



2023-24 WITHDRAWAL AND REFUND POLICY

WITHDRAWAL

Withdrawal of a student from BSB by a parent or guardian (after starting school) is only confirmed upon the required written notice with desired last school day has been submitted to Admissions via email at sltadmissions@bsbsanlitun.com

If the leaving notice is submitted to the school during a public holiday, it will be deemed as received by the school on the first day of school following the public holiday.

Any refunds of school fees and/or the deposit will only be considered after the leaving confirmation letter released by Admissions and completion of the withdrawal procedures.

The finance department will contact parents via email to complete refund procedure accordingly upon receiving the formal leaving confirmation letter. The below items are required to complete the refund process:

1. Ensure school properties such as library books, iPad, Laptop/charger etc. are fully returned.
2. Ensure there are no outstanding fees.
3. The original tax receipt (Fapiao) needs to be returned to claim for bus and tuition refund.
4. Confirm bank information.

Students who do not notify the school of withdrawal will be considered as re-enrolled for the following school year.

For new students, there will be a cancellation charge of RMB16,000 if the student does not attend the school after an enrolment place has been reserved. Unused school fees will be fully refunded if parents pay in advance.

REFUND

1. Tuition Fees

In the event that a parent/guardian decides to terminate a student's enrolment at the school, refund calculations will be made according to the **Refund Information Chart** below. The refund is dependent on the notice date given by leaving confirmation letter as summarised below.

Refund Information Chart

Written Notice		Tuition Fee Refund Schedule		
		Term 1	Term 2	Term 3
A	Before 30 April	100% refund	100% refund	100% refund
B	1 May - 31 August	50% unused tuition fee refund	100% refund	100% refund
C	1 September - 31 October	No refund	100% refund	100% refund
D	1 November - 31 January	No refund	No refund	100% refund
E	After 1 February	No refund	No refund	No refund



Refund Information Details

- A. Families who notify the school of their departure **on or before April 30th, 2023**, will be eligible for a full refund of the Tuition Fees made for the 23/24 school year.
- B. Families who notify the school of their departure **on or before August 31st, 2023**, will be eligible for a 50% refund of unused Term 1 tuition fees and 100% refund of Term 2 and Term 3 Tuition Fees made for the 23/24 school year.
- C. Families who notify the school of their departure **on or before October 31st, 2023**, will be eligible for 100% refund of Term 2 and Term 3 Tuition Fees paid for the 23/24 school year.
- D. Families who notify the school of their departure **on or before January 31st, 2024**, will be eligible for 100% refund of Term 3 Tuition Fees paid for the 23/24 school year.
- E. Families who notify the school of their departure **on or after February 1st, 2024**, will NOT be eligible for refund of the Tuition Fees paid for the 23/24 school year.

2. School Bus Fees

If a family changes bus routes during the year, the bus fees will be adjusted accordingly.

Once a term commences, there are no refunds for that term whether a student is leaving school on temporary absence, or no longer requires the bus service.

TERMS AND CONDITIONS

Once a student joins the school, the full fees are charged until the student leaves the school. There are no refunds for periods of absence from the school.

The deposit is fully refundable when the student leaves the school without any interest on demand, if all accounts have been settled, all school property returned without damage. The school reserves the right to deduct from the deposit any amounts that are owed by the student or the parent/guardian to the school.

If a withdrawal notice is not given by certain deadline as shown in the Refund Information Chart, the tuition fees will only be refunded in accordance with the Refund Information Chart upon the completion of the withdrawal process. If a withdrawal notice is served but the student still attends the school for the term in which he/she is supposed to leave the school, the tuition fees will be charged on two-week cycle basis and the refund will be deducted accordingly.

The original tax receipt (Fapiao) must be returned to the school when refund is requested. No refund can be made without returning the original tax receipt. In case of e-fapiao, please contact school finance department directly.

Refund will be reimbursed to the parent or company in the same way the original payment was made, except:

- Where the original payment was made by a company cheque, the refund will only be processed directly to the drawer who issued the cheque through bank transfer.
- Where the original payment was made by cash, the refund will only be processed directly to the parent or company's nominated Chinese bank account through bank transfer.
- Where the original payment was made by the parent him/herself from overseas, the refund will only be processed directly to the parent's nominated Chinese bank account through bank transfer.

Any refund or release of school records is dependent upon satisfactory completion of the withdrawal procedures, the return of all school property, and the clearance of accounts with the school.

The school reserves the right to amend its policies and fee structure whenever considered necessary and appropriate. The school makes these policies available to parents through the school website. It is the parent or guardian's responsibility to ensure that they are informed and aware of school policies.