

Withdrawal Policy

Withdrawal notifications must be submitted to the Parent Liaison Office. Simply complete and return the completed withdrawal form to Parent Liaison Office.

Note: Verbal or telephone requests will not be entertained, nor are emails to teacher deemed as an official withdrawal from the school.

The school will take 7-working days to complete the withdrawal process, however the date of withdrawal will be based upon the date of submission.

After submission of Withdrawal Notice, 1st renewal of the contract is not chargeable. \$1,000.00 is payable from the 2nd renewal onwards.

Refund Policy

EtonHouse International School (EHIS) is a registered PEI and has a fair and reasonable refund policy on the student fee payment.

EHIS regularly reviews the refund policy to ensure that it remains fair to the students and EHIS regularly reviews the refund procedures for continual improvements. All refunds should be processed in accordance with the CPE guidelines and the time taken to process refund request must not be more than 7 days.

1. Application Fee

S\$2,300.50 is payable upon submission of the course application form and it is non-refundable and non-transferable.

In the event if an enrolment is not supported by the school, the school shall retain a \$500.00 Administration Fee. For cases whereby, the Student's Pass Application is rejected by Immigration and Checkpoints Authority (ICA), a full refund will be made.

2. Course Fees

All course fees are non-transferable once the course had commenced.

- *School fees are billed on a semester basis. There are two semesters per academic year;*
- *School fees must be paid after signing Student Contract and before date of commencement;*
- *School meals/snacks, Learning Support and Intensive EAL class are optional;*
- *School fees for EtonHouse International School are inclusive of the Fee Protection Scheme (FPS) and compulsory medical insurance as required by the Committee for Private Education (CPE); and*
- *Ten percent (10%) discount for school fees (before GST) is applicable to the second student and fifteen percent (15%) to the third students onwards if both siblings are enrolled with EHIS at Broadrick and Orchard campus.*

3. Capital Levy

All Capital Levies are strictly non-transferable once the course had commenced.

- Capital Levy are billed on an annual basis based on the school academic year;
- Capital Levy must be paid after signing Student Contract and before date of commencement;
- Capital Levies for EtonHouse International School are inclusive of the Fee Protection Scheme (FPS) as required by the Council for Private Education (CPE); and
- Capital Levies for EtonHouse International School are billed via 'per family basis' and only one child per family enrolled with EHIS will be billed.

Note: *In compliance with the new Private Education Act 2009 which prohibits the collection of student deposit (refundable or not) by private education institutions, EtonHouse will not be collecting deposits for all enrolment applications received after 21 December 2009, until otherwise advised.*

Refund for Withdrawal Due to Non-Delivery of Course:

EHIS will notify the Parent/Guardian 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 or matriculation requirement as set by the organisation stated in Schedule A within any stipulated timeline set by CPE; or
6. The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

The Parent/Guardian 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.

Refund for Withdrawal Due to Other Reasons

If the Student withdraws from the Course for any reason other than those stated in Refund for Withdrawal Due to Non-Delivery of Course, the PEI will, within seven (7) working days of receiving the Student's written notice of withdrawal, refund to the Student an amount based on the refund table

Refund during Cooling-Off Period

EHIS will provide the Parent/Guardian with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties. The Parent/Guardian will be refunded the highest percentage (refer to refund table) of the fees already paid if the Parent/Guardian submits a written notice of withdrawal to the EHIS within the cooling-off period, regardless of whether the Student has started the course or not.

Refund Schedule

% of [the amount of fees paid under Schedules B and C	If Student's written notice of withdrawal is received within:
100%	more [08 calendar weeks] but before the Course Commencement Date
50%	more than [04 calendar weeks] but before the Course Commencement Date
25%	less than [04 calendar weeks] but before the Course Commencement Date]
0%	upon and after Course Commencement Date

Termination

Students terminated by the School will receive a refund of Course fee proportional to the number of course subjects paid for but have not commenced.

For unconsumed pro-rated weekly fees, refund will only be made no more than 7 working days after the last day. There shall be no change for the last day once the notice has been received and confirmed by the School. If there's any change for the last day, no refund will be made.

Suspend of Enrolment (Deferment)

Students are not allowed to defer studies once the term has commenced. Students who wish to suspend their starting term of studies after enrolment will be considered on a case by case basis and at the sole discretion of the Principal during enroll.



