

A PARENT'S GUIDE TO FEES, DEPOSITS AND REFUNDS FOR EARLY CHILDHOOD CENTRES IN DUBAI

As per the recently issued Policy for Private Early Childhood Centres in Dubai, all ECCs must follow these clear KHDA rules on fees, deposits and refunds. Here are the highlights of the policy in numbers:

AED 500
The maximum you can be charged for an application fee

10%
The cap on the registration deposit is 10% of the annual programme fees, which will be deducted from those fees. This amount is not extra or in addition to the fees.

60 days
The number of calendar days' notice required before the child's start date to get your registration deposit back in full.
Similarly, for re-registration deposits but 60 days prior to the start of the next programme year. Parents must formally notify the ECC in writing.

10 days
The number of calendar days you have to withdraw your child to qualify for a full refund of any deposits or fees if a KHDA fee increase is announced after you've paid.

GOOD TO KNOW

For flexible enrolments (part-time, hourly, drop-in and packages), the refund terms are as per your Parent–ECC Contract. Check before you pay.

1. KEY TOUCHPOINTS IN A PARENT'S ECC JOURNEY

APPLICATION FEE
Up to AED 500 for FS1/FS2 only

- Charged only for structured FS1/FS2 programmes - never for flexible enrolment
- Refunded if your child isn't offered a place, or you weren't told there was no place or a waitlist before paying
- Not refunded if a place is offered and you decline it, and is not deducted from programme fees

REGISTRATION DEPOSIT
Max 10% of annual programme fees

- Only after a formal offer is made and you accept it – not payable before
- Deducted from the programme fees once your child starts
- FS1/FS2: refundable under the 60-day rule
- Flexible enrolment: refund terms follow your Parent–ECC Contract

RE-REGISTRATION DEPOSIT
Max 5% of programme fees or AED 500

- The only payment allowed to secure a place for the next year and deducted from next year's programme fees
- Can be requested at any point in the year for FS1/FS2 and is refundable under the 60-day rule
- Not paid? The place isn't guaranteed — and if your child doesn't enrol, the deposit may not be sought later

2. WITHDRAWING - HOW YOUR REFUND IS WORKED OUT

THE DATE THAT MATTERS: Your refund is calculated from the withdrawal date in your formal written request - not your child's last day of attendance, and it can't be backdated.

ABSENCE DOESN'T STOP FEES: While your child is still enrolled and, on the register, fees apply; a written withdrawal request is what matters.

YOUR ENROLMENT TYPE	HOW YOUR REFUND WORKS
FS1/FS2 - before the year starts	Fees refunded in full. The deposit is kept if the notice was under 60 calendar days
FS1/FS2 - after the year starts	Enrolled for 2 weeks or less - 1 month's fee deducted Enrolled for 2 weeks to 1 month - 2 months' fee deducted Enrolled over 1 month - the term's fee deducted
Flexible enrolment (part-time, hourly, packages)	Prorated per your Parent-ECC Contract with the unused portion refunded as set out in the contract

OPTIONAL SERVICES
Transport, meals and extra hours follow the refund terms you agreed in writing. Any service you paid for but didn't receive must be refunded.

CLOSURES & COMPENSATION: Safety closures of 5 days or fewer (documented health, safety, safeguarding or government-enforced closure): no compensation. Beyond that, compensation is due in one of these methods

Credit note - against future fees, valid for 6 months

Sibling transfer - credit for a sibling at the same ECC, valid for 6 months

Full refund - for the period the service was not provided

Fees remain payable while the service is available and provided, including KHDA-approved distance learning or an approved alternative.

3. MOVING OR LEAVING — THE CERTIFICATE SEQUENCE

1. Settle fees → **2. Certificate issued** → **3. Submit to new ECC or school** → **4. Enrolment confirmed**

- A **Withdrawal Certificate** is needed to register at any other KHDA-permitted ECC or school, where it can also stand in for a **Transfer Certificate**
- Certificates can be withheld until all fees are paid - but once you've settled, they must be issued without further delay, and no processing charge may be applied
- A child can't be enrolled at a new ECC or school while fees are still owed at the previous one

4. UNPAID FEES — THE REQUIRED PROCESS

Before any consequence, at least **30 days** must pass from the due date, and all six steps must be completed and documented:

1. First written reminder → **2. Second reminder** → **3. Direct contact** → **4. Offer of a meeting**

5. Payment plan considered → **6. Final written notice**

Keeping to an agreed payment plan? No consequence can be applied at all.

5. DISAGREE ABOUT FEES OR A REFUND?

Start with the ECC - raise it through their internal complaints process first; it must be completed and documented before KHDA can review it.

Still unresolved? Either you or the ECC can refer the matter to KHDA through its official channels.

KHDA reviews each case individually and may ask both sides for documents, including your signed Parent–ECC Contract. Keep everything in writing.

All fee matters go to you — your child can never be embarrassed, singled out or excluded

When sticking to an agreed payment plan, no consequence can be applied at all

Any restricted attendance for unpaid fees is capped at 3 consecutive days and ends the moment you pay