

## Withdrawal Policy

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

There will be an administrative fee incurred in the event where parents/guardians make changes to their child's last day of attendance in school (withdrawal date) more than once for the same Academic Year.

## 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 (completed withdrawal form), refund amount will be based on the Refund Policy stated in the student contract, Schedule D.

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 and it is non-refundable nor transferable.

However, in the event where a Student's Pass / Dependant'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 or by the due date on the invoice whichever comes first;
  - School meals/snacks, Inclusive Education Support and regular/intensive EAL class fees are stated under the miscellaneous fee "Schedule C" of the student contract

- 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-refundable and 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 or by the due date on the invoice whichever comes first;
- 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 Private Education Regulations 2009 Reg 25(3) which prohibits the collection of student deposits (refundable or not) by private education institutions, EtonHouse will not be collecting deposits for all enrolment applications.*

EIS will notify the Parent/Guardian within three (3) working days after becoming aware of any of the following (each a “**Refund Event**”):

- a. It cannot commence the provision of the Course on the Course Commencement Date;
- b. It cannot complete the provision of the Course by the Course Completion Date;
- c. The Course will be terminated before the Course Completion Date;
- d. The Student does not meet the course entry or matriculation requirements as stated in Schedule A of the PEI-Student Contract; or
- e. The Immigration & Checkpoints Authority of Singapore (the “ICA”) rejects the Student’s application for the Student Pass / Dependant Pass.

For more information, please refer to the Standard PEI-Student Contract Clause 3 “Termination and Refund Policy”. For a sample of the PEI-Student Contract, please reach out to our friendly Parent Liaison representative.

### **Refund for Withdrawal During the Cooling-Off Period:**

Notwithstanding anything herein contained, the Contracting Party shall be entitled to, without any liability whatsoever to the PEI, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the PEI. The PEI shall return all Course Fees

and Miscellaneous Fees paid to it within seven (7) working days of the receipt of the written notice (completed withdrawal form).

**Refund for Withdrawal Outside the Cooling-Off Period:**

Without prejudice to Clause 3 stated in the PEI-Student Contract, the Contracting Party may terminate the Contract at any time before the Course Completion Date by providing a written notice (completed withdrawal form) to the PEI. Upon receipt of such notice, the PEI shall within seven (7) working days, refund to the Contracting Party such amount (if any) as determined in accordance with Schedule D of the PEI-Student Contract.

Note:

“Cooling-Off Period” Shall refer to the period of ten (10) calendar days commencing from and including the date when the contracting party signs the PEI-Student Contract.

Extracted from PEI-Student Contract for AY24/25

**SCHEDULE D  
REFUND TABLE**

<b>Withdrawal for Semester 1</b>	
% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
<b>100%</b>	<b>05 or more fee-paying academic weeks</b> before the Semester I Commencement Date, <b>before 17 May 2024</b>
<b>0%</b>	<b>Upon and after 17 May 2024</b>

<b>Withdrawal for Semester 2</b>	
% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
<b>100%</b>	<b>05 or more fee-paying academic weeks</b> before the Semester II Commencement Date, <b>before 8 November 2024</b>
<b>0%</b>	<b>Upon and after 8 November 2024</b>

Note: In the event of any inconsistency in this document, the Standard PEI-Student Contract shall prevail.