

# Withdrawal and Refund Policy

A notification of withdrawal is necessary for refund processing and should be communicated in writing to the school **at least one month before the last day of school attendance**. Parents are to ensure the school responds with a written acknowledgement to the notice of withdrawal, otherwise, the student will be deemed as absent and counted towards school days attended in a term.

If parents fail to officially notify the school of their intended withdrawal one month prior to the last day of school attended for their child(ren), then 10 percent of the annual tuition fee is deemed payable in lieu of notice and may also result in the partial or non-refund of paid tuition and/or transport fees.

The school reserves the right to withhold the requested reports until final clearance has been obtained. Student ID, Family card(s) and Pick-up card(s) will be disabled after the stated last school day.

If a student is being expelled from school due to misconduct or breach of the rules and regulations of the school, there will be no refund or reduction of the school fees and all invoiced and unpaid fees will become payable to SSIS.

Before final clearance:

- All books and supplies (including library books, school digital devices, tools and equipment), which have been loaned to the student, must be returned.
- Cost for lost or damaged books or supplies loaned to the student must be paid.
- All outstanding fees must be paid in full.
- A forwarding address is to be supplied to the Registrar's Office.
- Student records, recommendations, Progress Report folders and/or Transcripts of grades will not be released until **ALL** of the above conditions have been satisfied.

Please take note of the key dates for withdrawal to facilitate your refund process:

ZERO SCHOOL DAYS ATTENDED IN A TERM		
Term Start Date	Withdrawal Notice Deadline	Tuition Fee Refund Amount
Term One 29 August 2023	29 July 2023	Tuition fee paid less Seat Guarantee Deposit (SGD)
Term Two 4 December 2023	3 November 2023	
Term Three 1 April 2024	1 March 2024	

FOR ONE OR MORE DAY(S) ATTENDED IN A TERM	
Term	Tuition Fee Refund Amount
Term One 29 Aug 2023 - 1 Dec 2023	Not applicable
Term Two 4 Dec 2023 - 29 Mar 2024	
Term Three 1 Apr 2024 - 20 Jun 2024	

**Note:**

## Tuition Fee

Tuition fees are non-transferable. Any outstanding financial obligations of the student will be deducted from any refund(s). Full payment discount will be cancelled if a student withdraws at any time in the academic year.

## Application Fee

The Application Fee is non-refundable, non-transferable and is only valid for the applying school year.

## Seat Guarantee Deposit

In order to secure a space for the upcoming school year, a non-refundable Seat Guarantee Deposit will be applied to all students, prior to the upcoming school year. The Seat Guarantee Deposit will be credited to the first payment of tuition fees but it will be forfeited if the student does not take up the seat.

## Transportation Fees

Transportation Fees paid for an academic year will be refunded on a pro-rated basis of each school day of an academic year that the student is not registered at SSIS, less a RMB 400 handling charge. The amount per school day will be (1/total number of school days) of the fee for an academic year.

## Original Official Receipt (Fapiao)

As stipulated by the Chinese Taxation Regulations, the return of the original official receipt (fapiao) issued at the time of payment is required to process each refund transaction. Thus, parents are required to produce and return the official receipt issued by Shanghai Singapore International School at the time of payment. If the family is unable to produce the original receipt, a 25 percent surcharge on the refund will be imposed.

The refund can only be made to the person or company whose name and bank account is listed on the fapiao.

Any overseas remittance charges incurred for the refund amount will have to be borne by parents.