



## **REFUND POLICY**

### **1. Purpose**

This policy aims to achieve a hassle-free, transparent refund process for students whose parents need to withdraw their ward from the School.

All staff members are expected to adhere to the refund policy for all admission cancellations.

### **2. Scope**

This policy applies to all admission cancellation requests received by the School.

### **3. Refund Principles and Practice**

The following principles and practices form the foundation for this policy:

- Uniform and transparent refund policy shall apply for all admission cancellation requests.
- No deviation to the rules framed hereunder shall be allowed.
- All requests shall be promptly processed in the interest of the students.
- Avoid confrontations regarding refund by patiently explaining the Refund Policy adopted by the School to the parent.

### **4. Refunds**

Admissions for the upcoming session usually commence during the last part of the ongoing session. Depending upon when in the academic session a withdrawal application is received by the School, a student may or may not be entitled to a refund of fees under various heads, as explained below:

#### **4.1. Before the commencement of the academic session**

The security deposit, annual fee, and tuition fee to the extent paid and subject to Clause 6 herein, the transport fee (if applicable) to the extent paid will be refunded alongwith PDC submitted towards the Second part of the Admission Fee. The First part of the Admission Fee will not be refunded under any circumstances.

**4.2. After the commencement of the academic session but before 30<sup>th</sup> day of June**

The security deposit, annual fee after deducting pro-rated annual fee for the first quarter, tuition fee after deducting the tuition fee **upto the month in which the application for withdrawal is received or the date of the last class attended by the student, whichever is later;** *<there shall be no part refund for the remaining days of the month(s)>* and subject to Clause 6 herein, the transport fee (if applicable) in a similar way as tuition fee, will be refunded. The PDC submitted towards the Second part of the Admission Fee will also be refunded. The First part of the Admission Fee will not be refunded under any circumstances.

**4.3. After 30<sup>th</sup> day of June but before the Annual Fee for the subsequent academic session has been paid**

The security deposit, annual fee after deducting pro-rated annual fee for the quarter(s) during which the application for withdrawal is received *<there shall be no part refund for the remaining month(s) and day(s) of the quarter, subsequent to the date of withdrawal application>*, tuition fee after deducting the tuition fee **upto the month in which the application for withdrawal is received or the date of the last class attended by the student, whichever is later;** *<there shall be no part refund for the remaining days of the month(s) and day(s) of the quarter>* and subject to Clause 6 herein, the transport fee (if applicable) in a similar way as tuition fee, will be refunded. The First and Second part of the Admission Fee (which falls due for payment on 1<sup>st</sup> day of July of the first session) will not be refunded.

**4.4. In the last quarter, beginning in January, after having paid the annual fee for the subsequent session and the tuition fee for the last quarter but before the commencement of the subsequent session**

- i. For a student who has not appeared in the final examination, the security deposit, annual fee paid in advance for the subsequent session, tuition fee for the last quarter beginning in January after deducting the tuition fee **upto the month in which the application for withdrawal is received or the date of the last class attended by the student, whichever is later;** *<there shall be no part refund for the remaining month(s) and days of the month(s) >* and subject to Clause 6 herein, the transport fee (if applicable) in a similar way as tuition fee will be refunded. The First and Second part of the Admission Fee will not be refunded.

- ii. For a student who has been assessed for the final term examination, only the security deposit and the annual fee paid in advance for the subsequent session shall be refunded. The First and Second part of the Admission Fee and any part of tuition fee and transport fee will be not refunded.

#### **4.5. Any time after the commencement of the second academic session**

The security deposit, pro-rated annual fee for the quarter(s) upto the quarter in which the application for withdrawal is received or the last class attended by the student; whichever is later; *<there shall be no part refund for the remaining for the remaining month(s) and day(s) of the quarter>*, paid in advance for the second session, shall be refunded. The tuition fee after deducting the tuition fee upto the month in which the application has been received (there shall be no part refund for the remaining days of the month and subject to Clause 6 herein, the transport fee (if applicable) in a similar way as tuition fee) will also be refunded. The First and Second part of the Admission Fee will not be refunded.

#### **4.6. Transport Fee**

Notice of discontinuation of transport services should be served at least one month in advance and latest by the 3<sup>rd</sup> day of a month. In such cases transport fees shall be payable till the end of the month during which the discontinuation notice is received or till the end of the month during which the student last avails transport service (whichever is later). Notices of discontinuation received after the 3<sup>rd</sup> day of a month, shall be deemed to have been served on the 3<sup>rd</sup> day of the following month. In such cases transport fees shall be payable till the end of the following month or till the end of the month during which the student last avails transport service (whichever is later). Illustration: Where a notice of discontinuation is served on 2<sup>nd</sup> September, 2018 for discontinuation from October, 2018 or later then the transport fee shall be payable till the end of September, 2018 or the end of last month during which the student avails transport service (whichever is later). However where a notice of discontinuation is served on 4<sup>th</sup> September, 2018 transport fee shall be payable till the end of October, 2018 or the end of the last month during which the student avails transport service (whichever is later).

### **5. Deductions**

Refund of Security Deposits are subject to deductions on account of dues, fines, non-submission of Identity cards, library fines, loss of locker key, damage to School property etc.

## **6. Advances and Excess Payment**

All advance or excess payments made over and above what is contemplated herein shall also be refunded.

## **7. Mode of Request**

Requests for withdrawal/cancellation of admission of students and refunds, shall be made in writing, addressed to the Principal. The same can either be submitted at the School's Front Desk or e-mailed to admissions@ntskolkata.org by the parents/or legal guardians of a student. The request should contain the following particulars of the student:

- a. Enrolment number.
- b. Class.
- c. Section.
- d. Last day of attending school.
- e. Preferred mode of refund, along with payee name (parent/or legal guardian only), account number, bank name, branch name, IFSC code, as the case may be.

## **8. Processing Request for Cancellation of Admission**

8.1. Upon receiving a request for withdrawal/cancellation of admission of a student, a confirmation call shall be made to the parents and/or legal guardian, following which the parents and/or legal guardian will be requested to handover the Identity card, Escort Card, locker key(if applicable), library books (if applicable) and/or any other property of the School in possession of the student. Upon receipt of the above articles, the Transfer Certificate of the concerned student shall be processed. The Transfer Certificate may be collected by the parents/ and/or legal guardians in person or through an authorised representative, accompanied by a letter of authorisation to the effect. Alternatively, upon a written request by the parents/and/or legal guardians, the Transfer Certificate shall be posted to the address specified in such written request . Within one month of issue of the Transfer Certificate, the certificate will be uploaded on the School website, which the parents/guardians can download by entering the required information.

8.2. All withdrawal/cancellation of admission requests and refund requests shall be processed within 21 working days from the date of receipt of such requests.

## **9. Readmission**

Provision for readmission shall remain valid for two academic sessions only (including the session during which the admission was withdrawn/cancelled), subject to the following terms and conditions:

- a. Where students seek readmission in the same academic session or the immediately succeeding academic session in which the application for withdrawal/cancellation of admission was made or in the next academic session, such students shall be entitled to 50% concession in the Admission Fee, applicable during the period of readmission .
- b. In all other cases, 100% of the admission fee prevailing at the time of admission shall be payable.
- c. All readmissions shall however, be subject to reassessment of students and availability of seats and at the sole discretion of the School Management.
- d. For clarity, readmission cannot be demanded as a matter of right under the provisions of this policy and only entails the right to avail a concession upon readmission.

#### **10. Review of Policy**

- 10.1. This policy and its application shall be monitored and reviewed on a regular basis.
- 10.2. The School reserves the right to amend these policies and/or procedures as it deems necessary.