

OAKTREE PRIMARY SCHOOL DUBAI

WITHDRAWAL AND REFUND POLICY

| | |
|----------------------------|---------------------------------------|
| Policy Name | Withdrawal Policy |
| Stakeholder | All staff, students, and parents |
| Policy Directory Reference | Oaktree Primary School – Al Qouz |
| Reviewed by | Mr. Julian Williams – Director School |
| Approved & Led by | Ms. Olivia – Principal |
| Approved Date | April 2026 |
| Monitoring Cycle | Annually |

1. Purpose

This policy outlines the procedures and conditions governing student withdrawal and the calculation of refunds, in accordance with KHDA regulations.

2. WITHDRAWAL PROCESS

- Parents must submit a **formal written withdrawal request** to the school.
- The request must clearly state the **intended withdrawal date**.
- This date will be recorded on the **Withdrawal Certificate** and will serve as the **official withdrawal date** for all calculations. The withdrawal date cannot be backdated or set to an earlier date.
- Absence from school does **not** constitute withdrawal.
- A student will remain on the school register until a formal withdrawal request is received.

3. Withdrawal Certificate and Fee Liability

- The **Withdrawal Certificate** is a mandatory document required for transfer to another school within the UAE.
- The school reserves the right to **withhold the Withdrawal/Transfer Certificate until all outstanding fees are settled in full**.
- All fees remain payable up to the **official withdrawal date recorded on the Withdrawal Certificate**, regardless of attendance.

4. Tuition Fee Refund

Refunds are calculated on a **term-by-term basis**, in accordance with KHDA regulations.

- Tuition fees paid prior to the academic year are refundable, subject to applicable registration or re-registration deposit conditions.

- Where a student is enrolled in a term:
 - **Up to 2 weeks:** One month's fees will be deducted
 - **More than 2 weeks and up to 1 month:** Two months' fees will be deducted
 - **More than 1 month:** The full term's fees will be charged
- Refund calculations are based on the **official withdrawal date**, not the last day of attendance.

5. Registration and Re-registration Deposits

- Registration and re-registration deposits are governed by KHDA regulations.
- Deposits are:
 - **Refundable if withdrawal is requested at least 60 calendar days prior to the start of the academic year**
 - **Non-refundable if withdrawal is requested less than 60 days prior to the start of the academic year**
- Deposits are deductible from tuition fees and are not additional charges.

6. Mandatory and Optional Services Fees (withdrawal prior to the academic year)

- All services beyond tuition must be clearly **itemised and communicated prior to payment**.

Mandatory Services

- Fees paid prior to the academic year are refundable.

Optional Services (e.g., transport, trips, enrichment programmes)

- Governed by the **terms agreed at the time of enrolment**.
- May involve **third-party providers**, whose terms and conditions apply.
- Fees paid prior to the academic year are refundable **only where no binding third-party agreement exists**.
- Once commenced, optional services are generally **non-refundable**, except where the service is not delivered.

7. Service Delivery and Non-Delivery

- Fees remain payable where services are **available and delivered**, including through **distance learning or alternative methods approved by KHDA & MOE**.
- A parent's decision not to use or engage with the service guidelines constitute grounds for fee reduction.
- Where services are **not delivered for a continuous period**, the school will provide an appropriate resolution, which may include:
 - Credit note
 - Alternative provision
 - Pro-rated refund
- Any such resolution will be processed in accordance with KHDA regulations and applicable agreements.

8. Force Majeure / Exceptional Circumstances

- In cases of government-enforced closure or circumstances beyond the school's control:
 - Fees remain payable where services continue to be delivered
 - Adjustments apply only where services are not delivered

9. Important Clarifications

- Being on the school register constitutes **active enrolment and fee liability**.
- Refunds are based strictly on the **Withdrawal Certificate date**.
- No refunds are applicable for:
 - Absence
 - Non-usage of services
 - Voluntary withdrawal outside policy terms

10. Disputes and Resolution

- Parents are encouraged to raise concerns through the school's internal process.
- Unresolved matters may be referred to KHDA in line with regulatory procedures.