



Refund Policy & Procedure

Lotus Bridge International School (LBIS) adopts the Refund Policy set by the Committee of Private Education (CPE) as in the Student Contract. This policy will set the standards as a guideline of Refund Processes and Procedures.

The school's refund policy and procedure document is available to all parents including prospective ones on the school's platforms:

- School's Website
- Student Contract

These are the following areas:

- Refund for withdrawal Due to Non-Delivery of Course:

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

- LBIS does not commence the Course on the Course Commencement Date
- LBIS terminates the Course before the Course Commencement Date
- LBIS does not complete the Course by the Course Completion Date
- LBIS terminates the Course before the Course Completion Date
- LBIS has not ensured that the Student meets the course entry requirement as set by the organisation stated in Schedule A – Course Details within any stipulated timeline set by CPE
- The Pass application is rejected by Immigration and Checkpoints Authority (ICA)

Within seven (7) working days of the written notice for any of the above reasons, or where there is no alternative study arrangements, in the event that the student decides to withdraw, the student is entitled to a refund of the entire Course fees, and Miscellaneous Fees that has already paid.

- Refund During Cooling-Off Period:
 - The PEI will provide the Student with a cooling-off period of seven (7) working days after the date that the Contract has been signed by both parties.
 - The Student will be refunded the highest percentage (currently 100% as stated in Schedule D) of the fees already paid if the Student submits a written notice of withdrawal to the PEI within the cooling-off period, regardless of whether the Student has started the course or not.

- Refund Withdrawal Before/ After Course Commencement:

Refund table is shown below as per Schedule D:

% of [the amount of fees paid under Schedules B and C]	If Student's written notice of withdrawal is received:
100%	("Maximum Refund") More than [30] days before the Course Commencement Date
75%	Before, but not more than [30] days before the Course Commencement Date
0%	After, but not more than [14] days after the Course Commencement Date
0%	More than [14] days after the Course Commencement Date, but not more than [30] days after the Course Commencement Date
0%	More than [30] days after the Course Commencement Date

Non-Refundable Fees:

- Fee Protection Scheme (FPS)
- Registration Fee

***NOTE:** The Registration Fee will be refunded in full if the Dependent Pass is rejected, or the student obtains placement in MOE School, or has to make permanent move to another country.

Refund Procedure:

- All conditions must be satisfied before the school can proceed with the refund application. The whole refund process should not take more than 7 working days, from the date of application to issuance of funds to the parents/ guardian.
- Date of application will refer to the date that the School receives the duly executed Student Refund Form with all supporting documents (if any).
- Refund will process be based on the following reasons:
 - Refund due to Non-Delivery of Course
 - Refund during Cooling-off period
 - Excess payment
 - Any other reasons approved by the School Management

- The Administrative Manager (AM) will seek approval from the Director before the refund amount can be issued.
- All refund amounts will strictly adhere to the refund policy as stated in Student Contract unless otherwise decided by the School's management.
- The AM will communicate how the refund was computed to the parent/ guardian and inform the parent/ guardian to acknowledge the refund whenever it is applicable by:
 - Acknowledging through Whatsapp
 - Signing off on the payment voucher
- The AM will update on the accounting system as well as the deduction of refund amount from the monthly revenue. This must be done within seven (7) working days from the approval date.
- An annual review of the process will take place. The reviewer then completes the Documentation Review Form and submits to the relevant approver of the policies and procedures.
- The approver will check the consistency of the processes & procedures and the extent to which the objectives and desired outcomes of the refund policy and procedures have been achieved. The evidence documents and records to support the assessment will be used.