

## POLICY

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### REFUND POLICY

### EHL Campus (Singapore)

## Administration

ACCOUNTABILITY	
<b>Designation</b>	Finance Manager

APPROVED BY	
<b>Name(s)</b>	Antoine Capelli
<b>Designation(s)</b>	Operations Director

REVISION HISTORY				
Version	Approval Date	Valid as of	Modifications	Modified by (designation)
6	10.06.2022	10.06.2022	Change of approver and regular policy reviewer	Finance Manager
5	06.08.2021	06.08.2021	Change of approver Addition of Art. 5 – Refund due to Definite Failure	Operations Director
4	02.12.2019	02.12.2019	Alignment of the format with the new branding guidelines	Risk & Compliance
3	24.09.2019	24.09.2019	Clarification on how the students would receive communication of refund calculation.	DFIN
2	09.04.2019	09.04.2019	Addition of a <i>Revision History</i> field Clarification of the Schedule D, in line with the last version of the student contract Review of the formatting	Risk & Compliance
1	20.08.2018	20.08.2018	First version	DFIN

## Section 1 - Objectives

<sup>1</sup> This document clearly defines the refund policy that the EHL Campus (Singapore) adopts. The refund policy and processes that are detailed in the school's policy and processes shall be in accordance with the guidelines as provided in the Edutrust Guidance Document.

<sup>2</sup> This policy applies to all EHL Campus (Singapore) students.

## Section 2 - Scope

<sup>1</sup> To provide guidelines to students outlining how EHL Campus (Singapore) will handle refunds for students in a fair and transparent manner. This document provides a structured framework presenting the necessary conditions for a refund ensuring all students are conscious of the financial implication of any decision made by them with respect to their course enrolment.

## Section 3 - Responsibilities

<sup>1</sup> This policy details how the EHL Campus (Singapore) manages its student refund process by providing a guiding framework to ensure that all refunds are handled accordingly as stipulated by the standard student contract signed with students. It is the responsibility of the various departments and parties that is responsible for each process step, to ensure that the refund process is carried out in a timely and fair manner.

## Section 4 - Policy Statement

### Art. 1 - Principles

<sup>1</sup> The School's Management Team shall ensure a fair and reasonable refund policy is detailed for any payments made.

<sup>2</sup> Time taken to process all refund requests will be done within 7 working days.

<sup>3</sup> Computation of the refund amount is to be communicated to the students in writing by email following the receipt and review of the refund request.

<sup>4</sup> The school is to ensure that Refunds are properly recorded as soon as they are disbursed.

<sup>5</sup> The school adopts the Refund Policy as per the Standard Student Contract as set out by CPE. This Policy will act as a framework in guiding the implementation of detailed refund processes and procedures in the following areas:

- *Refund for Withdrawal Due to Non-Delivery of Course*
- *Refund for Withdrawal Due to Other Reasons*
- *Cooling off Period*

### Art. 2 - Refund for Withdrawal due to non-Delivery of Course

<sup>1</sup> PEI shall notify the student within three (3) working days upon knowledge of any of the following:

- (i) It does not commence the Course on the Course Commencement Date.
- (ii) It terminates the Course before the Course Commencement Date.
- (iii) It does not complete the Course by the Course Completion Date.

- (iv) It terminates the Course before the Course Completion Date.
- (v) It has not ensured that the student meets the course entry or matriculation requirement as set by the organization stated in Schedule A of Standard PEI-Student Contract within any stipulated timeline set by CPE.
- (vi) The Student's Pass application is rejected by Immigration and Checkpoints Authority (ICA).

<sup>2</sup> The student should be informed in writing of alternative study arrangements (if any), and also be entitled to a refund of the entire Course Fees and Miscellaneous Fees already paid should the student decide to withdraw, within seven (7) working days of the above notice.

### **Art. 3 - Refunds for Withdrawal due to other reasons**

<sup>1</sup> If the Student withdraws from the Course for any reason other than those stated in Clauses 2.1, EHL Campus (Singapore) will within seven (7) working days of receiving the students written notice of withdrawal, refund the student an amount based on the table in Schedule D of the Student Contract (referenced below).

### **Art. 4 - Refund during Cooling-Off Period**

<sup>1</sup> EHL Campus (Singapore) 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.

<sup>2</sup> The student will be refunded the highest percentage (stated in Schedule D) of the fees already paid if the student submits a written notice of withdrawal to EHL Campus (Singapore) within the cooling-off period, regardless of whether the student has started the course or not.

<sup>3</sup> If the Student and the EHL Campus (Singapore) cannot settle a dispute using the way arranged by EHL Campus (Singapore), the Student and the PEI may refer the dispute to the CPE Mediation-Arbitration Scheme ([www.cpe.gov.sg](http://www.cpe.gov.sg)).

### **Art. 5 - Refunds due to Definitive Failure**

<sup>1</sup> In case of definitive failure during the course, the student will be informed of their academic status following the related grade publication. If the definitive failure happens during an academic year, EHL Campus (Singapore) students are not entitled to a refund in accordance with Schedule D as per the Student Contract. If the definitive failure happens prior the start of the following academic year, student shall be entitled to a refund of the full fees (100%) already paid (Schedule B & C) for the forthcoming academic year.

### **Art. 6 - Schedule D – Refund Table:**

% of the [aggregate amount of the fees paid under Course Fees and Miscellaneous Fees as defined under Schedules B and C of Standard PEI-Student Contract]	If Student's written notice of withdrawal is received
[100%]	more than [60] days before the Course Commencement Date
[0]	[60] days or less before the Course Commencement Date

### **Art. 7 - Non-Refundable Fees**

<sup>1</sup> Application Fees are non-refundable.

**Art. 8 - Regular Policy Review**

<sup>1</sup> The Finance Manager will do a review of the process at least once a year to ensure that it is up to date and relevant.

<sup>2</sup> In addition, the review of the Refund Policy will be done by the internal independent auditor as part of his/her Internal Process Review, Audit, and Assessment of the School.

**EHL Campus (Singapore)**

June 10, 2023

**Antoine Capelli**



Operations Director  
EHL Campus (Singapore)