

WITHDRAWAL AND REFUND POLICY

Policy Name	Withdrawal Policy
Stakeholder	All staff, students, and parents
Policy Directory Reference	American International School Al Qusais
Reviewed by	Mr. Julian Williams – Director School
Approved & Led by	Dr Layne Hunt – Principal
Approved Date	April 2026
Monitoring Cycle	Annually

1. Purpose

This policy outlines the procedures and conditions governing student withdrawal and the calculation of refunds, in accordance with KHDA regulations.

2. WITHDRAWAL PROCESS

- Parents must submit a **formal written withdrawal request** to the school.
- The request must clearly state the **intended withdrawal date**.
- This date will be recorded on the **Withdrawal Certificate** and will serve as the **official withdrawal date** for all calculations. The withdrawal date cannot be backdated or set to an earlier date.
- Absence from school does **not** constitute withdrawal.
- A student will remain on the school register until a formal withdrawal request is received.

3. Withdrawal Certificate and Fee Liability

- The **Withdrawal Certificate** is a mandatory document required for transfer to another school within the UAE.
- The school reserves the right to **withhold the Withdrawal/Transfer Certificate until all outstanding fees are settled in full**.
- All fees remain payable up to the **official withdrawal date recorded on the Withdrawal Certificate**, regardless of attendance.

4. Tuition Fee Refund

Refunds are calculated on a **term-by-term basis**, in accordance with KHDA regulations.

- Tuition fees paid prior to the academic year are refundable, subject to applicable registration or re-registration deposit conditions.

- Where a student is enrolled in a term:
 - **Up to 2 weeks:** One month's fees will be deducted
 - **More than 2 weeks and up to 1 month:** Two months' fees will be deducted
 - **More than 1 month:** The full term's fees will be charged
- Refund calculations are based on the **official withdrawal date**, not the last day of attendance.

5. Registration and Re-registration Deposits

- Registration and re-registration deposits are governed by KHDA regulations.
- Deposits are:
 - **Refundable if withdrawal is requested at least 60 calendar days prior to the start of the academic year**
 - **Non-refundable if withdrawal is requested less than 60 days prior to the start of the academic year**
- Deposits are deductible from tuition fees and are not additional charges.

6. Mandatory and Optional Services Fees (withdrawal prior to the academic year)

- All services beyond tuition must be clearly **itemised and communicated prior to payment**.

Mandatory Services

- Fees paid prior to the academic year are refundable.

Optional Services (e.g., transport, trips, enrichment programmes)

- Governed by the **terms agreed at the time of enrolment**.
- May involve **third-party providers**, whose terms and conditions apply.
- Fees paid prior to the academic year are refundable **only where no binding third-party agreement exists**.
- Once commenced, optional services are generally **non-refundable**, except where the service is not delivered.

7. Service Delivery and Non-Delivery

- Fees remain payable where services are **available and delivered**, including through **distance learning or alternative methods approved by KHDA & MOE**.
- A parent's decision not to use or engage with the service guidelines constitute grounds for fee reduction.
- Where services are **not delivered for a continuous period**, the school will provide an appropriate resolution, which may include:
 - Credit note
 - Alternative provision
 - Pro-rated refund
- Any such resolution will be processed in accordance with KHDA regulations and applicable agreements.

8. Force Majeure / Exceptional Circumstances

- In cases of government-enforced closure or circumstances beyond the school's control:
 - Fees remain payable where services continue to be delivered
 - Adjustments apply only where services are not delivered

9. Important Clarifications

- Being on the school register constitutes **active enrolment and fee liability**.
- Refunds are based strictly on the **Withdrawal Certificate date**.
- No refunds are applicable for:
 - Absence
 - Non-usage of services
 - Voluntary withdrawal outside policy terms

10. Disputes and Resolution

- Parents are encouraged to raise concerns through the school's internal process.
- Unresolved matters may be referred to KHDA in line with regulatory procedures.