

Withdrawal Policy

Withdrawal notifications must be submitted to the Parent Liaison Office. Simply complete and submit the completed online 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 and this will be based upon the online withdrawal form submission date.

After submission of withdrawal notice, only one time free 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 Amendments Fee (non-refundable)**. Please refer to our [website](#) for more information.

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 & Enrolment Fee* (Please refer to our [website](#) for more information)
Application Fee is payable upon submission of the course application form and it is non-refundable nor transferable.
Enrolment Fee is payable upon student acceptance of offered placement it is non-refundable nor transferable.

However, in the event where a Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA), we will refund the Enrolment Fee.

2. *Course Fees* (Please refer to our [website](#) for more information)
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 regular/intensive EAL class are billed under the miscellaneous fee “Schedule C” of the student contract and are optional;
- School fees and Capital Levies for EtonHouse International School are protected under the Fee Protection Scheme (FPS) ; and
- A sibling discount is applicable on the gross school fees of sibling(s) enrolled with any campus under the EtonHouse brand (excluding EIS International Pre-School Pte. Ltd.). There will be no discount in relation to the sibling with the highest school fee, while a 10% discount will be applied to the school fees of all other siblings. In the event that any sibling ceases to be enrolled, the discount applicable to his or her sibling will be revised and reflected in the next invoice.

3. *Capital Levy* (Please refer to our [website](#) for more information)

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;
- Medical insurance is compulsory for all students at EtonHouse International School ; 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 CPE Information Notes on Enhanced Registration Framework (ERF) which prohibits the collection of student deposits (refundable or not) by private education institutions, EtonHouse will not be collecting deposits for all enrolment applications.

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 organization 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.



SCHEDULE D **REFUND TABLE**

Withdrawal for Semester 1	
% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received within:
100%	more than [08 calendar weeks] before the Semester I Commencement Date, before 26 June 2023
50%	more than [04 calendar weeks] before the Semester I Commencement Date, from 26 June 2023 to 23 July 2023
25%	after [04 calendar weeks] but before the Semester I Commencement Date, from 24 July 2023 to 20 August 2023
0%	upon and after Semester I Commencement Date on 21 August 2023

Withdrawal for Semester 2 (Effective upon Semester 1 Commencement Date)	
% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received within:
100%	05 or more fee-paying academic weeks before the Semester II Commencement Date, before 13 November 2023
50%	03 or more fee-paying academic weeks before the Semester II Commencement Date, between 13 November 2023 to 26 November 2023
0%	Less than [03 fee-paying academic weeks] before the Semester II Commencement Date, after 26 November 2023
0%	Upon and after Semester II Commencement Date on 8 January 2024

The Application fee, enrolment fee and annual Capital Levy is strictly non-refundable and non-prorata.

The parties hereby acknowledge and agree to the terms stated in this Contract.

Termination

Students terminated by the School will receive a refund of unutilized Course fee.

For unutilized pro-rated weekly fees, refund will only be made no more than 7 working days after the last day of attendance. As termination is handled on a case-by-case basis, please refer to the Senior Management Team of the school on the arrangement.