

# Refund policy.

## NOTIFICATION AND ARRANGEMENT

CIS will notify the student within three (3) working days upon knowledge of any of the following:

1. It does not commence the course on the course commencement date;
2. It terminates the course before the course commencement date;
3. It does not complete the course by the course completion date;
4. It terminates the course before the course completion date;
5. It has not ensured that the student meets the course entry requirement as set by the organisation stated in schedule A within any stipulated timeline set by CPE;
6. The student's Pass application is rejected by Immigration and Checkpoints Authority (ICA); or
7. The student fails to obtain any approvals from any other governmental organisations including but not limited to the Ministry of Education (MOE), which approvals are necessary for the student to attend the course.

The student shall be informed in writing of alternative study arrangements (if any)<sup>2</sup> and also be entitled to a refund of the entire tuition fees, support programme fees (if applicable) and miscellaneous fees (if applicable)<sup>3</sup> already paid should the student decide to withdraw, within seven (7) working days of the above notice.

<sup>1</sup> Non-fulfilment of minimum class-size required or the non-availability of planning resources may give rise to the circumstances listed in 1. to 4.

<sup>2</sup> CIS shall, within seven (7) working days of notifying the student in writing of the above circumstances, provide the student with information and details of the alternative confirmed course arrangement, or, any other arrangements to the best of CIS' ability that will allow the student to make a timely and appropriate decision on the alternative arrangements.

<sup>3</sup> Including the confirmation fee if refund is made to a new student of the school.

## REFUND FOR WITHDRAWAL DUE TO OTHER REASONS

If the student withdraws from the course for any reason other than those stated above, or force majeure events (as defined in Clause 42 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  
REFUND TABLE**

% of the Tuition Fees and Support Programme Fees (if applicable) paid under <u>Schedule B</u>	If Student's written notice of withdrawal is received during Semester 1(*):	If Student's written notice of withdrawal is received during Semester 2(*):
75% (^)	Before 11 June 2021	Before 09 December 2021
25% (^)	Between 11 June 2021 and 09 August 2021	Between 09 December 2021 and 06 February 2022
10% (^)	Between 10 August 2021 and 16 August 2021	Between 07 February 2022 and 13 February 2022
0%	After 16 August 2021	After 13 February 2022

\*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 16 August 2021 (Semester 1) / 13 February 2022 (Semester 2).

**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 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**

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.

CIS reserves the right to review the withdrawal deadlines and procedures. Students/parents will be advised in advance of any changes.

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. 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.

### **1. 100% refund**

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:

1. 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;
2. 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.

### **2. 50% / no refund**

Failure to meet the necessary withdrawal deadlines means that the school will retain the family deposit in accordance with the below mentioned conditions:

1. 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.
2. 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**

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:

1. 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**

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**

CIS will provide the student with a cooling-off period of seven (7) working days after the date that the contract has been signed by both parties.

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**

The student may withdraw from CIS by submitting an online withdrawal notice in [My.CIS](#) or a completed hard copy withdrawal notice. 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.

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**

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](#).