

## REFUND POLICY

Policy Title	Refund Policy
Responsible University Offices	Office of Finance
Policy Owner	Financial Controlling Director ( <a href="mailto:pay.finance@tkh.edu.eg">pay.finance@tkh.edu.eg</a> )
Version	V5
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### I. SCOPE OF POLICY

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

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### II. DEFINITIONS

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There are **three** types of refunds offered:

1. a down payment refund,
2. a refund of tuition fees and other fees: non-academic, medical insurance, lab fees and facility insurance, and
3. bus fees.

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### III. POLICY STATEMENT

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Refunds are offered **ONLY within the set deadlines** specified below in this policy.

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#### IV. POLICY GUIDELINES

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##### 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 2023/2024 the **early bird deadline is on April 16<sup>th</sup>**, therefore the **latest date of refund is on the 14<sup>th</sup> of May 2023.**)

- 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 completed **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.

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

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

**If for any reason, a student has received directly a final acceptance letter (without receiving a conditional offer), EGP 25,000 out of the sum claimed in the final acceptance letter shall represent a down-payment. Such down-payment shall be subject to the same terms of refunding according to 1(a) and 1(b) previously mentioned above.**

### **3. Bus Fees Refund**

Full year subscription:

- a. 95% refund if requested within the **first week of semester 1.**
- b. 60% refund if requested within the following **two weeks of semester 1.**
- c. **No refund** after two weeks of semester 1.

#### 4. General Guidelines

- a. A refund shall be made to the same person/entity who made the payment or to those presenting a proxy authorizing them to receive it.
- b. A refund is **processed within 30 working days** from the date of the approved request.
- c. 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.
- d. 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.
- e. All refund types of requests (TKH rejection, down payment refund, withdrawal or any listed above category) should be supported with the following **documents**:
  1. Proof of payment
  2. Legal guardian ID
  3. Rejection/withdrawal official email from the relevant departments
  4. Withdrawal Form (**enrolled students only**)
  5. Refund Request Form