

Refund Policy and Regulations

Introduction

Kingdom Education Mission (KEM) is dedicated to providing high-quality educational consultancy services, including assistance with admissions, visa applications, and preparatory classes to support students in achieving their academic goals. This Refund Policy outlines the terms and conditions under which refunds may be granted for fees paid to KEM. All fees are collected in Euros (EUR) and are subject to the payment schedule detailed below.

This policy applies to all students enrolling in KEM's services, whether for online programs (total fee: 4,000 EUR) or on-campus options (total fee: 4,100 EUR). By enrolling and making payments, students agree to abide by this policy, as well as KEM's general terms of service, rules, and regulations. KEM reserves the right to update this policy at any time, with changes effective upon posting on our website (kingdomeducationmission.com).

Refunds are processed at KEM's discretion and are intended to ensure fairness while accounting for administrative costs, resources expended, and student responsibilities. All refund requests must be submitted in writing via email contact email, kingdomission.edu@gmail.com and include supporting documentation (e.g., attendance records).

Payment Schedule

Fees are structured in installments to align with key milestones in the enrollment process. The total fee varies slightly based on the program type:

- Online Program : 4,000 EUR
- On-Campus Program: 4,100 EUR (includes additional on-campus support services)

Payments are divided as follows:

1. First Installment: 1,600 EUR – including registration Fee, initial consultations, English Language Classes , Duolingo Test Fee, Finnish Language classes, operation fees, Documents preparation fee and school apply service fee.
2. Second Installment: 1,100 EUR – Paid upon receipt of admission confirmation from the target educational institution.
3. Third Installment: 1,400 EUR (for on-campus programs) or 1,300 EUR (for online programs) – Paid when initiating the visa application process.

Non-Refundable Fees

The following fees are non-refundable under any circumstances, as they cover irreversible administrative, processing, and initial service costs:

- **First Installment (1,600 EUR):** This covers preparatory classes, consultations, document preparation, Languages classes and other upfront services. No refunds will be issued for this installment once payment is received, regardless of program outcome or student withdrawal.

Refundable Fees and Conditions

The Second and Third Installments may be eligible for refunds under specific conditions, primarily in cases where the program cannot proceed due to external factors at KEM's discretion. Refunds are conditional on the student's compliance with KEM's instructions, rules, and regulations. Key conditions include;

Eligibility for Partial Refund

To qualify for a partial refund of the Second and/or Third Installments, the student must meet the following conditions:

Compliance Requirements:

- Follow all instructions provided by KEM, including submission deadlines for documents, participation in required preparatory steps, and adherence to ethical guidelines.
- Maintain regular attendance in all assigned classes (e.g., language, orientation, or skill-building sessions). Attendance must be at least 80% as verified by KEM's records. Students are required to log in on time, actively participate, and complete assignments.

Re-Enrollment After Withdrawal

KEM warmly welcomes students who wish to rejoin the program after withdrawal. However, the following conditions apply:

- **Re-Enrollment Process:** Students must submit a new application and comply with current program requirements.

Requesting a Refund or Program Withdrawal

To withdraw from the Kingdom Education Mission (KEM) program or request a refund, please follow these steps:

- **Complete the Refund Claim Form:** Download or access the form at kingdomeducationmission.com/refund-form
- **Provide Required Details:** Include your personal information, payment details, reason for refund (e.g., personal health issue, or voluntary withdrawal).
- **Submit :** Email the completed form and attachments to Email kingdomission.edu@gmail.com with the subject “Refund Claim – [Your Full Name].
- **Await Decision:** KEM will review your request per our Refund Policy Refunds, if approved, are processed within 45 working days subject to policy.
- **The Refund :** Refund will be processed based on the current market currency exchange rate at the time of the transaction.

Our Commitment

Regardless of the reason for withdrawal, KEM warmly invites all former students to rejoin our mission. We are committed to supporting your educational journey and welcome you to reconnect with Kingdom Education Mission at any time.

For questions,

Contact +95 976999708, +66 98 345 5239, +358 46 9669480

Email : kingdomission.edu@gmail.com

KEM Refund Claim Form

Instructions: Please complete all sections of this form accurately and submit it to email kingdomission.edu@gmail.com

Section 1: Student Information

Full Name: _____
Student ID (if applicable): _____
Email Address: _____
Phone Number: _____
Address: _____
Program Type (check one):
☐ Online Program (4,000 EUR)
☐ On-Campus Program (4,100 EUR)

Section 2: Payment Details

Total Fees Paid: _____ EUR
Payment Breakdown (indicate amounts paid):
• First Installment: _____ EUR
• Second Installment: _____ EUR
• Third Installment: _____ EUR

Bank Account Details for Refund:

• Account holder name: _____
• Bank name : _____
• Account No: _____
• Bank address : _____

Section 6. Declaration

I, _____ (full name), declare that the information provided in this Refund Claim Form is true, accurate, and complete to the best of my knowledge. I understand and agree to the following terms as outlined in the Kingdom Education Mission (KEM) Refund Policy.

Signature:

Date:



KEM's Refund Teams