

# 2025/2026 Refund Notice

## NOTIFICATION AND ARRANGEMENT (Please refer to diagram in Schedule E)

1. CIS will notify the student within three (3) working days upon knowledge of any of the following:
  - a. It cannot commence the provision of the Course on the Course Commencement Date;
  - b. It cannot complete the provision of the Course by the Course Completion Date;
  - c. The Course will be terminated before the Course Completion Date;
  - d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A;  
or
  - e. The Immigration & Checkpoints Authority of Singapore (ICA) rejects the Student's application for the Student's Pass or fails to obtain any approvals from any other government organizations including but not limited to the Ministry of Education (MOE), which approvals are necessary for the Student to attend the course.
2. Where any of the refund events in Clause 1(a) to 1(c) has occurred,
  - a. CIS shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the Student, within ten (10) working days of informing the Student of the Refund Event.
  - b. If the Student accepts such alternative study arrangements, CIS shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
  - c. If CIS does not propose alternative study arrangements to the Student within the time stipulated in Clause 2(a) above, or the Student does not accept such alternative study arrangements, the Student may forthwith terminate this Contract by way of a written notice to CIS.
3. Where any of the Refund Events in Clauses 1(d) to (e) has occurred, CIS shall forthwith terminate this Contract by way of a written notice to the Student.
4. If the Contract is terminated pursuant to Clause 2(b) read with Clause 1(a), CIS shall refund all Course Fees and Miscellaneous Fees paid by the Student within seven (7) working days of the termination. This would include the confirmation fee if refund is made to a new student of the school.
5. If the Contract is terminated pursuant to Clause 2(b) read with either Clause 1(b) or Clause 1(c), CIS shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Student within seven (7) working days of the termination.
6. If the Contract is terminated pursuant to Clause 3 or Clause 2(c) read with Clause 1(a), CIS shall refund all Course Fees and Miscellaneous Fees paid by the Student within seven (7) working days of the termination.
7. If the Contract is terminated pursuant to Clause 2(c) read with either Clause 1(b) or Clause 1(c), CIS shall refund the Course Fees and Miscellaneous Fees in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the Student within seven (7) working days of the termination.
8. Notwithstanding anything herein contained, the Student shall be entitled to, without any liability whatsoever to CIS, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to CIS. CIS shall return all Course Fees and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice.
9. Without prejudice to Clauses 1 to 8 above, the Student may terminate the Contract at any time before the Course Completion Date by providing a written notice to CIS. Upon receipt of such notice, CIS shall within seven (7) working days, refund to the Student such amount (if any) as determined in accordance with Schedule D.

## REFUND FOR WITHDRAWAL DUE TO OTHER REASONS

10. If the Student withdraws from the course for any reason other than those stated above, or force majeure events (as defined in Clause 41 of CIS Terms and Conditions) occur, CIS shall, within seven (7) working days of receiving the student's written notice of withdrawal, refund to the student an amount based on the table in Schedule D of the CIS Student Contract less any applicable bank administrative charges properly paid/payable and provided that there are no fees outstanding, all School property (such as library books) has been returned, and the student has not caused damage to school property at the time of exit.

### SCHEDULE D - CONTRACT FOR AY 2025/2026

#### REFUND TABLE

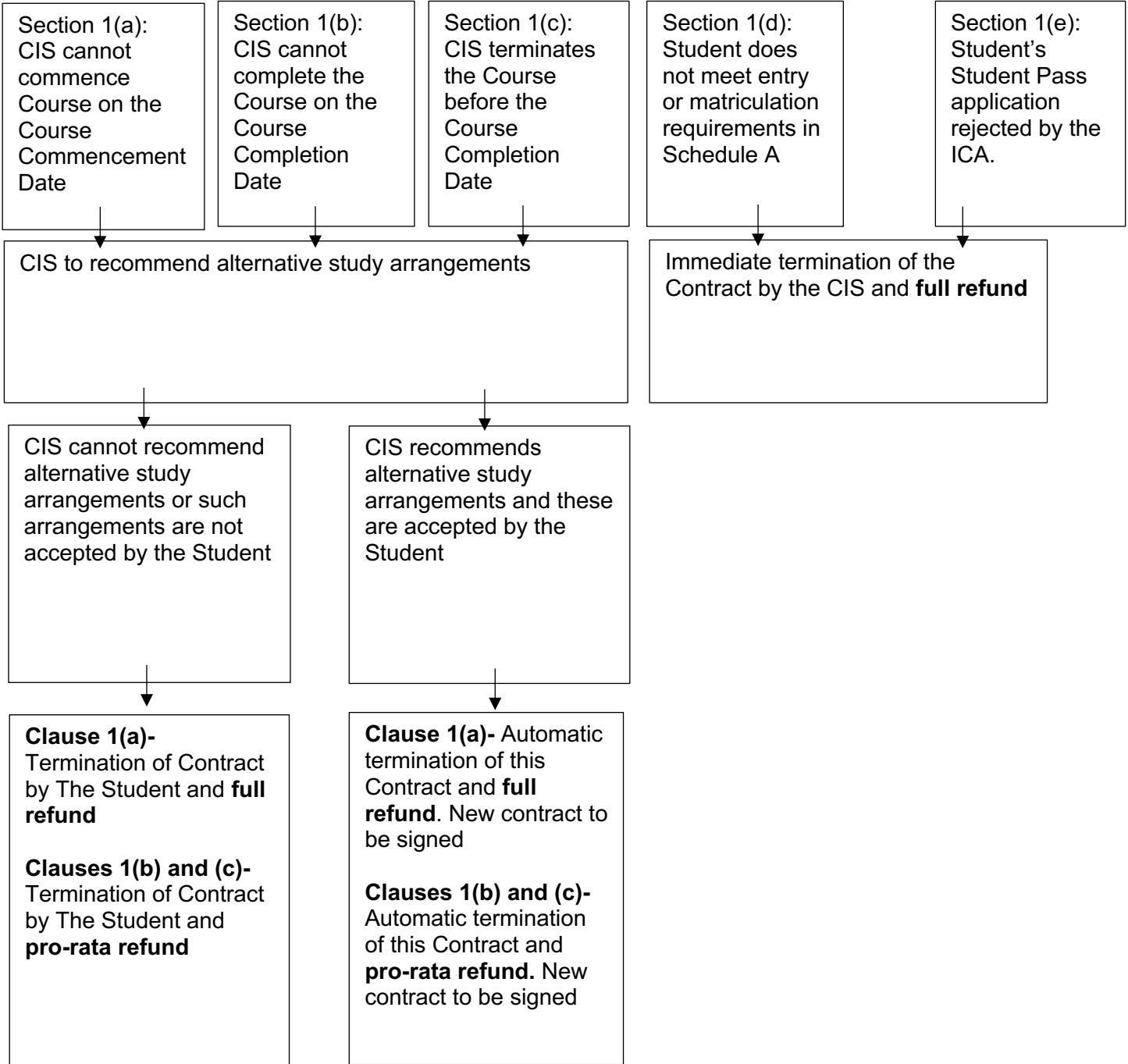
% of the amount of Course Fees and Support Programme Fees (if applicable) paid under <u>Schedule B and C</u>	If the Student written notice of withdrawal is received during Semester 1(*):	If the Student written notice of withdrawal is received during Semester 2 (*):
75% (^)	Before 14 June 2025	Before 20 November 2025
25% (^)	Between 14 June 2025 and 12 August 2025	Between 20 November 2025 and 18 January 2026
10% (^)	Between 13 August 2025 and 19 August 2025	Between 19 January 2026 and 25 January 2026
0%	After 19 August 2025	After 25 January 2026

\* Please note that dates of notice of withdrawal will be adjusted accordingly should there be changes to the Course Commencement Date.

^ This does not apply if Student's leaving date with CIS is after 19 August 2025 (Semester 1) / 25 January 2026 (Semester 2).

**SCHEDULE E**

**REFUND EVENTS**



## REFUND POLICY FOR STUDENTS ENROLLED BEFORE 21 DECEMBER 2009

### Tuition and support programme fees:

% of the tuition fees and support programme Fees paid under Schedule B of the Student Contract	If the Student's written notice of withdrawal is received:
100%	At any point before the commencement date of each semester
0%	At any point after the commencement date of each semester

### FAMILY DEPOSIT REFUND POLICY

11. Students enrolled at CIS prior to 21 December 2009 who have a refundable family deposit on account with the school must comply with the withdrawal deadlines and procedures mentioned below.
12. CIS reserves the right to review the withdrawal deadlines and procedures. Students/parents will be advised in advance of any changes.
13. If there are no fees outstanding, all school property (such as library books) has been returned, and the student has not caused damage to school property at the time of exit, the deposit will be refunded in accordance with the refund policy below after Admission receives a written notice for withdrawal in the prescribed form.
14. A withdrawal notice is not confirmed until the Admissions received the fully completed CIS Withdrawal Notice form, and an acknowledgement of receipt has been received by the parent that such notice has been received. No other confirmation - written or otherwise - will suffice.

#### 100% refund

15. The deposit will be refunded in full if a written notice for withdrawal in the prescribed form is submitted to the Admissions Department in accordance with the prescribed withdrawal deadlines\* mentioned below:
  - No later than 1 April (or the next school day) should the student leave between 1 May and the last day of the second semester of any school year (both dates inclusive) or is not returning in the new school year;
  - No later than 1 December (or the next school day) should the student not be returning after December break or is not returning for the second semester; Not less than one (1) month before the last day of regular school attendance should the student leave at any other time of the year other than as specified in point (1) or (2) above.

#### 50% / no refund

16. Failure to meet the necessary withdrawal deadlines means that the school will retain the family deposit in accordance with the below mentioned conditions:
  - If a student is withdrawn after admission, and the withdrawal notice has not been received by the respective deadline, that student will forfeit 50% of his applicable family deposit;
  - Where two or more children from one family are withdrawn, and the withdrawal notice has not been received by the respective deadline, the entire (i.e. 100%) family deposit will be forfeited.

### REFUND FOR WITHDRAWAL/TERMINATION OF ENROLMENT

17. Notwithstanding the generality of the clauses outlined above, CIS shall provide a refund of any unconsumed tuition fees, support programme fees and/or miscellaneous fees already paid should the student decide to withdraw or the student's enrolment is terminated for the following reasons:
  - The student is expelled from CIS for a serious breach of any of the rules or regulations of CIS including but not limited to the code of conduct in the Parents/Student Handbook; Clause 3.6, 5.2, 5.4 of CIS Terms and Conditions apply.

## **CONFIRMATION FEE IS NON-REFUNDABLE**

18. For the avoidance of doubt, if the student is withdrawn or terminated from CIS under the refund for withdrawal due to other reasons, or refund for withdrawal/termination of enrolment above, the confirmation fee is non-refundable regardless of whether the student has started the course or not.

## **REFUND DURING COOLING OFF PERIOD**

19. CIS will provide the student with a cooling-off period of ten (10) calendar days after the date that the contract has been signed by both parties

20. Within the cooling-off period and regardless of whether the course commencement date has passed, the student can withdraw from the school and be refunded the unconsumed tuition fees, support programme fees (if applicable) and miscellaneous fees\* (if applicable) already paid less any applicable bank administrative charges properly paid/payable) PROVIDED that the Student submits a written notice of withdrawal to CIS within the cooling-off period, in accordance with Clause 38 of CIS Terms and Conditions.

\* Including the confirmation fee if a refund is made to a new student of the school.

## **WITHDRAWAL PROCEDURE**

21. The student may withdraw from CIS by submitting a [Notice of Withdrawal Form](#). In the event the withdrawal is not in the prescribed format, CIS shall at its absolute discretion have the right to reject any such withdrawals.

22. Our Admissions team will respond to your withdrawal request within 2 working days of receiving your request. A notice of withdrawal is not confirmed until the Admissions team has acknowledged in writing that this withdrawal notice has been received. No other confirmation, written or otherwise, will suffice.

## **EXIT PROCEDURES**

23. All students who withdraw from CIS must submit a fully completed student exit form to the Finance Department in the student's final week at CIS. If a student exit form is not completed, transcripts will not be released. Exit forms can be found on this page in [My.CIS](#).