where a refund is required by applicable law: Registration Fee; Admission Fee; Visa Processing Fee; Resource Fee; Transportation Fee; Accommodation Fee; and any deposit designated as non-refundable at the time of payment.

5.3 Non-Refundable Programmes

Fees paid for VIP Classes, Private Tuition Sessions and session-based Academic Development Programmes are non-refundable upon payment, save where a refund is required by applicable law, regardless of whether any class has been attended.

5.4 Refund After Programme Commencement

Where a Student seeks a refund after the Commencement Date: (a) any discount or promotional pricing previously applied is cancelled and the fees recalculated at the prevailing base rate before computing any refund; (b) the Student is charged at the Base Fee of RM200.00 per School Day for each School Day within the enrolment period, irrespective of attendance; (c) a cancellation penalty of five percent (5%) of the total amount invoiced is deducted; and (d) the refund (if any) equals Total Amount Paid, less the Attendance Charge, less the Cancellation Penalty, less any outstanding Additional Fees.

5.5 Refund Before Programme Commencement

Where a Student withdraws prior to the Commencement Date: (a) the Student must submit Written Notice of withdrawal no later than thirty (30) working days prior to the Commencement Date, addressed to the School's registered address; (b) a cancellation penalty of five percent (5%) of the total amount invoiced applies to

withdrawals made with the required notice; and (c) where Written Notice is not provided within thirty (30) working days prior to the Commencement Date, the School may deem the Student to have been enrolled for one (1) full Academic Calendar Month and charge accordingly at the Base Fee, regardless of actual attendance.

5.6 Refund Processing

Approved refunds are processed within thirty (30) working days from the date of the School's written approval, via the original mode of payment or such other method as determined by the School. The School is not responsible for bank charges, currency conversion losses or delays caused by financial institutions.

6. Attendance and Conduct

6.1 Minimum Attendance

Students in the IEP, JIEP, IELTS/TOEFL Preparation, Business English and Summer/Winter Camp Programmes must maintain a minimum attendance rate of eighty percent (80%) of scheduled sessions. Failure to meet this may result, at the School's discretion, in a formal attendance warning; ineligibility to sit end-of-programme assessments or receive a certificate; reporting to the relevant immigration authority where the Student holds a Student Pass; or termination of enrolment without refund in cases of persistent non-attendance. Absences due to medical reasons are considered for exemption only upon submission of a valid medical certificate from a registered medical practitioner within three (3) School Days of the absence.

6.2 Code of Conduct

All Students must conduct themselves respectfully and professionally on School premises and during School activities. The following is strictly prohibited: harassment, bullying, intimidation or discriminatory behaviour; damage to or misappropriation of School property; possession or consumption of alcohol, illegal substances or prohibited items on School premises; unauthorised recording, photography or distribution of School materials, classes or personnel; and any conduct that disrupts the learning environment or brings the School into disrepute. The School may impose disciplinary measures, including written warnings, suspension or immediate termination of enrolment without refund, for any breach.

7. Class Scheduling and Changes

7.1 Timetable

The School publishes a timetable for each programme at or prior to the Commencement Date and may adjust the timetable, reschedule classes, substitute teachers or modify class arrangements due to operational requirements, public holidays, unforeseen circumstances or force majeure.

7.2 Class Cancellations by the School

Where the School cancels a scheduled class for reasons attributable to the School (excluding force majeure, public holidays or government directives), it will endeavour to arrange a replacement class at a mutually convenient time. No refund or fee reduction is payable for classes cancelled due to public holidays, national emergencies or circumstances beyond the School's reasonable control.

7.3 Student-Initiated Transfers and Deferrals

Requests to transfer class, defer enrolment or change programme are subject to availability and prior written approval by the Management, submitted no later than five (5) working days prior to the requested change date. Such requests do not entitle the Student to any refund of fees paid.

7.4 Programme Modifications

The School may modify, restructure, discontinue or replace any programme. Where a programme is discontinued, the School will provide reasonable notice and offer a suitable alternative programme or a pro-rated refund for the undelivered portion, at the School's discretion.

8. Student Visa and Immigration

8.1 The School is authorised to sponsor Student Pass applications for eligible international students in accordance with the requirements of the Immigration Department of Malaysia and, where applicable, the Education Malaysia Global Services (EMGS) framework. 8.2 A Visa Processing Fee is payable for each Student Pass application or renewal and is non-refundable, including where the application is rejected. 8.3 Approval, renewal or extension of any Student Pass is entirely at the discretion of the Immigration Department; the School makes no guarantee of approval and is not liable for any loss arising from a rejected, delayed or cancelled application. 8.4 The Student is solely responsible for maintaining valid immigration status, complying with all conditions of the Student Pass (including restrictions on employment and travel), notifying the School immediately of any change in status or particulars, and departing Malaysia promptly upon expiry or cancellation of the Student Pass where applicable. The School may report any violation to the relevant authorities and terminate enrolment where such violation occurs.

9. Data Privacy (PDPA)

The School collects, processes and retains personal data in accordance with the Personal Data Protection Act 2010 and its amendments. By enrolling, you consent to such processing for enrolment administration, academic and financial records, communication, immigration reporting, and (with your consent where required) marketing.

Full details of how we handle personal data — including the categories of data, purposes, disclosures, retention, cross-border transfers, security safeguards and your rights (access, correction, withdrawal of consent, data portability and more) — are set out in our Privacy Policy (PDPA Notice), which forms part of these Terms. Data-protection enquiries and requests may be directed to hello@glacademy.com.my.

10. Photography, Videography and Media Consent

By enrolling, the Student (and, for a minor, the parent or guardian) consents to the School capturing photographs, audio and video of the Student during classes, activities, events, excursions and promotional activities, and to their use in promotional and marketing materials (including website, social media, brochures and advertisements), academic and internal records, and media publications. No compensation is payable for such use. Students or parents/guardians who do not consent must notify the School in writing prior to the Commencement Date; such withdrawal of consent does not affect the validity of enrolment.

11. Health and Safety

11.1 Students must maintain satisfactory health standards to participate safely and must disclose any pre-existing medical condition, allergy or physical limitation that may affect participation prior to or at enrolment.

11.2 Students suffering from or exposed to a communicable disease must not attend School premises until certified fit to return by a registered medical practitioner.

11.3 In a medical emergency the School will take reasonable steps to obtain emergency assistance and, for a minor, endeavour to notify the parent or guardian promptly; costs of emergency treatment are borne by the Student or parent/guardian. 11.4 Students must comply with all health, safety and emergency procedures and directives at all times whilst on School premises.

12. Limitation of Liability

To the fullest extent permitted by applicable law, the School is not liable for any loss, damage, injury, illness, theft or consequential loss suffered by a Student on School premises or during any School activity, except where directly attributable to the gross negligence or wilful misconduct of the School. The School is not liable for disruption to or cancellation of programmes arising from circumstances beyond its reasonable control, including acts of God, government directives, public health emergencies, civil unrest, utilities disruption or other force majeure. Nothing in this Section limits any liability that cannot lawfully be excluded or limited under Malaysian law.

13. Consumer and Statutory Rights

Nothing in these Terms excludes, restricts or modifies any right, guarantee or remedy that you may have under applicable Malaysian law, including the Consumer Protection Act 1999, which cannot lawfully be excluded, restricted or modified. Where any provision of these Terms is inconsistent with such a statutory right, that statutory right prevails to the extent of the inconsistency.

14. Governing Law and Dispute Resolution

These Terms are governed by and construed in accordance with the laws of Malaysia and are subject to the jurisdiction of the courts of Malaysia. Prior to commencing any legal proceedings, the parties will endeavour to resolve any dispute through good-faith negotiation; where negotiation fails, the dispute may be referred to mediation in accordance with the Rules of the Asian International Arbitration Centre (AIAC) before legal proceedings are initiated. This clause does not prevent you from pursuing any avenue available under Malaysian consumer-protection law, including the Tribunal for Consumer Claims Malaysia where applicable.

15. General Provisions

15.1 Entire Agreement. These Terms, together with the Letter of Offer, Enrolment Confirmation and any written agreements signed by the Management, constitute the entire agreement between the parties and supersede all prior oral or written representations. 15.2 Amendments. The School may amend these Terms at any time; notice of material changes will be provided via written communication or publication on the School's official website at www.glacademy.edu.my, and continued enrolment following any amendment constitutes acceptance. 15.3 Severability. If any provision is found invalid or unenforceable, it is severed without affecting the remaining provisions. 15.4 Waiver. No failure or delay by the School in exercising any right constitutes a waiver of that right. 15.5 Language. These Terms are executed in the English language; in the event of any conflict between the English version and any translation, the English version prevails.

16. Acknowledgement and Declaration

By submitting an enrolment application, paying any fee, or attending any class, the Student (and, where the Student is a minor, the parent or legal guardian) confirms that they have read, understood and agreed to be legally bound by these Terms and Conditions of Enrolment of Global Leaders Academy (GL Education Group Sdn Bhd) in their entirety. A signed acknowledgement is also collected on the enrolment form or Letter of Offer.

Questions about these Terms?

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Acknowledgement & Declaration

Student's Full Name: _____

Passport / NRIC No.: _____

Programme Enrolled: _____

Signature (Student / Parent / Guardian): _____

Name (if Parent / Guardian): _____

Relationship to Student: _____

Date: _____