

## 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 SkillsFuture Singapore's (SSG) 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.

1.1 The School will notify the Student in writing 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 Student Contract; or
- e. The Immigration & Checkpoints Authority of Singapore (the "ICA") rejects the Student's application for the Student Pass.

1.2 Where any of the Refund Events in Clause 1.1(a) to (c) above has occurred:

- a. The School shall use reasonable efforts to make alternative study arrangements for the Student and shall propose such alternative study arrangements in writing to the parent/legal guardian, within ten (10) working days of informing the parent/legal guardian of the Refund Event.
- b. If the parent/legal guardian accepts such alternative study arrangements, the School shall set forth such alternative study arrangements in a written contract and this Contract shall automatically terminate on the date that such new written contract comes into effect.
- c. If the School does not propose alternative study arrangements to the parent/legal guardian within the time stipulated in Clause 1.2(a) above, or the parent/legal guardian does not accept such alternative study arrangements, the parent/legal guardian may forthwith terminate this Contract by way of a written notice to the School.

1.3 Where any of the Refund Events in Clauses 1.1(d) to (e) has occurred, the School shall forthwith terminate this Contract by way of a written notice to the parent/legal guardian.

1.4 If the Contract is terminated pursuant to Clause 1.2(b) read with Clause 1.1(a), the School shall refund all Course Fees and Miscellaneous Fees\* paid by the parent/legal guardian within seven (7) working days of the termination.

1.5 If the Contract is terminated pursuant to Clause 1.2(b) read with either Clause 1.1(b) or Clause 1.1(c), the School shall refund the Course Fees and Miscellaneous Fees\* in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the parent/legal guardian within seven (7) working days of the termination.

1.6 If the Contract is terminated pursuant to Clause 1.3 or Clause 1.2(c) read with Clause 1.1(a), the School shall refund all Course Fees and Miscellaneous Fees\* paid by the parent/legal guardian within seven (7) working days of the termination.

1.7 If the Contract is terminated pursuant to Clause 1.2(c) read with either Clause 1.1(b) or Clause 1.1(c), the School shall refund the Course Fees and Miscellaneous Fees\* in proportion to the uncompleted portion or duration of the Course, whichever is higher, to the parent/legal guardian within seven (7) working days of the termination.

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

Notwithstanding anything herein contained, the parent/legal guardian shall be entitled to, without any liability whatsoever to the School, forthwith terminate the Contract at any time within the Cooling-Off Period by way of a written notice to the School. The School shall return all Course Fees and Miscellaneous Fees\* paid, but not the Application Fees, to the parent/legal guardian within seven (7) working days of the receipt of the written notice.

#### 1.9 Refund for Withdrawal Outside the Cooling-Off Period:

Without prejudice to Clauses 1.1 to 1.8 above, the parent/legal guardian may terminate the Contract at any time before the Course Completion Date.

In order to withdraw from the Course, 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 table set forth in Schedule D of 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:

- a) Development Levy, as set out in Schedule B in the Student Contract; and
- b) 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.

#### 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
100% Refund*	Before 1 May	Before 1 December
50% Refund*	Between 1 May and 31 July	Between 1 and 31 December
0% Refund*	After 31 July	After 31 December

\* % 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.