

PAYMENT TERMS

Arrow Academy 2025 School Fees- Overview



| GRADE | ADMISSION FEE X1 INSTALLMENT | REGISTRATION FEE X1 INSTALLMENT | BASE FEE ¹ X11 MONTHS | AFTERCARE & HOLIDAY PROGRAM X11 MONTHS | PARTIAL CATERING ² X11 MONTHS | FULL CATERING ³ X11 MONTHS |
|--------|------------------------------------|---------------------------------------|--|--|--|---|
| RRR-RR | R 800 | R 2 000 | R 2 139 | R 482 | R 1 314 | R 1 571 |
| R-3 | R 800 | R 2 000 | R 3 018 | R 482 | R 1 314 | R 1 571 |
| 4-7 | R 800 | R 2 000 | R 3 269 | R 482 | R 1 314 | R 1 571 |

1. Includes all academic materials, as well as robotics and sports.

2. Partial catering: morning snack, lunch, and afternoon snack (if attending aftercare).

3. Full catering: breakfast, morning snack, lunch, and afternoon snack (if attending aftercare).



A. Payment Terms:

1. Monthly School Fees

- 1.1. School fees are invoiced for 11 months from 1 January to 1 November.
- 1.2. Fees are payable via Debit Order or DebiCheck, no later than 30 days from date of invoice, and may include additional charges payable from time to time, including but not limited to, late pick-up fees, extramural costs, interest on overdue accounts, and other charges.
- 1.3. The stationery fee is due upon registration and is not deducted automatically and must be paid upfront via EFT.
- 1.4. Banking details and references (Family Code) used for payments must be as per quote/invoice.
- 1.5. No cheques or cash accepted. Cash deposits into the School account may attract additional fees.
- 1.6. The Learner's failure to attend class for whatsoever reason shall in no way entitle the Account Holder to a reduction in fees nor will it absolve the Account Holder from full liability for the payment of Fees or Additional Fees.

B. Debi Check Implementation:

1. Authorization is given to the School to effect a debit order against the nominated bank account for the monthly payment of Fees. Debit orders will be processed monthly from January to November.
2. Debit order deductions are made on the 15th, 25th or the 1st of every month. Bank charges of R150.00 will be charged if debit orders are unsuccessful.
3. In case of a defaulted Debit Order, the Account Holder/ must ensure payment via EFT by the 7th day of the month.

C. Tracking:

1. The School is authorised to track the Account Holder's nominated bank account before and after the debit order date.
2. The Account Holder consents to the tracking of their nominated bank account to ensure successful processing of the debit order mandate.

D. Upfront Payment Discount:

1. A 5% discount on annual School Fees (excluding application costs, catering costs, additional fees and registration fees) is offered for upfront payments made before January 31, of the respective year, by way of EFT or bank deposit.
2. **Sibling Discount:**
 - 2.1. For a Learner with 1 (one) sibling, the oldest child will be billed in full for the School Fees, and the second Learner will receive a 2.50% discount on the School Fees.
 - 2.2. For a Learner with 2 or more siblings, the oldest child will be billed in full for the School Fees, and each sibling thereafter will receive a 2 % discount on the School Fees.
 - 2.3. The Sibling Discount is applicable only if the previous year's School Fees are fully paid and excludes application costs, catering costs, additional fees, and registration fees.

E. Additional Terms and Conditions:

1. A service fee of R150.00 is charged for defaulted debit orders.
2. Changing payment method from Debit Order to EFT incurs a R250 admin fee.
3. A punctuality policy is enforced, with late pick-up fees charged in accordance with the School Policy.
4. Outstanding fees are reflected on Transfer Documents.
5. Learners on external bursaries must confirm payment before acceptance.
6. Non-payment of previous year's fees will lead to disqualification for re-registration.
7. Debt collection procedures are followed for outstanding fees as set out in the School Policy.
8. Termly/yearly advance payments may be required for parents with a bad payment history.
9. Proof of income loss may be required for payment arrangements.

F. General Terms:

The Account Holder hereby:

1. Accepts responsibility for the payment of the above-mentioned fees in respect of the Learner before or on the agreed payment date.
2. Undertakes to inform the Head of School in writing if he/she is unable to pay the fees.
3. The Learner's admission will be secured from the date of the letter of acceptance from the School and shall lapse in the event timely payment is not received, in which case the Learner may be refused access to the School and its services until such time as admission is reinstated.
4. Understands that the School will take the necessary legal steps to recover any outstanding fees.
5. Agrees and accepts the School Policy and that he/she warrants that the forms have been completed correctly and understands and accepts the requirements and school rules applicable to the Account Holder.
6. Gives consent to the School to perform a credit check and affordability check on him/her as the Account Holder.
7. Undertakes to honour the agreement as set out above.
8. A term's notice of 3 calendar months' notice is required for cancellation.
9. A re-registration fee will be applicable for returning Learners during the final school term of each academic year. No Learner will be registered for a further academic year unless all fees are paid in full.

G. SURETY:

1. The Parent/Legal Guardian that enters into the agreement as suretyship ("**Surety**") in respect of all school fees, costs, and expenses arising out of this Agreement or incurred in respect of the Learner's participation at the School.
2. The Surety in his/her personal capacity binds himself/herself as surety and co-co-principal debtor for and on behalf of the Account Holder in *solidum*, in favour of the School, for the due and punctual payment of the account currently due and payable or becoming due and payable in the future.
3. The Surety agrees that this suretyship shall be a continuing covering security and shall remain in force and effect notwithstanding any fluctuation of the amount outstanding in the account or in the event the account is paid in full.

H. ACCOUNT HOLDER BEHAVIOUR

1. The Account Holder agrees during the continuation of this Agreement to at all material times co-operate with the School and refrain from any behaviour which may negatively impact on the contractual relationship.
2. The Account Holder acknowledges that while on the School premises or at any school event held outside of the School premises, they will conduct themselves cordially and professionally towards all members of the School community, including staff, Learners and other parents.
3. Any breach of these obligations will entitle the School to cancel this Agreement as set out in clause 13 below. Examples of such behaviour include but are not limited to rude, defamatory, inflammatory and abusive communication with the School, its employees, directors, or board members or refusing to cooperate with the School, or making threats towards the School, its employees, Learners, parents or directors, and/or refusing to comply with or give effect to any decision of the Head and/or his/her authorised representative.

I. INDEMNIFICATION

1. The Account Holder consents to the Learner participating in the activities of the School, whether conducted on or off the School property, including, but not limited to games, cultural, social, and sporting activities, including contact sports, and tours and excursions of vocational, educational, social, sporting, or general interest which may entail some risk of physical injury.
2. The Account Holder consents to the Learner travelling to, and participating in, School activities and programmes outside the School, including consenting to the use of third-party transportation or bus services, and indemnifies the School accordingly, subject to the School taking reasonable care to avoid harm, should an injury be sustained by the Learner making use of the transportation/bus services, the Account Holder is liable for the payment of all medical and/or hospital accounts incurred.
3. The Account Holder retains the responsibility to make travel arrangements suitable for the travel of the Learner to and from School and School activities for day-to-day purposes and the School is excluded from all claims in this regard including but not limited to the Learner making use of any public or private transport service including e-hailing services.
4. The Account Holder hereby indemnifies and holds blameless the School, its staff, its shareholder, directors, or any affiliates against any loss, damage, injury, or death which may be sustained by the Learner from whatever cause (excluding gross negligence), whether on the School property or en route to or from, or during, any extramural activity or organised outing in which the Learner may participate.
5. The Account Holder acknowledges that in certain emergency situations, there may be insufficient time to contact them or to refer to medical records. The Account Holder thus delegates to the Head or their representative, the power to:
 - 5.1 use their sole discretion to utilise the most readily available medical service or medical facility and
 - 5.2 authorise whatever medical treatment they in their sole discretion deem necessary for the Learner, and in doing so agree that the Head and/or their representative will, as permitted in common law, act in *loco parentis* (with the same authority as a parent/ legal guardian).
6. The Account Holder undertakes to communicate to the School objections to any medical processes or procedure being performed on the Learner where applicable, such as an objection to blood transfusion. It must be specifically noted that the role of the Head and/or their representative shall be limited only to informing the medical practitioners of the Account Holder's objection to any medical process if the Head or representative could reasonably have been expected to access this information at the time.
7. The Account Holder is liable for the payment of all medical and/or hospital accounts, where applicable, incurred regarding the Learner where the School has acted in terms of these provisions.
8. The Account Holder acknowledges and accepts that the personal possessions of the Learner are not covered under any risk insurance by the School and that the Account Holder is responsible for supplying adequate cover for the Learner's personal possessions, including but not limited to sports equipment, electronic equipment, and clothing. Further, the School, its staff, its shareholder, its directors, or any affiliates are indemnified against any damage, loss, theft, or destruction to any property of whatever nature brought onto the School's property or to any School excursion, activity, or outing unless the School or its staff were negligent.
9. The Account Holder acknowledges and accepts liability for any loss or damage suffered by the School and or other Learners because of any act or omission of the Learner and or Account Holder.
10. The Account Holder hereby indemnifies the School as well as its employees, directors shareholders, affiliates, contractors, representatives, agents, franchisees, and distributors ("**Indemnified Parties**") against all liabilities, losses, damages, penalties, costs, expenses, legal fees, and disbursements (which shall be recovered on an attorney and own client scale) and any other costs incurred by the Indemnified Parties as a result of any action, claim, demand or proceeding brought against them, arising out of the wilful or negligent act or omission or breach by the Account Holder or the Learner, of any of the terms or conditions of this Agreement or the School Policy. The School is also indemnified against any damage, loss, injury, or death suffered by the Contracting Account Holder or the Learner save where such damage, loss, injury, or death is caused by the gross negligence of the School.

11. The Account Holder agrees that this indemnity shall commence on the date this Agreement is signed, regardless of the date that the Learner commences attendance at the School and shall remain in force and effect for the duration of the Learner's enrolment at the School under the Agreement.

J. PROTECTION OF PERSONAL INFORMATION

1. For the purpose of this agreement "POPIA" means the Protection of Personal Information Act 4 of 2013. "Personal Information" means Information relating to any person, including but not limited to:
 - 1.1. Information relating to race, gender, sex, marital status, national, ethnic, or social origin, colour, age, disability, language, and faith of a person.
 - 1.2. Information relating to the education or the medical, financial, criminal, or employment history of a person.
 - 1.3. Information relating to the financial affairs of a person.
 - 1.4. Credit card details and transactional data.
 - 1.5. Any identifying number, symbol, email address, physical address, telephone number, or other particular assignment to a person.
 - 1.6. Correspondence sent by a person that is implicitly or explicitly of a private or confidential nature or further correspondence that would reveal the contents of the original correspondence.
 - 1.7. The views or opinions of another individual about a person.
 - 1.8. The name of a person if it appears with other personal information relating to such person or if the disclosure of the name itself would reveal information about the person.
 - 1.9. Any other information that may be treated or defined as personal information in terms of any applicable laws, including any applicable data protection legislation.
2. The Account Holder hereby acknowledges and agrees that it is necessary for the School to collect, keep, and disclose certain personal information relating to the Account Holder as well as the learner concerned, and consents to the School processing such personal information of and concerning the Account Holder or Learner.
3. The School will only use and disclose personal information relating to the Account Holder or Learner for the following purposes:
 - 3.1. In order to contact the Account Holder for the purposes of communicating necessary information in relation to the School's obligations under this agreement.
 - 3.2. In the case of an emergency involving the learner.
 - 3.3. For the purpose of keeping the Account Holder informed of all events and developments at the School.
 - 3.4. For the purposes of enforcing the School's code of conduct and its various procedures and policies.
 - 3.5. To confirm, verify, and update the details and contact details of the Account Holder.
 - 3.6. For the purpose of performing any background and credit checks on the Account Holder/Learner as may be necessary from time to time.
 - 3.7. For the purpose of serving any legal process or legal proceedings the School may be required to institute against the Account Holder in terms of this agreement.
 - 3.8. For the purpose of complying with any legal and regulatory obligations which may arise.
 - 3.9. For the purpose of the School performing its duties and fulfilling its obligations under this agreement, and any legal enactments or statutes which are binding on it.
4. The processing and use of the Account Holder's or the Learner's personal information shall be affected in terms of POPIA, or the School's Protection of Personal Information Policy in place from time to time. The Account Holder shall be obliged to familiarise himself/herself with the content of this policy and comply with the provisions of the policy as and when applicable.
5. The Account Holder agrees that certain of his/her and the Learner's information kept in terms of the School's Protection of Personal Information Policy may be hosted on servers and platforms managed by a third-party service provider.
6. The Account Holder agrees to the School sharing any of his/her personal information and that of the learner, with the Department of Education and any third-party service provider required to perform services to the learner or the Account Holder, where required by the School.
7. The Account Holder acknowledges and consents to School's right to share their Personal Information with third-party debt collection agencies for the sole purpose of debt collection. The Personal Information shared may include but is not limited to, the Learner/ The Account Holder's name, contact information, outstanding debt amount, and details related to the debt.
8. The Account Holder consents to the School including photographs, with or without the name, of the Learner in School publications, or in press releases to celebrate the School's or the Learner's activities, achievements, or successes.
9. The School undertakes to safeguard the personal information of the Account Holder or Learner when processing their personal information for the purposes set out in this clause.
10. By his/her/their signature of this agreement the Account Holder warrants that he/she is a competent person as defined in Section 11(1)(a) of POPIA to consent to the processing of personal information on behalf of the

Learner.

11. The School's Privacy Policy is available on its website or on request for more information in this regard.

K. BREACH AND TERMINATION

1. The School reserves the right to, on 30 days' notice, stop all services and remove the Learner and/or Account Holder's access to any premises where such services are provided, in the event that:
 - 1.1. The Learner or Account Holder persists with improper or disruptive behaviour that the School believes will adversely affect its staff, Learners, or other parents; or
 - 1.2. The Learner or Account Holder breaches the School Policy; or
 - 1.3. The Account Holder fails to pay any School Fees or other costs as they become due and payable and for a period of 30 days.
 - 1.4. The Account Holder is declared insolvent or bankrupt, or any action is taken for their winding-up liquidation, which may include the appointment of a liquidator, trustee, or similar officer for the Account Holder's assets.
2. Nothing in this agreement shall, however, preclude the School from summarily terminating this agreement in its sole discretion.
3. All prescribed fees and expenses shall be and remain payable even though the Learner may have been refused access to a class or service due to outstanding fees or disorderly behaviour.
4. In the event of the Legal Guardian wishing to terminate this agreement and remove the Learner from the School, 3 (three) months' written notice will be required and all school fees and expenses payable as at such date are to be settled immediately.
5. If the School elects, for any reason not related to the expulsion of the Learner or non-payment of school fees, to cancel this Agreement, at least 30 days written notice will be given after which the Account Holder agrees to withdraw the Learner from the School.

L. DISPUTE RESOLUTION

1. Any dispute concerning or arising out of this Agreement that does not relate to payment of fees must be resolved in terms of this clause 10. Any party concerned must first seek an amicable resolution by written notice (indicating also that party's designated representative) to the other or others, whereupon each will within five days of the notice refer the dispute to a designated representative of such party to negotiate and resolve with the other or others within fifteen days.
2. If negotiation fails within the period stipulated in clause 10.1, the parties may then within ten days of such failure refer the dispute for resolution by mediation by an accredited mediator of at least 5 (Five) years' relevant experience.
3. If mediation fails, or the parties fail to refer the matter to mediation within the period stipulated in clause 10.2, any party may then within ten days of such failure refer the dispute for resolution by arbitration by one arbitrator (appointed by agreement by the parties, or, failing agreement within ten days of the referral, by AFSA) as an expedited arbitration in Johannesburg under the then current rules for expedited arbitration of AFSA or its successor body. Such arbitration will be final and binding on the parties thereto.
4. This clause will not preclude any party from access to an appropriate court of law for interim relief in respect of urgent matters by way of an interdict or mandamus pending the finalisation of this dispute resolution process.
5. This clause is a separate, divisible agreement from the rest of this Agreement and will remain in effect even if the Agreement terminates, is nullified, or cancelled for any reason.