



Document title: Refund Policy

Document version number: V.3

Office/department responsible: Finance

Approved by: Dr. Mahmoud Allam – President of The Knowledge Hub Universities

TKH REFUND POLICY

Policy Statement/Purpose:

The policy is to specify refund rules for both applicants and students. The policy explains who is eligible for refunds and under what circumstances.

Who Needs to Know This Policy

TKH Applicants, Students, Finance Department, Registrar, Admissions Office and IT

Supporting Department

Responsible University Official: Hatem Hosny - Finance Manager

For any questions, please send an email to: pay.finance@tkh.edu.eg

Policy/Procedures

1. Down payment refund

- a. Early bird applicants are eligible to receive a full refund on their down payment up to **four (4) calendar weeks** after the early bird application deadline.
(For Academic year 2021/2022 the early bird deadline is on March 31st therefore the **latest date of refund is on the 30th of April 2021.**)
- b. If a non-early bird applicant decides to cancel his/her application, the applicant is entitled to receive a full refund of the down payment **within fourteen (14) calendar days** by sending an official email to the Admissions Office with a filled Refund Request Form from the next day of the date of payment.
- c. In case the student is not eligible to receive the final acceptance letter (rejected), the Admissions Office will send to the applicant the official rejection email including a Refund Request Form that should be filled by the applicant and sent back to the admissions office.
- d. Any refund requests should be approved by TKH President after relevant departments present their justifying reasons and supporting documents for rejection/cancellation of application or withdrawal.



2. Tuition and other fees refund

- In case an enrolled student (student who received a final acceptance letter, paid the down payment and 1st/2nd tuition fees installment) decides to withdraw from The Knowledge Hub Universities (TKH), he/she must send an official email to the Registrar Office with a filled Refund Request Form and Withdrawal Request Form. If the Student is eligible to receive a refund according to the below table, the Finance Department will refund the amount, after receiving the appropriate documents.

Withdrawal Date Category (refund semester)	Semester 1: - Before 1 st day of Orientation Semester 2: - Before 1 st day of classes	Before end of 2nd week of the semester	After 2nd week of the semester
Application fee (1st)	0%	0%	0%
Tuition fee (excluding down-payment) (1st & 2nd)	100%	50%	0%
Non-academic fees (2nd)	100%	0%	0%
Medical insurance (1st)	100%	0%	0%
Lab fees (1st)	100%	0%	0%
Facility insurance (1st & 2nd)	100%	100%	100%

3. Bus fees refund:

Full year subscription:

1. 95% refund if requested within the first week of semester 1.
2. 60% refund if requested within the following two weeks of semester 1.
3. No refund after two weeks of semester 1.

4. General Guidelines:

- Refund shall be made to the same person/entity who made the payment or to those presenting a proxy authorizing them to receive it.
- Refund is processed within 30 working days from the date of the approved request.
- In case of paying the 1st installment directly including the Down Payment (1st installment + Down Payment), the **fourteen (14) calendar days** policy will apply on the Down Payment only, please refer to 1(b) above.



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- Please note that the date of the cancellation of the application will be calculated from the date of the official withdrawal/rejection email (sent from the applicant/enrolled student) to guarantee the refund.

- All refund types (TKH rejection, down payment refund, withdrawal or any listed above category) should be supported with:
 - Proof of payment
 - Legal guardian ID
 - Rejection/withdrawal official email from the relevant departments
 - Withdrawal Form (enrolled students only)
 - Refund Request Form

Origination Date: September 2019

Last Review Date: December 2020

Next Review Date: January 2022

*****Disclaimer:** The Knowledge Hub Universities reviews the policies on regular basis if needed for work flow and business purposes.

Version Log	Date	Name and Signature President of TKH
Version V.3		