



SCHOOL FEES & REFUND POLICY

Ref: APR2026VR1

The Indian Academy's Fees and Refund Policy is designed in line with KHDA regulations to ensure clarity, fairness, and transparency in all fee-related matters. It outlines the different types of fees applicable—such as Application Fee, Registration Deposit, Re-Registration Deposit, Tuition Fee, Mandatory Fees, Optional Fees, including Transportation Fees — along with the conditions for refunds. The policy helps parents clearly understand their financial responsibilities, as well as the procedures to be followed in case of withdrawal or changes in enrolment. By following KHDA guidelines, the school ensures a balanced approach that protects the interests of both parents and the school while maintaining smooth operations.

APPLICATION FEE:

The school will charge AED500+VAT to process the application of all new students. This fee covers standard assessment and administrative costs in connection with enrolment of the new student.

Non-Refundable:

- ♦ If the School makes a formal offer of a place for the student and the Parents choose not to accept the offer.
- ♦ If the Parents choose not to accept the assessment offer or decide not to proceed after the assessment.
- ♦ If the Parents decide, after payment of application fee, not to proceed before the school schedule or conduct an official student assessment for the student.

Refundable:

- ♦ The student is not offered a place following an assessment process by the school.
- ♦ The school collected the fee without first informing the parents that no place was available or that the student would be put on a wait list.

The Application Fee is non-deductible/non-adjustable from Tuition fee or any other fees.

REGISTRATION DEPOSIT /SEAT CONFIRMATION FEE:

Registration Deposit is a payment made by the parents to confirm a new student's enrolment in the school, following the assessment, offer from the school and acceptance by the parents. The Registration Deposit is equal to 10% of the Annual Tuition Fee for the respective class/grade.

The registration deposit is deductible from the tuition fees for the term of enrolment. It is not an additional cost, but an advance payment that is offset against fees once the student begins. If the parent does not pay the registration deposit by the stated deadline, The school cannot guarantee the child's place in the school.

If the parent pays the Registration deposit but subsequently decides not to proceed:

Non-Refundable:

- ♦ **Students enrolling prior to the Academic Year**-The registration deposit 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.
- ♦ **Students enrolling during the academic year** -The registration deposit is non-refundable.

Refundable:

The registration deposit 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 Deposit must be paid within **7 days** from the date of offer of enrolment. Offers not accepted within this window may be released to the next applicant.

RE-REGISTRATION DEPOSIT /RE-ENROLMENT FEES:

Re-Registration Deposit is a payment made by the parents of the existing active students in the current Academic Year to guarantee their child's place in the school for the next Academic Year. The Re-Registration Deposit amount is AED 500 per student.

The Re-Registration Deposit is deductible from the Tuition fee for the first term of the following Academic Year.

If the parent pays the Re-Registration Deposit and subsequently decides not to proceed:

Non-Refundable:

The re-registration deposit is non-refundable if the parent formally notifies the school of their intention to withdraw their child **less than 60 calendar days** prior to the start of the following academic year

Refundable:

The re-registration deposit is refundable if the parent formally notifies the school of their intention to withdraw their child **at least 60 calendar days prior** to the start of the following academic year.

WITHDRAWAL REQUEST AND WITHDRAWAL CERTIFICATE:

When a parent wishes to withdraw their child from school, they must complete and submit an official **Withdrawal Request Form**. This is a formal school document on which the parent specifies the **Intended Withdrawal Date**.

- ♦ The intended withdrawal date recorded on the Withdrawal Request Form is the official date from which all applicable fee and refund calculations are made. The Intended Withdrawal Date cannot be set to an earlier date.
- ♦ The fee charge / refund date is not determined by the date the student was last physically present or last class attended.
- ♦ The school is entitled to withhold the Withdrawal Certificate until all outstanding fees have been paid in full.
- ♦ Upon receiving Withdrawal Request, subject to clearance of fees outstanding, if any, the Admissions Department will issue a Withdrawal Certificate from the school.
- ♦ The Withdrawal Certificate is mandatorily required for a student to register at any other private school or educational institution in Dubai and across the UAE.

Important:

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

TRANSFER CERTIFICATE

A Transfer Certificate is an official document confirming that a child is eligible to transfer to another school into a grade compliant with KHDA regulations.

- ♦ The school is entitled to withhold the Transfer Certificate until all outstanding fees have been paid in full. Outstanding fees include any tuition fees, mandatory or other approved charges that remain unpaid.
- ♦ The Transfer Certificate is required for a student to register at any other private school or educational institution in the UAE and in other countries.
- ♦ 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.

TUITION FEE - CHARGEABLE / REFUNDABLE:

KHDA approved Tuition Fee, Discount and Discounted Tuition Fee are published in the Parent School Contract, School Fees Fact Sheet and the School's Web Site for the respective Academic Year.

In compliance with Knowledge and Human Development Authority guidelines and to support parents' payment convenience, the school has structured the annual tuition fee into 9 or 10 equal instalments. These are payable at the beginning of each month as specified in the Parent School Contract.

Refund Terms and Conditions:

For refund, the Tuition fee will be calculated on a term-by-term basis. The fee charge / refund calculation is based on the Withdrawal Date recorded on the Withdrawal Request Form, 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/charged by the school if the withdrawal was requested less than 60 calendar days prior to the start date.
- ♦ If the student was enrolled in the term for **two weeks or less (between term start date and withdrawal date): a month's fees** will be deducted/charged by the school.
- ♦ If the student was enrolled in the term between **two weeks and one month (between term start date and withdrawal date): two months' fees** will be deducted/charged by the school.
- ♦ If the student was enrolled in the term **more than one month (between term start date and withdrawal date): full term fees** will be deducted/charged by the school.

OTHER MANDATORY AND OPTIONAL SERVICE FEES - CHARGEABLE / REFUNDABLE:

Other Mandatory fees are part of the curriculum mandatory services and mentioned in the KHDA approved School Fees Fact Sheet.

Optional Services Fees are those fees for which service is provided either directly or through third-party providers. These include but are not limited to transportation, extracurricular activities, trips, uniforms, examination fees, and any other optional services.

Refund Terms and Conditions:

- ♦ Fees for other Mandatory Services paid prior to the beginning of the Academic Year are refundable if the parents withdraw the student prior to the beginning of the Academic Year.
- ♦ In case of discontinuation of students during the Academic Year, other Mandatory fees will be charged or refunded based on same calculation rules stated above for **Tuition Fee - Charge/Refund Policy**.
- ♦ Fees for Optional services paid before the start of the academic year are refundable, if the parents withdraw the student prior to the beginning of the academic year, provided no binding third-party contract is in place.
- ♦ Fees for Optional Services, once rendered, made available for use, or committed by the service provider, are chargeable and non-refundable.

SCHOOL TRANSPORT SERVICE FEE

- ♦ The transport fee is applicable termly and charged from the effective date of enrolment of service to the end of the Academic Year.
- ♦ Termly advance payment is required to avail the school transport service.
- ♦ School cannot provide options for monthly payment of transportation fee. Termly advance payment is mandatory.
- ♦ Cheque payments will not be accepted for the Transport fee. Parents can make the payment by Cash/Card/Online via Zenda App.
- ♦ For Transport service discontinuation, the parents must provide at least one month's notice in the specified form available in the school transport department. Parents can approach the Transport Department and submit Service Discontinuation Form on time to avoid any inconveniences.

- ♦ In case the parents have not submitted a transport service discontinuation form, it will be considered as continuity of transport service, and the fee will be charged accordingly. The parents are liable to settle the transport fee accordingly.
- ♦ Transport fees are applicable for the month in which the transport service was made available even if the transport users are not utilized or utilized for a part of the month.
- ♦ For transport services, parents are required to submit a fresh application form for each academic year, as enrolment will not be renewed automatically.
- ♦ Exam periods or holidays do not qualify for transport fee waivers or refunds. One month's notice is mandatory for discontinuation of the transport service in any circumstances.
- ♦ No refunds will be provided where there are any interruptions, discontinuation, or suspension of the school transport service due to any matters beyond the reasonable control of the school or as per the restrictions imposed by the Government or any regulatory authorities, including KHDA, RTA etc.
- ♦ Approved refunds will be settled within 15 working days from the date of submitting the duly completed Service Discontinuation Form. Refund will be paid by an account payee cheque in the name of the parent, or any person duly authorized by the parent.
- ♦ There will be a charge of AED 25/- applicable for re-issue of transport ID card, if it is lost.
- ♦ Termly transport fee is applicable regardless of the number of school days or holidays in any given month/term due to any reasons like student's absence, exam days, winter holidays, spring holidays, holidays due to rain, natural calamities, pandemic situation etc. This is since the annual transport fee is calculated by considering all these facts and divided on a termly basis and applied to the transport users.

NON-RE-REGISTERED STUDENTS JOINING BETWEEN THE ACADEMIC YEAR:

If a student did not re-register during the given deadline and would like to begin in between the following Academic Year, the below given terms are applicable for Tuition Fee, Mandatory Fee and Optional Fee:

- ♦ Tuition fees & Other Mandatory Fees will be charged as per the ***Tuition Fee - Charge/Refund Policy***.
- ♦ Fees for Optional services charged based on the services provided.

SERVICE INTERRUPTION DUE TO CIRCUMSTANCES BEYOND THE CONTROL OF THE SCHOOL:

This sub-section applies where the delivery of services is fully or partially interrupted due to government enforced closure:

- The school fees remain payable for any period during which the service was available and delivered, including when the service is delivered through distance learning or any other alternative method deemed appropriate and approved by KHDA.
- Fees for the period when the service could no longer be delivered are eligible for a refund to the parents and will be addressed through one of the following methods, agreed in writing between the school and the parent:
 - **Credit note:** The school issues a formal Credit Note for the value of the eligible amount, to be applied against future tuition fees, provided the student remains enrolled at the same school upon resumption of services. Where the child does not return to school, the held amount is refunded to the parent.
 - **Transfer of credit:** Where the family has another child in the same school or anticipates enrolling another child at the same school, the eligible amount may be transferred and applied against the sibling child's tuition fees.
 - **Full refund:** The held amount is returned to the parent in full, corresponding to the period for which the service could not be delivered.
- A government-enforced closure does not affect a school's entitlement to open, communicate, and collect re-registration deposits for the following Academic Year through digital or remote means. Any re-registration deposits collected during a closure period are subject to the standard refund provisions set out in this policy.

GENERAL CONDITIONS

- ♦ The above refund policy is applicable per term, depending on the withdrawal date recorded on the Withdrawal Certificate.
- ♦ The refund will be calculated from the start of the term to the Withdrawal Date specified in the Withdrawal Certificate — not from the date when the student was absent. Being on the school register counts as days in school.
- ♦ Book fees, if paid, are only refundable if the student leaves prior to the start of the Academic Year. Refund eligibility is subject to books being unused, undamaged, and returned in original condition.

- ♦ Tuition fees remain payable for any period during which the service was available and delivered, including when the service is delivered through distance learning or any other alternative method deemed appropriate and approved by KHDA.
- ♦ When the School delivers an approved distance learning programme, there will not be any reduction, discount, or waiver of 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. Any concerns regarding the quality or delivery of distance learning should be raised through the school's internal complaints process. Fees remain payable in full during the resolution of any such complaint.
- ♦ The school retains all fees for the period during which the service was available and delivered. These fees are considered payable and are not refundable.
- ♦ Where the service continues to be available and delivered — including through distance learning or any other method approved by KHDA — fees are payable in full. A parent's choice not to use or engage with the service does not constitute grounds for non-payment. If a parent does not wish for their child to continue, they must formally withdraw their child in accordance with the withdrawal process set out in this policy. The standard refund provisions will then apply from the withdrawal date.
- ♦ School reserves the right to send email and / or written reminders, phone calls and SMS to parents who default on the payment of fees.
- ♦ Failure to comply with fee payment deadlines may result in consequences such as suspension of services, restricted access to school facilities, withholding of transfer certificates, student progress report, marksheets, letter of recommendation and not to accept re-enrolment for the next Academic Year.
- ♦ If the school fees is paid by way of a cheque and in case the cheque is dishonored, the school will not accept any other cheque payments from the same parent in the future.
- ♦ If the Re-registration fee is paid by way of a cheque and in case the cheque is dishonored, re-enrollment will stand cancelled.
- ♦ If the Re-registration fee is paid in advance and the school fees not paid on the due date or within the extended period, the school has the right to adjust the paid re-registration fee against the unpaid school fees for the same Academic Year and cancel the re-enrollment for next Academic Year.
- ♦ The school may consider appropriate legal action to recover any outstanding fees and inform the relevant authorities.
- ♦ The school reserves the right to claim legal fees and associated costs incurred in trying to recover any outstanding fees.

DISPUTES AND ESCALATION TO KHDA

- ♦ Parent can visit the School Accounts Department to clarify any queries related to this policy, to resolve any concerns related to applicability of the school fees or refund due to Withdrawal of the Students.
 - ♦ Parents can also send an official e-mail with the details of their concerns to the official e-mail address of the school accounts department - accounts@indianacademydubai.com
 - ♦ The School Accounts department will connect with the parents to clarify or resolve the reported matter within 7 working days.
 - ♦ If the issue is not resolved within 7 working days, it will be escalated internally within the school as per the internal escalation policy of the school.
 - ♦ If the issue remains unsolved after the school's internal process has concluded, either party may refer the matter to KHDA through its official channels with necessary documents.
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