

Registration and Refund Policy for all Dubai Private Schools

March 2026



General Definitions

Term	Definition
KHDA	Knowledge and Human Development Authority.
Application fees	A fee charged to process the application of new students. This fee includes standard assessment fees and is not part of tuition fees.
Registration deposit	A deposit paid by parents to confirm a new student's enrolment.
Re-registration deposit	A deposit paid by parents to guarantee their child's place for the next academic year.
Tuition fees	The fee charged for the academic year, as specified in the School Fee Fact Sheet, excluding any fees for mandatory services or optional services that parents may opt for.
Mandatory services fees	Mandatory fees that are approved and regulated by KHDA.
Optional services fees	Fees for services that are not part of the curriculum delivery but are offered by the school or third parties, such as transportation, extracurricular activities, trips, and similar services-which parents can choose to opt into.
Term (for payment purposes)	One of three designated payment periods in the academic year, each aligning with a school break, i.e. term 1, term 2, term 3. The fee structure must be divided into a minimum of three payment terms regardless of the school's internal academic structure.
Withdrawal Certificate	A formal document issued by the school in response to a withdrawal request submitted by the child's parent or legal guardian.
Transfer Certificate	An official document issued by the current school confirming that a child is eligible to transfer to another school, into a grade compliant with the current legislation, and that all financial obligations have been settled.

Distance Learning	The delivery of the educational programme through remote, digital, or technology-enabled means, whether directed by KHDA, the UAE Ministry of Education, or any other government authority, or implemented by the school, with KHDA approval.
Government-Enforced Closure	Any period during which a school is directed by KHDA, the UAE Ministry of Education, or any other government authority to suspend physical operations.

Application fees:

- Schools may charge up to AED 500 to process new students' applications and cover standard assessments and administrative costs.
- Before accepting an application or collecting any fee, the school must confirm (to the parents) whether a place is available at the relevant grade/year group.
- The application fee is refundable if:
 - The student is not offered a place following an assessment.
 - The school collected the fee without first informing the parent that no place was available or that the student would be put on a wait list.
- The application fee is non-refundable if the school makes a formal offer, and the parent chooses not to accept it.
- The application fee is not deductible from the tuition fees.

Registration deposit:

- Schools may ask parents to pay a deposit to confirm a new student's enrolment.
- This registration deposit may only be requested after a formal offer of enrolment has been made and the parent has accepted it. Schools must not request any deposit before a formal offer has been issued.
- The registration deposit cannot be more than 10% of the annual tuition fees.
- The registration deposit is deductible from the tuition fees for the term of enrolment. It is not an additional cost, but an advance payment that is offset against fees once the student begins.

If the parent accepts the offer and the student enrolls:

- The registration deposit is applied against the tuition fees for the term of enrolment.

If the parent accepts the offer but subsequently decides not to proceed with the enrolment:

- The registration fee is refundable if the parent formally notifies the school of their intention to cancel the enrolment at least 60 calendar days prior to the school's start date.
- The registration fee is non-refundable if the parent formally notifies the school of their intention to cancel the enrolment less than 60 calendar days prior to the school's start date.

If the parent does not accept the offer:

- No registration deposit is payable.

Re-registration deposit:

- Schools may ask parents to pay a re-registration deposit to guarantee their child's place for the following academic year.
- This re-registration deposit cannot be more than 5% of the annual tuition fees or AED 500, whichever is higher.
- The re-registration deposit is deductible from the tuition fees for the term of enrolment in the following academic year.
- The school cannot ask for payment of any additional fees or deposits other than the re-registration deposit to secure a child's place.

If the parent pays the re-registration deposit but subsequently decides not to proceed:

- The re-registration deposit is refundable if the parent formally notifies the school of their intention to withdraw their child at least 60 calendar days prior to the start of the following academic year.
- The re-registration deposit is non-refundable if the parent formally notifies the school of their intention to withdraw their child less than 60 calendar days prior to the start of the following academic year.

If the parent does not pay the re-registration deposit by the stated deadline:

- The school cannot guarantee the child's place for the following academic year.
- If the re-registration deposit was not paid by the stated deadline and the child does not enrol in the following academic year, the school cannot seek payment of that re-registration deposit at a later date.

Registration and Re-registration Procedures and Conditions

In addition to the terms of the parent-school contract, all Dubai private schools must adhere to the following regulations governing student registration and re-registration.

For existing students:

- The school may begin the re-registration process at any time during the academic year.
- Schools that begin the academic year in September can collect the re-registration deposit only after the end of the spring break, and the payment deadline must not be set earlier than May 1.
- Schools that begin the academic year in April can collect the re-registration deposit only after the end of the winter break, and the payment deadline must not be set earlier than February 1.
- KHDA's system accepts students for re-registration based on the above dates, i.e. for September-start schools in April of the same academic year, and for April-start schools in January of the same academic year.
- Schools must obtain KHDA approval before refusing to re-register a student for the next academic year. In case of withdrawal from a school after the re-registration deposit is paid, it is the responsibility of the parent to complete and submit a withdrawal request before the refund deadline. If the withdrawal request is not submitted within the deadline, the deposit will be treated as non-refundable.

New students:

- Schools can register new students at any time during the academic year.
- New schools must have KHDA prior approval before registering students.
- If new students enrol during the academic year, the school can charge tuition fees starting from the month of enrolment. (For example, if a new student enrolls in a new

school in the 3rd week of October, the school can charge tuition fees from the beginning of October.)

General conditions:

- Apart from the registration or re-registration deposits, schools cannot ask for any additional payment to guarantee student enrolment and re-enrolment.
- Schools can only collect annual tuition fees in three instalments, due at the beginning of each term. The first term's payment should not exceed 40% of the annual tuition fees; the second payment not more than 30% of annual tuition fees; and the third term not more than 30% of annual tuition fees.
- Schools can also choose to collect annual tuition fees as 10 equal monthly instalments. The monthly repayment amount is calculated by dividing the total tuition fees by 10.
- For any child who was previously enrolled at any KHDA-permitted ECC or school offering provision for children under 6, a valid Transfer Certificate or Withdrawal Certificate must be submitted as part of the registration process before enrolment is confirmed.
- Where a parent does not formally re-register their child or otherwise does not confirm the student's enrolment for the following academic year, the school may not seek payment of any registration or re-registration fee that was not already paid by the applicable due date. In such cases, the school may not guarantee the child's place for the following academic year.
- In the event of a government-enforced closure, registration and re-registration deposits collected are subject to the standard refund provisions set out in this policy.

Withdrawal Certificate and Refund Date

When a parent wishes to withdraw their child from school, they must complete and submit a withdrawal request. This is a formal school document on which the parent specifies the intended withdrawal date.

- The same intended withdrawal date must be recorded on the Withdrawal Certificate is the official date from which all refund calculations are made.
- The refund date is not determined by the date the student was last physically present or last class attended.

- The school is entitled to withhold the Withdrawal Certificate until all outstanding fees have been paid in full.
- The Withdrawal Certificate is required for a student to register at any other private school or educational institution in Dubai and across the UAE.

Important: A student's absence from school does not constitute withdrawal or trigger a refund. Being listed on the school's registrar is considered active enrolment, regardless of attendance. Parents must complete and submit a withdrawal request at the earliest opportunity to avoid additional fee liability.

Outstanding Fees and Transfer Certificate

Prior to or at the time of a student's withdrawal, the parent or legal guardian must settle all outstanding fees in full. Outstanding fees include any tuition fees, mandatory services fees, or other approved charges that remain unpaid.

- The school is entitled to withhold the Transfer Certificate until all outstanding fees have been paid in full.
- The Transfer Certificate is required for a student to register at any other private school or educational institution in Dubai and across the UAE.

If outstanding fees are not settled, the Transfer Certificate will not be issued. Parents are strongly urged to ensure all fees are settled at the time of transfer to avoid any disruption to their child's continued education.

Non-payment of Fees

Parents are responsible for paying tuition fees, mandatory services fees, and any other KHDA-approved charges in line with the payment schedule set out in the Parent-School Contract and the School Fee Fact Sheet.

Where fees remain unpaid after the due date, the school must manage the matter directly with the parent or legal guardian. The matter must be handled sensitively, professionally, and in a way that protects the student's dignity, wellbeing, safety and access to learning. If there is any inconsistency between this section and the Parent-School Contract, the provision of this section shall apply.

Required communication steps

Written reminders and final notices must be issued by email to the parent or legal guardian using the contact details recorded by the school. Direct follow-up contact may be made by phone or through another agreed school communication channel.

No formal consequence may be applied for unpaid fees until at least 30 calendar days have passed from the original payment due date and the required communication steps below have been completed and documented. For the purposes of this section, a formal consequence includes withholding the Withdrawal Certificate or Transfer Certificate, suspending the student from learning or not re-registering the student for the following academic year. The school may apply only one formal consequence, provided it is clearly stated in the Parent-School Contract and aligns with KHDA requirements. The decision not to re-register a student requires KHDA approval.

Before applying any formal consequence for unpaid fees, the school must complete and document the following steps:

1. Issue a first written reminder to the parent after the payment due date has passed
2. Issue a second written reminder if payment remains outstanding
3. Make direct follow-up contact with the parent
4. Offer the parent an opportunity to meet with the school to discuss the outstanding fees
5. In case the parent is unable to pay in full immediately, consider a reasonable payment plan in writing, clearly stating the amount outstanding, the payment dates, and the action that may be taken if the payment plan is not followed
6. Issue a final written notice before any formal consequence is applied

The final written notice must clearly state the amount outstanding, the actions already taken by the school, the proposed next step, the date on which that step may take effect, and the parents' option to contact the school or refer the matter to KHDA.

Where a payment plan has been agreed and the parent is making payments in accordance with that plan, the school may not apply any formal consequence connected with the outstanding amount, including temporary suspension from learning.

All communication must be addressed to the parent or legal guardian only. Schools must not communicate fee-related concerns through the student, in front of the student/class, or in any manner that could embarrass, stigmatise, isolate, or humiliate the student.

Formal consequences for unpaid fees

Where fees remain unpaid after the required communication steps have been completed and documented, and at least 30 calendar days have passed from the original payment due date, the school may take proportionate action in accordance with the Parent-School Contract and KHDA requirements. This may include withholding the Withdrawal Certificate or Transfer Certificate until all outstanding approved fees are paid, not re-registering the student for the following academic year (subject to KHDA approval), or referring the matter to KHDA.

Where fees remain unpaid at the end of a term or academic year, or where an agreed payment plan has not been followed, the school may withhold end-of-term or end-of-year reports, grade reports, certificates, or other formal academic records until all outstanding approved fees are paid, ensuring this is clearly stated in the Parent-ECC Contract and in line with this Policy and KHDA requirements. This does not apply where a payment plan has been agreed, and the parent is making payments in line with it.

During the communication and resolution process, the student must continue to access learning as normal and must not be refused entry, removed from class, isolated, embarrassed, or treated differently because of unpaid fees.

Where the parent does not respond to the school's reminders, does not acknowledge the outstanding fees, or does not engage with the school to resolve the matter, the school must retain evidence of all communication attempts before applying any formal consequence.

As a last resort, and only after the required communication steps have been completed and documented, the school may temporarily suspend the student from learning for a maximum of three consecutive school days per term, excluding examination days. The parent must receive final written notice before this action is taken.

For the purposes of this section, a temporary suspension from learning means that the student does not attend school in person, and the school is not required to provide distance learning during the suspension period.

If the matter remains unresolved after the school's internal process has been completed, either party may refer the case to KHDA through its official channels.

A student's absence from school does not constitute withdrawal and does not trigger a refund. Refund calculations remain based on the withdrawal date recorded on the Withdrawal Certificate, in accordance with the relevant sections of this Policy.

Refund Procedures and Conditions

Tuition Fees Refund

For a refund, tuition fees will be calculated on a term-by-term basis. The refund calculation is based on the withdrawal date recorded on the Withdrawal Certificate, which is the same date that the parent specified in their withdrawal request submitted to the school.

- Tuition fees paid prior to the beginning of the academic year are refundable, and only the registration or re-registration fees will be deducted if the withdrawal was requested less than 60 calendar days prior to the start date.
- **If the student was enrolled in the term for two weeks or less:** a month's fees will be deducted.
- **If the student was enrolled in the term for a period between two weeks and one month:** two months fees will be deducted.
- **If the student was enrolled in the term for more than one month:** the full term's fees will be deducted.

Mandatory and Optional Services Fee Refund

Schools offer services beyond the core curriculum, either directly or through third-party providers. These include but are not limited to transportation, extracurricular activities, trips, uniforms, examination fees, and any other mandatory or optional services. The following provisions apply:

- All fees for services beyond core tuition must be clearly itemised, with their refund terms communicated to parents in writing before payment is made and reflected in the parent-school contract.
- Fees for Mandatory services paid prior to the beginning of the academic year are refundable.
- Fees for Optional services are governed by the terms agreed between the school or third-party provider and the parent at the time of enrolment.
- Where a service is delivered by a third party, the school is responsible for ensuring parents are informed of all applicable terms and refund conditions. Schools must ensure their contracts with third-party providers include provisions that protect parents in the event of non-delivery, forced closure, or a transition to distance learning.
- Fees for Optional service paid before the start of the academic year are refundable, provided no binding third-party contract is in place.

General conditions:

- The above refund policy is applicable per term, depending on the withdrawal date recorded on the Withdrawal Certificate.
- The refund will be calculated from the start of the term to the withdrawal date on the Withdrawal Certificate — not from the date when the student was absent. Being on the school register counts as days in school.
- Book fees are only refundable if the student leaves prior to the start of the academic year.

Service Continuity and Fee Obligations

Voluntary suspension of service:

When a school temporarily suspends or reduces its services for reasons within its own control, the following apply:

- The school must notify parents in writing as soon as the decision is made, stating the reason and the expected duration.
- Tuition fees remain payable for any period during which the service was available and provided, including where the service is delivered through distance learning or any other alternative method deemed appropriate and approved by KHDA.
- For any period during which the service was not provided, the school must compensate the parents. This may be through a fee credit, additional sessions when the service resumes, or a prorated refund for the period not delivered. The chosen solution must be agreed in writing between the school and the parents.

Circumstances beyond the control of either party (parents or schools):

This sub-section applies where the delivery of services is fully or partially interrupted due to government enforced closure:

- Tuition fees remain payable for any period during which the service was available and delivered, including when the service is delivered through distance learning or any other alternative method deemed appropriate and approved by KHDA.
- Schools delivering an approved distance learning programme are not required to reduce, discount, or waive any portion of the KHDA-approved tuition fee on the grounds that education is being delivered remotely. A parent's decision not to engage with the available distance learning programme does not constitute grounds for withholding or reducing tuition fees. Any concerns regarding the quality or delivery of distance learning should be raised through the school's internal complaints process. Fees remain payable in full during the resolution of any such complaint.
- The school retains all fees for the period during which the service was available and delivered. These fees are considered payable and are not refundable.
- Fees for the period when the service could no longer be delivered are eligible for a refund to the parent and must be addressed through one of the following methods, agreed in writing between the school and the parent:
 - **Credit note:** The school issues a formal credit note for the value of the eligible amount, to be applied against future tuition fees, provided the student remains enrolled at the same school upon resumption of services. Where the child does not return to the school, the held amount is refunded to the parent.

- **Transfer of credit:** Where the family has another child in the same school or anticipates enrolling another child at the same school, the eligible amount may be transferred and applied against the sibling child's tuition fees.
- **Full refund:** The held amount is returned to the parent in full, corresponding to the period for which the service could not be delivered.
- Tuition fees are payable to the school for each day that the service was available and delivered. From the day the school is unable to deliver its service, tuition fees are no longer payable.
- Where the service continues to be available and delivered — including through distance learning or any other method approved by KHDA — fees are payable in full. A parent's choice not to use or engage with the service does not constitute grounds for non-payment. If a parent does not wish for their child to continue, they must formally withdraw their child in accordance with the withdrawal process set out in this policy. The standard refund provisions will then apply from the withdrawal date.
- A government-enforced closure does not affect a school's entitlement to open, communicate, and collect re-registration deposits for the following academic year through digital or remote means. Any re-registration deposits collected during a closure period are subject to the standard refund provisions set out in this policy.

Disputes and Escalation to KHDA

- Schools are expected to resolve any fee, refund, or withdrawal disputes with parents through their internal complaints and resolution process.
- It is required that all internal resolution steps have been completed and documented before a matter is referred to KHDA.
- When a dispute remains unresolved following the conclusion of the school's internal process, either party may refer the matter to KHDA through its official channels.
- As part of the review process, KHDA may request documentary evidence from either or both parties.
- Schools must cooperate fully with any such review and provide all documentation requested.