

## **WITHDRAWAL AND FEE REFUND POLICY**

### **1.0 Objectives**

The objective of this document is to describe withdrawal and fee refund related guidelines

### **2.0 Scope**

This process applies to GIIS Dubai.

### **3.0 Policies**

**SCOPE/INTENT-** This Fee and Refund Policy only intends to determine and provide broad guidelines for collection of Fees and establishes a framework for Refund of Fees at GIIS Dubai.

#### **CLASSIFICATION OF FEES:**

- Tuition fees are those sums that are directly associated with educating students.
- Other fees include textbooks, uniforms and transportation fees.
- School fees refer to both tuition fees as well as other fees which a School charges to Parents/Guardians.
- Extra-curricular Fee is associated with optional, extra-curricular activities or related curricular activities which incur separate charges and cannot be included as part of tuition fees.

#### **QUANTUM OF FEES:**

The quantum of fees charged by the School is in accordance with the Private School Fee Framework issued by KHDA and its applicable provisions and is compatible with the School's academic infrastructure.

We have a clear and transparent approach to the regulation of fees to ensure fees that mirror the quality of education and that other charges/fees are reasonable in accordance to facilities or curricular or extracurricular activities offered by us towards overall growth of our students.

#### **COLLECTION OF SCHOOL FEES:**

##### **Registration or Re-registration Fees:**

School has enabled provisions to collect registration or re-registration fees up to four months ahead of the commencement of the school year, however such amount is deductible from School fees and does not exceed the quantum or percentage of the tuition fees as approved by KHDA. The registration or re-registration fees are charged only when the student is enrolled in the school and is not charged when the student is applying in the school.

Registration or Re-registration fees once paid remains non-refundable under all circumstances

**Tuition Fees and Other Fees:**

There are three equal instalments for tuition fees in each academic year. The School collects the first instalment not earlier than one month preceding the beginning of the school year and for second or third installment, the amounts are collected not earlier than one month preceding the beginning of term 2 or 3 respectively.

**Refund Eligibility and Calculation:** This information shall be made available in the Parent School Contract.

**Non-payment of School Fees:**

School has clear, transparent policy for non-payment or late payment of School fees. School encourages Parents to clear their dues in a timely manner. School puts reasonable efforts, when dealing with non-payment issues, to protect the student from unnecessary embarrassment. If a Parent does not make fully and timely payment of dues within prescribed days mentioned on invoice, School shall take following actions:

School shall suspend a student for up to three days after sending three fee payment reminders, each of these reminders being sent at a gap of one-week to the student's Parent. The School shall also terminate provision of transportation services if entire dues are not cleared during student suspension period. Legal notice shall be issued to the parent. Further, School shall withhold examination report cards, transfer certificates, block transfer on KHDA portal, and/or not re-register a student until all outstanding dues are settled. Any part payment done by Parent shall be first adjusted against tuition fee and then against transportation fee.

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