

REFUND POLICY

Nexus International School (Singapore)'s Refund Policy aims to protect the interests of its students as well as the School itself. This policy takes into consideration the Committee for Private Education's (CPE) general principles for student protection. It strives to be fair and reasonable in all aspects.

The policy outlines the various conditions which refund is applicable and it clearly states the refund details of the various fees that the School charges. In addition, it also states the time taken to process refund requests. The refund process is aligned with the policy ensuring that all refunds are processed in a fair and reasonable manner.

Refund for Withdrawal Due to Non-Delivery of Course:

The School will notify the Student within three (3) working days upon knowledge of any of the following:

- I. It does not commence the Course on the Course Commencement Date;
- II. It terminates the Course before the Course Commencement Date;
- III. It does not complete the Course by the Course Completion Date;
- IV. It terminates the Course before the Course Completion Date;
- V. It has not ensured that the Student meets the course entry or matriculation requirement as set by the organisation stated in Schedule A in the Student Contract within any stipulated timeline set by Committee for Private Education (CPE); or
- VI. The Student's Pass application is rejected by the Immigration and Checkpoints Authority of Singapore (ICA).

The Student should be informed in writing of alternative study arrangements (if any). Upon receiving the School's notification, the Student may withdraw from the Course by submitting a written notice of withdrawal, in which case the Student will be entitled to a refund of all Course Fees and Application Fees (set out in Schedule B in the Student Contract) and Miscellaneous Fees (set out in Schedule C in the Student Contract) already paid. However, in the case of a withdrawal arising from (vi) the Student's Pass application being rejected by the Immigration and Checkpoints Authority of Singapore (ICA), the Course Fees and the Miscellaneous Fees already paid shall be refunded but the Application Fee shall not be refunded.

Such refund will be made within seven (7) working days of the School receiving the Student's notice of withdrawal.

Refund for Withdrawal Due to Other Reasons

In order to withdraw from the Course for any reason other than those stated above, the Student must submit a written notice of withdrawal specifying the effective date that the Student intends to withdraw from the school roll. The school roll refers to the School's database of attending students. Once a Student has been removed from the school roll, he/she will no longer be entitled to attend the Course.

The School will, as soon as reasonably practicable upon receipt of such written notice, arrange for the Student's removal from the school roll, and refund to the Student an amount of the Course Fees apportioned based on the Refund Table (Schedule D in the Student Contract). For clarity, the refund of Course Fees will be calculated based on the date of the Student's removal from the school roll, and not the date that the Student submits his/her written notice of withdrawal. The following fees shall not be refunded to the Student:

- I. Development Levy, as set out in Schedule B in the Student Contract; and
- II. Miscellaneous Fees, as set out in Schedule C in the Student Contract.

Any refund of Course Fees will be made within seven (7) working days from the Student's removal from the school roll.

Refund During Cooling-Off Period

The School will provide the Student with a cooling-off period of seven (7) working days after the date that the Student Contract has been signed by both parties.

Notwithstanding Clause 2.2 in the Student Contract, the Student will be refunded all of the Course Fees and Miscellaneous Fees already paid, but not the Application Fee, if the School receives the Student's written notice of withdrawal within the cooling-off period.

Such refund will be made within seven (7) working days of the School receiving the Student's notice of withdrawal.

Miscellaneous Fees

Miscellaneous Fees refer to any optional fees which the students pay only when applicable. Such fees are normally collected by the School when the need arises and are non-refundable. Please see the school website for the latest miscellaneous fees.

Refund Table

The table below outlines the amount of refund available dependent on when written notice is received by the School.

Category	Semester 1	Semester 2
Semester Commencement Date	10 August 2023	8 January 2024
100% Refund*	Before 1 May 2023	Before 1 December 2023
50% Refund*	Between 1 May and 31 July 2023	Between 1 and 31 December 2023
0% Refund*	After 31 July 2023	After 31 December 2023

* % of the semester course fee amount under Schedule B of the Student Contract
(with the exception of the Development Levy and Application Fee)

The above dates do not affect your refund rights during the cooling off period.