



Registration and Refund Policy

General Definitions:

Application fees:

Schools may charge up to AED 500/ Plus 5% VAT to process the application of new students. This fee includes standard assessment fees. The application fee cannot be deducted from the tuition fees.

- The application fee is refundable if the student is not offered a place following an assessment.
- The application fee is non-refundable if the school makes a formal offer and the parents choose not to accept it.

Registration fees:

Schools may ask parents to pay a deposit to confirm new enrolment. 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.

If the Parent accepts the offer but subsequently decides not to proceed with the enrolment:

- The registration fee is refundable if the parent formally notifies the school of their intention to cancel the enrolment **at least 60 calendar days prior to the school's start date.**
- The registration fee is non-refundable if the parent formally notifies the school of their intention to cancel the enrolment **less than 60 calendar days prior to the school's start date.**

Re-registration fees:

Schools may ask parents to pay a 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 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 AED500 (whichever is higher).
- The re-registration deposit is deductible from the applicable tuition 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 pre-approval prior to registering students.
- The registration deposit for new students should not exceed 10% of the annual tuition fees.
- This registration deposit is deductible from the first term's tuition fees.
- If new students enroll at a school during the course of the academic year, the school can charge tuition fees starting from the month of enrolment. (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 enrolment. Prior to this, schools can only charge an application fee of AED 500/- maximum.

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.

For Refund:

- Tuition fees will be calculated on a term-by-term basis. The refund calculation is based on the withdrawal date recorded on the Withdrawal Certificate which is the same date that the parent specified in their withdrawal request submitted to the school.
- Tuition fees paid prior to the beginning of the academic year are refundable, and only the registration or re-registration fees will be deducted if the withdrawal was requested less than 60 calendar days prior to the start date.

- If the student was enrolled in the school for two weeks or less, a month's fees will be charged.
- If the student was enrolled in the school for a period ranging between two weeks and one month, two months' fees will be charged.
- If the student was enrolled in the school for more than a month, the full term's fees will be charged.

General Conditions:

- Schools must obtain KHDA approval before refusing to re-register a student for the next academic year. In case of withdrawal from a school after the re-registration deposit is paid, it is the responsibility of the parent to complete and submit a withdrawal request before the fund deadline.
- If the withdrawal request is not submitted within the deadline, the deposit will be treated as **non-refundable**.
- Schools delivering an approved distance learning programme are not required to reduce, discount or waive any portion of the KHDA approved tuition fee on the grounds that education is being delivered remotely.
- A parent's decision not to engage in the available distance learning programme does not constitute grounds for withholding or reducing tuition fees.
- Schools are expected to resolve any fee, refund or withdrawal disputes with parents through their internal complaints and resolution process.
- The school is entitled to withhold the Withdrawal Certificate until all outstanding fees have been paid in full.
- A student's absence from school does not constitute withdrawal or trigger a refund. Being listed on the school's registrar is considered active enrolment, regardless of attendance. Parents must complete and submit a withdrawal request at the earliest opportunity to avoid additional fee liability.
- Prior to or at the time of a student's withdrawal, the parent or legal guardian must settle all outstanding fees in full. Outstanding fees include any tuition fees, mandatory service fees or other approved charges that remain unpaid.
- The school is entitled to withhold the Transfer Certificate until all outstanding fees have been paid in full.
- If outstanding fees are not settled, the Transfer Certificate will not be issued. Parents are strongly urged to ensure all fees are settled at the time of transfer to avoid any disruption to their child's continued education.

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