REGISTRATION & RE-REGISTRATION – FREQUENTLY ASKED QUESTIONS (FAQs)

1. What is the difference between registration and re-registration?

- **Registration** applies to **new students** joining the school.
- **Re-registration** applies to **current students** securing their place for the next academic year.

2. Is the registration/re-registration deposit compulsory?

Yes. The deposit is required to **secure your child's place** for the academic year. Without payment, the seat cannot be guaranteed.

3. How much is the re-registration deposit?

The deposit is in line with KHDA regulations:

- **5% of annual tuition fees or AED 500 (whichever is higher)**
- It is **deducted from the next academic year's tuition fees**

4. What is the deadline for re-registration?

The deadline is communicated by the school in line with KHDA timelines (typically **not earlier than 2 May**).
Failure to meet the deadline may result in:

- Loss of the reserved seat
- Allocation of the place to another student

5. Is the deposit refundable?

Yes, but only under specific conditions:

- **Refundable** if a formal withdrawal request is submitted **at least 60 calendar days before the start of the academic year**
- **Non-refundable** if the request is submitted **less than 60 days before the start of the academic year**

6. Can I transfer the deposit to another child or academic year?

No. The deposit is:

- Linked to the specific student
- Applied only to the relevant academic year

7. What happens if I do not re-register by the deadline?

If the deposit is not paid:

- The school cannot guarantee your child's place
- The place may be offered to students on the waiting list

8. Are tuition fees reduced during distance learning?

No.

In line with KHDA regulations:

- Fees remain payable where education is delivered
- This includes **distance learning or alternative approved methods**

9. What happens if I decide to withdraw my child after re-registration?

- A **formal written withdrawal request** must be submitted
- The refund of the deposit depends on the **60-day rule** (see Q5)

10. What is the official withdrawal date?

The official withdrawal date is:

- The date specified in the withdrawal request
- Recorded on the **Withdrawal Certificate**

Refunds are calculated based on this date — **not on the last day of attendance**

11. Can I stop attending school and request a refund later?

No.

- Absence does **not constitute withdrawal**
- Fees continue until a formal withdrawal request is submitted

12. Will I receive a Transfer Certificate immediately after withdrawal?

The Transfer Certificate will be issued:

- After submission of the withdrawal request
- Once all **outstanding fees are cleared**

13. Can the school refuse re-registration?

Yes, in line with KHDA regulations, in cases such as:

- Non-payment of fees
- Failure to meet school requirements
- Policy non-compliance

14. Are there additional fees apart from tuition?

Yes. These may include:

- Mandatory services
- Optional services such as:
    - Transport
    - Trips
    - Extracurricular activities
    - Uniforms
    - Other services/activities as specified in the fee structure

All fees are clearly communicated before payment.

15. Are optional services refundable?

- Before the academic year: refundable **if no third-party commitment exists**
- After commencement: **generally non-refundable**, unless the service is not delivered

16. What happens if a service is not delivered?

If a service is not delivered for a continuous period:

- The school will provide an appropriate resolution, such as:
    - Credit note
    - Alternative provision
    - Pro-rated refund

17. What if I have a complaint regarding fees or registration?

Parents should:

1. Contact the school (Admissions/Accounts)
2. Follow the school's complaint procedure
3. Escalate to KHDA if required

18. Where can I find the full policies?
Full details are available on the school website:

- Admissions Policy
- Withdrawal & Refund Policy
- Transport Policy
- Fee Schedule

19. When is my child officially enrolled in the school?
A student is considered officially enrolled once:

- A formal offer has been accepted
- All required admission documents have been submitted
- The applicable **registration or re-registration deposit** has been paid
- The **first term's tuition fees** (or an approved payment arrangement) have been completed
- The **KHDA Parent-School Contract** has been signed

Only after all the above steps are completed is enrolment considered final.

We encourage all parents to review the school policies carefully to ensure a clear understanding of all terms and conditions.