

SCHOOL REGISTRATION & REFUND POLICY

1.0 Objectives

The objective of this document is to provide prospective students and parents with an understanding of clear guidelines regarding school registration and refund policy.

2.0 Scope

This process applies to GIIS Dubai.

3.0 Policies

General Definitions

Registration deposit:

Schools may charge up to AED 500 to process the application of new students. This fee includes standard assessment fees. The application fee is not deductible from the tuition fees.

Registration deposit:

Schools may ask parents to pay a non-refundable deposit to confirm new enrollment. This deposit is payable after the student has been offered a place and parents have accepted the offer. The registration deposit cannot be more than 10% of the total tuition fees, and is deductible from the total tuition fees for the academic year.

Re-registration deposit:

Schools may ask parents to pay a non-refundable re-registration deposit to guarantee a place for their children for the following academic year. This deposit cannot be more than 5% of the total tuition fees, or AED 500 (whichever is higher) and is deductible from the total tuition fees for the academic year.

Registration Deposit and Admission Fees (applicable to all Dubai private schools)

As well as the conditions mentioned in the parent-school contract, the regulations for fees and deposits for admission and registration are as follows:

Existing students

- The school may open re-registration anytime during the academic year
- The re-registration deposit should not exceed 5% of the annual tuition fees or AED 500 (whichever is higher)
- The re-registration deposit is deductible from the first term's fees
- The school cannot ask for payment of any additional fees or deposits other than the re-registration mentioned above
- Schools that begin the academic year in September can only collect re-registration deposit

after the end of the spring break

- Schools that begin the academic year in April can only collect re-registration deposit after the end of the winter break

New students

- Schools can register new students at any time during the academic year
- New schools must have KHDA approval prior to registering students
- The registration deposit for new students should not exceed 10% of the annual tuition fees
- The registration deposit is deductible from the first term's tuition fees
- If enroll at a school during the course of the academic year, the school can charge tuition fees starting from the month of enrollment. (For example, if a student enrolls in a new school in the 3rd week of October, the school can charge tuition fees from the beginning of October).
- Schools cannot ask for payment of registration deposit until they have made a formal offer of enrollment. Prior to this, schools can only charge a maximum application fee of AED 500
- The application fee of AED 500 is:
 - refundable if the school does not offer the student a place
 - non- refundable if the school offers the student a place but the student chooses not to take it
 - deductible from the total tuition fees to be paid if the student is offered and accepts a place

General conditions

- Apart from the registration or re-registration deposits, schools cannot ask for any additional payment to guarantee student enrollment and re-enrolment
- Schools can only collect annual tuition fees in three installments, due at the beginning of each term. The first term's payment should not exceed 40% of the annual tuition fees; the second payment not more than 30% of annual tuition fees; and the third term not more than 30% of annual tuition fees
- Schools can also choose to collect annual tuition fees as 10 equal monthly installments. The monthly repayment amount is calculated by dividing the total tuition fees by 10
- Schools may ask for payment of registration deposit only when students have been offered a place
- The school cannot collect registration / re-registration fees in cases where students leave the school before the start of the next academic year, if these fees were not collected at the time of registration/re-registration. (For example, if a student has not paid the re-registration deposit for the following year by the re-registration deadline, and that student withdraws from the school before the start of the following academic year, the school cannot ask the student to pay the re- registration deposit)

Tuition Fees Refund

In the cases of both existing and new students, the registration/re-registration deposit will not be refunded unless there are extenuating circumstances. These circumstances include, but are not limited to, evidence of family/student relocation to another country/emirate or any other unforeseen circumstances. Such cases may be submitted to KHDA for review.

In the case of refund, the school fees will be calculated as follows:

- Tuition fees paid prior to the beginning of the academic year are refundable and only the registration/re-registration fees will be deducted
- If the student was enrolled in the school for two weeks or less, a month's fees will be deducted;
- If the student was enrolled in the school for a period ranging between two weeks and one month, two months' fees will be deducted
- If the student was enrolled in the school for more than a month, the full term's fees will be deducted

General conditions

- The above refund policy is applicable per term depending on the date of the withdrawal request
- The refund will be calculated from the start of the term and the date of the official request by the parent stating the intent of withdrawal and not from the date when the student was absent. Being on the school registrar counts as days in school
- Registration or Re-registration deposits are refundable in cases where a school's quality rating has dropped and students wish to move to a school with a better rating, as stated in the Dubai Schools Inspection Bureau report.
- Book fees are refundable if the student decides to leave the school prior to the beginning of the academic year
- Any provisions in any other policies or approvals will be repealed in the event that they contradict this policy.

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