

# MULAJJOY

## Payment Terms and Conditions



### MULAJJOY Explorer Kids Program: Payment Terms and Conditions

#### 1. Payment Methods

We accept the following payment methods:

- **Bank Transfer** – Bank details will be provided upon registration.
  - **Cash** – Payments can be made in person at our administrative office.
  - **Credit Card** – A surcharge of 3% will be applied to all credit card transactions.
  - **PromptPay** – Please use the PromptPay ID provided upon registration.
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#### 2. Payment Schedule and Advance Payment Requirement

Fees must be paid in advance according to the chosen program:

##### Day Pass

- Payment is due in full at the time of booking.
- No advance payment required, but payment must be made before participation.

##### Weekly Program

- Full payment must be made at least **3 days before** the start of the program.
- An **administrative and management fee of 1,250 THB** applies per registration.
- For repeat bookings of the weekly program, the administrative fee will be charged again up to a cumulative total of **5,000 THB**.

##### Monthly Program

- A **50% deposit** is required at the time of booking to secure a spot.
- Full balance must be paid **14 days before** the start of the program.
- An **administrative and management fee of 5,000 THB** applies per registration.

##### Term Program

- A **30% deposit** is required upon registration.
- The remaining **70% balance** is due **14 days before** the program start.
- An **administrative and management fee of 5,000 THB** applies per registration.

Failure to complete payments on time may result in **forfeiture of the reserved spot** without refund.

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### 3. Cancellation and Refund Policy

Refunds for cancellations made within **30 days** before the program start will be issued in a **stepwise** manner:

Cancellation Timeframe	Refund Amount
30+ days before start	<b>100% refund</b> (minus an admin fee of 1,000 THB)
29 - 21 days before start	<b>75% refund</b>
20 - 14 days before start	<b>50% refund</b>
13 - 7 days before start	<b>25% refund</b>
6 days or less before start	<b>No refund</b>

#### Additional Notes:

- Refunds apply to program fees only. **Administrative and management fees are non-refundable.**
  - In case of no-show or early departure, no refund will be issued.
  - Any refund will be processed within **14 business days** after cancellation confirmation.
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### 4. Changes to Enrollment

Requests to **reschedule program participation** or **transfer enrollment** must be made in writing at least **14 days before** the program start date.

- Approval is subject to availability.
  - A **rescheduling fee of 1,500 THB** may apply.
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### 5. Cancellation by MULAJJOY

If Mulajoy cancels a program due to **unforeseen circumstances**, participants will receive:

- A **full refund** of all fees paid OR
- The option to transfer the full credit to another program.

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### 6. Agreement to Terms

By enrolling in the **MULAJJOY Explorer Kids Program**, participants and their guardians acknowledge and **agree to these payment terms and conditions**. Mulajoy reserves the right to update these terms as necessary, with advance notice provided.

For inquiries, please contact our administrative office.