



## **Soneike Private School**

### **Refund Policy**

## **Scope and Applicability:**

This comprehensive Refund Policy is established by Soneike Private School and applies universally to all current and prospective students, as well as their respective parents or legal guardians, covering all financial transactions with the institution.

## **Policy Objective:**

The primary objective of this policy is to clearly and transparently outline the procedures, conditions, and eligibility criteria governing the refund process for various types of payments made to Soneike Private School. This includes, but is not limited to, admission fees, seat deposits, tuition fees, transport fees, and payments for school events or any other financial remittance.

## **Window Period and Processing**

### Window Period for Requesting a Refund

The designated window period for submitting a refund request is strictly limited to the operational days of the school. This period commences on the official day the school opens for a new term or academic year and concludes on the final official day of the school's session before a scheduled break. Restriction During School Shutdown Periods

Crucially, **no refund requests will be accepted or processed during the school shutdown period.** This includes, but is not limited to, official school holidays, term breaks, and the extended end-of-year holiday. This restriction is in place because all administrative and accounting staff responsible for handling and authorizing refunds are on the official school holiday and are therefore unavailable. We cannot guarantee the review or approval of any request submitted during these non-operational times.

## **Conditions for Refund Processing**

A refund, once approved, can **only be processed and initiated after the corresponding payment has been fully and clearly reflected in the official school account.** This prerequisite ensures that the funds subject to the refund request have been successfully received and cleared by the institution's bank. The processing timeline for the refund will commence from the date the funds are confirmed as cleared in the school account, not from the date the request was submitted.

## **Detailed Refund Guidelines: Admission Fee:**

The Admission Fee is a mandatory, one-time processing charge levied upon the application for enrollment. **This fee is strictly non-refundable under any circumstances**, irrespective of whether the application is accepted, declined, or withdrawn.

### **Seat Deposit:**

The Seat Deposit is a refundable deposit designed to secure a student's place for the upcoming academic year.

- **Refund Eligibility:** A full refund of the Seat Deposit will be granted **only if the refund request is received in writing before the 1st of July** of the year preceding the academic year. This deadline applies equally to both returning students confirming their re-enrollment and new students accepting their offer of placement.
- **Non-Transferability After Deadline:** For parents/guardians with multiple children enrolled at Soneike Private School, the Seat Deposit cannot be transferred from one student's account to another's if the request for transfer is made after the 1st of July.

### **Tuition Fees:**

Tuition Fees are charged for the academic instruction and services provided by the school. The following conditions govern refunds for Tuition Fees:

- **Cancellation Post-January 1st:** If the formal cancellation of a student's enrollment occurs after the 1st of January of the academic year, the **January tuition fee must be paid in full** and will not be refunded.
- **Outstanding Balances:** Any Tuition Fees paid during the school year will **not be eligible for a refund** if the student's account has an outstanding balance or if the full year's fees have not been settled. If a payment is made accidentally or for any other reason that results in a credit balance, that credit will be applied to any outstanding debt the student still owes to the school before any refund consideration.
- **Third-Party Payments (Trust Funds/Sponsors):** Payments made on behalf of a student by a trust fund, corporate sponsor, or any third-party entity will only be refunded directly to the parent/guardian **upon presentation of a formal, written letter from the original payer (the sponsor/trust fund) explicitly confirming and authorizing the refund to be released to the parent/guardian.**

- **Mid-Year Withdrawal (Full Year Paid):** If a student is withdrawn from the school after having attended, and the parents/guardians have already paid the entire academic year's tuition in advance, the refund calculation will be subject to two mandatory deductions:
  1. The applicable portion of the tuition for the months attended.
  2. An **8% administration fee** on the refundable amount.
  3. A deduction equivalent to the **required cancellation notice period payment** (as detailed in the main Enrollment Contract).

### **School Event Fees:**

Fees for school-organized events (e.g., excursions, camps, balls, etc.) are structured based on firm commitments made to third-party vendors (e.g., booking venues, transport, catering).

- **Non-Refundable After Due Date:** Once the payment due date for a school event has passed, the fee becomes **strictly non-refundable for any reason**. This is due to the school having committed and paid the full booked amount to external service providers, who typically do not offer refunds to the school. A student's non-attendance at the event will therefore not entitle parents/guardians to a refund.

### **Uniform Refund:**

Refunds for uniforms purchased from the school's uniform department must be processed directly with that department according to their specific return policy. **Under no circumstances can a uniform refund be applied toward or used to offset outstanding school fees, tuition, or other charges on the student's main account.**

### **Process for Requesting a Refund:**

To formally initiate the refund process, parents/guardians must strictly adhere to the following steps:

1. **Form Completion:** Complete the official **Refund Request Form**. The necessary link to this online form is provided within and attached to this policy document.
2. **Review and Acceptance:** Upon successful submission of the form, the request will be reviewed by the school's finance department.
3. **Processing Time:** Approved refunds will be processed and disbursed **within ten**

**(10) working days** from the date the finance department accepts the completed Refund Request Form.

**Refund Deductions:**

All approved refund amounts (excluding Admission Fees and non-refundable portions of other fees) are subject to a mandatory administrative charge.

- An **8% administration fee** will be calculated on and deducted from the final refundable amount prior to disbursement.

**Policy Review and Revision:**

Soneike Private School reserves the right to review, update, amend, or revise this Refund Policy periodically as deemed necessary to maintain its effectiveness, relevance, and compliance with the school's financial and operational standards. The most current version of this policy will always supersede previous versions.