



The objectives of the Refund Policy and Process is to manage refunds to students fairly and efficiently in accordance with the student contract.

The Perse School Singapore's refund process is as follows.

A. Refund for Withdrawal Due to Non-Delivery of Course

The Perse School Singapore will notify the parent within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date;
- (ii) It terminates the Course before the Course Commencement Date;
- (iii) It does not complete the Course by the Course Completion Date;
- (iv) It terminates the Course before the Course Completion Date;
- (v) It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A (of the student contract) within any stipulated timeline set by CPE; or
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The parent should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

B. Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Clause 2.1 of the standard student contract version 3.1, The Perse School Singapore will, within seven (7) working days of receiving the parent's written notice of withdrawal, refund to the parent an amount based on the table in Schedule D of that contract.

The said Schedule D reads as follows:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
100%	more than 12 calendar weeks before the course commencement date. Or

	Once the school year has commenced, 1 full term's notice must be given no later than the 1 st day of the start of term.
50%	On or before 6 calendar weeks before the course commencement Date.
0%	Less than 6 calendar weeks before the course commencement Date. Or Once the school year has commenced, less than 1 full term's notice is given.

C. Refund During Cooling-Off Period

The Perse School Singapore will provide the parent with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.

The parent will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the parent submits a written notice of withdrawal to The Perse School Singapore within the cooling-off period, regardless of whether the Student has started the course or not.

D. Conditions for cancellation of course and Refund

The Perse School Singapore reserves the right to cancel a course if the student number is four or less in which case the refund policy above applies. The Perse School Singapore will inform students of the cancellation of course not less than three (3) working days before the course commencement. In such a case, the application fee will also be refunded within seven (7) working days after the announcement of cancellation of course.

E. Non Refundable Fees

The following are non-refundable

- a. Application Fee. However, in the circumstance where The Perse School Singapore has decided not to commence a course, the application fee will be refunded within seven (7) working days after the student is notified, unless the student takes up alternative study arrangements with The Perse School Singapore.
- b. Miscellaneous Fees paid to The Perse School Singapore. However, a refund will be made for the scenarios in a 'Refund for Withdrawal Due to Non-Delivery of Course' above.
- c. Third parties charges e.g. Bank charge, AEIS registration fee, ICA Student Pass application fee and Issuing Fee.
- d. No refund of any fee if the student has committed an offence and is expelled by The Perse School Singapore after due process of investigation by a Disciplinary Committee set up by the Principal.

The time taken by The Perse School Singapore to process refund requests shall not be more than 7 working days from the student's withdrawal/refund request for the issuing of refund.

Prospective parents are briefed on the Refund Policy during pre-course counselling and later again during the orientation program.

The orientation checklist requires that parents acknowledge that the refund policy has been explained to them.

The Perse School Singapore's refund procedure covers the following commonly occurring situations:

- (a) School's non-performance
- (b) Immigration and Checkpoints Authority does not approve the student pass
- (c) Student changes his/her mind during the 7 day cooling off period
- (d) Student's withdrawal

The procedure for student initiated refund (due to Student's withdrawal / change of mind during 7 day cooling period, etc) is as follows:

- (a) The student submits FRM-022 Withdrawal Request Form or gives a written letter to The Perse School Singapore requesting a refund with the reasons.
- (b) The counter staff give this letter to the Admin Manager for processing.
- (c) Admin Executive looks into the student's eligibility for a refund. She calculates the amount of refund and talks to the parent showing the breakdown of the refund. The parent then signs an acknowledgement form
- (d) Admin Executive presents the case to Principal for approval.
- (e) Admin Executive informs the FPS insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.

The procedure for a school initiated refund (due to The Perse School Singapore not performing / ICA not approving the student pass, etc) is as follows:

- (a) The Principal / SLT decides not to run the course.
- (b) Upon receipt of written confirmation that the course will not run or that the student pass application has not been successful, Admin Manager calculates the amount of refund due to the students and obtains approval from Principal to give the refund.
- (f) Admin Manager writes to inform the FPS insurance company of the student's withdrawal and refunds the money directly to students. Where possible (e.g. refunds in cash) the student signs an acknowledgement form confirming receipt of his money.