

## **Payment, Refund & Cancellation Terms**

### **Registration Fee and Seat Reservation**

A child's place is reserved only after the contract is signed and the registration fee is paid.

The registration fee is a one-time payment, non-refundable and non-transferable to other periods.

### **Tuition Payment**

Tuition fees are paid according to the approved price list for the period selected by the parents.

Payment must be made before the start of the attendance period.

All payments are made in AED through the available methods specified by the centre.

### **Refund Policy**

Tuition refund is only possible in cases specified in the contract and UAE regulations.

If the child has not started attending the centre, parents may receive a refund of the tuition portion paid, excluding the non-refundable registration fee.

The decision on a refund is made by the centre administration after reviewing a written request.

### **Cancellation of Enrollment**

Parents may cancel enrollment by sending a written notice via email to the centre.

In case of cancellation, the registration fee is not refunded.

If the child has already started attending the ECC, the refund (if applicable) will be calculated in accordance with the contract terms.

### **Freezing Attendance**

Freezing of attendance is possible only for medical or family reasons and requires supporting documentation.

The decision is made individually by the administration, depending on group availability and the centre's policy.

### **Schedule or Group Change**

Transition to another age group or change of attendance schedule is possible if places are available.

Any additional payment or recalculation will be made according to the current fees.

### **Transparency & Communication**

We follow principles of openness and regularly inform families about:

- tuition fees and additional services
- payment deadlines
- any changes to attendance conditions

For consultation regarding payments or refund terms, parents may contact the administration by phone or email.

### **Admission Criteria**

We adhere to the principles of:

- Equal access — we accept children with diverse learning needs and developmental stages
- Inclusion — according to our Inclusion & SEN Policy
- Safety and centre capacity

### **Language Support**

We understand that children may arrive with different language backgrounds. The centre supports bilingual and non-English-speaking children through:

- visual aids
- adapted instructions
- simplified communication
- support from native speakers (when possible)
- teacher training for multilingual environments

### **Seat Confirmation**

A child's place is confirmed only after:

- ✓ contract is signed
- ✓ registration fee is paid