

REFUND POLICY

Policy Title	Refund Policy
Responsible University Offices	Office of Finance
Policy Owner	Financial Controlling Director (pay.finance@tkh.edu.eg)
Version	V8
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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 submit an official withdrawal request form. The withdrawal request form should be submitted in hard copy by the student to the Registry Office after obtaining all required approving signatures available on the form. The Registry Office will process the withdrawal request and once finalized, and if the student is eligible for refunding an automated email will be sent to the student with all required documents to be filled out inclusive of the Refund Request form.

If the Student is eligible to receive a refund according to the table below, 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 1 st or 2 nd semester	After 2 nd week of the 1 st or 2 nd semester
Application fee (1 st)		0%	0%	0%
Tuition fee (excluding down-payment)		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 received directly a final acceptance letter (without receiving a conditional offer), the claimed amount will include the amount of the downpayment mentioned on the website. Such down payment shall be subject to the same terms of refunding according to 1(a) and 1(b) previously mentioned above.

For the avoidance of doubt, in the exceptional cases of paying the tuition fee after the starting of classes; in such case, the downpayment will not be refundable. Moreover, if the student withdrawal within the first two weeks from the date of 1st day of classes, she/he will be eligible for 50% of the tuition fee (after the deduction of the downpayment) plus 100% of the Facility insurance, after the collapsing of the first two weeks, she/he will be **ONLY** eligible for 100% of the Facility insurance.

3. Bus Fees Refund

Full year subscription:

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

4. Special Terms for 2nd Semester Intake Applicants:

- **The following terms does not apply:**
 - **Points (a) & (b) of section (1) hereinabove.**
- Applicants are entitled to receive a full refund of the down payment 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.

5. 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 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

V. POLICY AMENDMENTS AND REVIEW

The Institution reserves the sole discretion to modify this policy at any time, without prior notice or prior consent, and such changes take effect immediately upon publication. Parents/Guardians and Students are responsible for periodically reviewing current policies (accessible via the Institution's website) to stay informed of amendments. Continued enrollment constitutes acceptance of all active policies, including updates, and the latest published version supersedes prior iterations. The Institution disclaims liability for disputes arising from failure to review updates, and stakeholders waive claims based on unawareness of changes.