

Tenby Setia Eco Gardens

Parents Handbook



Welcome to Tenby Setia Eco Gardens – where confidence grows!

We are delighted that you have enrolled your child with us and we welcome you and your family to the Tenby community. In this handbook we will share with you the essential information you need to know. We are a unique campus with three schools on site – Tenby International Primary (TIPS), Tenby International Secondary (TISS) and Tenby National School (SST). For detailed information about your child's school, please speak to the relevant school office.

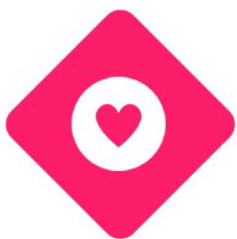
For any general enquiries and assistance, please visit Reception in the Welcome Centre, email the school on tenby.seg@tenby.edu.my or call Reception on +607 558 8812.

*Ejhyžáďšg!Gđž! čů
CZ! óBř!Oěň! ářóž!*

1) Purpose, Mission & Values

We are a school which puts learners and amazing learning first. Our purpose, mission and values reflect this and our Tenby Learner Profile sets out the attributes we want our students to develop.

Key Campus Messages



Purpose

We exist to grow the world's most curious, confident minds.



Mission

We are on a journey to deliver a transformative education to our families and students that will spark their curiosity and grow their self-confidence, knowledge and life skills to help them thrive now and throughout their lifetime.



Amazing Learning

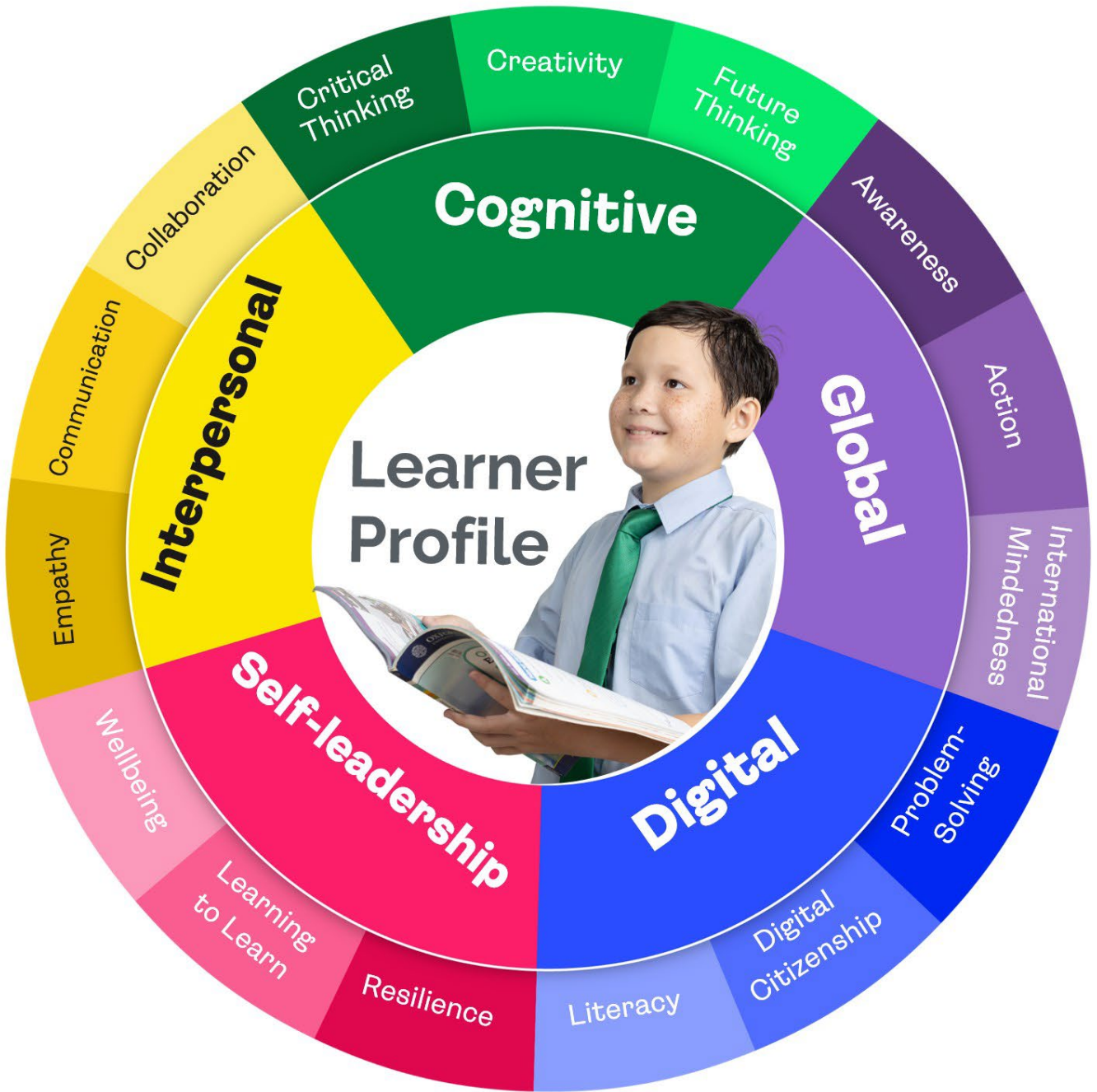
Amazing learning is the spark in a student's personal learning journey!

Learning which amazes students, surprises them and transforms their thinking.



Relationship Values

Integrity
Honesty
Respect



grows
 confidence
 Where

◆ ◆ ◆ ◆ ◆

2) Where can I find school calendar and timings?

School calendars and term dates are on our website at the following link:

<https://tenby.edu.my/setia-eco-gardens/school-calendar-term-dates/>

The campus is open from 7.30am to 4.30pm Monday to Friday during all school term-times and from 8am to 4pm outside term-time when no schools are in session. Please refer to the specific school for detailed school timings.

The campus opens for student drop-off at 7.15am. Students should aim to arrive at school ten minutes before school starts. Please note that there is no student supervision until 7.30am or after 4.00pm (apart from students registered with our After-School Provision until 6pm).

International Primary students who arrive late to school must report to Primary Reception in the International Primary block (block J). All other students must report to Main Reception in the Welcome Centre. All students will be given a late slip to show their teacher on arrival in class.

3) How do I enter the school campus?

All individuals entering school must pass through the Security Checkpoint.

It is mandatory for external individuals walking into the school to register at the Security Checkpoint except if they are:

- Students able to present valid student ID
- Parents/ Staff/ Van Service Providers/CCA Coaches wearing the appropriate lanyard.
- Auxiliary staff in uniform who have been pre-registered by their companies.

Any external vehicles entering the school will need to register at the Security Checkpoint except for those with a current Tenby Schools SEG car sticker on the windscreen.

The school reserves the right to refuse entry of vehicles or individuals who do not comply, cooperate and/ or are abusive to our security staff and any staff on duty.

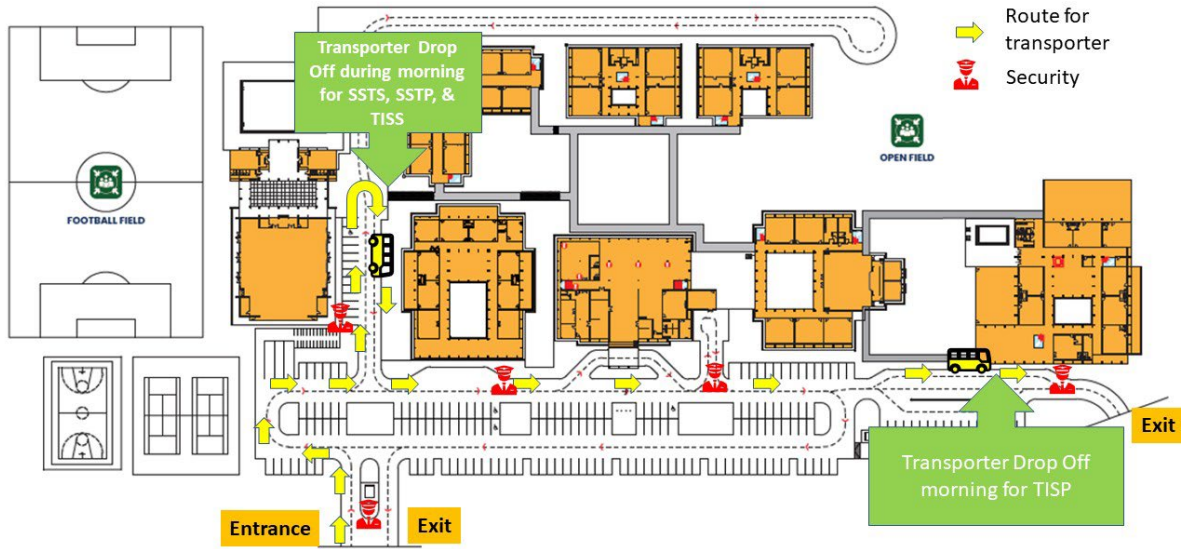
Pick-up, drop-off and parking

We ask that everyone driving on campus does so safely and with respect for other road users. Queues can build up at any busy school during pick-up and drop-off times and if all follow the rules then traffic will move much more quickly. Please follow this guidance:

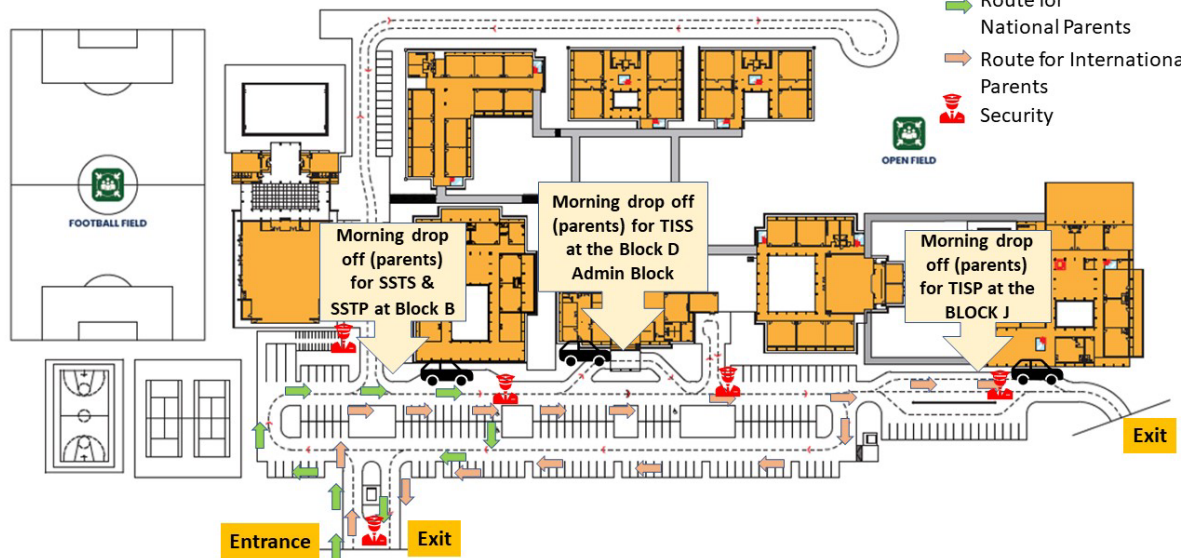
- Follow all signs on campus and do not cut across lanes
- Maintain a safe, slow speed on campus
- Do not park to drop off or pick up students – use the queueing system
- Do not park at the school entrance and walk onto campus – this holds up traffic on the road
- Do not walk onto campus through the bottom entrance by International Primary – there is no foodpath there and it is unsafe.

This map sets out the pick-up and drop-off routes:

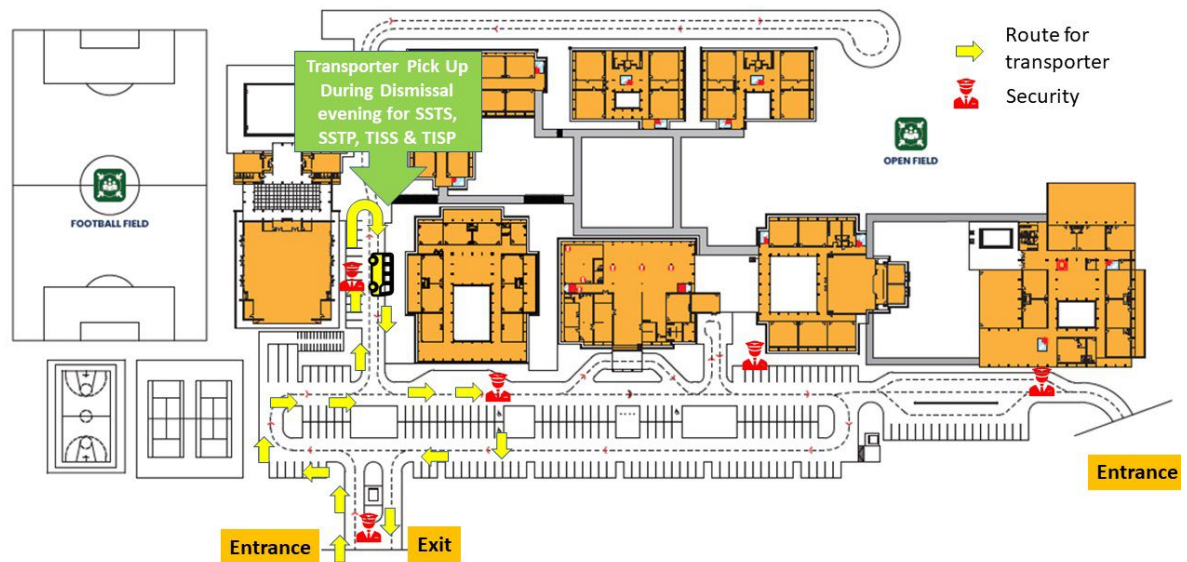
DROP OFF Morning Session - Transporter



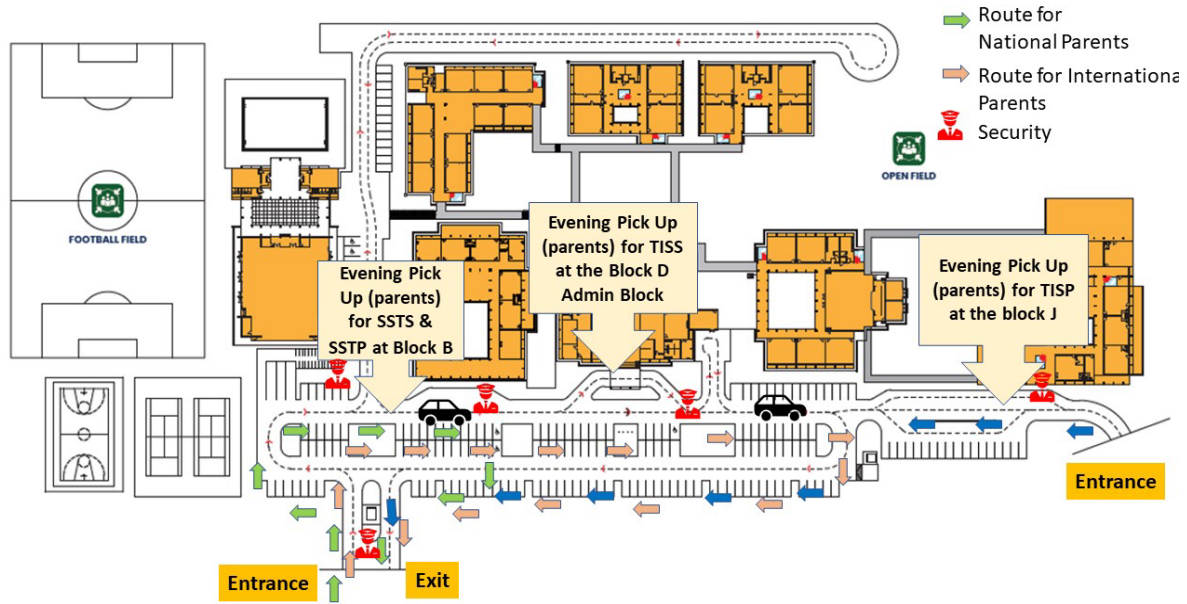
DROP OFF Morning Session - Parents



Pick Up Dismissal Session - Transporter



Pick Up Dismissal Session - Parents



Transport Arrangements

On joining the school, please notify the secretary of the means of transport your child will normally use to travel to and from school and please notify them of any change to those arrangements on any given day.

Van Transportation Services

Van transportation services are not provided or managed by Tenby Schools, Setia Eco Gardens or their affiliates ("Tenby"). They are managed by externally sourced service providers. They bring students to the School by 7.30am and leave at 3pm after school and at 4pm after Co-Curricular Activities (CCAs).

Please note that although the School has a role in facilitating and monitoring the School transport service, the contract for the service is directly between parents and the transporter.

If you wish your child to use a van transportation service, please contact the Admissions Office for the list of transporters and areas. All transport fares are to be paid by the parents directly to the appointed transport operator. You will also be provided with the Van Code of Conduct by the Admissions Office.

All students travelling on the vans and buses should abide by the same standards of behaviour as are expected at school. They are still representing the school and should behave in a safe and responsible manner at all times. Any students who fail to do so may risk losing their place on the bus and in serious cases, a place at the School. These are our expectations:

- Students must wear seat belts.
- Students must remain seated throughout the journey.
- Loud noises may distract the driver, so students are expected to ride quietly.
- Students must be ready for collection at the correct time.
- Students must respect and obey the driver.
- No food, drink or chewing gum is allowed.

4) How do we keep the campus safe?

For the safety of your child, the school has implemented strict security procedures. All adults on campus are asked to adhere to them.

Car Stickers

All cars driven onto the school premises must have a current Tenby Schools SEG car sticker displayed on the windscreen or the driver must sign in at our security checkpoint.

Please return the car sticker if you change your vehicle so that a new sticker can be issued and the correct registration details updated into our system.

Identity Lanyard

All adults are required to wear their ID tag with specific coloured lanyard whilst on the school campus. Auxiliary staff can also be identified through their uniform.

Yellow lanyard – parents

Blue lanyard – staff & student

Green lanyard – Drivers/Maids

Red lanyard – transporters/CCA coaches/contractors/visitors

We offer 1 free student ID/lanyard and 2 free parent ID card/lanyard per family. Additional ID cards and lanyards can be purchased from Parent Services for RM20.

For visitors, passes are obtained from Security Staff or Reception on access to the school.

Visitors and parents who attend campus (including those with an ID & lanyard) must sign in at our Main Reception or Primary Reception and scan/read our safeguarding rules. They will be then given a visitors sticker which will allow them to be on campus accompanied.

Please do not be offended if you are challenged by school staff if your ID lanyard or sticker is not visible; this is a part of how we ensure security for your children.

Additional Security Arrangements

For the safety of staff and students please adhere to the following:

- Any forgotten items can be dropped off by parents to the respective school office and will be delivered to the students by a staff member. Please do not try to access classrooms.
- We expect all students to leave the campus by 4.00pm. Any students who are not collected by that time are expected to wait at Main Reception.
- Please note that the campus and all school offices close at 4.30pm.
- Parents MUST ensure they wear parent ID tags and have car stickers on show. During the school day we ask parents to pre-book any meeting appointments – staff have a busy teaching timetable, often have scheduled meetings and are not always available to meet at short notice.

5) How do we communicate with families?

iSAMS

Our data management system, iSAMS, is our main means of communication with parents. iSAMS will enable you to see details about the school and/or your child such as attendance or school reports. There are two versions of iSAMS – one for National School and one for International School. You will be automatically given access to the correct version/versions for you when you join us.

For further assistance with IT matters including iSAMS, please contact our IT team at it.seg@tenby.edu.my

School Offices

Please take note of the email addresses of our School Secretaries. Please include your child's name and class when sending an enquiry.

TIS Secondary & SST Secondary : Ms. Yunice - yunice.yu@tenby.edu.my

TIS Primary & SST Primary : Ms. Sheena - sheena.abraham@tenby.edu.my

Main Phone: +607 558 8812

You may also contact our Parent Services Lead, Ms. Ponni for assistance at ponni.ramachandran@tenby.edu.my

Media Channels

We have a campus Instagram page (@tenbyseg), Facebook page (Tenby Schools, Setia Eco Gardens) and LinkedIn page (Tenby Schools Johor (Setia Eco Gardens) plus other social media pages managed by individual schools or school groups.

Use of Social Media in the Community

We are aware that some parents like to set up informal parent Whatsapp groups. We also have a Whatsapp community and groups run by our Parent-Teacher Association. We ask that our values of honesty, integrity and respect are upheld in all such groups. They should be used to communicate messages, not for gossip about other students, parents or teachers. Please note Malaysia's laws against defamatory comments or invasion of privacy on social media.

Parents are expected to monitor their children's use of social media. Bad language, inappropriate images and/or cyber bullying may result in exclusion or expulsion.

During the admission process, you have agreed for your child's images / videos to be used for promotional purposes. If you wish to reverse this, please contact our Marketing Manager, Ms. Christina at seg.marketing@tenby.edu.my to express your intention.

If on campus, please do not photograph staff or students. At parent-attended events, you may photograph your own child with permission but please do not photograph other students.

Class Dojo

Our Primary Schools use the app Class Dojo to communicate with families. You will receive an invite to join Class Dojo when you join the school. For any assistance with this, please speak to school secretaries.

Microsoft Teams

All students have Microsoft Teams as part their Office 365 account which teachers may use to communicate with them. Teachers may also use this to arrange online meetings with families where this is more convenient for both parties.

6) Absence from school

Student attendance is expected to be a minimum of 95%.

If a student is going to be absent from school, please notify the class/form teacher or school office in advance or as soon as possible. Where a student is absent and no notification has been provided, the absence will not be authorised and parents will be contacted to establish the reason for the absence. This is to ensure the safety of all students.

a) Absence for non-medical reason

Please avoid scheduling non-emergency medical or dental appointments during school hours and please do not take children on holiday during the school term. If absence for non-medical reasons on school days is unavoidable, then please complete an Absence Request Form, available from the School Office. The form must be emailed to the respective school secretaries in advance of the absence. The School does not set work for children who are taken out of school for during term time.

b) Absence due to ill-health

If your child is going to be absent from school due to illness, please ring the School Office or email the School Secretaries to let us know, giving the nature of the problem and the likely duration of absence. Upon return, please submit a letter or email to the class/form teacher briefly describing the reason for absence.

Medical Certificates are required for absences of more than two (2) days.

c) Leaving school early

If your child needs to leave school early, please inform the Class/Form teacher by letter or email at least one working day in advance. An "Exeat" form (available from the respective School Offices) must be collected by your child before departure.

If there is an emergency which requires you to pick-up your child before dismissal time, please call the school office before arriving at the school to make arrangements. Parents are required to wait at Main Reception (SST, EY, TISS) or International Primary Reception (TIPS) to pick up their child.

Please note that where students are deemed to have a high rate of absence, parents will be contacted by the school for a discussion as to how to improve attendance and ensure learning time is maximised. If absence does not improve then further steps may need to be taken to ensure the matter is addressed.

d) School Nurse

We have a full-time School Nurse employed to advise and treat students and staff when illness or injury occurs during the school day. Your child's health details should be completed annually via our medical form and returned to the School Nurse. Please remember to update the School with any changes in the information you provide.

The School Nurse is located in the Welcome Centre.

Parents are encouraged to administer medication at home but if it is essential for medication to be administered during school hours, the parent or guardian should contact the nurse and complete a consent form (either electronically through E-consent or by using a hard copy). The nurse will directly contact parents if no consent form is available before administering any medication. Other staff members are strictly prohibited from giving medication to students under any circumstances.

The following guidance applies if a student needs to take their own medicine at school (notification via email, letter, or completion of E-medical form/hard copy):

- The medicine should be handed over to and stored by the nurse; students are not permitted to keep the medicine, except for emergency items like an epi-pen, inhaler, or insulin for potentially life-threatening conditions (for upper primary and secondary students).
- Parents must provide medicine with clearly labelled details such as name, type, and dosage. For younger students, emergency medicines like an epi-pen or inhaler will be kept by the teacher in the classroom, stored in a labelled and locked cupboard.

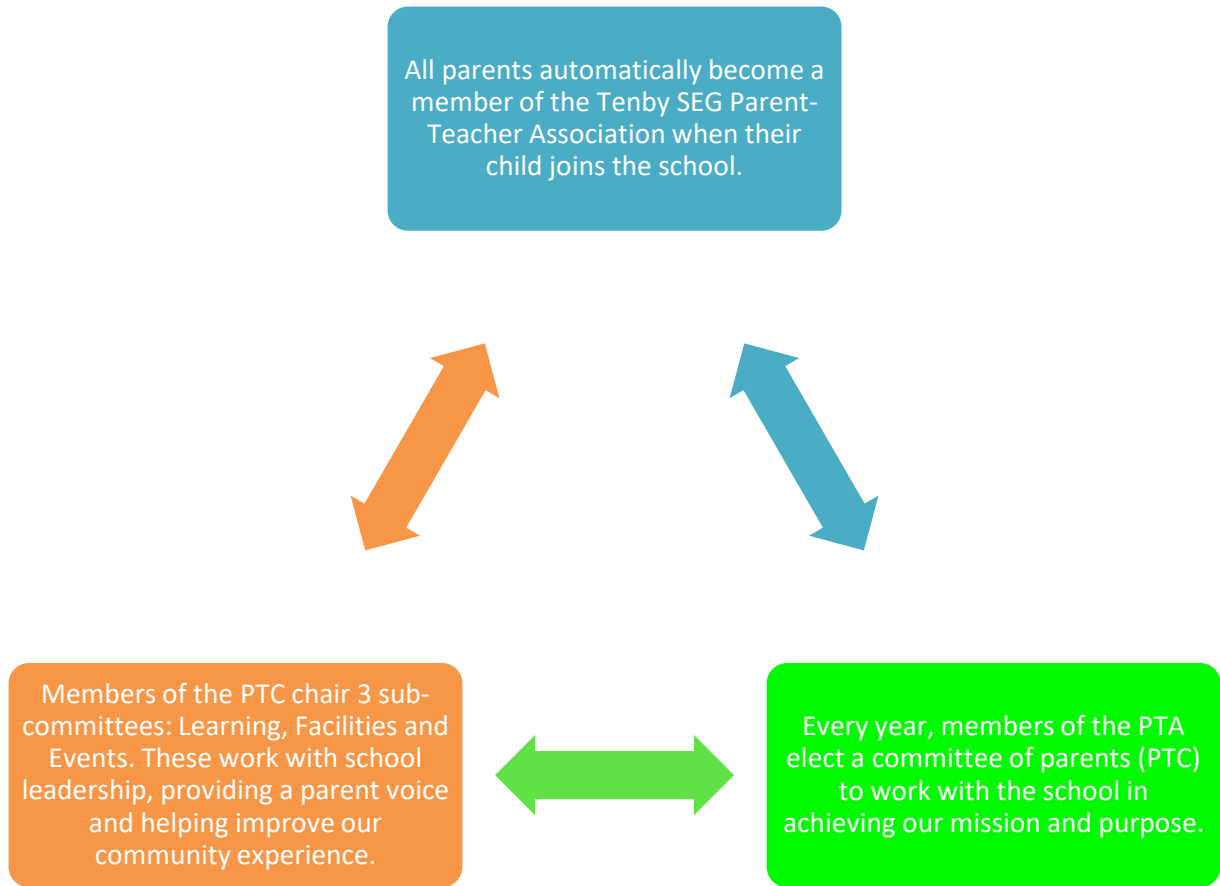
e) Accident procedure

In the event of any accident occurring at school, the School Nurse will take appropriate immediate action. Parents will then be informed by the School Nurse or teaching staff and will be given advice about seeking further medical treatment as needed. If parents are uncontactable, the student will be taken to the nearest hospital, accompanied by a member of staff. Please provide at least 3 emergency contact numbers so we can reach you in an emergency.

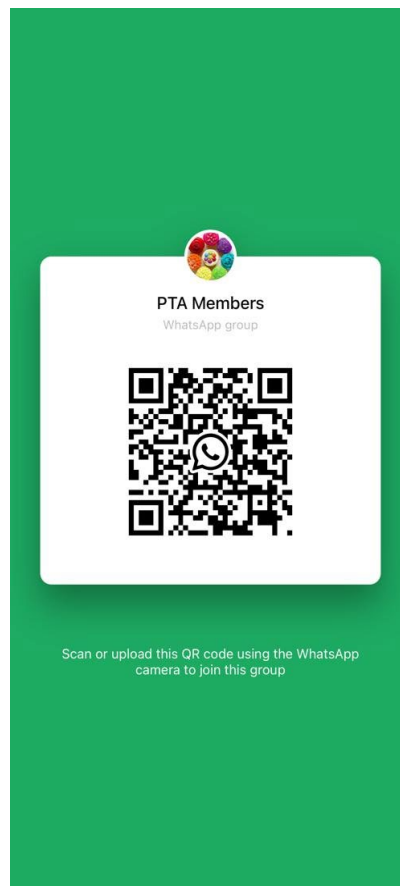
f) Insurance Claims

Parents may further contact the School Nurse on or email finance.seg@tenby.edu.my for insurance claims on accidents which have occurred in school.

7. Tenby Parent-Teacher Association



The PTA hosts a Whatsapp community for information sharing which all parents can join using this QR code:



8) Food and Dining

- Our DeliCafe dining service is run by SHF under their DeliSchool brand.
- All DeliCafe staff are trained in customer service and health & safety protocols.
- Regular checks are made of food and hygiene following government regulations and best practice.
- Parents are welcome to prepare home-packed food for their child, however please refrain from sending in food containing peanut or nut-based protein. The aim of this is to reduce the risk of accidental reaction amongst children on campus who may have a nut allergy.
- Please do not send in home-packed food in glass/pyrex containers.
- There are water stations to be found around the school but we also advise that your child brings drinking water to school in a reusable and unbreakable container.
- Meal plans may be purchased via Vircle for all year-groups and offer a well-balanced, good value plan for breakfast and lunch which saves parents time preparing meals each day. Students may also purchase meals and snacks daily using their Vircle card.
- Please ensure your child's Vircle card is topped up at all times. **Our DeliCafe does not accept cash.**

9) What other services are available?

Uniform can be purchased through the Vircle app. Our school shop has school uniform to try on and sells small items of stationery (opening times Monday, Wednesday and Thursday 8am-11am and 2pm-4pm.)

You will receive a book list each year from your child's school and can order all textbooks online via <https://www.ubsm.com.my/>

10) What do I wear and bring to school?

In preparation for the introduction of our new Tenby brand uniform in 2025, there are currently 3 options for students to wear in school:

- Current Tenby uniform. No logo is required. Items can be purchased via Vircle or from any uniform supplier.
- School PE kit (house top and shorts).
- The new Tenby Thunder sports kit - available through our exclusive Tenby Thunder website at the start of each term.

Please note that mixtures of uniform/PE/Tenby Thunder kit or own clothes are not allowed. Students must wear either option 1, 2 or 3 during the school day, on the way to and from school, at school events and on school trips and activities unless otherwise notified. School jumper or Tenby Thunder hoodie are optional. No other form of cardigan or coat should be worn in school. Please label all your child's belongings with their name and class. This is a campus overview and some schools may have some additional guidance which they will share.

Early Years

White round necked T-shirt with Tenby logo

Navy blue shorts

Grey, black or white socks

Black shoes or sports shoes (no white or colourful logos, details, symbols, lines or soles; only completely black)

Blue cap with Tenby logo and neck cover

Tenby jumper (optional)

Purple Early Explorers* bucket hat (optional)

Purple Early Explorers* polo shirt (optional)

*Our Early Explorers items are designed to be practical and easy to clean when pupils are doing 'messy' activities such as Art or outdoor play. They are an optional addition to the standard uniform in Early Years and Year 1.

Primary

Blue shirt with Tenby logo

Grey shorts, trousers, or skirts Grey, black or white socks

Black shoes or sports shoes (no white or colourful logos, details, symbols, lines or soles; only completely black)

Blue cap with Tenby logo

Tenby jumper (optional)

For Year 1 – Purple Early Explorers* bucket hat (optional)

Purple Early Explorers* polo shirt (optional)

Secondary

Blue shirt with Tenby logo

Grey shorts, trousers, or skirts House tie

Grey, black or white socks

Black shoes (not sports shoes, no white or colourful logos, details, symbols, lines or soles; only completely black)

Blue cap with Tenby logo (optional)

Tenby jumper (optional)

The following items are not to be worn on a normal school day:

- Denim or leather outfits
- Sweatshirts or hooded tops (except Tenby Thunder brand)
- Any form of non Tenby T-shirts, tops with straps, sleeveless tops, external jerseys.
- Sports Trainers or boots.
- Face or body piercings which are visible.
- Leggings, track bottoms, cargo pants or culottes.
- Flip-flops or sandals, stiletto heels.

Sports and PE Kit (Primary and Secondary)

House T-shirt

Black shorts with the Tenby logo

White ankle socks

Sports shoes (with non-marking soles)

Swimming:

Black swimming costume or trunks (not board or surfing shorts)

If students are selected for swimming contests, they are required to wear the Tenby-branded costume or trunks

Rash vest or 'quick dry' long-sleeved shirt for swimming (optional)

Swimming cap with the Tenby logo

Swimming goggles

Towel and swim bag (for wet clothes)

Students may only wear slides/flip-flops within the Aquatic Centre. They are not to be worn around campus for safety reasons.

Students are not allowed to opt out of their PE lesson unless a medical certificate is provided. Students who are well enough to be in school are considered well enough to participate in all curriculum activities, including PE.

Hair Styles

Hair for both boys and girls should be neat and tidy, extremes of fashion are not acceptable.

Hair should be of a reasonable length, long hair must be tied back when appropriate for safety reasons whilst at school.

Jewellery

In general, jewellery should not be worn to school for reasons of safety and to prevent loss. No student is allowed to have face or visible body piercings. The only exceptions are that students may wear one pair of simple studs or sleepers in the ears.

No other jewellery should be worn. Anything in excess of the above will be confiscated.

Makeup and Nail Varnish

Makeup, coloured contact lenses, fake nails and/or nail varnish should not be worn in school. Fingernails must be kept clean, neat and short. Body piercing and tattoos (real or fake) are not allowed.

11) Student Behaviour

Student behaviour is excellent at Tenby Schools Setia Eco Gardens because we have strong policies and procedures in place:

[TISS Behaviour Policy](#)

[TIPS Behaviour Policy](#)

[SST Behaviour Policy](#)

[Tenby SEG Safeguarding Policy](#)

[Anti-bullying Policy](#)

Alcohol, Drugs and Smoking

Possession and consumption of alcohol and drugs are not permitted at school or during school functions. The same goes for possession and/ or use of tobacco (smoking) or vaping e-cigarettes.

Expulsion and Suspension

Serious negative behaviour or disciplinary issues will be reviewed by the School Leadership Teams and Campus Principal. The decision as to appropriate consequences will be made by the Campus Principal based on review of the evidence and advice from the School Leadership Teams. These consequences may include temporary suspension or permanent expulsion from the school.

Reporting Bullying

All reports of bullying will be treated seriously and investigated in line with our anti-bullying policy. Bullying is to be reported to the Class/Form teacher, our Safeguarding team or a member of the teaching staff.

The teacher will fill up a report form and submit it to the School Leadership Team. The School Leadership Team will take immediate action in the form of investigation and appropriate outcomes.

Retaliation against students for reporting bullying is prohibited. Students who retaliate against others will immediately receive consequences as deemed fit by the school.

12) What Student Leadership Opportunities are on offer?

Students are encouraged to take advantage of the range of opportunities that the school offers to develop and demonstrate their leadership capabilities. Student leaders provide a beneficial impact to the whole student body as well as the wider school community.

Formal student leadership positions on campus include student councillors, house captains, digital ambassadors and play leaders.

13) Do we offer Scholarships?

We do offer Tenby Scholarships in both TISS and SSTS based on academic, sporting and other areas of excellence. We will notify you when these are available and how to apply.

14) What is the Rewards System?

At Tenby Schools SEG we place a strong emphasis on encouraging our students to develop within a safe and caring environment. We aim to nurture the talents of all of our students and celebrate their successes as they develop and grow. Each of our schools celebrates success and rewards students in many different ways; however, all our schools award student points through our house system.

The House System

New students will be assigned to a House when they are accepted to join the school. Students are rewarded with house points; these house points earn individual students a personalised certificate and also earn points for the student's house.

House points are awarded for excellent behaviour/ attitude and/or outstanding work or effort.

One house point can be given for any of the above reasons.

Once given, a house point cannot be taken away.

Multiple house points cannot be awarded.

House points should not be given for meeting normal expectations e.g. handing in homework on time.

Certificates

Bōi, yōláōōōh āžšō

When a student has won 100 points they will be awarded a personalised bronze certificate at an assembly. When they win a bronze certificate a student also wins 10 points for their house.

Rhūōōāōōōh āžšō

When a student has won 200 points they will be awarded a personalised silver certificate at an assembly. When they win a silver certificate a student also wins 20 points for their house.

Gñjčláōōōh āžšō

When a student has won 300 points they will be awarded a personalised gold certificate at an assembly. When they win a gold certificate a student also wins 30 points for their house.

16) What is our Co-curricular Activities Offer?

Co-curricular activities (CCAs) are an integral part of the educational programme provided by the School. They are a major element of the School's policy of providing an all-round holistic education. CCAs are offered for students of all ages and all students are expected to take at least one CCA each week.

CCAs are run on a termly basis with the full programme and instructions on how to sign up sent out to all families. Registration and payment is through the Schools Buddy application.

For CCAs which are provided by teachers, there is a flat resources charge of RM100 per term. For CCAs provided by external agencies, they set their own fees.

The school is committed to supporting a diversified and balanced programme of co-curricular activities. It sees the goal of such activities as the life enrichment of each student through development of good sportsmanship, skills, health, strength, self-reliance, emotional maturity, and social growth. The CCA programme is designed to meet the needs and interests of all students.

Our CCA programme caters to all students in International and National Primary and Secondary. The list of subjects may vary from one term to another as we strive to introduce a more diversified programme. CCAs take place each afternoon between 3pm -4pm.

Our National School also offers a KOKU programme during the school day to meet the requirements of the Malaysian National Curriculum. Further details available from the school.

17) Do we offer Trips and Residentials?

Educational visits and camps are an integral part of the School's curriculum provision. As well as supporting academic learning, many students have found them hugely beneficial for their personal growth, for example:

- becoming improved communicators
- having more confidence
- developing team work skills
- developing compassion for others
- learning about integrity and responsibility

Every student should experience at least one trip per school term and every older student should take part in at least one residential each academic year. Students are expected to participate in all educational trips and residentials as they are part of our school curriculum. On rare occasions where students are unable to attend, no work will be provided and parents will need to make arrangements for students to be supervised at home.

18) Students' Personal Property

a) Lockers

All students from Year 3/ Std 1 are allocated a locker in which to keep their personal possessions. You should provide your child with a key-operated padlock (not number combination lock) to secure the locker. You are advised to keep a duplicate key at home in the event of loss. The locker is intended to provide reasonable security for books and other necessary educational equipment that a student needs to bring to school. They are not intended for valuable or expensive items of personal property that should be left at home.

Although the School will do all it reasonably can to ensure the security of students' possessions, it cannot take responsibility for them in the event of loss.

b) Mobile Phones and smartwatches

Students are advised and encouraged to leave mobile phones and smartwatches with mobile phone communications capability (e.g. sending/receiving notifications and messages, making calls, taking photographs) at home and not bring them to school. If this advice is not followed, the School cannot take responsibility for mobile phones or smartwatches which go missing.

If mobile phones/smartwatches with mobile phone capability are brought to school they should be turned off (not silent mode) when the student enters the campus and should be locked in lockers, kept in their bag or handed to their teacher as per individual school policy. This applies to all students on campus. If a child needs to make a phone-call as a genuine emergency, then he or she should do so at the respective School Office. Students may turn their phone or smartwatch back on when they leave the campus.

Students are not allowed to use either a mobile phone or camera to take photographs/video footage on the School campus at any time unless specifically requested by a teacher for learning purposes. No images taken are allowed to be shared on social media or websites without prior permission from the Campus Principal.

c) Student-owned Devices

Students from Year 3 upwards in International Primary and from Standard 4 upwards in National Primary and in both Secondary schools may bring a tablet or laptop to school for the purposes of learning. The device must be registered with our IT team. See our policy for further details:

[Student Usage of Digital Devices](#)

d) Valuables

Students should not bring valuable items such as expensive watches, phone watches, electronic equipment, cameras or large sums of money with them to school. School cannot be held responsible for any damages or loss.

e) Dangerous Items including Weapons

From the ISP Weapons Policy:

It is the policy of ISP to promote the highest level of safety and security in all its activities. Accordingly,

ISP HAS A ZERO TOLERANCE TO WEAPONS AND NO PERSON WHILE ON ISP PREMISES SHALL STORE OR CARRY A WEAPON THAT COULD ENDANGER THOSE AROUND THEM.

Firearms (including "mock" weapons), knives, other bladed instruments, and explosives (including fireworks), matches, lighters etc. are totally prohibited from the School campus and on school trips and off-site activities. This is applicable to staff, students, parents and any visitors on campus. Any failure to adhere to this requirement will be regarded as a serious disciplinary matter. See our Weapons policy for further details.

f) Lost Property

The School does not keep lost property. Please ensure that your child's belongings are clearly labelled with their name and class. These include uniform, socks, PE Kit, mobile phones, wallets, shoes, watches, glasses, pencil cases, textbooks, thumb drives, water bottles, exercise books, food containers etc. Only named items will be returned. Unclaimed items will be given to charity or disposed of, depending on the condition of the items.

19) How do I make payments?

Please note that all payments by parents or guardians must be made at the Finance Office where Finance staff will issue a receipt. Other members of staff are not allowed to accept payments.

Term fees are invoiced each term and are due at the beginning of each term. Invoices will be emailed or sent to parents before the start of the term. The school reserves the right to impose a late payment charge of 5% per annum one start of each academic all outstanding fees which have not been paid by the 15th day of the commencement of the new school term.

Fees can be paid by cheque, wire transfer, online transfer or by credit card. Please note for legal compliance and reducing the risk of handling large volumes of money cash payments are strictly discouraged.

Cheques should be made payable to '*Şöl äülRnİBşğöđ İRçİ İBğç*' for those enrolled in Tenby International School. For those enrolled in Sekolah Sri Tenby, please issue the cheque to '*Şöl äülEçBáŽšmİ İRçİ İBğç*'.

Administrative Charges

Any request for additional copies of school reports, testimonials, certificates or other documents from the School will incur an administrative charge of RM5 per document.

20) Key Contacts

Please phone if urgent. We aim to acknowledge email contact within 1 working day:

Main Phone: +607 558 8812

Ms Sheena - Primary Schools Secretary sheena.abraham@tenby.edu.my

Ms Yunice - Secondary Schools Secretary/CCA Co-ordinator/ILOS Co-ordinator

yunice.yu@tenby.edu.my

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