



**Document title:** Refund Policy

**Document version number:** V.4

**Office/department responsible:** Finance

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

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## **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](mailto: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 2022/2023 the early bird deadline is on March 31<sup>st</sup> therefore the **latest date of refund is on the 28<sup>th</sup> of April 2022.**)
- 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 1<sup>st</sup>/2<sup>nd</sup> 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.

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

\*Facility insurance is only refundable when all other dues and liabilities are fully settled.

## 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 1<sup>st</sup> installment directly including the Down Payment (1<sup>st</sup> 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

**Review Date:** January 2022

**Next Review Date:** January 2023

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

<b>Version Log</b>	<b>Date</b>	<b>Name and Signature President of TKH</b>
Version V.4		