



STARGLOW
Center for Academics and Arts

TERMS AND CONDITION FOR ENROLLMENT

A. ATTENDANCE

1. Attendance on video classes and online meetings must be observed regularly, whether the learner is at home or in a different location.
2. Learners from Kinder to Grade 6 may attend video classes assisted by a Guardian or Parent, while learners from Grade 7 to Grade 12 may attend without assistance.
3. Learners may attend individually or in cluster, provided those who are in one cluster must be of the same level.
4. Only bona fide learners may be present during video classes and meetings, except for parents and authorized guardian assisting Kinder to Grade 6.

B. USE OF MODULES, PRINTED MATERIALS AND E-RESOURCES

1. **MODULES AND PRINTED MATERIALS** issued by Starglow shall only be exclusively used for instructional purposes by the learner enrolled. It must not in any way reproduced, scanned, shared and/or sold to other individuals or institutions. Moreover, Starglow prohibits the taking of photographs, screen mirroring, or posting of such materials in Facebook or any media and online platforms.
2. **E-RESOURCES** shared by Starglow to learners may be permanently given to them, which means that these resources have no expiration. However, Starglow policy on modules and printed materials also applies to all its E-resources.
3. **E-RESOURCES** with expiration shall be automatically extracted from learners after their use. Examples are e-quizzes and term exams. However, policy on modules and printed materials also applies to all its E-resources.
4. **TAKING OF PHOTOGRAPHS AND VIDEOS** of live classes especially of teachers' presentations and conduct of classes are strictly prohibited.
5. **LEGAL ACTIONS.** Starglow reserves the right to terminate a learner's enrollment and take legal action against learners and parents who shall be found violating Number 1 to Number 4 of these provisions.

C. COMMUNICATIONS, SUBMISSION OF DOCUMENTS & RELEASE OF REPORT CARDS

1. **COMMUNICATIONS** like official Memoranda issued by Starglow may be viewed on its official website, with prior text message alert. Daily follow-up and informal exchange of communications between the School and Parents may be through text group messaging.
2. **SUBMISSION OF DOCUMENTS** to the School may be done through its website.
3. **RELEASE OF REPORT CARDS AND OTHER DOCUMENTS** shall be processed through the learner's website individual account.



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D. PAYMENTS, PENALTIES & REFUNDS

1. All payments by clients from all over the Philippines shall be coursed through Starglow depositoty banks as follows:
 - a. Eastwest Bank Starglow Account # 200009217591
 - b. Bank of Commerce Account # 085210003229

2. For CASH PAYMENTS, Fill-out three (3) deposit slips. Write the word STARGLOW on the Account Name. Write on the deposit slip the LEARNER'S NAME and LEVEL.

- 3, For CHECK PAYMENT, Fill-out three (3) deposit slips. Write the word STARGLOW on the Account Name. Write on the deposit slip the LEARNER'S NAME and LEVEL. Learners who may issue BOUNCED CHECKS or with CLOSED ACCOUNT shall be given a notice of Bounced Check Issuance or Issuing Check With Closed Account, and shall be advised to pay in cash for succeeding transactions. Clients may be given three (3) days to settle the Learner's payable after the notice of Bounced Check Issuance or Issuing Check With Closed Account has been issued. Starglow reserves the right to discontinue its services to the learner and automatically cut its online connectivity with Starglow if the outstanding balance has not been settled.

4. Starglow reserves the right to impose a penalty 5% of the the amount payable to overdue payment and/or to drop a learner from enrollment roll due to non-payment.

5. DROP OUT AND TRANSFER. In the event of Drop Out and Transfer Out before the end of the prescribed academic year due to valid reasons such as death of the paying parent, authorized guardian or declared sponsor, the following steps must be completed:
 - a. Letter of Withdrawal – Use the Starglow Proforma Letter of Withdrawal
 - b. Request Clearance Of No Outstanding Balance – Use the Starglow Proforma No Outstanding Balance Form
 - c. Death Certificate – A scanned Death Certificate of the paying Parent, Authorized Guardian or Declared Sponsor must be submitted
 - d. Refund – Starglow shall charge the quarterly school fees up to the last quarter attended with penalty if applicable plus 10% of the Annual Fee in case of valid Drop Out or Transfer Out. In case of excess payment, a Starglow check in the name of the individual assigned by the paying Parent, Authorized Guardian or Declared Sponsor reflected in the Enrollment Form shall be issued after the assignee has shown 2 valid IDs.
 - e. Exit Documents – Starglow shall release the Learner's Report Card, Good Moral Claracter and Certificate of Enrollment to the Parent's Learner or Authorized Guardian.
 - f. For TRANSFER IN, learners are required to submit document for new applicants and ask for computation of payment before proceeding to enrollment.

E. CONFORME. By enrolling the learner to Starglow, the Parent, Authorized Guardian and Declared Sponsor agree to the Terms and Conditions of Enrollment – Page 1 and Page 2, and other amendments within the academic year applicable to the operation of Starglow.