

Withdrawal Policy

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

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

The school will take seven 07-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, only one time extension of study to the existing contract period will be allowed. Any subsequent extension of study and/or studies application will be subject to contract renewal and a renewal fee of S\$1,070 (incl, GST) is chargeable per renewal.

Refund Policy

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

EIS reviews the refund policy and procedures annually for continual improvement and to ensure that it remains fair to the students. All refunds will be processed within seven 07-working days of receiving the written notice of withdrawal, refund amount will be based on the Refund Schedule.

1. Application Fee

S\$535 is payable upon submission of the course application form and it is non-refundable nor transferable.

Likewise for cases whereby the Student's Pass Application is rejected by the Immigration and Checkpoints Authority (ICA), the application fee will not be refunded.

2. Course Fees

All course fees are non-transferable once the course has 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, Inclusive Education Support and Intensive EAL class are billed under the miscellaneous fee “Schedule C” of the student contract and are optional;

EtonHouse International School Pte. Ltd.

Corporate Office: 178 Clemenceau Avenue #06-00, Haw Par Glass Tower Singapore 239926

Campus: 51 Broadrick Road, Singapore 439501 Tel: 65-6346 6922 Fax: 65-6346 6522

E-mail: broadrick@etonhouse.edu.sg Website: www.etonhouse.edu.sg/broadrick

Co. Reg. No.: 199801737E



Cert No.: EDU-2-2047
Validity: 06/10/2019 - 05/10/2023

- *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%) sibling discount on school fees (before GST) is applicable to the second student onwards.*

3. Capital Levy

All Capital Levies are strictly non-transferable once the course has 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 Committee 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 EIS will be billed.

Note: *In compliance with the new Private Education Act 2009 which prohibits the collection of student deposits (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:

EIS 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

EIS 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 EIS 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] before the Course Commencement Date, before 09 November 2020
50%	more than [04 calendar weeks] before the Course Commencement Date, from 09 November 2020 to 06 December 2020
25%	after [04 calendar weeks] but before the Course Commencement Date, from 07 December 2020 to 03 January 2021
0%	upon and after Course Commencement Date on 04 January 2021

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Termination

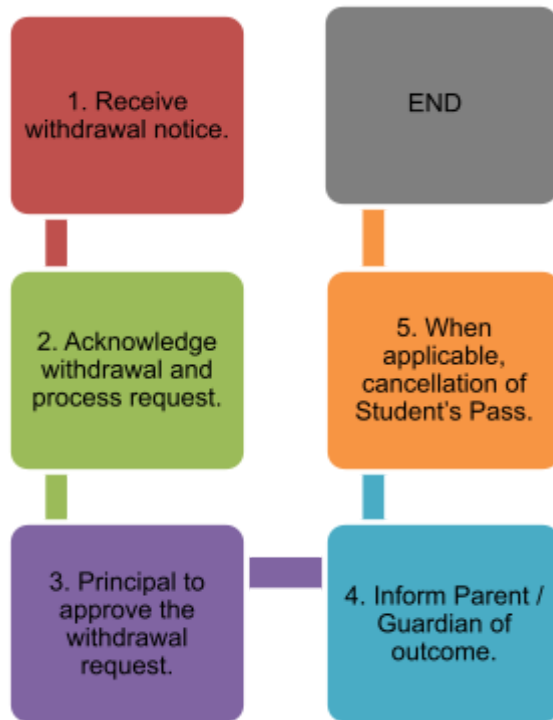
Students terminated by the School will receive a refund of Course fee proportional to the number of course subjects paid for but have not commenced.

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.

Course Deferment Policy (for Postponement of Commencement / Leaves of Absence)

Course deferment will be on a case-to-case basis and the school only allows one (01) request for postponement of commencement and to be approved by the school Principal. For subsequent request(s) or request that is more than 12-months, exceptional request is to be submitted to HQ-Operations Team and the approval from HQ-Operation Manager is required.

Course Withdrawal Process



School Fees Refund Process

