DUNECREST AMERICAN SCHOOL

DUNECREST AMERICAN SCHOOL LLC

Registration and Refund Policy

In compliance with KHDA Registration and Refund Policy for all Dubai Private Schools (April 2026)

1. Introduction and Purpose

Dunecrest American School LLC ("the School") is a premium Pre-KG to Grade 12 American international preparatory school located in Wadi Al Safa 3, Dubai. Operated by ESOL Education and licensed by the Knowledge and Human Development Authority (KHDA), the School is committed to transparency, fairness, and full compliance with all applicable regulatory requirements.

This Policy governs all matters relating to student registration, re-registration, tuition fee payments, refunds, and withdrawal procedures for the academic year AY 2025-26 onwards. It applies to all students enrolled at Dunecrest American School LLC across all grades from Pre-KG through Grade 12.

This Policy has been prepared in accordance with and gives effect to the Registration and Refund Policy for all Dubai Private Schools issued by KHDA in April 2026. In the event of any conflict between this Policy and the KHDA policy, the KHDA policy shall prevail.

2. Definitions

Term	Definition
KHDA	Knowledge and Human Development Authority, the regulatory body for private schools in Dubai.
The School	Dunecrest American School LLC, Wadi Al Safa 3, Dubai.
Application Fee	A non-refundable administrative fee charged to process a new student application. Maximum AED 500.
Registration Deposit	A deposit paid by a parent or guardian to confirm a new student's enrolment at the School.
Re-Registration Deposit	A deposit paid by existing parents to secure their child's place for the following academic year.
Tuition Fees	Annual fees for academic instruction as set out in the KHDA-approved School Fee Fact Sheet, excluding mandatory and optional service fees.

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Term	Definition
Mandatory Service Fees	Fees for services approved and regulated by KHDA as mandatory components of the school programme.
Optional Service Fees	Fees for elective services not part of curriculum delivery, including transportation, extracurricular activities, trips, uniforms, and cafeteria.
Term	One of three designated payment periods in the academic year, each aligned with a school break (Term 1, Term 2, Term 3).
Withdrawal Date	The date specified by the parent on the formal written withdrawal request submitted to the School. This is the date from which all refund calculations are made.
Withdrawal Certificate	A formal document issued by the School confirming the official withdrawal date and that all financial obligations have been met.
Transfer Certificate	An official document confirming that a student is eligible to transfer to another school and that all outstanding fees have been fully settled.
Distance Learning	Delivery of the educational programme through remote, digital, or technology-enabled means, whether directed by KHDA or the UAE Ministry of Education, or implemented by the School with KHDA approval.
Government-Enforced Closure	Any period during which the School is directed by KHDA, the UAE Ministry of Education, or any other government authority to suspend physical operations.

3. Application / Assessment Fees

3.1 Amount

- The School charges an application and assessment fee of AED 500 per new student application. This fee covers standard assessment and administrative costs associated with the admissions process.
- The application fee is separate from tuition fees and is not deductible from any tuition invoice.

3.2 When the Application Fee is Collected

- Before accepting an application or collecting any fee, the School will confirm to the parent whether a place is available in the relevant grade.
- If no place is available, or if the student may only be placed on a waiting list, the parent will be informed in writing before any fee is collected.

3.3 Refundability of the Application Fee

- The application fee is fully refundable in the following circumstances:
  - The student is not offered a place following the assessment process.
  - The School collected the fee without first informing the parent that no place was available, or that enrolment was contingent on a waiting list.

- The application fee is non-refundable if the School makes a formal offer of a place and the parent chooses not to accept it.

4. Registration Deposit (New Students)

4.1 Purpose and Amount

A registration deposit is collected to confirm a new student's enrolment. It may only be requested after a formal offer of enrolment has been made and accepted by the parent. The School will not request a registration deposit before a formal offer has been issued.

Registration deposit amounts for 2026-2027 are as follows:

Grade Level	Registration Deposit (AED)
Pre-KG, KG1 and KG2	**AED 3,000**
Grade 1 through Grade 12	**AED 4,500**

NOTE

All registration deposits are within the KHDA maximum of 10% of annual tuition fees.

The deposit must be paid within five (5) business days of receiving the acceptance letter to secure the place.

4.2 Application of the Registration Deposit

- The registration deposit is applied against the tuition fees for the first term of enrolment. It is an advance payment, not an additional charge.

4.3 Refundability of the Registration Deposit

- The deposit is refundable if the parent formally notifies the School in writing of their intention to cancel the enrolment at least 60 calendar days before the student's start date.
- The deposit is non-refundable if the parent formally notifies the School of their intention to cancel less than 60 calendar days before the student's start date.
- Where a family is required to relocate outside the Emirate of Dubai due to verifiable employment or government-related circumstances after the 60-day threshold, the School may consider the request on a case-by-case basis, subject to supporting documentation.

NOTE

Example: If the academic year starts on 1 September, a parent who notifies the School of cancellation on or before 3 July is entitled to a refund of the registration deposit. Notification on 4 July or later means the deposit is forfeited.

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5. Annual Tuition Fees AY 2026-27

5.1 Approved Fee Schedule (Academic Year 2026-2027)

All tuition fees are set and approved by KHDA. The following fees apply for Academic Year 2026-2027:

Grade	Annual Tuition (AED)	Reg. Deposit (AED)	Re-Reg. Deposit
Pre-KG	41,500	3,000	-
KG1	48,370	3,000	2,000
KG2	52,700	3,000	2,000
Grade 1	72,960	4,500	3,500
Grade 2	72,960	4,500	3,500
Grade 3	72,960	4,500	3,500
Grade 4	72,960	4,500	3,500
Grade 5	80,550	4,500	3,500
Grade 6	80,550	4,500	3,500
Grade 7	80,550	4,500	3,500
Grade 8	80,550	4,500	3,500
Grade 9	90,050	4,500	3,500
Grade 10	90,050	4,500	3,500
Grade 11	90,050	4,500	3,500
Grade 12	90,050	4,500	3,500

- Tuition fees include textbook usage.
- Tuition fees do not include transportation, cafeteria, uniform, examination fees, or optional extracurricular services.
- A sibling discount of 20% applies to the third child (youngest) and each subsequent child enrolled simultaneously.

5.2 Payment Schedule

Annual tuition is payable in three termly instalments as follows:

Term	Due Date	% of Annual Fees
Term 1	15 August	40%
Term 2	15 December	30%
Term 3	15 March	30%

NOTE

Each payment is due in full before the first teaching day of the respective term.

Parents experiencing difficulty meeting a payment deadline must contact the Accounts Department in advance to arrange alternative arrangements.

A fee of AED 250 applies to any dishonored cheque.

5.3 Alternative Monthly Payment Option

- Parents may elect to pay tuition fees in monthly instalments as per School's policy.
- This option must be agreed with the Accounts Department at the start of the academic year.

5.4 Payment Methods

- Cash ,card or cheque made payable to: Dunecrest American School LLC
- Electronic bank transfer or direct deposit (parents must email proof of payment with reference number to accounts@dunecrest.ae)
- Zenda App.

6. Re-Enrolment (Returning Students)

6.1 Re-Enrolment Deposit

Existing parents are required to pay a re-registration deposit to confirm their child's place for the following academic year.

- The re-registration deposit is set at 5% of the applicable annual tuition fee for the following academic year.
- This deposit is applied against the first term's tuition fees for the following year and is not an additional charge.
- No other payment or fee may be requested to secure a student's place.

6.2 Timing of Re-Enrolment

- As a September-start school, the School may begin the re-registration process at any time during the academic year but may only collect the re-registration deposit after the end of the spring break.
- The payment deadline for the re-registration deposit will not be set earlier than 1 May.
- KHDA's system processes re-registration for September-start schools from April of the same academic year.

6.3 Refundability of the Re-Enrolment Deposit

- The deposit is fully refundable if the parent formally notifies the School in writing of their intention to withdraw at least 60 calendar days before the start of the following academic year.

- The deposit is non-refundable if formal notification is received less than 60 calendar days before the start of the following academic year.
- The School may refuse to re-register a student for the following academic year only with prior written approval from KHDA.

NOTE

Example: For a 1 September start, a parent who notifies the School on or before 3 July receives a full refund. Notification on 4 July or later forfeits the deposit.

It is the parent's responsibility to submit the withdrawal request before the refund deadline. Failure to do so will result in the deposit being treated as non-refundable.

6.4 Missed Re-Enrolment Deadline

- If a parent does not pay the re-registration deposit by the stated deadline and the student does not enrol in the following academic year, the School may not seek payment of that deposit at a later date.
- However, the School cannot guarantee the student's place if the deposit is not paid by the deadline.

7. Tuition Fee Refunds Upon Withdrawal

7.1 Official Withdrawal Process

To withdraw a student, the parent or legal guardian must complete and submit a formal written withdrawal request to the School. This may be submitted to the Admissions or Accounts department.

- The date specified on the withdrawal request becomes the official Withdrawal Date and is recorded on the Withdrawal Certificate.
- The Withdrawal Date cannot be backdated.
- A student's absence from school does not constitute withdrawal and does not trigger a refund. Fees continue to accrue until a formal withdrawal request is submitted.
- Being listed on the school's register constitutes active enrolment, regardless of attendance.

NOTE

IMPORTANT: Parents should submit withdrawal requests at the earliest opportunity to avoid additional fee liability. Late submission of a withdrawal request will result in fees being charged up to the date stated on the request, not the student's last day of attendance.

7.2 Refund Calculation

Refunds are calculated on a term-by-term basis from the official Withdrawal Date specified on the Withdrawal Certificate, in accordance with the following schedule:

Period Enrolled in Term	Fees Charged	Refund Entitlement
Before academic year starts	Nil (deposit forfeited if <60 days notice)	Full tuition refund
Up to 2 weeks	1 month's fees	Remainder of term fees
Between 2 weeks and 1 month	2 months' fees	Remainder of term fees
More than 1 month	Full term's fees	Fees for subsequent terms

NOTE

Example A: A parent pays Term 2 fees in full. The student's Withdrawal Date falls 10 days into Term 2. The School deducts one month's fees and refunds the remainder.

Example B: The Withdrawal Date falls on day 25 of Term 2. Two months' fees are deducted, and the remainder is refunded.

Example C: The Withdrawal Date falls six weeks into Term 2. The full term's fees are retained. Fees for Terms 3 are refunded.

7.3 Fees Paid Before the Academic Year

- Fees paid prior to the start of the academic year are fully refundable.
- If withdrawal is requested less than 60 calendar days before the academic year start date, only the registration or re-registration deposit will be forfeited; all other paid tuition is refunded.

8. Mandatory and Optional Service Fee Refunds

8.1 Mandatory Services

- Fees for KHDA-approved mandatory services paid prior to the start of the academic year are fully refundable.
- Refund terms for mandatory services during the academic year are governed by KHDA regulations.

8.2 Optional Services (Transportation, Activities, Trips, Uniform)

- Fees for optional services (including transportation, extracurricular activities, school trips, and uniform) are governed by the terms communicated in writing to parents at the time of enrolment for those services.
- These terms are incorporated into the parent-school contract and must be agreed before payment is made.
- Fees for optional services paid before the academic year begins are refundable, provided no binding third-party contract is already in place.
- The School is responsible for ensuring parents are informed of all applicable refund terms for optional services, even when delivered by a third party.

NOTE

Transportation: If a parent withdraws from the school transport service during a term, transport fees for the full term will be charged.

8.3 Third-Party Service Providers

- Where services are delivered by a third-party provider, the School remains responsible for ensuring that parents are fully informed of all applicable terms and refund conditions.
- The School maintains contracts with third-party providers that include provisions protecting parents in the event of non-delivery, forced closure, or transition to distance learning.

9. Transfer and Withdrawal Certificates

9.1 Withdrawal Certificate

- A Withdrawal Certificate is issued by the School when a parent submits a formal withdrawal request. It records the official Withdrawal Date and confirms that all financial obligations for the period attended have been met.
- The Withdrawal Certificate is required for a student to register at any other private school or educational institution in Dubai and across the UAE.
- The School is entitled to withhold the Withdrawal Certificate until all outstanding fees have been paid in full.

9.2 Transfer Certificate

- A Transfer Certificate is issued to confirm that a student is eligible to transfer to another school into a grade compliant with current legislation, and that all outstanding fees have been settled.
- The Transfer Certificate is required for enrolment at any other KHDA-permitted school.
- Once all outstanding fees are settled, the Transfer Certificate must be issued promptly and at no additional charge. No processing fee will be levied.
- Where a student transfers from a KHDA-permitted Early Childhood Centre (ECC) or school for children under 6, a valid Transfer Certificate or Withdrawal Certificate must be submitted as part of the registration process before enrolment is confirmed at Dunecrest.

10. Service Continuity and Fee Obligations

10.1 Voluntary Suspension of Services

If the School temporarily suspends or reduces its services for reasons within its own control:

- The School will notify parents in writing as soon as the decision is made, stating the reason and expected duration.

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- Tuition fees remain payable for any period during which the service was available and delivered, including where the service is delivered through distance learning or any other method approved by KHDA.
- For any period during which the service was not delivered, the School will compensate parents through a fee credit note, additional sessions upon resumption, or a pro-rated refund. The chosen remedy will be agreed in writing between the School and affected parents.

10.2 Government-Enforced Closure

Where service delivery is fully or partially interrupted due to a government-enforced closure:

- Tuition fees remain payable for each day the service was available and delivered, including through KHDA-approved distance learning.
- Schools delivering an approved distance learning programme are not required to reduce, discount, or waive any portion of the approved tuition fee on the grounds that education is being delivered remotely.
- A parent's choice not to engage with available distance learning does not constitute grounds for withholding or reducing fees. Concerns about the quality 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.
- Fees for the period during which the service could no longer be delivered are held on behalf of the parent and must be addressed through one of the following methods, agreed in writing:
  - Credit note: Applied against future tuition fees, provided the student remains enrolled. If the student does not return, the held amount is refunded.
  - Transfer of credit: Where another child in the family is enrolled or to be enrolled at the School, the credit may be applied to that sibling's fees.
  - Full refund: The held amount is returned to the parent in full.
- A government-enforced closure does not affect the School's entitlement to collect re-registration deposits for the following academic year through digital or remote means. All such deposits remain subject to the standard refund provisions of this Policy.

11. Disputes and Escalation

- Any fee, refund, or withdrawal dispute should first be raised directly with the relevant department (Admissions or Accounts).
- All internal resolution steps must be completed and documented before a matter may be escalated further.
- If a dispute remains unresolved , either party may refer the matter to KHDA through its official channels.
- KHDA may request documentary evidence from both parties. The School will cooperate fully with any such review and provide all documentation requested.

Contact for fee and refund queries:

- **Accounts Department:** accounts@dunecrest.ae
- **Phone:** 04-5087444

- **Address:** Dunecrest American School LLC, P.O. Box 624265, Wadi Al Safa 3 (next to Al Barari), Dubai, UAE

12. General Conditions and Miscellaneous

- Apart from the registration or re-registration deposits set out in this Policy, no additional payment may be required to guarantee student enrolment or re-enrolment.
- New students may be registered at any time during the academic year. If a student enrolls during the academic year, tuition fees are charged from the beginning of the month of enrolment.
- The School may only refuse to re-register an existing student with prior written approval from KHDA.
- All fee-related communications, receipts, and formal notifications should be retained by parents as they may be required in the event of a dispute.
- This Policy is reviewed annually and updated to reflect any changes to KHDA regulations. The current version is available on the School website and from the Admissions and Accounts offices.
- This Policy is to be read in conjunction with the parent-school contract, the KHDA School Fee Fact Sheet, and any other terms communicated by the School in writing.

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