

REFUND POLICY

Policy Title	Refund Policy
Responsible University Offices	Office of Finance
Policy Owner	Financial Controlling Director (pay.finance@tkh.edu.eg)
Version	V7
Date Approved	December 2023

I. SCOPE OF POLICY

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

II. DEFINITIONS

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.

III. POLICY STATEMENT

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

IV. POLICY GUIDELINES

1. Down Payment Refund

- a. Early bird applicants (who will pay their down payment within (2) weeks of receiving their conditional offers) are eligible to receive a full refund of their down payment until 24th of May of the year of application.
- b. Non-early bird applicants are also entitled (as early-birds) to receive a full refund of the down payment until 24th of May, of the year of application. After this date, a down payment full refund will be applicable if requested within fourteen (14) calendar days of the payment date of the down payment by sending an official email to the Finance Department and a completed Refund Request Form.
- 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 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 st day of Orientation Semester 2: - Before 1 st day of classes	Before end of 2 nd week of the semester	After 2 nd week of the semester
Application fee (1 st)	0%	0%	0%
Tuition fee (excluding down-payment) (1 st & 2 nd)	100%	50%	0%
Non-academic fees (2 nd)	100%	0%	0%
Medical insurance (1 st)	100%	0%	0%
Lab fees (1 st)	100%	0%	0%
Facility insurance (1 st & 2 nd)*	100%	100%	100%

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

If for any reason, a student has directly received 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 1st installment directly including the Down Payment (1st installment + Down Payment), only the Down Payment will be refundable until the 24th of May, of the year of application or within fourteen (14) calendar days from the date of payment. 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